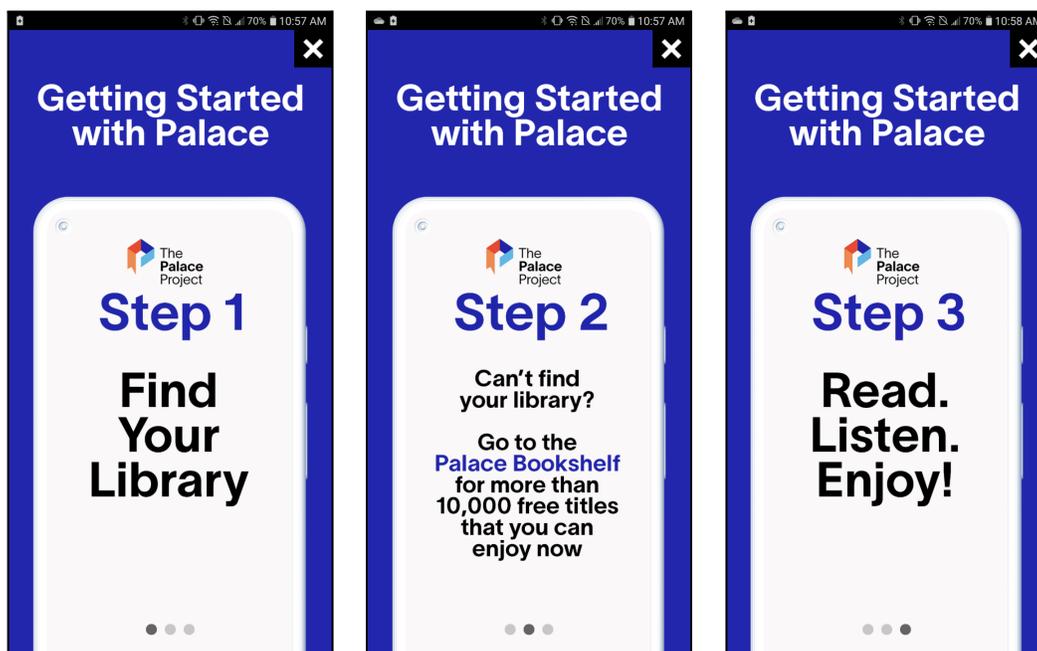


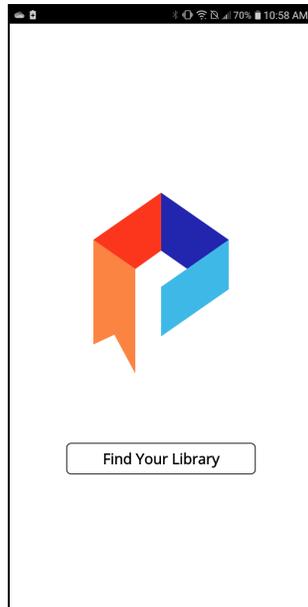
On Common Troubleshooting Questions

How to find your library

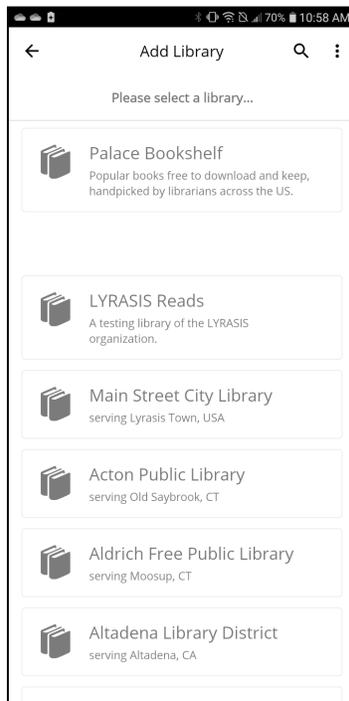
On Android, if searching after downloading the app for the first time, scroll through the three instruction pages.



