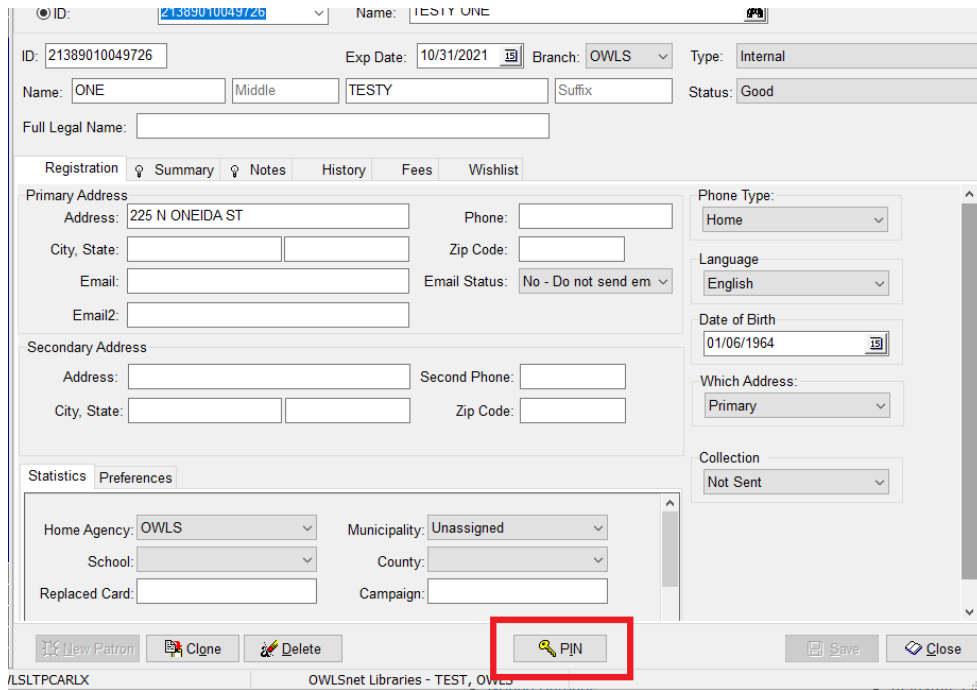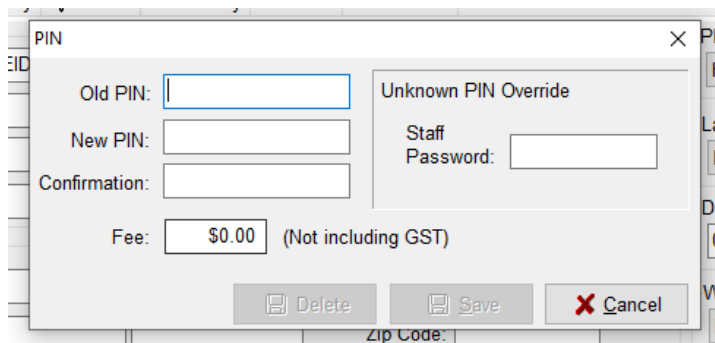## Changing/Resetting PIN in CARL-X

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.



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.

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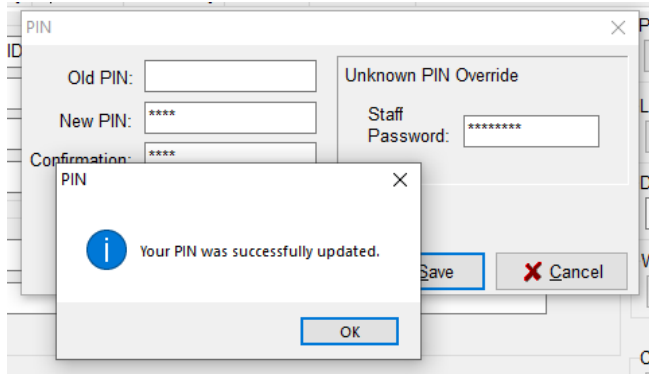
3. Click OK and you are done. The new PIN should work the next time a patron logs in.
4. If the old PIN is known and the patron just wants to change it, staff need to type in the old PIN, the new PIN and then the Confirmation (repeat the new PIN). No override needed. Click Save and OK.

## 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.
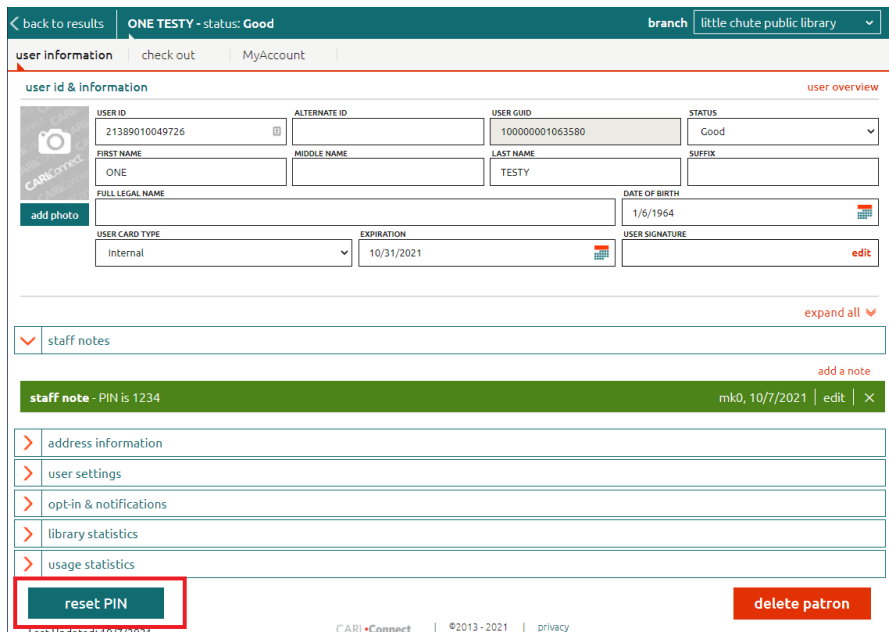


3. When you click on the button, nothing happens in terms of a pop-up or ana ction needing to be made. All staff will see is a green banner at the top of the account saying, "PIN reset."

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4. 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.

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