



OneClickdigital eAudioBooks are available PCs, Macs, Androids, iPhones, Nook Color, and Kindle Fire.

Accessing your Account

Do I need a library card?

Yes. In order to access the OneClickdigital eAudiobooks, you need to have a Coppell Public Library Card. In order to access the Library's eAudiobook collection, you must create an account with OneClickdigital. Make sure you set up your OneClickdigital account on a computer and not through the app on your mobile device. You may do this by clicking on "Create a New Account" from the OneClick digital page. <http://williamtcozbytx.oneclickdigital.com/>

I can't log on!

First, make sure you are using your OneClickdigital username and password. If you are still having problems logging on, please call the Information Desk (972-304-3658) for additional assistance.

Checking Out and Holds

Are there any limits on checkouts and holds?

Yes. You may check out 7 eAudiobooks at a time. Holds are also limited to 7 at one time.

How long can I keep eAudiobooks?

eAudiobooks check out for 21 days at a time.

Can I return my items early so I can check out more?

Yes. There is an option both on the OneClickdigital website and in the mobile apps that allows you to check-in early.

Can I renew eAudiobooks that I have checked out?

No. Renewals for eAudiobooks are not available at this time.

Further Help and Troubleshooting

I need more assistance with OneClickdigital. Is there a support number I can call?

Yes. Live support for OneClickdigital is now available Monday through Friday, from 7:30 AM until 6 PM EST. The toll-free support line is 877-77-8346. If all support representatives are assisting other patrons at a given time, the caller will be able to leave a voicemail message, and they will receive a return call from one of the OneClickdigital representatives as soon as possible. You may also stop by or call the Information Desk (972-304-3658) for additional support from the library staff. Feel free to bring in your device.