



## Troubleshooting for Kobo

### De-Authorizing and Re-Authorizing Adobe Digital Editions

1. Delete the books you had trouble downloading
2. Plug your Kobo into your computer and connect it (do not complete steps 3-5 until you have connected your Kobo).
3. De-Authorize your Adobe Digital Editions on your Computer
  - a) **Plug in** your Kobo
  - b) Select **connect** on your Kobo
  - c) Open **Adobe Digital Editions**
  - d) Press **Control-Shift-D** (press down the keys control, shift, and d at the same time on your keyboard) to de-authorize Adobe Digital Editions
  - e) Write down your Adobe Digital Id for reference
  - f) Click **de-authorize**
4. Re-Authorize your Adobe Digital Editions on your Computer
  - a) Click **help**
  - b) Click **authorize computer**
  - c) If you've forgotten your Adobe Digital ID Password, enter your email and click "forgot your password"
    - a. This will make you re-enter your email, and it will send you an email. From that email you can choose a new password
  - d) Enter your Adobe Digital Id and your password
5. After you re-authorize
  - a) Re-download the book
  - b) Transfer it to your Kobo

If this still doesn't work: contact the library and ask for the  
Collections and Digital Literacy Librarian