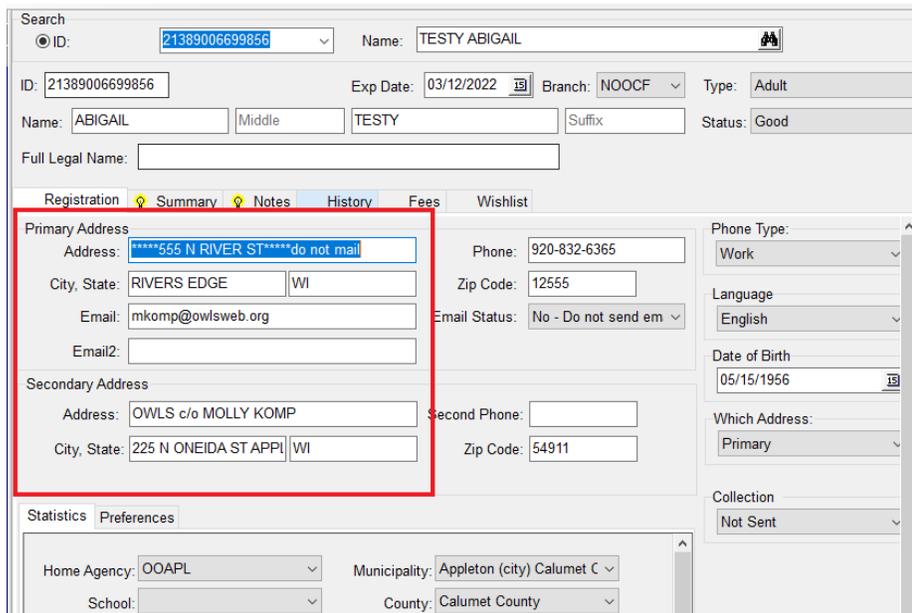


## Address Changes

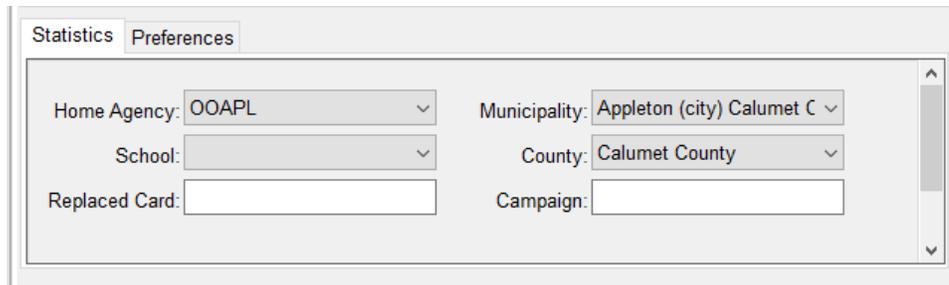
### Changing an Address in CARL-X

1. Open the patron account by either scanning their barcode or searching for their name/birthdate.
2. Once the account is open, locate the address field near the middle of the window.



The screenshot shows the CARL-X patron account page for TESTY ABIGAIL. The account ID is 21389006699856, and the expiration date is 03/12/2022. The primary address is highlighted with a red box and contains the text: \*\*\*\*\*555 N RIVER ST\*\*\*\*\*do not mail. The secondary address is OWLS c/o MOLLY KOMP, 225 N ONEIDA ST APPL, WI, with a zip code of 54911. The page also shows phone numbers, email addresses, and various dropdown menus for phone type, language, date of birth, and collection status.

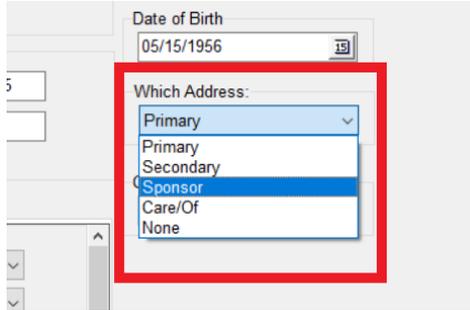
3. Make any necessary changes to the Primary Address and/or the Secondary/Sponsor Address fields.
4. **IF** there are any city/state changes, please verify the municipality and county fields under statistics are corrected.



The screenshot shows the Statistics section of the CARL-X patron account page. It includes dropdown menus for Home Agency (OOAPL), Municipality (Appleton (city) Calumet C), School, and County (Calumet County). There are also input fields for Replaced Card and Campaign.

5. **IF** there is a secondary or sponsor address added, please verify with patron where they would like to get their mail. Make sure the correct address field is selected from the “Which Address” dropdown field. \*The only way to get a “Sponsor” field to show, is by selecting it from the “Which Address” drop down. If it is not selected, the secondary address will show as “secondary.”

## Address Changes



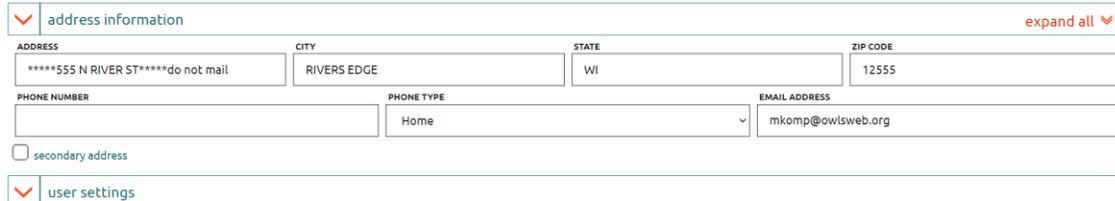
Date of Birth  
05/15/1956

Which Address:  
Primary  
Primary  
Secondary  
Sponsor  
Care/Of  
None

6. **IF** you are updating an address of a patron who doesn't have your library as their home agency, then you will need to fill out the [Patron Update Form](#) and send to their home agency. This will ensure that any paper registrations are updated correctly.
7. Click on the Save button near the bottom right corner.

## Changing an Address in Connect

1. Open the patron account by either scanning their barcode or searching for their name/birthdate.
2. Once the account is open, expand the address information section if it isn't already.



address information expand all

ADDRESS *****555 N RIVER ST*****do not mail	CITY RIVERS EDGE	STATE WI	ZIP CODE 12555
PHONE NUMBER	PHONE TYPE Home	EMAIL ADDRESS mkomp@owlsweb.org	

secondary address

3. Make any necessary changes to the Primary Address and/or the Secondary/Sponsor Address fields.
4. Check the "secondary address" box if needing to add in an additional address. This will open an additional address section.
5. **IF** there is a secondary or sponsor address added, please verify with patron where they would like to get their mail. Make sure the correct address field is selected from the "Preferred Address" dropdown field under 'user settings.' \*The only way to get a "Sponsor" field to show, is by selecting it from the Preferred Address drop down. If it is not selected, the secondary address will show as "secondary."
6. **IF** there are any city/state changes, please verify the municipality and county fields, under the library statistics section, are corrected.

## Address Changes

library statistics		
HOME AGENCY OWLS	MUNICIPALITY Appleton (city) Outagamie Cty	SCHOOL Select Here
COUNTY Outagamie County	REPLACE CARD	CAMPAIGN

- IF** you are updating an address of a patron who doesn't have your library as their home agency, then you will need to fill out the [Patron Update Form](#) and send to their home agency. This will ensure that any paper registrations are updated correctly.
- Click the green 'save information' button in the bottom right corner.