

Logging into your Onleihe account not working with Android 7.1.1

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Researching this topic we found the following external pages:

<https://stackoverflow.com/questions/43664484/accountmanager-fails-to-add-account-on-sony-xz-7-1-1>

On these pages are descriptions of similar cases in which the use of Android 7.1.1, most likely in combination with system tools - like for backups - led to defect accounts.

Possible solutions:

1. If you can still find your account under "My Account", please try deleting your account there. After deleting the account, create the account anew in the Onleihe app and login again.
2. If you can find your account in the "settings" on your Android device under "General" "Accounts" (names may vary between devices), delete your account. After deleting the account, create the account anew in the Onleihe app and login again.
3. The last possible solution - that we know of - is the creation of a new library account through the library itself. We did receive feedback that this led to the desired results. This option should only be considered after options 1 and 2 did not help to successfully login into your account.

After a thorough examination of the issue, we can rule out other troubleshooting options, since the actual cause of the problem lies in the software version of the Android 7.1.1 operating system (see link above). Ultimately, this can only be remedied by Android through an update to correct the account manager.

[Link to this page](#)