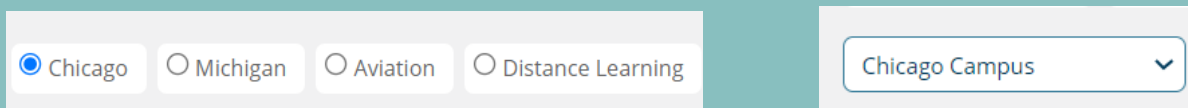


# Getting an Error Code?

**Error codes** are showing up when a student selects a different campus than the one they have on file at Moody when they search for an item.

Make sure you have the **right radio button** or **drop down campus** selected before you begin your search.



The image shows a search interface with two rows of controls. The first row contains four radio buttons: 'Chicago' (selected), 'Michigan', 'Aviation', and 'Distance Learning'. The second row contains a dropdown menu with 'Chicago Campus' selected and a downward arrow.

**If you've logged on to the right campus and are still getting an error code**, contact us so we can confirm which campus we have on file for you.

**DISTANCE LEARNING:** All Distance learning students should search for eBooks using the "Search Everything" search bar with Distance/Online radio button selected. Please avoid using "Check Primo for Full Text" on an eBook.

**CANVAS, myMoody, or PERMALINK:** Using one of these modes to search for books may cause this problem as well. Please search for books using the library's "Search Everything" feature.

We sincerely apologize for any frustration or delay this may cause you. Please reach out to us at **libraryonline@moody.edu** with any questions or concerns.