

Unable to Log in:

Contact your library to see if your library card has expired or has a blocked status. Although the Cloud library does not always provide an error message as to why a log in attempt has failed, this is the most common cause.

Be sure you are using your 14-Digit library card barcode number.

Your library card expires on the same day each year, so make sure it is up to date.

Did you miss an update?

On iOS devices, visit the App Store and tap on Updates to see if any are listed. On Android devices, visit Google Play and tap on My Apps.

For other devices, visit yourcloudlibrary.com. On the left, you will see a button for every version of the software - click the one that applies to you. You can check the version number of your app against what the website says is the most current.

Uninstall & Reinstall

If your app is up to date, try reinstalling the app. Your check outs, holds, etc. are stored on 3M's servers and will not be lost. On iOS devices, hold your finger on the app icon until it shakes. Then tap on the x in the left hand corner and choose delete. Hit the home button so your icons stop shaking and then search for and install the 3M Cloud Library app from the App Store. On Android devices, go to Settings/ Apps/ALL/3M Cloud Library and tap the uninstall button. Search for and install the app from Google Play.

FAQ

Can I return my eBooks early?

Yes! While in "My Books" select Return and you will be able to return an eBook whenever you want. Note (If you are reading on a PC, you will need to select "List View" so that the return option will appear.)

Can I renew 3M eBooks?

No. If a book is on hold it will automatically transfer to the next person in the queue. If the book is not on hold you can go through the check out process again.

Why do I have to wait for an eBook?

The current model used by publishers dictates that eBooks be treated in the same way we lend physical books; which results in a one-copy/one user model.

Will 3M eBooks work with a Kindle?

Only the Kindle Fire is compatible with the 3M Cloud Library at this time. Please realize this decision is in Amazon's hands. The limited Kindle format compatibility is due to the restrictions imposed by Amazon.

Where can I find help online?

<http://www.maineinfonet.org/downloadlibrarymigration>



TOPSHAM PUBLIC LIBRARY
a community center for all ages



3M Cloud Library: Troubleshooting

To start setup visit www.topshamlibrary.org - Click on Resources & Materials — Online Resources.

Topsham Public Library
25 Foreside Road
Topsham, Maine 04086

207-725-1727

Common Issues

Adobe Activation Error:

E_ACT_TOO_MANY_ACTIVATIONS

Adobe limits how many devices you can activate with your account, but your limit can be reset.

Please go to www.youcloudlibrary.com and tap or click on the Support tab.

Tap or click on the Adobe Reactivation Re-quest link.

Fill out the requested information and click submit:

State: Maine

Library: Topsham Public Library

14-digit Library Barcode (no spaces)

Download failed/Please activate device with Adobe ID

Try uninstalling the cloudblibrary app and then reinstalling it on your device.

Adobe Fulfillment Error /“download expired”:

This error usually only occurs on Android devices. On your device, access Settings and check the date and time. Time must be as exact as possible and be sure to select the Eastern Time zone.

What if I don't have Wifi at home?

You can still read 3M eBooks! Simply check out an eBook while connected to Wi-Fi (at your local library) and open the book at least once, to make sure the download is complete, before leaving. Downloading off the app will not work once you are disconnected from Wi-Fi, but your eBook/Audio eBook will still be found under My Books.

Offline message:

Go to Settings on your device and make sure that Wi-Fi is turned on and that you are connected to the correct Wi-Fi network for your location.

If your device is connected and you can browse the internet or connect via other apps, try uninstalling and reinstalling the 3M Cloud Library app.

Tips & Tricks

Will the 3M Cloud Library save my spot, if I'm interrupted while reading?

Yes, and it will sync on all of your devices. If your app doesn't seem to be saving your spot, be sure to close out of the book when you are finished reading. You can also use the bookmark reading feature to be sure you'll be able to pick up where you left off. To learn more about reading features in the 3M app, visit the Support tab at yourcloudlibrary.com at the top right corner of the webpage.

I'm searching the app for an eBook to read, but all of them are checked out!

There are many items in our collection and we are adding more all the time. Go to the main page and tap on **Filters**, then select "**Available Now**". Now you will only see books that are currently available as you browse. This setting will remain active until you change it back. You can also change the format between eBook and Audio eBook.

