

# RESET ACCOUNT PIN



## **I've never logged in to my online account before.**

If you've never logged in to your online account before, you may need to create a PIN.

1. Click on the "Log In" link located in the upper right corner of the library website.
2. Enter your library card number in the "Library Card Number" field. Don't use any spaces or dashes.
3. Leave the PIN field blank. Click "Submit."
4. Fill out the "New PIN" and "Retype New PIN" fields. You can leave the "PIN" field blank.
  - Your PIN must be at least 6 characters long.
  - Your PIN must have both letters and numbers. PINs are not case-sensitive.
5. Click "Submit." Congratulations! You have a new PIN!

## **My account was created before March 2014 and I've never logged in or changed my PIN from the default.**

If your account was created before March 2014, your PIN may be set as 123. If your PIN is still set at the default, we recommend changing it once you are able to log in.

## **I've logged in before, but I've definitely forgotten my PIN.**

Not to worry—there are two ways to reset your PIN if you've forgotten it.

### ***Forgot Your PIN? Link***

This will only work if you have an email address associated with your account.

1. Click on the "Log in" link in the top right corner of any page on our website.
2. There should be a "Forgot Your PIN?" link at the bottom of the page. If you don't see this link, you can also access this page by visiting <https://bluff.iii.com/pinreset>
3. Enter your library number in the appropriate field and click "Submit."
4. You will receive an email with a link to reset your PIN. If you don't reset your PIN within three hours, the link will expire.
5. Open the link and enter your new PIN information. Click "Submit" to save your new PIN.

### **Call or Visit the Library**

If you don't have an email associated with your account or if the "Forgot PIN" link doesn't work, please call or visit the library and a staff member will assist you.