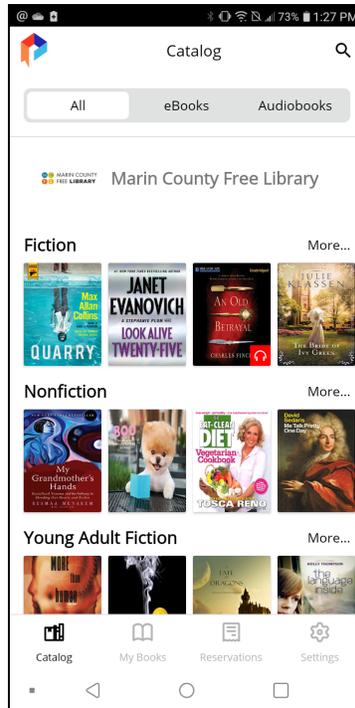
Then, click find your library (located in the center screen).



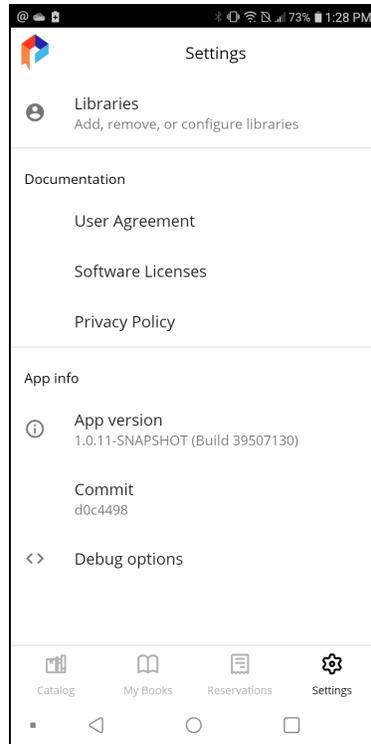
Type in the name of your library until it appears from the list, then click on the name of the library.



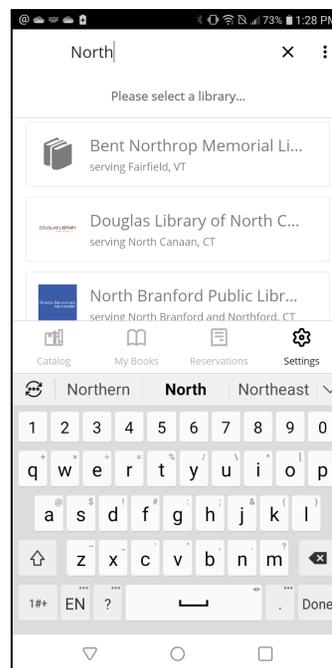
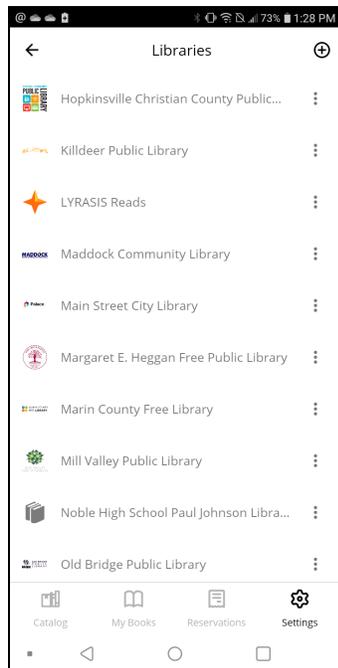
From the catalog screen, click settings (located in the lower right corner of the screen)



From Settings page, click Libraries Add, Remove, or Configure

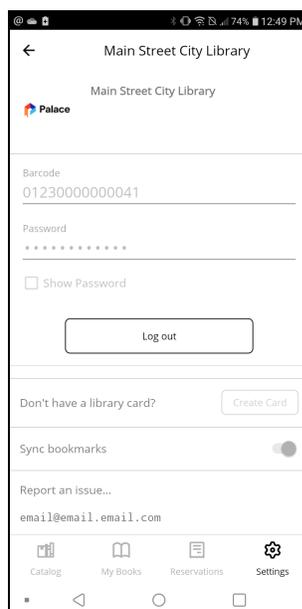


From the Libraries Screen, click the + (plus sign) to Add Library. Start typing in the name of your library and then click when it appears in the menu.



