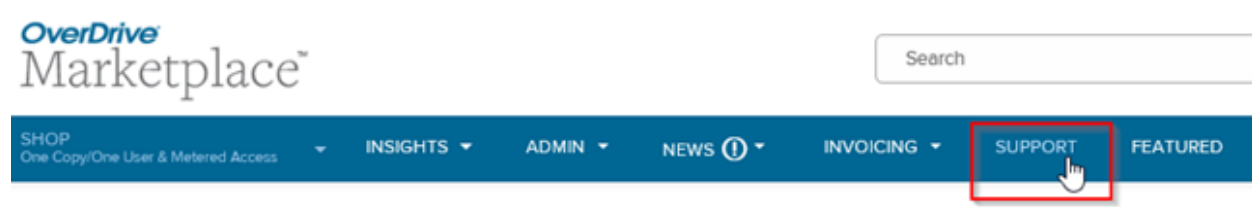


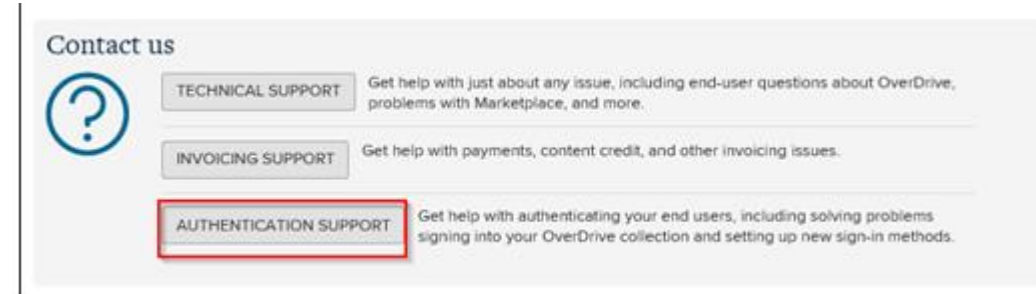
Using OverDrive Marketplace to report **access level questions** to Overdrive support

Go to [OverDrive MarketPlace](#)

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



Then....



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

Support case

Required fields will change based on your selection for "Issue Category."

Fields marked by * are required.

Your name

Your email

Issue category

If you need to attach a screen capture

- Select--
- Authentication Fails
- Card Management
- Card Rule Update
- Inquiry/Question
- IP/Port Change
- Maintenance
- New Participation Setup
- New Platform Setup
- Reporting
- Server Change
- 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

* Description of your issue

Please provide as much information as possible, so we can resolve your issue more quickly.

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.