

Help Resources

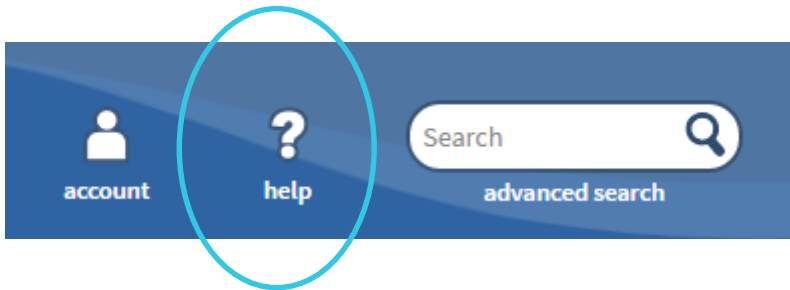
Scenario-based best practices for helping new and existing users of your OverDrive service.

training@overdrive.com



Help resources overview

1. [OverDrive Help](#)
2. [OverDrive Marketplace](#)
3. [Resource Center](#)
4. School website help icon:



Overview – OverDrive Help

- [Getting started guides](#)
Ideal for helping new users.
- [Device Profiles](#)
Device-specific resources separated by platform.
- [Videos](#)
Short how-to videos covering popular devices and more.
- [Troubleshooting](#)
Articles with specific error messages.



help.overdrive.com



GETTING STARTED

Basic steps for getting started with OverDrive



EBOOKS

How to borrow, read, and return eBooks, and more



AUDIOBOOKS

How to borrow, listen to, and return audiobooks, and more



OVERDRIVE APP

How to use OverDrive's app to connect with your library



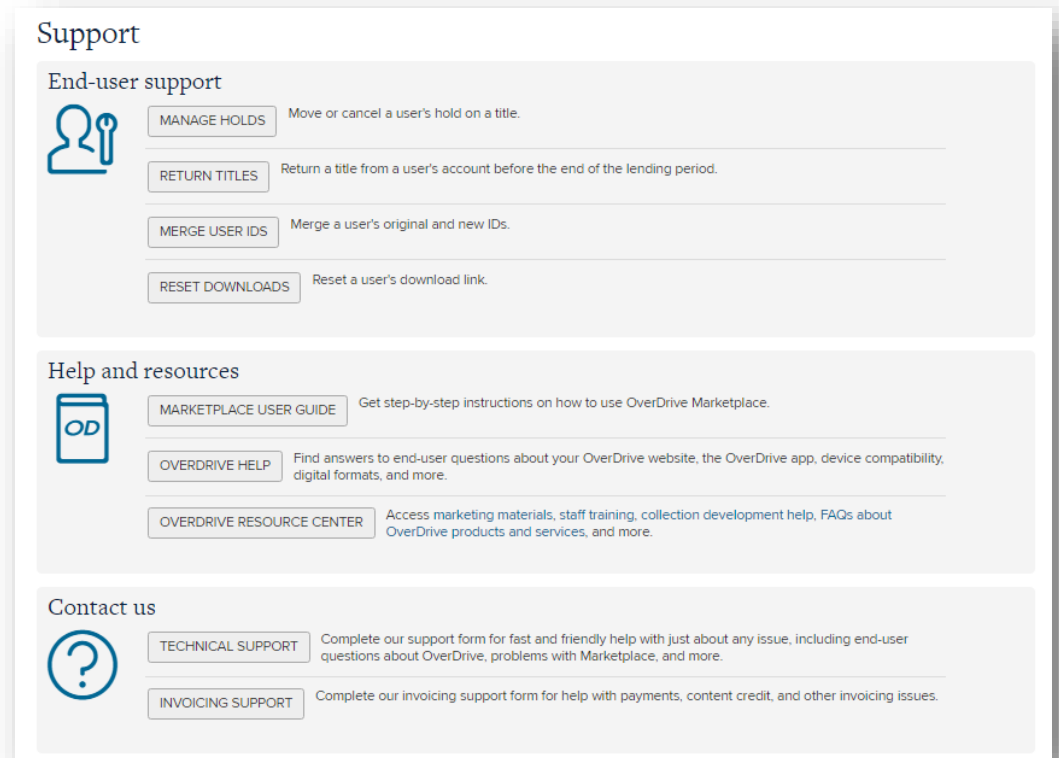
TROUBLESHOOTING

Troubleshooting tips and error solutions

help.overdrive.com

Overview – OverDrive Marketplace support


- **End-user support tools**
Manage holds, return titles, reset downloads, merge barcodes
- **Guides & Information**
Links to Help and training resources
- **General support form**
Submit cases to OverDrive
- **Personalized OverDrive contacts**
Know who to contact and what for




