



# IS YOUR APP ACTING UP?

## If your app...

### ○ Didn't prompt to select a library ✕

Click the logo in the upper left corner of the home screen and select the desired library to view that library's holdings.

### ● Isn't displaying the home screen ✕

This is likely happening because the app doesn't know which library to search - sometimes when the app loads, it does not prompt the user to select a library. Click the logo in the upper left corner of the home screen and select the desired library and the home page should update with relevant information for that library.

### ● Isn't showing the right items ✕

Click the logo in the upper left corner of the home screen and select the desired library to view that library's holdings.

### ○ Isn't loading ✕

Check to make sure you're connected to a wireless network, then close the app and reopen it. If the problem persists, check other apps/websites to see if the problem is with the app or with your network. If your network is functioning as expected but the app continues to not load, report the issue to tech help.

### ○ Is showing ALL items ✕

If your app is only showing the LLC parent catalog, that means your app is out of date - check your app store to download the update.

### ● Is showing old or outdated logos ✕

This is likely happening because your device is using a cached version of the app. Clear the app cache if your device allows it, or delete the app and redownload it.