Why is a patron unable to log into Capira and receiving an Invalid Information error?

Symptom

- Invalid Information error when logging in

Applies to

- CapiraMobile
- CapiraReady

Resolution

Please contact OCLC Support with the patron's barcode and the patron's password. Without these, we will be unable to troubleshoot the ILS authentication error the patron is receiving. Also provide the patron's device information if possible (Apple or Android, model, OS version).