

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”.

The screenshot shows the Overdrive Marketplace website. The top navigation bar includes 'SHOP', 'INSIGHTS', 'ADMIN', 'CURATE', 'NEWS', 'BILLING', 'SUPPORT', and 'FEATURED'. The 'SUPPORT' link is circled in red. Below the navigation bar, the 'Support' page is displayed. On the left, under 'End-user support', there is a list of options: 'MANAGE HOLDS', 'RETURN TITLES', 'MERGE USER IDS' (circled in red), 'SEARCH CHECKOUTS', and 'VIEW USER SUPPORT REQUESTS'. On the right, there is a 'Your Account Manager' section for Katie Strong and a 'Your Account Team' section. At the bottom, there is a 'Help and resources' section with links for 'MARKETPLACE HELP', 'LIBBY HELP', 'OVERDRIVE HELP', and 'KANOPY HELP'. A small window titled 'bibliotheca RFID staffConnect™ circ' is open in the bottom right corner, showing a 'Present Item(s)' screen.

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, etc.).

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 into your site.

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*****

SEARCH MERGE

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

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 user ID. 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 the new user ID.

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 *****

SEARCH MERGE

Select the original user ID:

	User ID	Authentication name	Active checkouts	Active holds
<input checked="" type="checkbox"/>	2134400 *****	lakeland	2	12

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



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