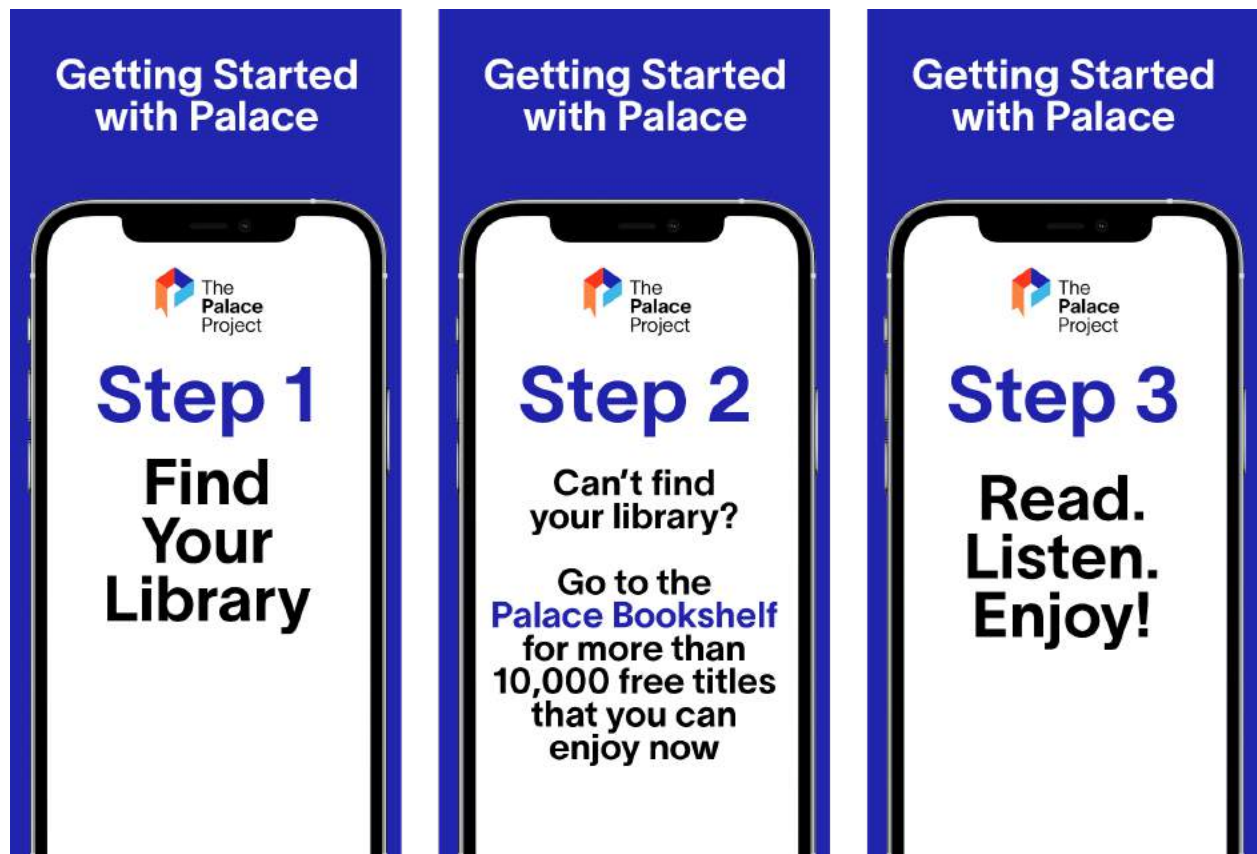


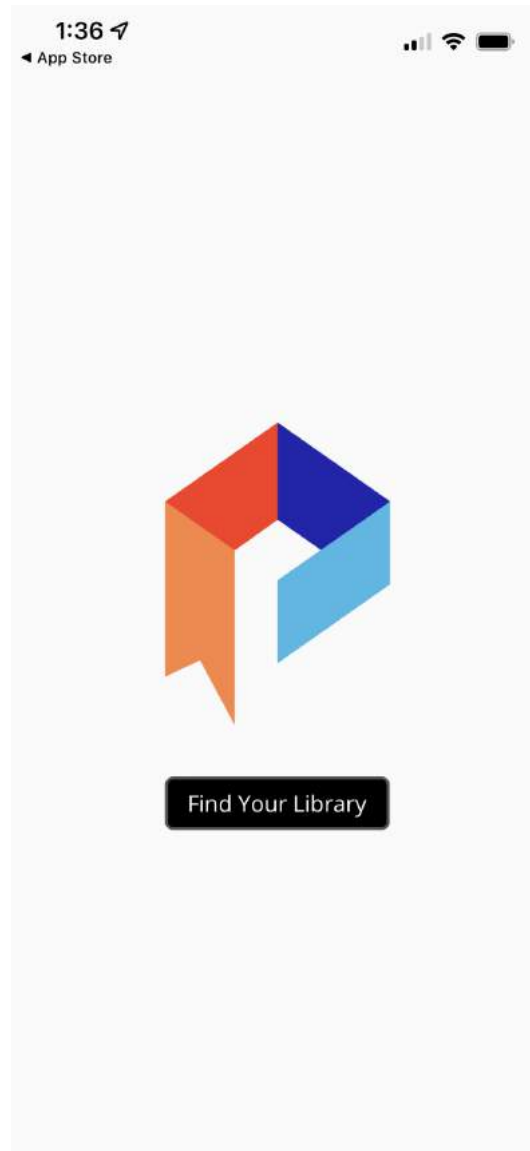
# On Common Troubleshooting Questions

## How to find your library

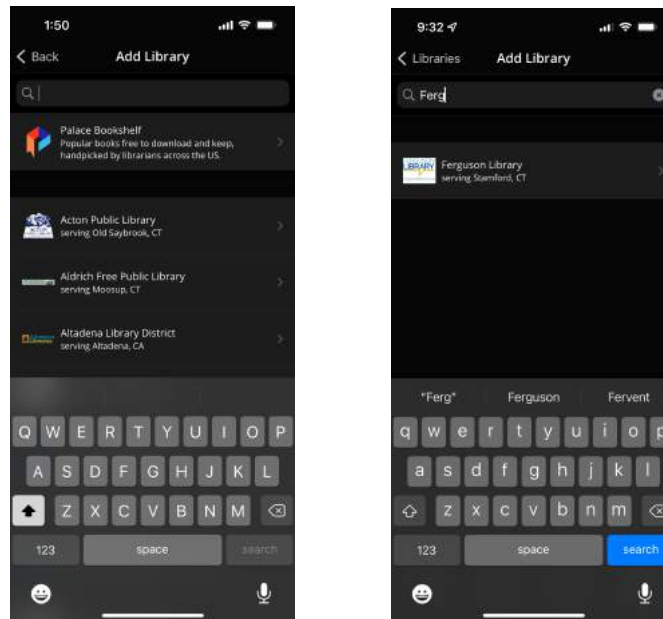
On iOS, after downloading the app for the first time, scroll through the three instruction pages.



Then click Find Your Library (located in the center of the screen).