The screenshot displays the 'Support' section of the OverDrive Marketplace interface. It is organized into three main categories: 'End-user support', 'Help and resources', and 'Contact us'. Each category contains a set of icons and corresponding action buttons with descriptions.

Support


End-user support

-  **MANAGE HOLDS** Move or cancel a user's hold on a title.
- RETURN TITLES** Return a title from a user's account before the end of the lending period.
- MERGE USER IDS** Merge a user's original and new IDs.
- RESET DOWNLOADS** Reset a user's download link.

Help and resources

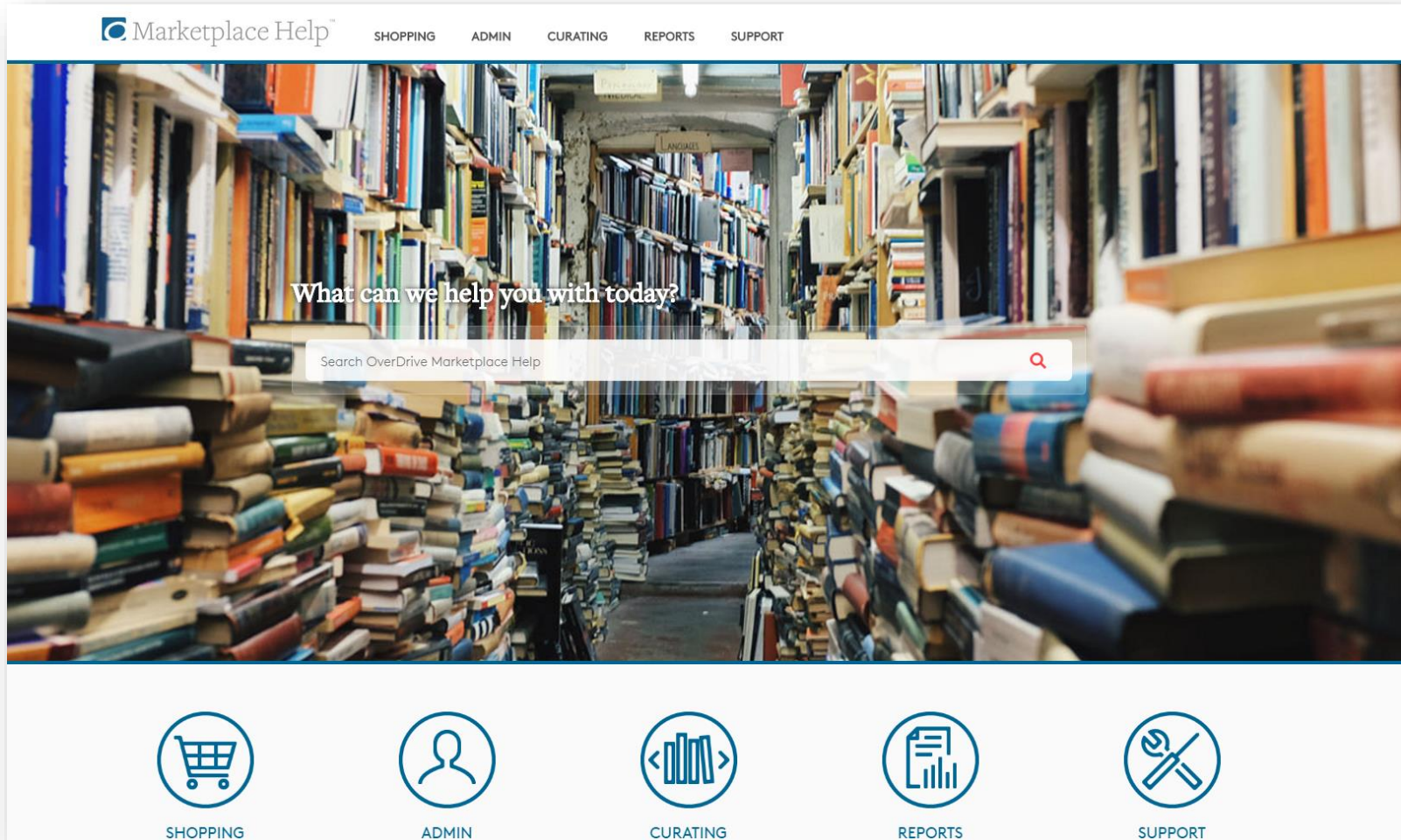
-  **MARKETPLACE USER GUIDE** Get step-by-step instructions on how to use OverDrive Marketplace.
- OVERDRIVE HELP** Find answers to end-user questions about your OverDrive website, the OverDrive app, device compatibility, digital formats, and more.
- OVERDRIVE RESOURCE CENTER** Access marketing materials, staff training, collection development help, FAQs about OverDrive products and services, and more.

