

# How to Recover Your PIN

## During the Library's Closure

So you're practicing responsible social distancing and suddenly your online library account is more important than ever... but you've forgotten your PIN!

Don't panic. Here's what to do to get access.

### Option 1: Make sure you actually still have a library card.



First of all, if it's been years since you used your card the system might have dropped you. It happens! The good news is, this makes getting access super easy.

Just go to [www.lcpln.org/get-a-card](http://www.lcpln.org/get-a-card) and fill out the form. If your card is still active with us, it'll stop you and you can try option two (on the next page) instead.

## Option 2: Email yourself your PIN



The image shows a blue background with white text and icons. At the top, there are three items: a green checkmark next to an envelope icon with an '@' symbol, the text 'Have an email on file?', a green checkmark next to an orange library card icon, the text 'Know your card number?', and a green arrow pointing right with the text 'Go to [lcplin.org/login](http://lcplin.org/login)'. Below this is a white login form with the heading 'Please enter your barcode and password'. It has two input fields: 'Barcode:' and 'PIN:'. A green arrow points to the 'Forgot your PIN?' link below the PIN field. Below that is a link for 'Need a library card?' and a blue 'Log In' button.

If you know your library card number and your account has an email address associated with it (where you get holds notices and automatic renewal reminders, for example), you can mail yourself a new PIN.

Go to [www.lcplin.org/login](http://www.lcplin.org/login)

Enter your library card number in the first field, and click Forgot your PIN?

Then check your email!

If you don't have an email account associated with your card, or you don't know your barcode, or if something else went wrong, head on over to the next option.

## Option 3: Ask a Librarian



The image has a blue background. At the top, it says 'I've got nothing...'. Below that is a cartoon illustration of a woman with orange hair, a purple top, and her hands raised in a shrug. Below the illustration, it says 'That's okay' and 'just ask a librarian!' in large white letters. At the bottom, it says 'www.lcplin.org/ask'.

If all else fails, go to [www.lcplin.org/ask](http://www.lcplin.org/ask) and use our Ask a Librarian form and we'll help you out! We'll need your full name and barcode if you have it.

Since we're working remotely it may be a little while before we can help you, but we'll get in touch as soon as possible!