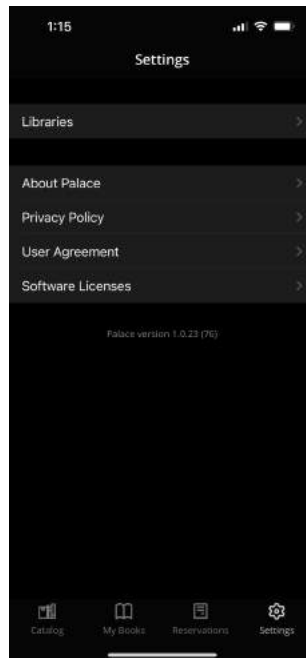
Type in the name of your library until it appears from the list, then click on the name of the library.



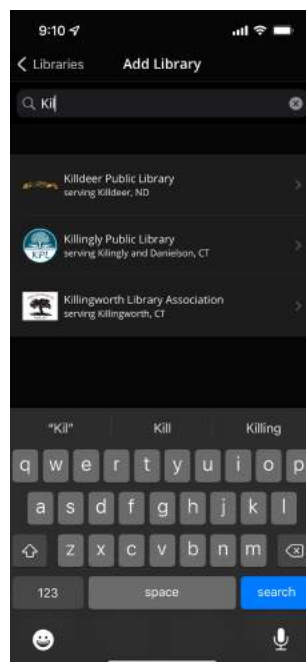
Or, if already in the app, find your library from the catalog screen. Click on Settings (located in the lower right corner of the screen)



Click on “Libraries” (located at the top of the screen)

