Using OverDrive Marketplace to report **access level questions** to Overdrive support

Go to OverDrive MarketPlace

Go to: Support tab > Authentication Support > Issue Category > Card Rule Update > complete form

OverDrive Marketplace							
SHOP One Copy/One User	& Metered Access	•	INSIGHTS 👻	ADMIN 👻	NEWS () -	INVOICING 🝷	FEATURED
Then							
Contact u	15						
0	TECHNICAL SUP	PORT	Get help with just problems with Ma	about any issue, inc rketplace, and more	cluding end-user ques 1.	tions about OverDrive,	
9	INVOICING SUPP	ORT	Get help with paym	ents, content credi	t, and other invoicing	issues.	
	AUTHENTICATIO	N SUP	Get help w signing into	th authenticating yo your OverDrive co	our end users, includir flection and setting up	ng solving problems o new sign-in methods.	

Complete the form with your name and email address and select "Card Rule Update"

Support case		
Required fields will change based	I on your selection for "Issue Category."	
Fields marked by * are required.		
Your name		
Your email		
Issue category	-Select-	
If you need to attach a screen ca	Authentication Fails Card Management	t c
SEND	Card Rule Update Inquiry/Question IP/Port Change	L3
	Maintenance New Participation Setup	
	New Platform Setup Reporting	
	Vendor Change	

If an error message is showing, include what the error message says. If there is no error message, enter what you would like the Content Access Levels changed to in the box labeled "Description of your issue". Then click send.

Error message	^					
	\checkmark					
* Description of your issue Please provide as much information as possible, so we can resolve your issue more quickly.	^					
	\sim					
If you need to attach a screen capture of any error message you're receiving, or provide any other information that could assist in resolving your request, please reply to the confirmation email after you submit						
SEND						

A member of the OverDrive Authentication Team will get back to you shortly.