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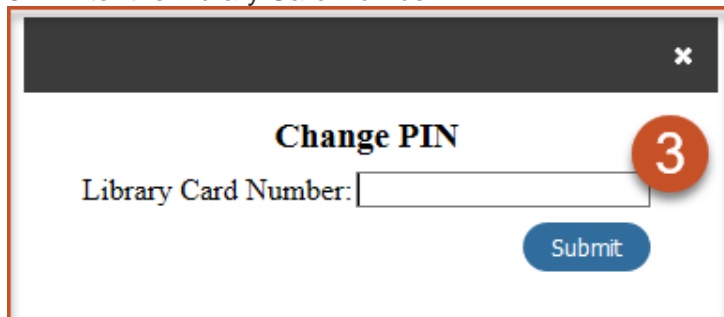
1 – Look for the link "Forgot your PIN?" in the footer of the library catalog search.
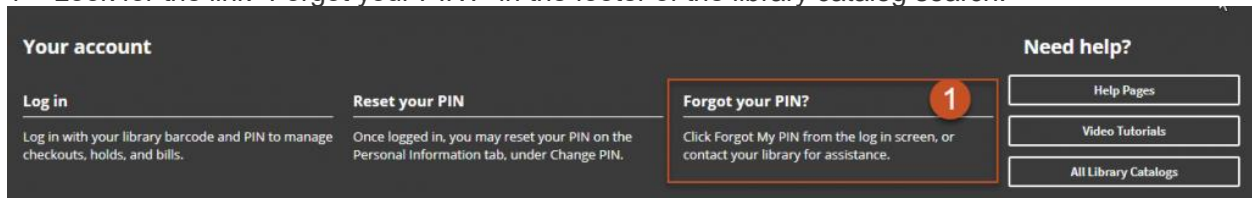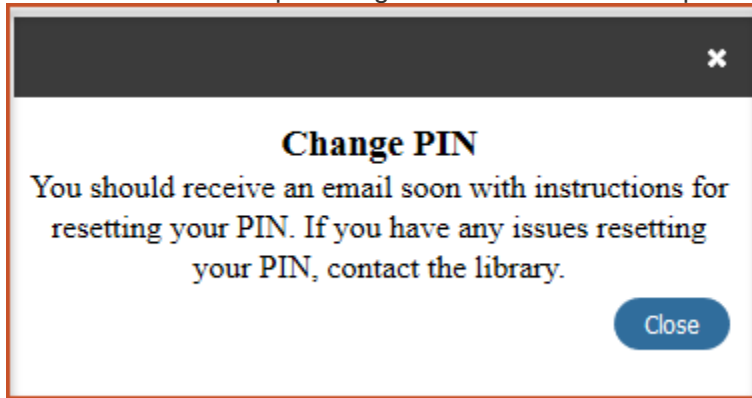

2 – Click "Forgot my PIN" on the log in screen.
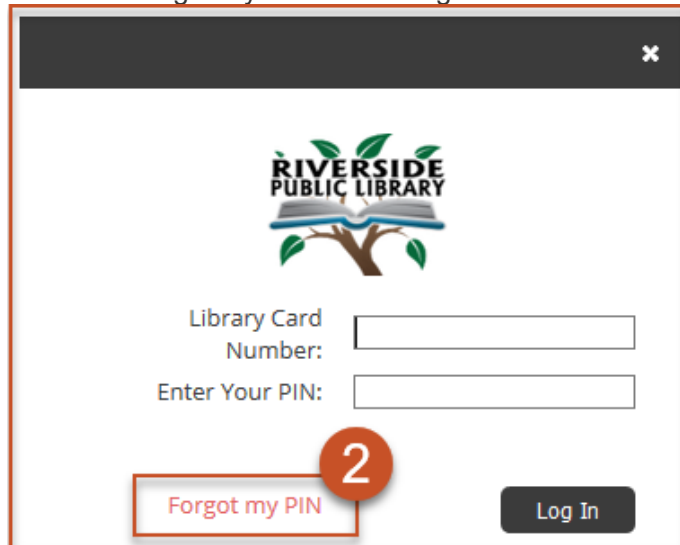
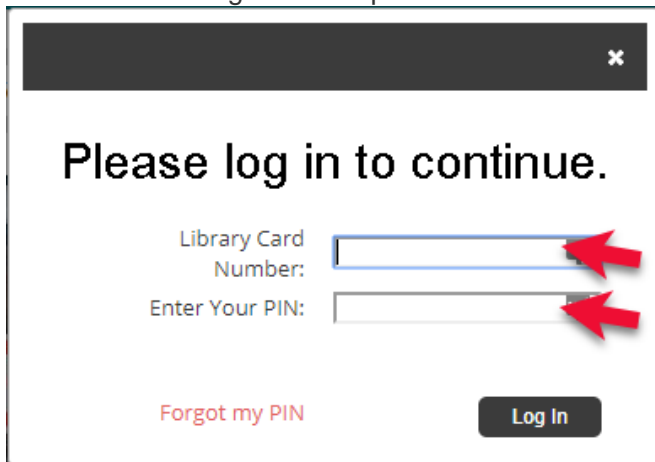3 – Enter the Library Card Number.

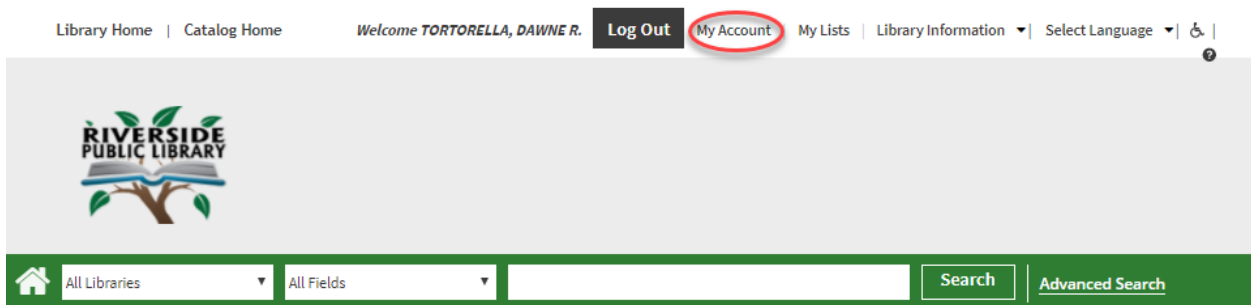4 – Look for an email providing instructions on next steps.

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

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