Contact us

-  **TECHNICAL SUPPORT** Complete our support form for fast and friendly help with just about any issue, including end-user questions about OverDrive, problems with Marketplace, and more.
- INVOICING SUPPORT** Complete our invoicing support form for help with payments, content credit, and other invoicing issues.

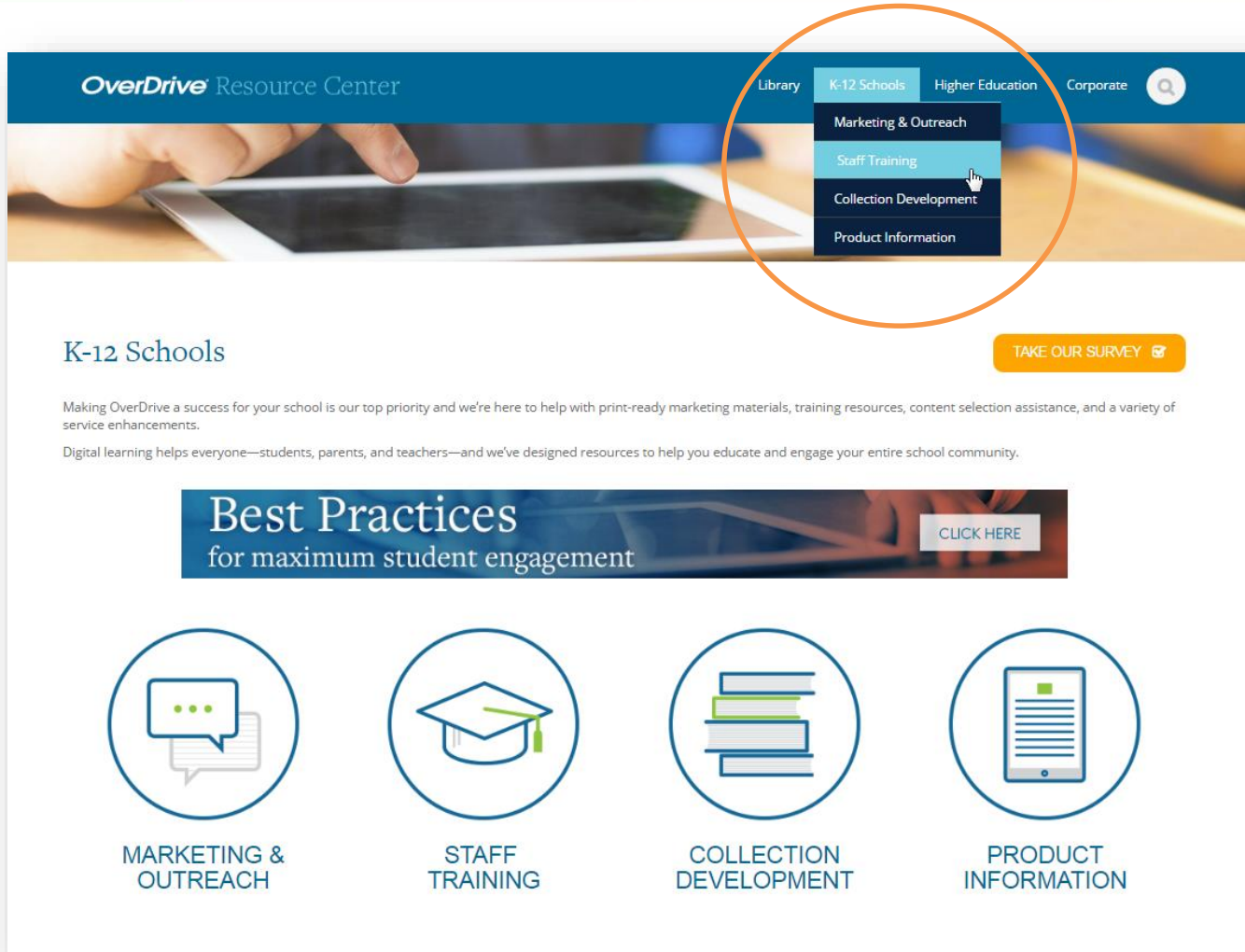
OverDrive Marketplace > Support tab

Marketplace Help website



help.marketplace.overdrive.com

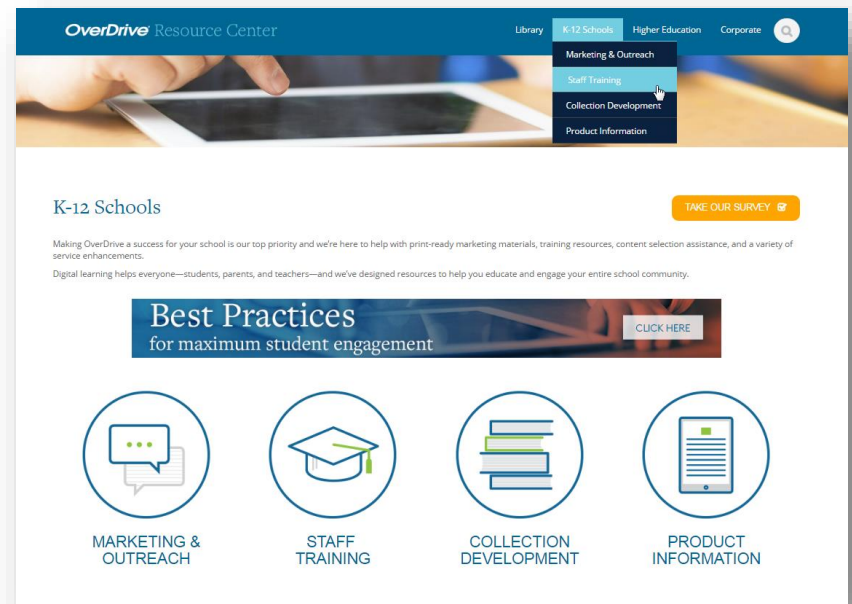
OverDrive Resource Center



resources.overdrive.com > K-12 Schools

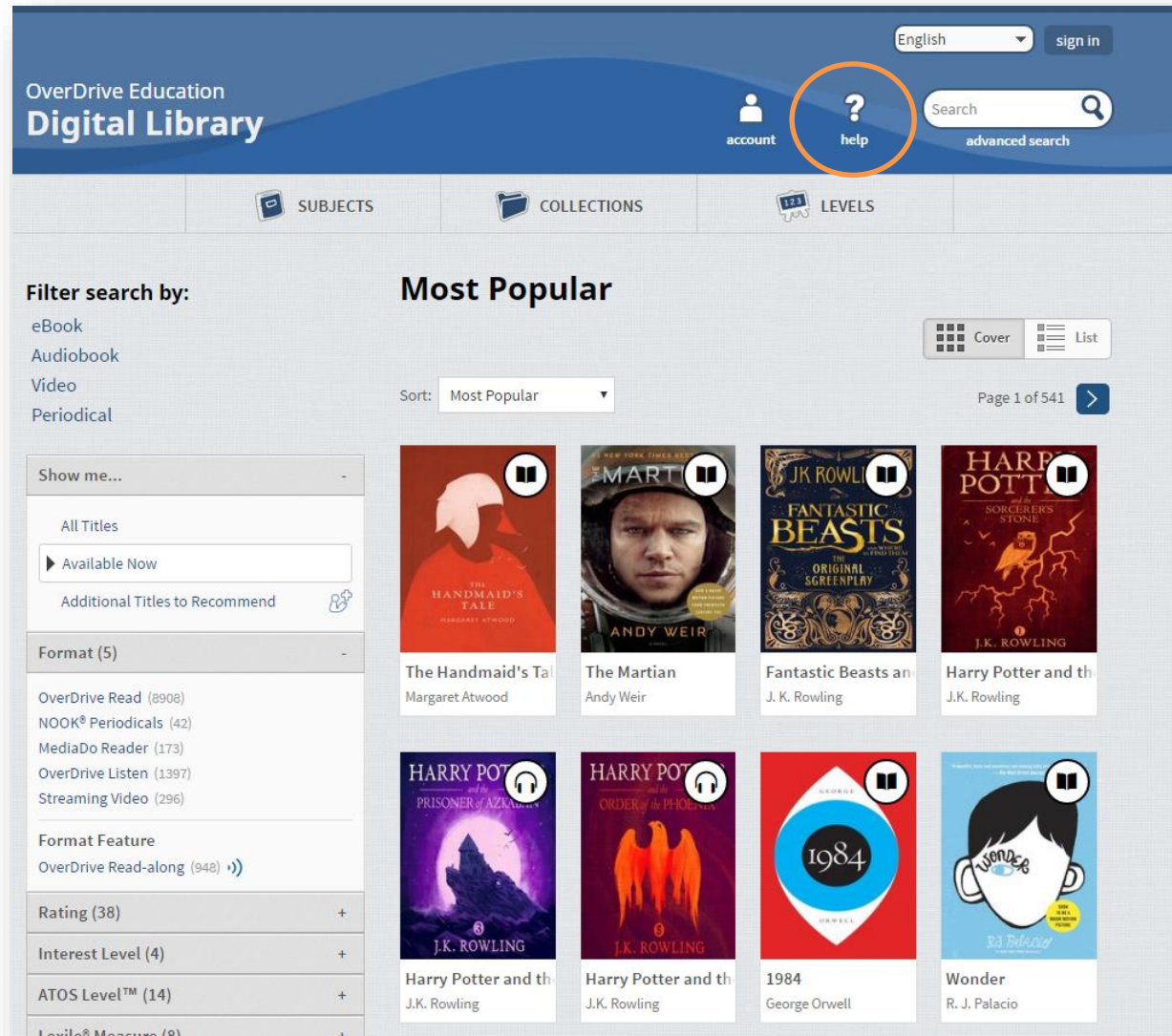
Overview – OverDrive Resource Center

- [Marketing & Outreach](#)
Free, customizable promotional resources to print, distribute, or share digitally.
- [Staff Training](#)
On-demand training modules, downloadable PDFs, and tools to educate your staff and students.
- [Collection Development](#)
Recommended lists and catalogs, and highlighted sales and promotions.
