Why can our patron not see their checkouts or holds in the Capira app?

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Applies to

- CapiraMobile
- CapiraReady

Answer

If a specific patron cannot see their checkouts or holds in the Capira app, it is likely caused by their PIN/password having been changed in the ILS but not syncing to the app. This can be fixed by having the patron remove their account from the app and then re-adding it with the updated information.

Additional information

If re-adding a patron's account does not solve this, please contact OCLC Support with the patron's barcode and PIN.

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