

Disappearing Holds in *OverDrive*[®]

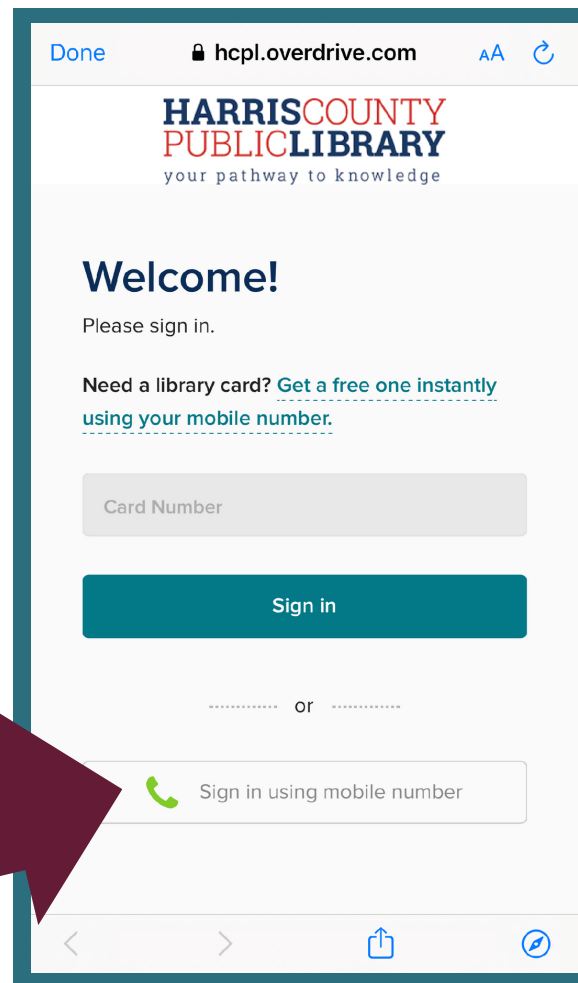
Have you received an email that your hold is available, but it doesn't seem to be in your account when you log in?

The Problem

Library card numbers and mobile numbers are not interchangeable in Overdrive

Holds placed with a library card number will not appear if you sign in with your mobile number (or vice versa)

This button can only be used if your Overdrive account was created with a mobile number



Done hcpl.overdrive.com AA ↻

HARRIS COUNTY PUBLIC LIBRARY
your pathway to knowledge

Welcome!
Please sign in.

Need a library card? [Get a free one instantly using your mobile number.](#)

Card Number

Sign in

..... or

Sign in using mobile number

The Solution

When notified that your hold is available, sign in with the same number you used to place the hold (your library card number or your mobile number)

Try logging in both ways if you're unsure how your account was created

If you're still having trouble, call your local branch or get help via "Ask Us" at www.hcpl.net