- [Product Information](#)
Formats, features, and products to enhance your digital collection



resources.overdrive.com > K-12 Schools

School website help icon



Overview – School website help icon

Using your digital library



Borrowing titles

Reading titles

Making and Exporting Notes

Listening to titles

Watching titles

Returning titles

Renewing titles

Placing holds

Other site features

OverDrive accounts

I need more help!

For more help with software and downloads, check out our OverDrive Help articles about OverDrive's app or Adobe Digital Editions.

If you can't find what you need, please contact your school for more help.

More Help



Educator Resources

Resources to help use and promote the Digital Library



OverDrive Help

Watch how-to videos, find answers to your questions, and more.



Software

Download free software required for digital titles.



Reading Levels & Scores

Find out more about where standardized reading levels come from and what they mean.



Support

Still need help? Contact Support.

OverDrive Help

- Onboard new student users
- Find device-specific info
- Review getting started instructions and videos
- Troubleshoot specific error messages

OverDrive Marketplace

- Manage student holds
- Return titles for student
- Reset download links
- Contact OverDrive for assistance
- Run reports

Resource Center

- Marketing and Outreach
- Staff Training
- Collection Development Lists
- Product information
- Templates, graphics, and live webcasts

School Help Icon

- Printable one sheets
- Educator resources
- Links to OverDrive help websites
- Software download links
- OverDrive Support links

Next steps

Training

- Request a custom training session.
- Visit resources.overdrive.com:
 - Register for our next live webcast.
 - View our on-demand training modules.

Contact us

- Contact your Account or Content Specialist.
- Email training@overdrive.com.
- Follow us on social media:

