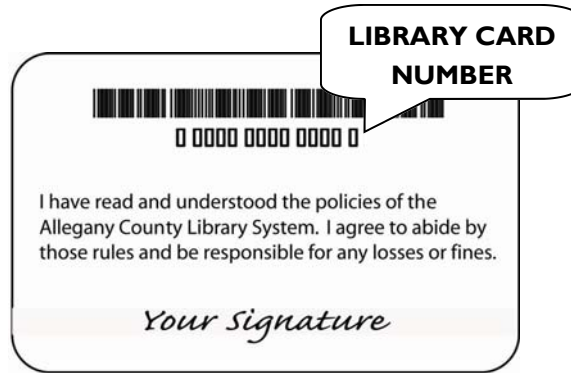
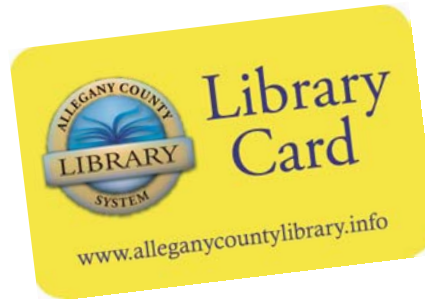


What if I forget my PIN?

If you forget your PIN, take your library card to the circulation desk at one of our locations, and the librarian will set your account back to the default PIN (the last 4 digits of your library card number). Then, you can follow the 7 easy steps in this brochure to change your PIN to something only you will know!



PIN (Personal Identification Number)

If you have any questions about changing your PIN, please call one of our libraries:

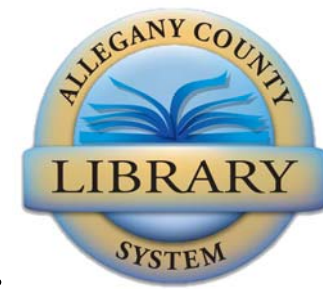
Bookmobile	240-727-0745
Frostburg	301-687-0790
George's Creek	301-463-2629
LaVale	301-729-0855
South Cumberland	301-724-1607
Washington Street	301-777-1200
Westernport	301-359-0455

PIN
(Personal Identification
Number)

Have you changed your PIN yet?

It's easy— here's how

<http://www.alleganycountylibrary.info>



What is my PIN and why do I have one?

What is my PIN?

When you register for an Allegany County Library System library card, the default PIN is the last 4 digits of your library card number. We strongly encourage you to change the PIN in the My Account area on our home page <http://www.alleganycountylibrary.info>

What is the purpose of having a PIN?

The **personal identification number (PIN)** is a secret shared between you and the library that allows you to do things from your home or office computer. Using your 14 digit library card and PIN, you can renew materials and place holds in the My Account area. You can also do a search using the Research It! Catalog and Database Search option in the Library Catalog.

Upon receiving the library card number and PIN, the system looks up the PIN based upon the library card number and compares the looked-up PIN with the received PIN. If they match, then you are granted access. If they do not match, then you will not be granted access.

Why can't the librarian change the PIN for me?

For privacy reasons, the librarian is restricted from being able to change the PIN for you. We are happy to show you how to get to the Change PIN area within My Account, but we cannot type in the new PIN for you.

How can I change my PIN?

1. You can change your PIN by going to <http://www.alleganycountylibrary.info> and clicking on My Account on the banner at the top of the screen.



2. Next, type in your 14-digit library card number, and your default PIN (i.e. the last 4 digits of your card number) in the spaces provided. Then click on Submit Request.



3. Click Change PIN.



4. Type in your Current PIN (the last 4 digits of your library card number)

5. Type in your new PIN in the New PIN box.

6. To confirm, type in the new PIN a second time in the Re-enter New PIN box.

7. Click Submit Change. A confirmation will appear when the PIN has been successfully changed.