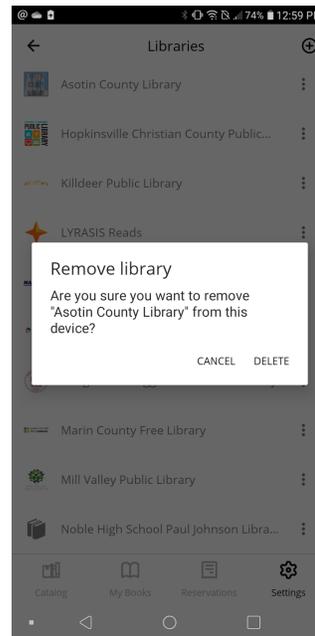
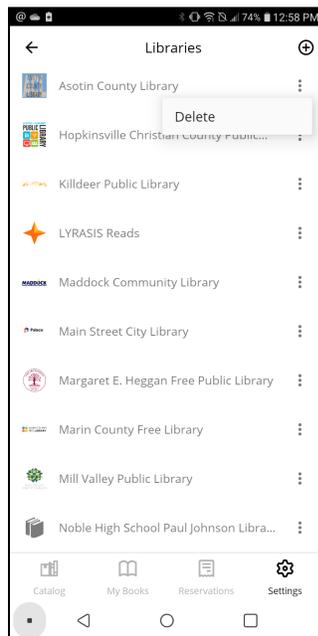
How to enable syncing between devices on the Palace app

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



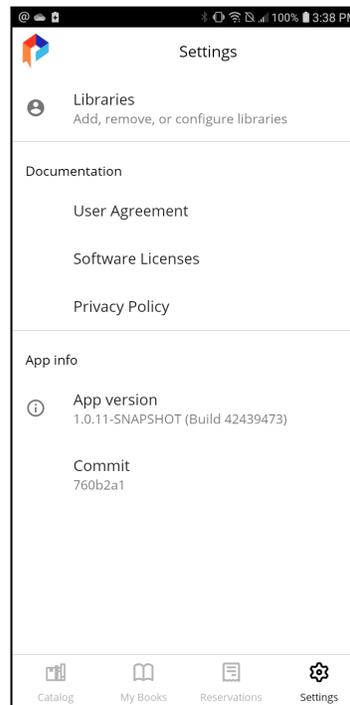
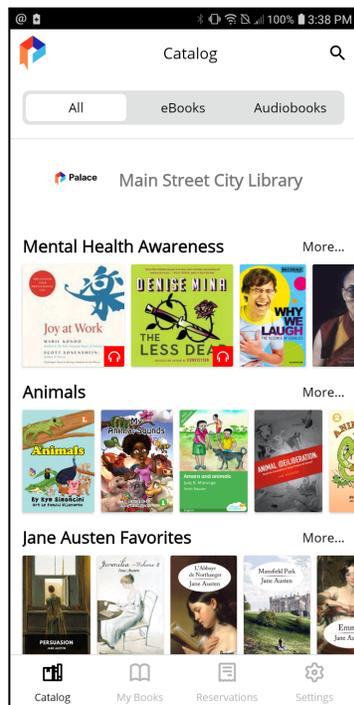
How to remove the library from the list

On Android, navigate to the Settings screen, click on Libraries, and locate the library to be removed. Click on the three dots at the right-hand side of the screen and then click delete to remove the library. A pop-up will say remove library, click delete to confirm.



