Patron-initiated Sitka Password Re-set

The staff of the Cariboo Regional District Library are pleased to announce that patron-initiated Sitka Password Re-set will be implemented **on Thursday, June 23rd**.

This feature will allow library patrons who have forgotten their "My Account" password to request a password reset via e-mail.

Note: Patrons must already have an e-mail address entered in their patron record to use this feature.

Here are the steps for users to follow:

1. User clicks on "Forgot My Password".
2. System prompts for username or barcode.
3. System generates email below and sends it to the address on that account. (Note that the emails are not instant, they are sent by the system in a batch every half hour)
4. User clicks link in that email and gets a password reset form to reset their password.

Attached is a screen shot of the new feature, as well as a sample copy of the e-mail message that users will receive.

Other benefits of having an e-mail address on your account:

*   Courtesy notices that your books will be due 2 days prior to their due date. (avoid fines!)
*   Immediate hold notification that your book is waiting for you to pick it up at the library rather than waiting for an evening phone call. (i.e. pick it up on your way home from work and not have to drive back downtown!)
*   Overdue notices when your books are overdue. (if we don't print them, we save paper and it's our little step towards reducing our carbon footprint) ☺

Add an e-mail address to your account:

1. Click on the My Account link on either the Homepage or Advanced Search page.
2. Enter your username. If this is your first time logging in, your username will be your library card number. You have the option to change your username on the Account Summary screen.
3. Enter your password. You should have been given a password when you received your library card. If this is your first time logging into your account you will be asked to reset your initial password. Click on the Login button.
4. Select the Account Summary tab at the top of the My Account area. Add you e-mail address to the *Email Address field.*
5. Go to Account Preferences tab and at the *Default Hold Notification Method* select "Use E-mail only".
6. Click on the "Save Preference Changes" button at the bottom of the screen. **You're done!** ☺