

Basic PowerPass Troubleshooting for School District Staff

Unable to log on to a resource using a PowerPass account?

- Determine if the problem is limited to the resource (test with multiple accounts, none can access it) or to the particular PowerPass account
- Determine if other resources cannot be accessed by a particular PowerPass account or all PowerPass accounts (test several accounts)
 - If the problem only involves a particular PowerPass account, check with the school district staff member who uploads the student data to PPLD to verify the account was included.
 - If a resource is not allowing access to any PowerPass accounts, but other resources (from different vendors) are allowing access, it is likely that there is a problem on the resource vendor's end. You can use the vendor status pages listed below to check whether they are having a problem. Also, major outages are indicated on the top of ppld.org.
 - If all of the PowerPass accounts you test are denied access to multiple resources
 - There may be a problem with the method PPLD uses to authenticate patrons accessing resources from outside of the library. This is rare and usually resolved quickly.
 - There may be a problem with the data upload from your school district.
 - Report to PowerPassHelp@ppld.org. Be sure to include your name and contact info, the PowerPass account IDs that you tested, the resources you tested, and the testing results.

Problems with an app or online resource that do not involve logging on?

- Contact the vendor directly or check the support site for the vendor to resolve technical questions
 - PPLD online catalog or mobile app, including "My Account"
 - Call (719) 531-6333, x2380
 - Email eref@ppld.org
 - Links to support/FAQs for the eLibrary resources (OverDrive/Libby, Freading, Freegal, Hoopla, Kanopy)
<https://research.ppld.org/c.php?g=720739&p=7565202>
 - OverDrive status page <https://status.overdrive.com/>
 - Common issues that PPLD has compiled for the eLibrary resources <https://research.ppld.org/elibrary/CommonIssues>
 - Brainfuse <https://www.brainfuse.com/company/contactus.asp>
 - Ebsco databases

- Ebsco Connect provides an FAQ database, tutorials, and user guides. <https://connect.ebsco.com/>
 - Status page <https://status.ebsco.com/>
- Gale databases
 - Tutorial/training videos <https://support.gale.com/training/videos/>
 - Status page <https://support.gale.com/status/>
- Mango Languages <https://support.mangolanguages.com/hc/en-us>
- Proquest databases
 - Support <https://support.proquest.com/>
 - Status page <https://status.proquest.com/>
- TumbleBooks <https://asp.tumblebooks.com/Help.asp>

FAQs

PowerPass holds and checkouts

Will PPLD deliver student PowerPass holds to schools?

- PPLD would not be able to deliver holds to schools.

My PowerPass card is blocked because I have fees for a damaged book, can I get a regular library card instead and use that?

- Yes, plus you can still use our eLibrary resources with a blocked PowerPass ecard.

Can students use Interlibrary loan (ILL) with their PowerPass?

- No, the PowerPass does not include ILL.

How will the PowerPass be similar or different from a regular library card in terms of fines and fees?

- Just like regular PPLD accounts, fees will accrue for lost or damaged items, which can result in the account being blocked (at \$10) from further checkout of physical materials.
- Like regular PPLD accounts, blocked PowerPass accounts will continue to have access to digital resources.

Please note: PPLD student accounts with lost/damaged item bills that have not been paid when the student leaves the district or graduates will be forgiven.

How do the PPLD self-checkout machines work with a PowerPass?

- PPLD self-checkout machines have alphanumeric keyboards so letters and numbers may be used.

How do I reset or change my PowerPass PIN?

- Each District sends PPLD an email address that is assigned to the student. If the student, or parent, wishes to change their PIN they can go to the library's Catalog (https://pikp.ent.sirsi.net/client/en_US/PPLD/) and click on My Account. From there,

the student can click on the *Forgot my PIN* link and enter their student ID. An email will be sent to their email address and they may then change their PIN using the link that is included in the email.

Can I checkout a laptop in the library with my PowerPass number?

- Yes, but you must be at least 12 years old.

If a student has a PowerPass account, can PPLD staff use the same address information to create a regular PPLD account?

- If the PowerPass is current and student is still in the school district, the information may be used.

Can Charter schools have PowerPasses?

- It depends on the charter's relationship to the hosting school district. If charter school student data is included in the data transfer or can be included because of an agreement with the school district, then yes, the charter school is included in the PowerPass partnership. If the charter school data is not included, a separate agreement will have to be worked out between PPLD and the charter school at a later date.

Do the monthly dashboard stats sent each month include ebooks?

- No. Overdrive statistics are not included.