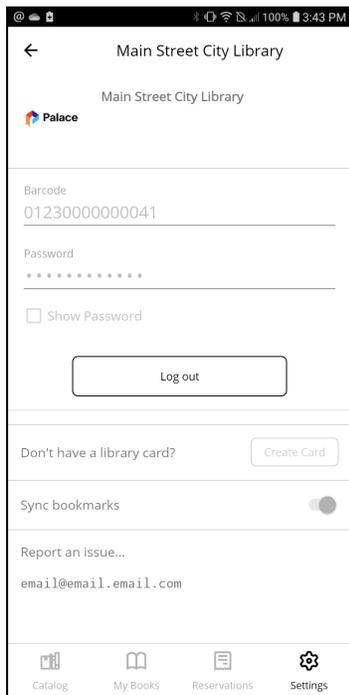
How to Sign in and Sign out of the App

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

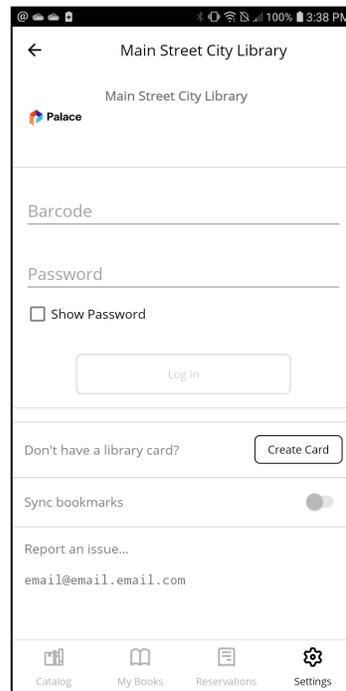




Log in

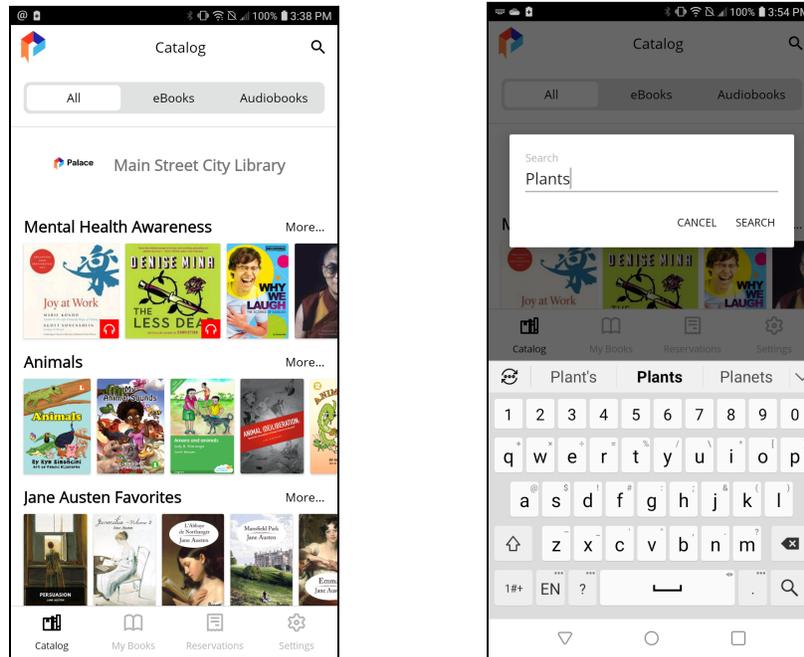


Log out

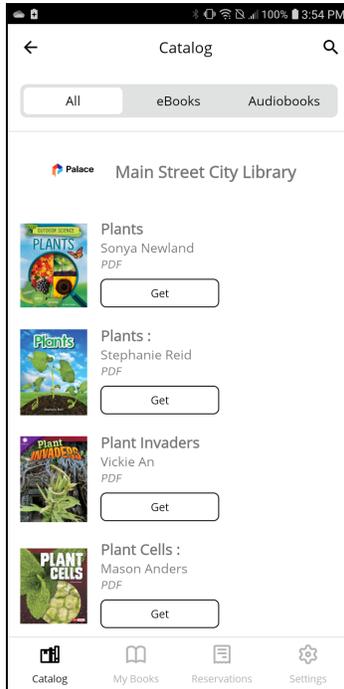


How to search

From the catalog screen, click on the magnifying glass at the top right corner of the screen. Then enter your search term in the pop-up window.

