**Fixing OverDrive Sign-in Errors**

**Watertown Public Library**

**Notes before you begin:**

* It is recommended that you close and reopen your app or browser before clearing the cache/cookies
* Instructions may vary based on the version of the device and browser you are using.
* Once you have cleared your cache/cookies, sign-in to your OverDrive account by choosing **Watertown Public Library (Bridges Library System)**

**OverDrive App on Tablet or Smart Phone:**

**Clearing OverDrive App Cookies:**

-Open the OverDrive App

-Open the menu (three lines in the top left corner)

-Choose Settings

-Scroll down to find a blue button called Delete App Cookies, tap button

-Confirm that you want to delete app cookies

-Go back into the main menu and select Wisconsin Public Library Consortium to return to the Digital Library

-Sign in by typing in Watertown Public Library (Bridges) and using your library card and PIN

**Mobile Web Browsers for Tablets or Smartphones:**

**Silk Web Browser for Kindle Fire**

- Menu (swipe down from the top of the screen) -> Settings -> Applications -> Silk -> Your Data -> Clear Browser Data -> check only Cookies and Cache and then tap OK

**Android Device**

- Go to Settings and choose Apps or Application Manager -> Swipe to the All tab -> find your web browser (e.g. Chrome) -> Tap Clear Data and then Clear Cache.

**Chome Browser**

- Chrome menu (lines or dots in top right corner) > Settings -> (Advanced) Privacy -> Clear Cookies and Clear Cache

**Safari**

- Open your Settings app -> Safar -> Clear History and Website Data and confirm.

**Web Browsers for PCs and Macs**

**Internet Explorer**

- Tools -> Internet Options -> General -> Delete -> Select Cookies and Cache

**Firefox**

- Menu (horizontal lines, top right corner) (Tools in old version of browser) -> Options -> Privacy -> Clear your recent history -> Select Cookies and Cache

**Chrome**

– Menu (horizontal lines, top right corner) -> History -> Clear Browsing Data -> Select Cookies and Cache

**MS Edge**

– Settings (three dots, upper-right corner) -> Choose What to Clear (under Clear Browsing Data) -> Select Cookies and Cached Data

**Safari**

– Safari -> Reset Safari -> Clear History and Remove all Website Data

**If you are still having problems:**

* Try uninstalling and reinstalling the OverDrive app.
* Close and reopen your web browser and try again.
* Call the Watertown Public Library Reference Desk at 920-262-4090 x25. Please have your device and library card ready.