Why can a patron not view their checkouts, fines, holds, or reading history?

Symptom

- Patron is unable to view their checkouts, fine, holds, and reading history

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 that is causing these problems for the patron. Also provide the patron's device information if possible (Apple or Android, model, OS version).