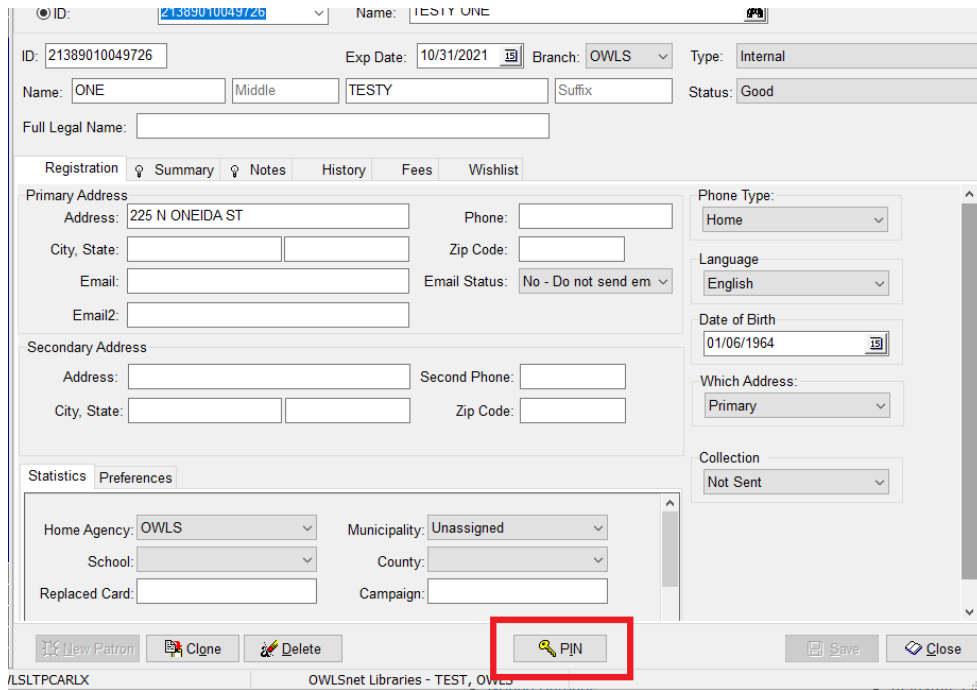


Changing/Resetting PIN in CARL-X

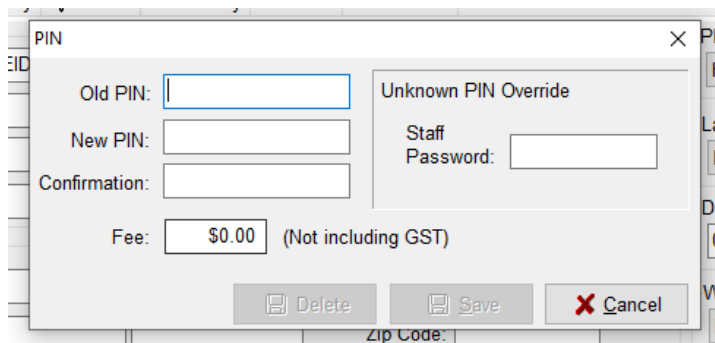
Staff can change and/or reset a patron's PIN if needed. They will need an override to change it but resetting requires no override login.

1. Logged into the patron's account, click on the PIN button at the bottom of the window.



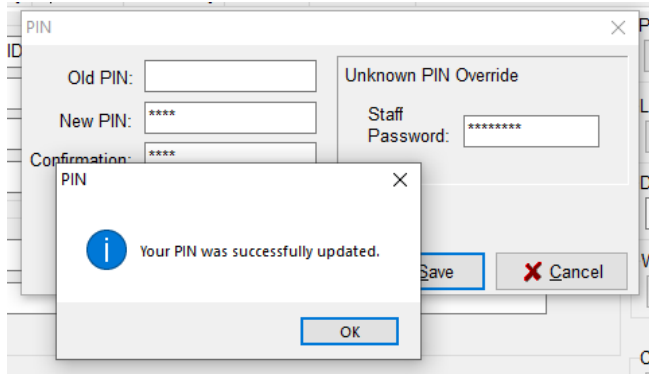
The screenshot shows the CARL-X patron record form for a patron named TESTY ONE. The form includes fields for ID (21389010049726), Exp Date (10/31/2021), Branch (OWLS), Type (Internal), Name (ONE TESTY), and Status (Good). It also has sections for Primary and Secondary Address, Phone, Email, Date of Birth (01/06/1964), and Home Agency (OWLS). At the bottom of the form, there is a button labeled "PIN" which is highlighted with a red rectangle. Other buttons include "New Patron", "Clone", "Delete", "Save", and "Close".

