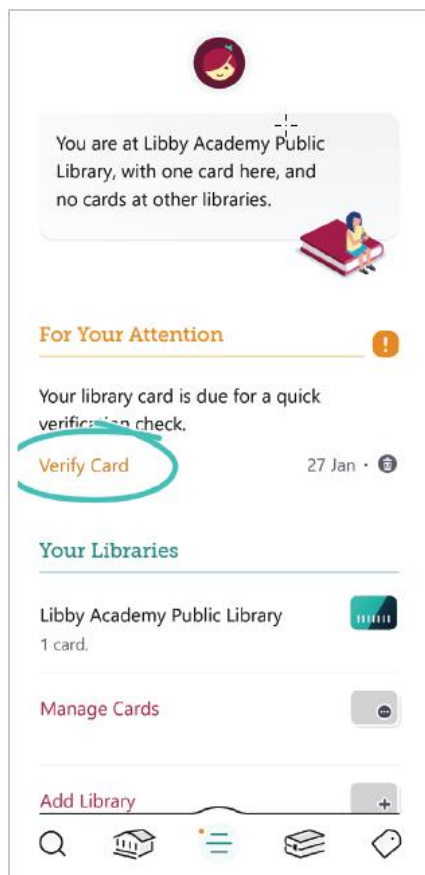


Verify Your Library Card

Verifying your library card in Libby

Libby may occasionally prompt you to verify your library card before you can borrow or place a hold. **To do so:**

1. Tap **Menu** 
2. Tap **Verify Card** under “For Your Attention.”



3. Tap **Verify Card** again, then sign in with your library card and PIN or password.

*If you're still having trouble,
please contact your library to check the status of your card.*

Libby.

The library reading app

Add a PIN to Kanopy

If your library issues you a new card or starts requiring a PIN or password, you can enter your updated credentials on the Kanopy website.

1. Go to kanopy.com and log in to your Kanopy account.
2. Select the menu button  in the top-right corner and go to *My Account > My Libraries*.
3. Tap **•••** next to a library, then **Edit**.
4. Enter your library card number and PIN/password, then tap **Save**.

If Kanopy says “Action required” for your library card

On the Kanopy website, if libraries are listed under "Action required" on the **My Libraries** tab of the **My Account** screen, you need to re-enter your credentials.

In the mobile app, tap **More**, then **My Libraries** to see your libraries. If you need to re-enter your credentials for a library, it will say "Verify."

You can re-enter your credentials on the website or in the app using these steps:

On the Kanopy website

1. Go to kanopy.com and log in to your Kanopy account.
2. Select the menu button  in the top-right corner and go to *My Account > My Libraries*.
3. Select **Re-enter your login information** under the library name.
4. For public libraries, enter your library card number (and PIN or password, if required).
For university libraries, enter your university credentials.
5. Select **Save**.

On the Kanopy mobile app

1. Tap **More**.
2. Tap **My Libraries**.
3. Tap the library you want to reactivate.
4. For public libraries, enter your library card number (and PIN or password, if required).
For university libraries, enter your university credentials.
5. On Android, tap **Continue**.
On iOS, tap **Verify**.

If you receive an error, please reach out to your library or university for help. Once they address any account issues, you'll be able to reactivate your library using the steps above.