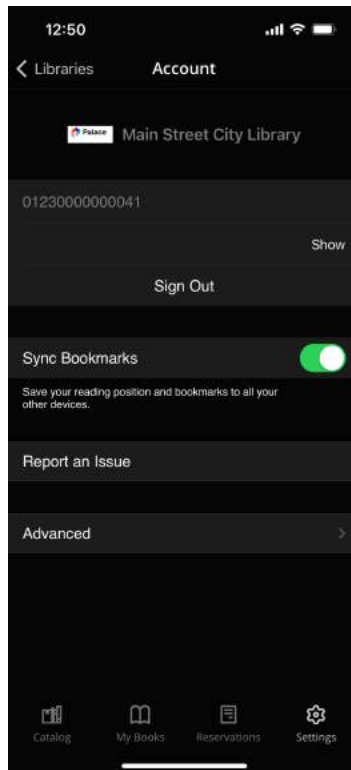


If your library is not listed, click “add library” (located in the top right corner of the screen) and type in the name of your library. Once your library shows up in the list, click on the name.



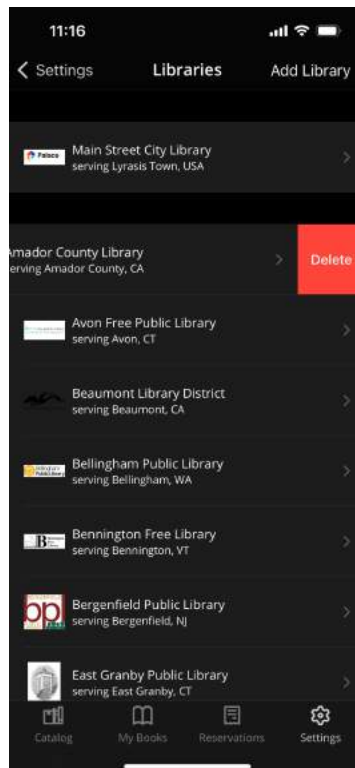
## How to enable syncing between devices on the Palace app

Go to the Settings page. Login to your library with your barcode and pin. Toggle on the option for Sync Bookmarks.



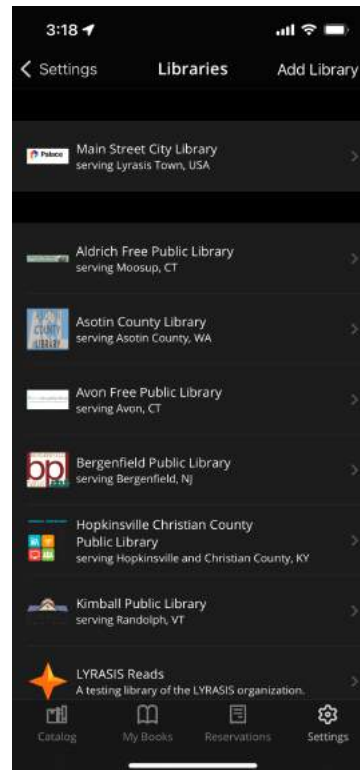
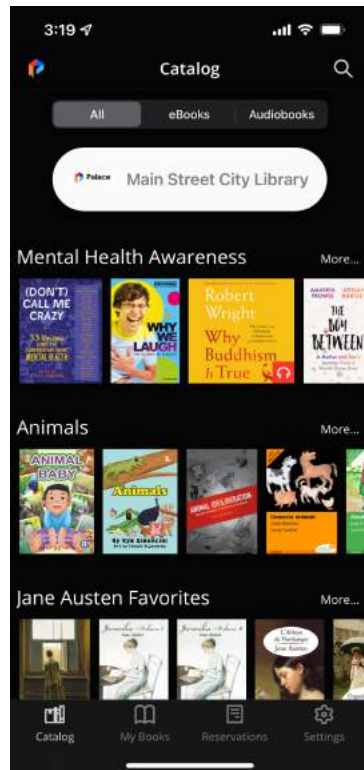
## How to remove the library from the list

Navigate to the Settings screen, click on libraries, and locate the library to be removed. Swipe left and then click delete to remove the library from the list.



