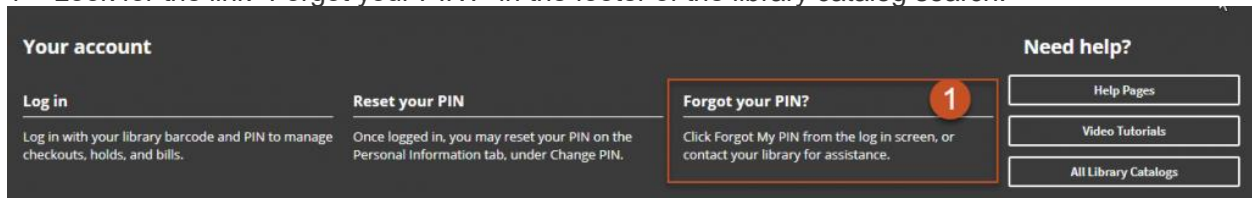


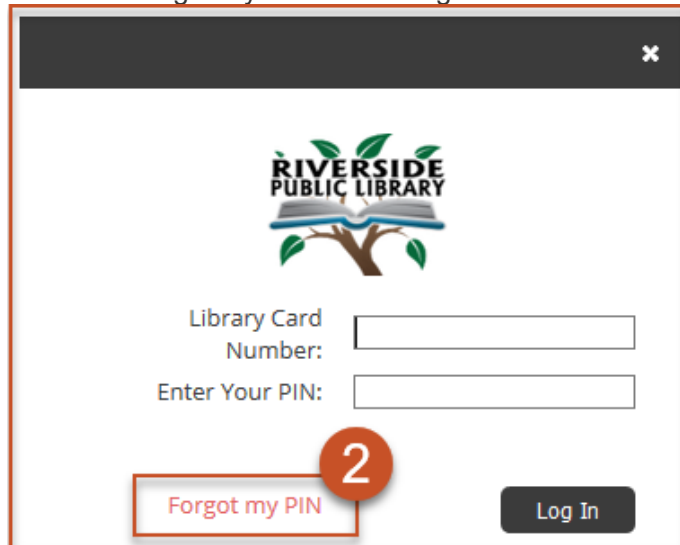


Library patrons will be able to request a new PIN if they have an email address associated with their library record. Please tell your patron to do the following if they **forgot** their pin and need a new one. Also remind them that PINs need to be a minimum of 4 numbers. SWAN recommends a minimum of 6 digits for increased security. Some third party integration requires numeric pin authentication, therefore, PINs need to be numeric for optimal compatibility with all services.

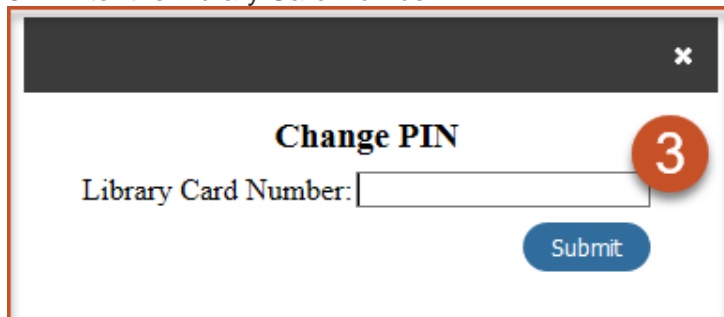
1 – Look for the link “Forgot your PIN?” in the footer of the library catalog search.



2 – Click “Forgot my PIN” on the log in screen.