2. This will pull up the below window. If the old PIN was forgotten, then enter in the override for the Staff Password (this should be the same password as logging in to CARL). Enter in the New PIN and repeat this in the Confirmation field. The Save button won't activate until this information is entered.



The screenshot shows the "PIN" dialog box. It has fields for "Old PIN:", "New PIN:", and "Confirmation:". To the right, there is a section titled "Unknown PIN Override" with a "Staff Password:" field. At the bottom, there is a "Fee:" field set to "\$0.00 (Not including GST)". Buttons for "Delete", "Save", and "Cancel" are at the bottom. The "Save" button is disabled.

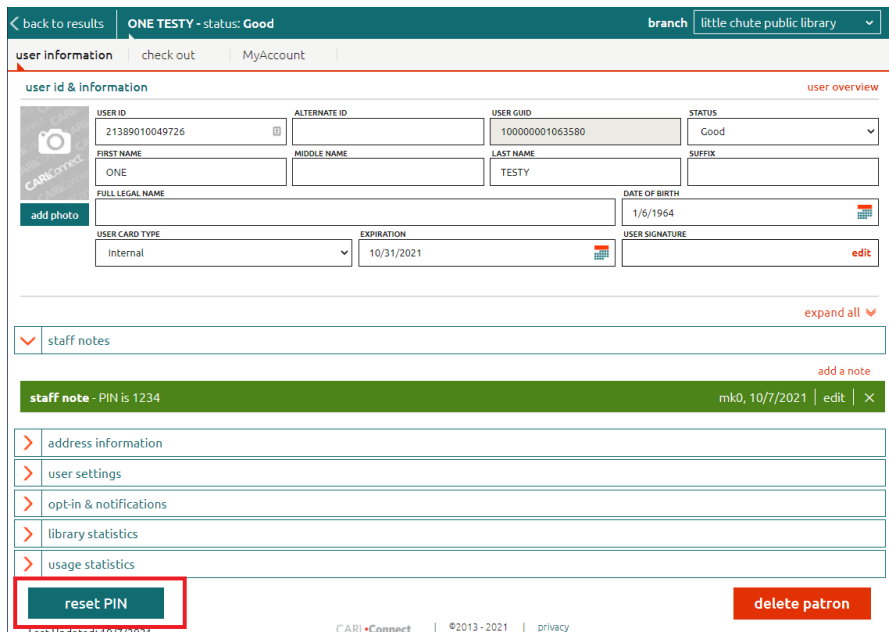
Changing and Resetting PIN



3. Click OK and you are done. The new PIN should work the next time a patron logs in.
4. If the old PIN is known and the patron just wants to change it, staff need to type in the old PIN, the new PIN and then the Confirmation (repeat the new PIN). No override needed. Click Save and OK.

Changing/Resetting PIN in Connect

1. Logged into the patron's account in Connect, scroll all the way to the bottom of the window.
2. Locate the teal (green) "reset PIN" button and click.



3. When you click on the button, nothing happens in terms of a pop-up or an action needing to be made. All staff will see is a green banner at the top of the account saying, "PIN reset."

Changing and Resetting PIN


S OWLSnetLibraries - TEST Environment

[back to results](#) | **ONE TESTY** - status: **Good**

[user information](#) | [check out](#) | [MyAccount](#)

PIN Reset

user id & information

 add photo	USER ID	21389010049726	ALTERNATE ID		USER GUID	10000000
	FIRST NAME	ONE	MIDDLE NAME		LAST NAME	TESTY
	FULL LEGAL NAME					
USER CARD TYPE			EXPIRATION			
Internal			10/31/2021			

staff notes

- Accounts reset in Connect will revert back to the patron's birthdate. Format MMDDYY. If patrons are wanting to change the PIN to something specific, staff will need to do so in CARL-X.