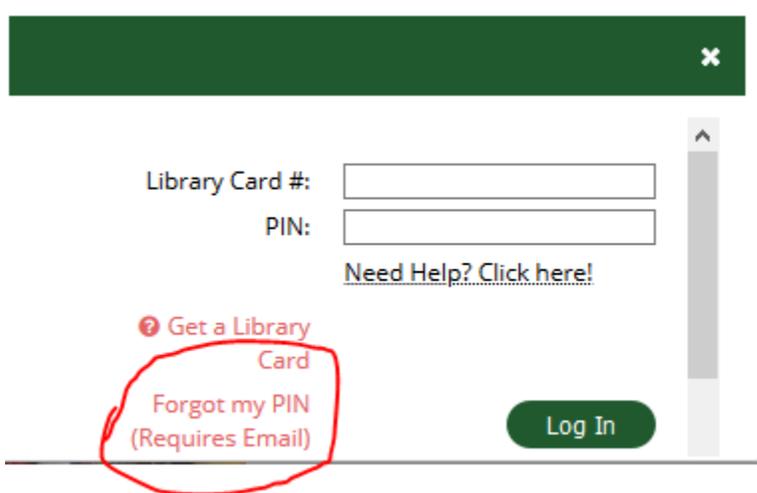


Resetting PIN through Catalog

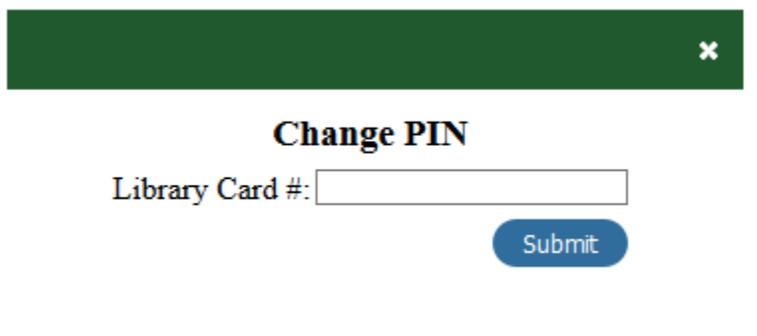
Patrons can reset their own PIN through the catalog (https://wiso.ent.sirsi.net/client/en_US/default/).

The “Forgot My PIN” function can be found under the main login popup:



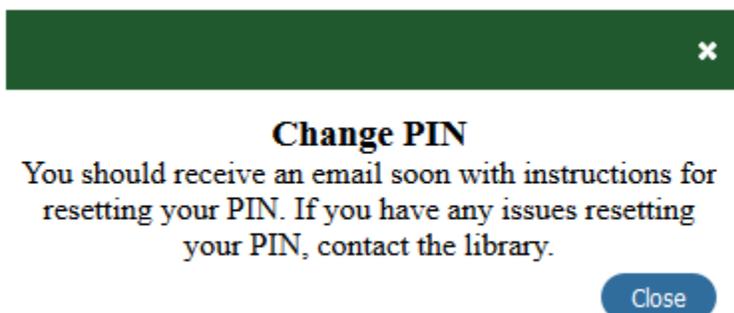
A screenshot of a login popup window with a dark green header and a close button (X) in the top right corner. The main content area is white and contains the following elements: a 'Library Card #' label followed by a text input field; a 'PIN:' label followed by a text input field; a link that says 'Need Help? Click here!'; a 'Log In' button in a dark green rounded rectangle; and a red circle highlighting a link that says 'Get a Library Card' with a question mark icon, and below it, 'Forgot my PIN (Requires Email)'.

Clicking on “Forgot my PIN” leads them to a second pop-up:



A screenshot of a 'Change PIN' popup window with a dark green header and a close button (X) in the top right corner. The main content area is white and contains the following elements: the title 'Change PIN' in bold; a 'Library Card #' label followed by a text input field; and a blue 'Submit' button.

After entering their library card, they see confirmation on that prompt window:



A screenshot of the confirmation message in the 'Change PIN' popup window. It features a dark green header with a close button (X) in the top right corner. The main content area is white and contains the following elements: the title 'Change PIN' in bold; a message that reads 'You should receive an email soon with instructions for resetting your PIN. If you have any issues resetting your PIN, contact the library.'; and a blue 'Close' button.

The email is sent to the email address they have on their patron record. *Patrons without an email address should contact their library.*

The email is sent from sirsi@ventinari.wnnefox.org, the email address also used to send notices; the subject line is "RESET PIN REQUEST":

RESET PIN REQUEST Inbox x

sirsi@ventinari.wnnefox.org

to me ▾

You have received this email because you have clicked on "Forgot My PIN" in the library catalog.

Please follow this link to [reset your PIN](#). This link will expire in one hour.

Use four numbers for a PIN. PINs that are not four numbers will be blocked from accessing some resources.

If you did not request your PIN to be reset, please disregard this email.

Thank you,

The Winnefox Library System

The link in the email expires in an hour, and is linked to the library card entered at the initial PIN Reset Request; the link cannot be shared with anyone else.

Following the link leads to the page to actually reset the PIN:

Four numbers only for PIN

Library Card #:	<input type="text"/>
New PIN:	<input type="text"/>
Confirm New PIN:	<input type="text"/>

As with many password resets across the Internet, the library card number is required, and then the new PIN must be entered twice to verify it was entered correctly. Clicking "Update" automatically updates the PIN; it can instantly be used to log into the catalog or other online resources.