

How to Reactivate a Download

The screenshot shows the OverDrive Library Marketplace interface. At the top left is the OverDrive Content Reserve logo. To the right is the title 'Library Marketplace'. Below this is a navigation bar with links: Home, Marketplace (highlighted), Collection, Reports, Users, Approval Plan, Profile, News, Support, and Logout. Underneath the navigation bar are two rows of category buttons: Brilliance Audio, Perseus, TOKYOPOP, Penguin, Kensington, Blackstone Audio, All Featured Publishers... in the first row; and New eBooks, New Audiobooks, New Music, New Video, Children's/YA, Top MP3, All Featured Lists... in the second row. At the bottom is a search bar with a home icon, a shopping cart icon, a search input field, a dropdown menu set to 'in title', a 'GO' button, and an 'Advanced Search' link. On the far right of the search bar, it displays 'Total units: 0' and 'Total amount: 0.00'.

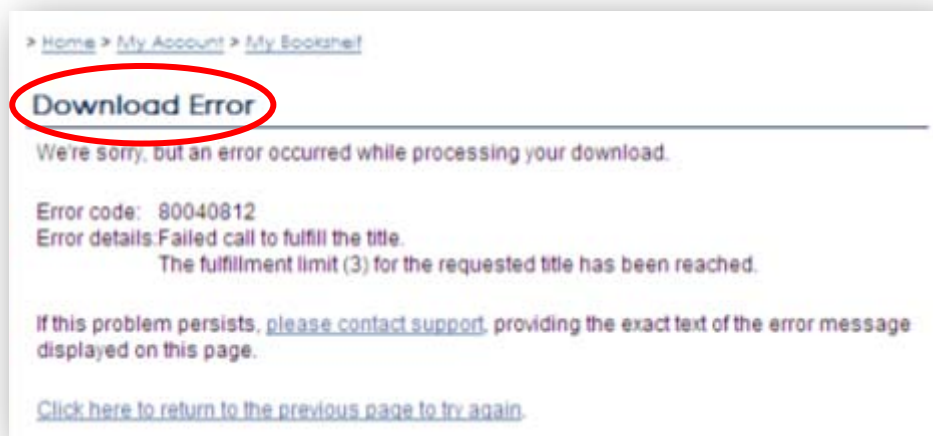
A user might report a download error.
Learn how to reactivate a download for a user with
Content Reserve's 'Search Checkouts' Report.

Contact: training@overdrive.com

Reactivate a Download

I encountered a download error on the Virtual Branch website.

- „ If the user is still within the lending period, then they have probably maxed out the allowed number of downloads.
 1. OverDrive Audio Titles: 3 downloads of the license.
 2. OverDrive Video: 2 downloads of the license.
- „ A license for a checked out title is downloaded when a user clicks the 'download' button.
- „ Have the user send their library card and the title to the support address on the main Help Page.



Reactivate a Download

Checkout Details

Search Criteria
Library Card Number: 555554562

Search again

Checkout Date	Title	Format	ISBN	Publisher	Action
1. 08/04/2010	Goldilocks (unabridged)	OverDrive WMA Audiobook	9780061901573	HarperCollins	View
2. 08/04/2010	100 Cupboards (unabridged)	OverDrive WMA Audiobook	9780739362792	Listening Library	View

View Checkout

Library: My Digital Library (OverDrive Training Demo) (OH)
DRM ID: A9037D26-8DCA-414C-A07E-92AC93FA4870-25
Title: 100 Cupboards (unabridged)
ISBN: 9780739362792
Publisher: Books on Tape
Lending Period: 7 days
Format: OverDrive WMA Audiobook
Checkout Date: 08/04/2010 17:06:20
Checkout ID: 173-606816-00002
Patron ID: 606816
Download Date: 08/04/2010 17:06:23

Reactivate Checkout

The library's support team can reactivate a download link.

1. Login to Content Reserve.
2. Go to *Reports Tab > Search Checkouts*.
3. Enter the library card number.
The 'Checkout Details' page appears.
4. Click 'View' next to the title to reactivate.
5. Under 'Reactivate Checkout', click 'Reactivate'.