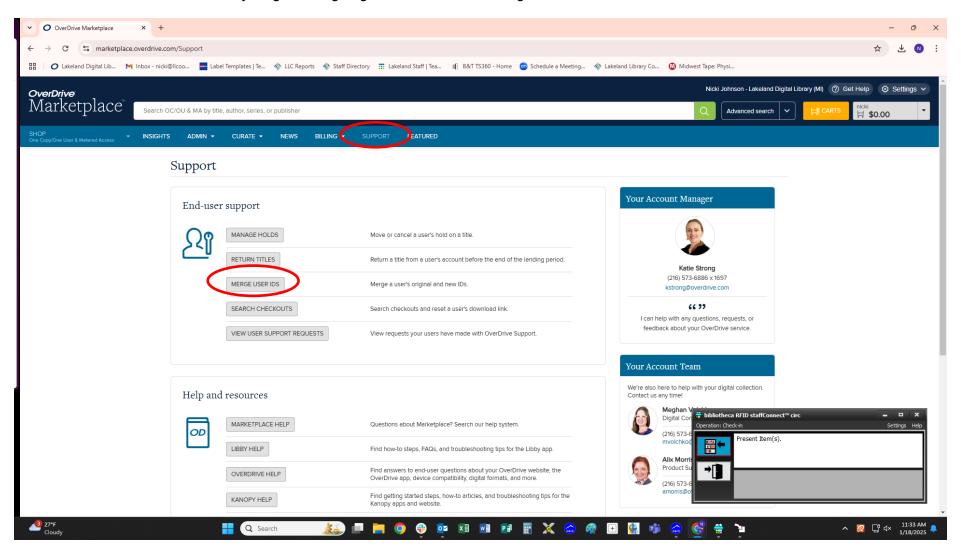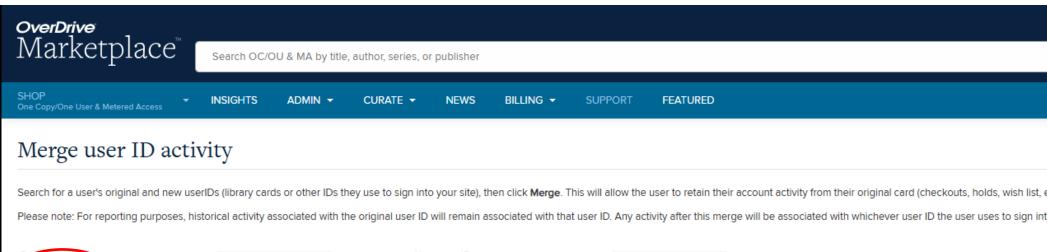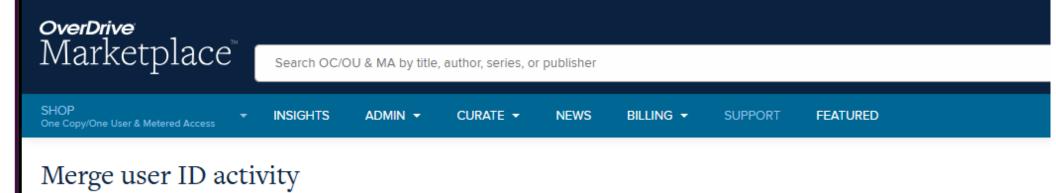Sign in to Overdrive Marketplace, Click "support" on the blue ribbon, and click "merge user ids". It will ask for the old and the new barcode, enter them. Click "search", if everything looks right, go ahead and click "merge".

OverDrive Marketplace™

Merge user ID activity

Search for a user's original and new userIDs (library cards or other IDs they use to sign into your site), then click **Merge**. This will allow the user to retain their account activity from their original card (checkouts, holds, wish list, e

Please note: For reporting purposes, historical activity associated with the original user ID will remain associated with that user ID. Any activity after this merge will be associated with whichever user ID the user uses to sign int

Original user ID

Enter and search for the user's original user ID. If your library uses a value other than user ID for user verification (e.g. record ID, username, token ID), search by that value.

[2134400*********]

New user ID

Enter and search for the user's new user ID (or record ID, username, token ID, etc.).

[21352000********]

Enter old card number, new card number, then hit search

SEARCH   MERGE

OverDrive Marketplace™

Search OC/OU & MA by title, author, series, or publisher
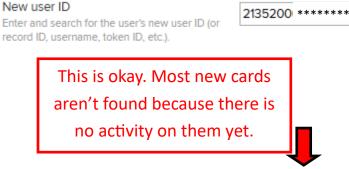
Merge user ID activity

Search for a user's original and new userIDs (library cards or other IDs they use to sign into your site), then click **Merge**. This will allow the user to retain their account activity from their

Please note: For reporting purposes, historical activity associated with the original user ID will remain associated with that user ID. Any activity after this merge will be associated with w

Original user ID
Enter and search for the user's original user ID. If your library uses a value other than user ID for user verification (e.g. record ID, username, token ID), search by that value.

`2134400 ********`

New user ID
Enter and search for the user's new user ID (or record ID, username, token ID, etc.).

`2135200 ********`

This is okay. Most new cards aren't found because there is no activity on them yet.

SEARCH **MERGE**

Select the original user ID:

	User ID	Authentication name	Active checkouts	Active holds
☑	2134400 ******	lakeland	2	12

The user ID was not found in our records. Either...
The new user ID has no OverDrive activity associated with it. You can merge anyway.
-or-
If the user ID should have OverDrive activity associated with it, verify the card number and search again.

Select the User ID and click MERGE