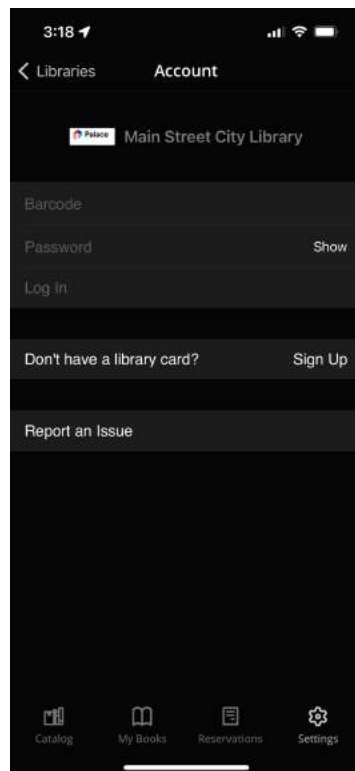
## How to Sign in and Sign out of the App

Click on Settings in the bottom right-hand part of the screen. Then click on your library's name.

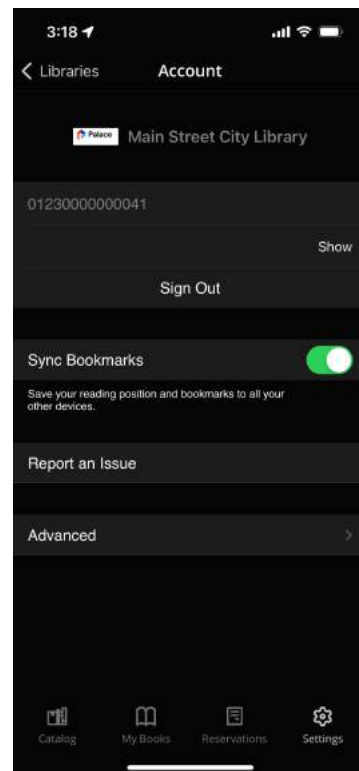


That will bring you to the login screen. Enter login information to login, and click Sign out to log out.

### Log In



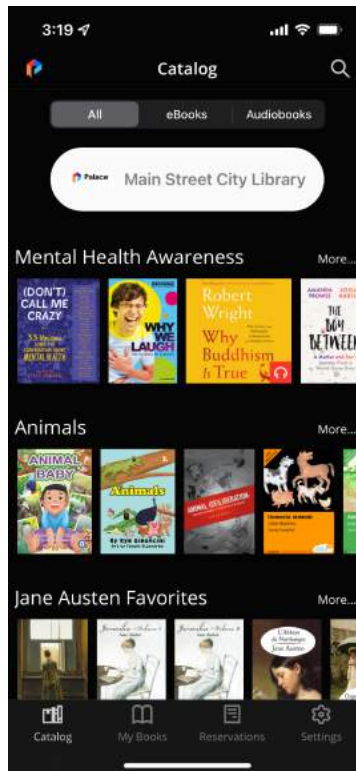
### Sign Out



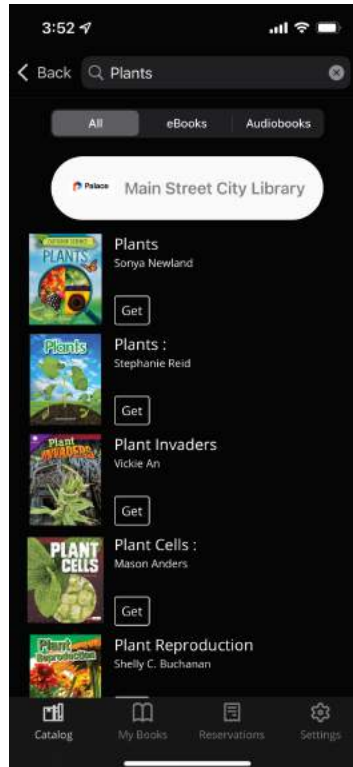


## How to search

From the catalog screen, click on the magnifying glass at the top right corner of the screen.

