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Error when paying fines for linked accounts

If a user has linked accounts in BLUEcloud Mobile, the app will display an error message if they try to select one bill to pay:

"The bills being paid cannot be verified with the library. Please make sure the bills exist and can be viewed."

However, if the user has bills in the other linked accounts and selects "pay all," the user can successfully pay the bills.

SirsiDynix is aware of this issue. We will update this known issue when a fix is issued in a future release of BLUEcloud Mobile.

External Ticket:

<https://support.sirsidynix.com/issue/mo-494>

Tracking Updates:

Issue Updates

Date/Time	Note
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July 13, 2020 - 3:15pm	
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Status:

[Open](#)

Platforms Affected:

BLUEcloud Mobile

Source URL (modified on 07/13/2020 - 16:00): <https://support.swanlibraries.net/node/77035>