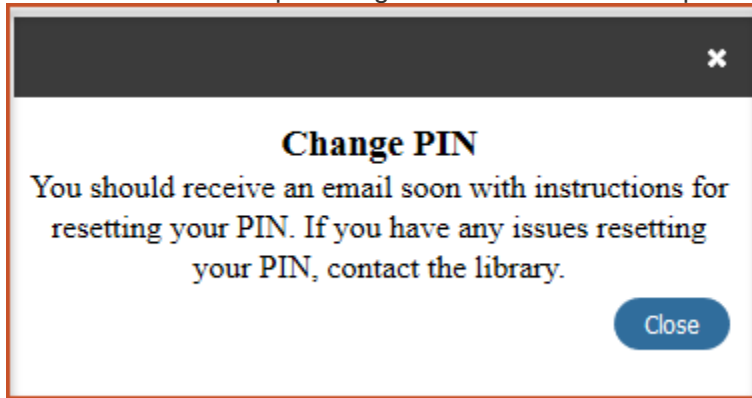


3 – Enter the Library Card Number.



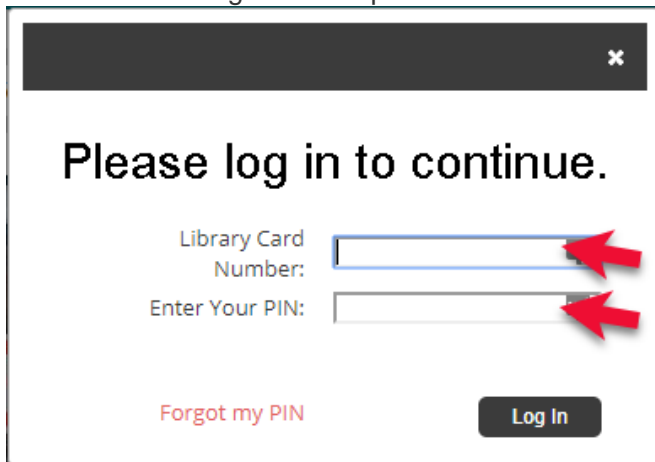


4 – Look for an email providing instructions on next steps.

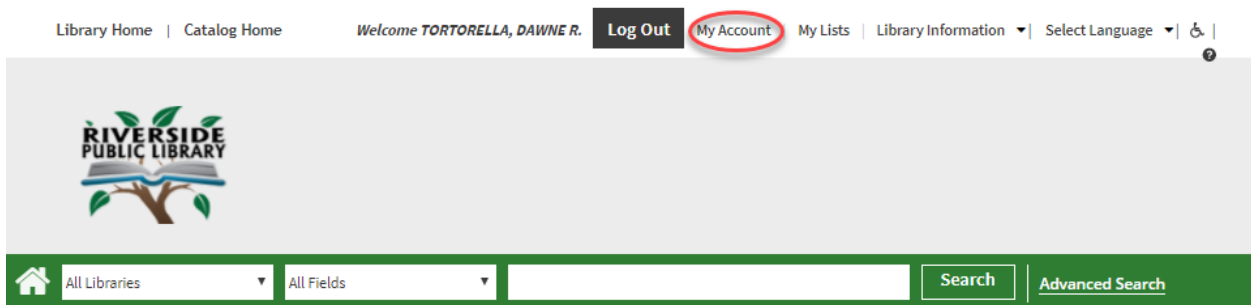


Please tell your patron to do the following if they know their pin and would like to reset it on their own.

1 – Tell them to log into Enterprise with their card number and current pin.



2 – Click on My Account





3 – Under Personal Information, expand the Change PIN Menu

A screenshot of a user interface showing a navigation menu. At the top, there are four tabs: 'Personal Information', 'Checkouts', 'Holds', and 'Fines'. Below these tabs is a list of menu items: 'Change PIN', 'Preferences', and 'Set Up Text Messaging'. The 'Change PIN' item is circled in red.

4 – Fill out the prompts and click update. You will receive a message that the Pin has been changed.

A screenshot of the 'Change PIN' form. The form has a title bar with a dropdown arrow and the text 'Change PIN'. Below the title bar are three input fields, each with a red asterisk and a label: '*Current PIN:', '*New PIN:', and '*Confirm New PIN:'. Each input field contains four black dots. To the right of the input fields is a dark grey button with the text 'Update' in white.