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

Last updated: Sat, 21 Aug 2021 03:21:43 GMT

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](https://help.oclc.org/Library_Management/WorldShare_Circulation/Troubleshooting/Why_can_our_patron_not_see...) with the patron's barcode and PIN.