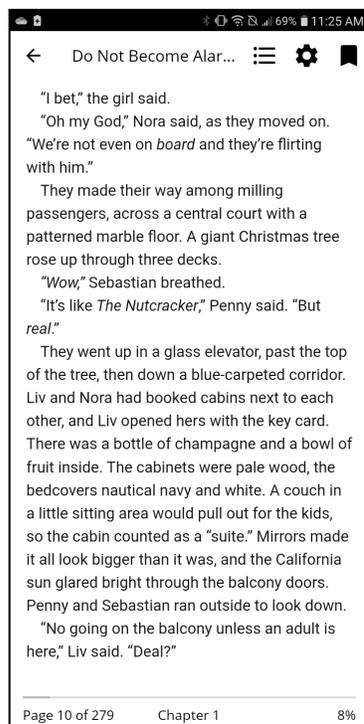
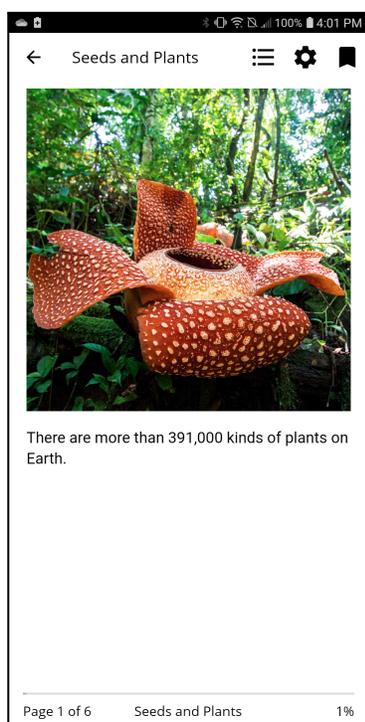


Search results will display in a list.



How to use bookmarks

When reading an ebook, click on the Bookmark icon in the top right portion of the screen.



Available accessibility features

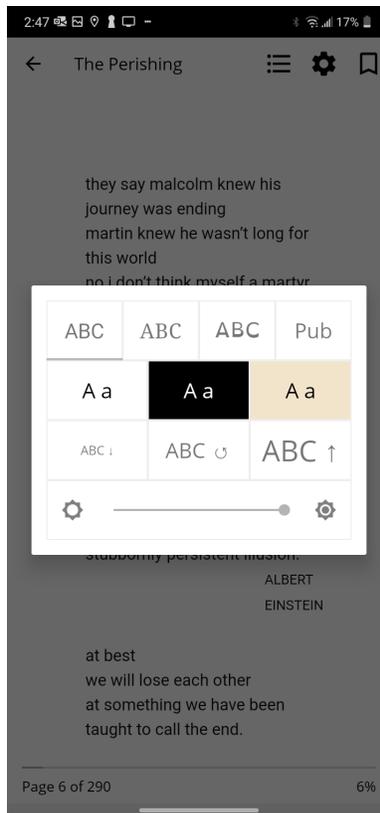
Once an eBook is opened, click on the gear icon in the top right of the screen. From here, a user can choose between different accessibility features.

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.