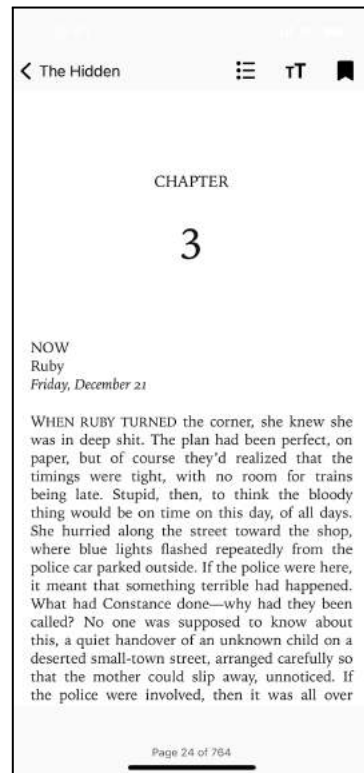
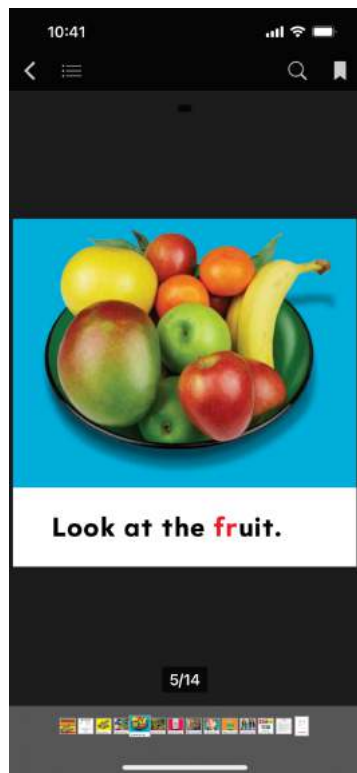


Type in the name of the author, title, or subject that you wish to search for in the app. Search results will display in a list.



## How to use bookmarks

After opening a book, click on the Bookmark icon at the top right of the screen.



## Available accessibility features

On iOS, once an eBook is opened, click on the two Ts in the top right of the screen.

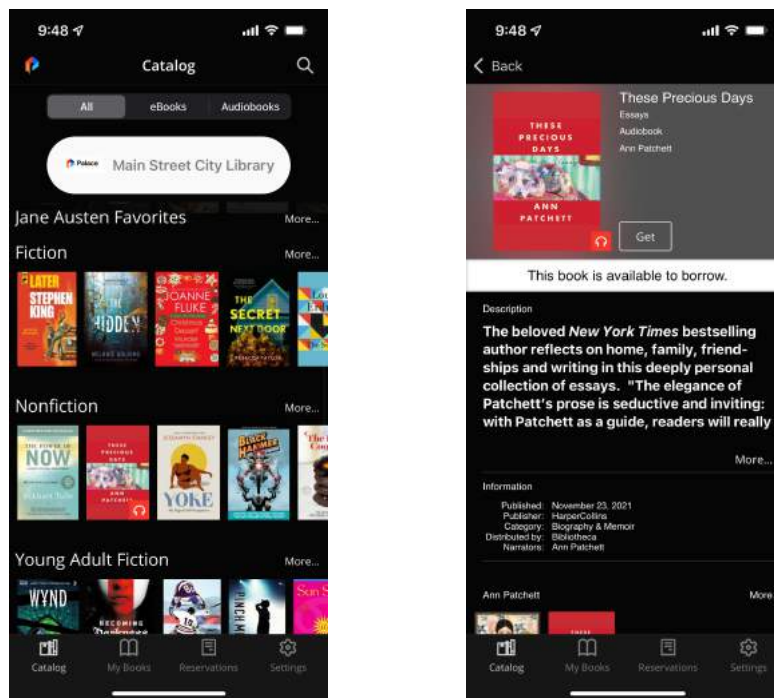
- The top row allows the user to change the font, including a dyslexia dialectic font.
- The second row allows a user to change the contrast.
- The third row allows a user to change the font size.
- The last row is a slider to change the screen brightness.



## How to see book details & format of an item

From the catalog screen or after finding a title, click on the cover of the title. The book details page will open and then the user can see the book description and publication information. Additionally, the user can view the book format in the list of items in the catalog page or the subcategories. A headphones icon indicates an audiobook. An eBook or PDF does not have an icon.

The format of the book can also be seen from the Book Details page. When viewing an audiobook, the icon is visible on the details page and the word audiobook is also visible.



## What to do if they receive an error

Contact our tech support email at: [support@thepalaceproject.org](mailto:support@thepalaceproject.org). In the message:

- Let us know what happened (if it's an error & what it says)
  - if you or the patron were using an iOS or Android device
  - if something is broken, or if there are issues with downloading, reading, or returning a book.
  - If it is a problem with a book, please include the name and author so we can test on our end.