

## Error when paying fines for linked accounts

### Quick Info

**Platforms Affected:** BLUEcloud Mobile

**Issue Type:** Issue

**Status:** Open

### Description:

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.

### Tracking Updates:

#### Date/Time

July 13, 2020 - 8:15pm

#### External Ticket:

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

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**Source URL (modified on 08/04/2021 - 15:50):** <https://support.swanlibraries.net/node/77035>