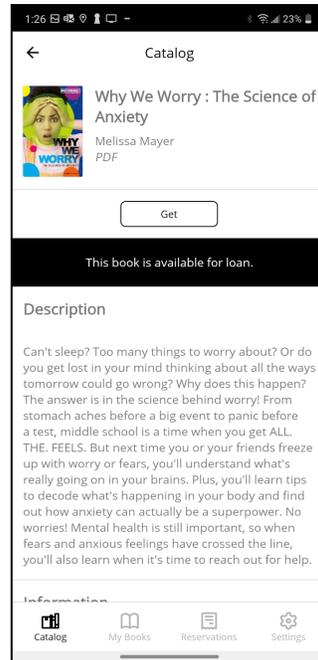
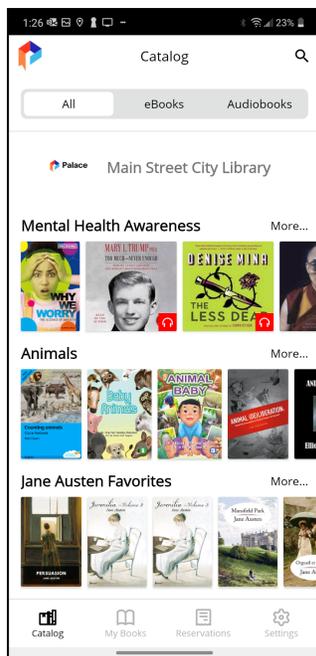
The last row is a slider to change the screen brightness.



How to see book details

From the catalog screen or after searching for and finding a title, click on the cover of the title.

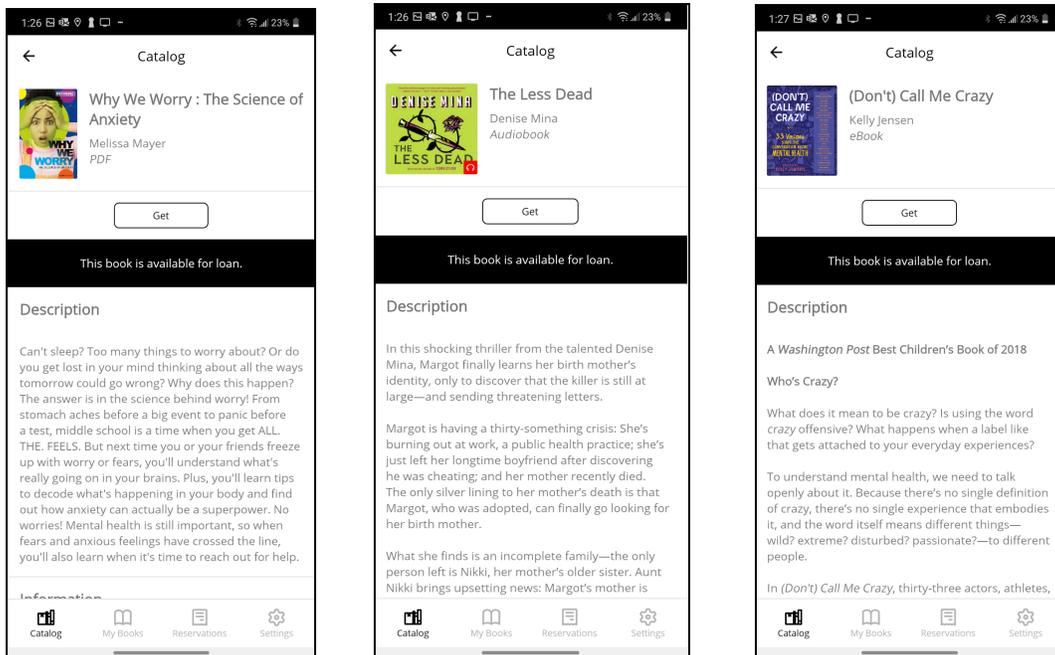
The book details page will open and you can then see the book description and publication information.



How to see the format of an item

You can see 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 in this view.

You can also see the format of the book from the Details view. Click on the title to open the Details page and view the format below the title and author information.



What to do if they receive an error

Contact our tech support email at: 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.