Why can a patron not check out an item using Self Check in Capira?

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Symptom

• Patron unable to check out an item using Self Check

Applies to

• CapiraMobile
• CapiraReady

Resolution

Please contact OCLC Support with the following information so we may troubleshoot the error:

• Patron's barcode and password
• Patron's device information (Apple or Android, model, OS version)
• Item Barcode for item(s) being checked out. We will need this to query the ILS and see the specific error response.