FREQUENTLY ASKED QUESTIONS
PIN
My Library Account - NEW Encore Catalog
How do I add a PIN to my account?
How do I change my PIN?
Forgot your PIN?

**Pin (Personal Identification Number)** is a security feature to protect access to your library account.

Set the PIN immediately after creating your patron record. The PIN is a number of 4 or more digits,

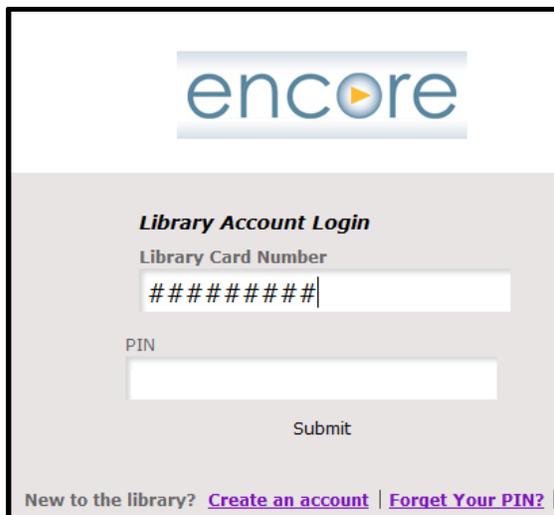Do not include letters in the PIN. Note: the system will not accept easy number sequences such as *1234*.

I am a new patron. How do I add a PIN to my account?

Open the Encore catalog, http://encore.williamson-tn.org
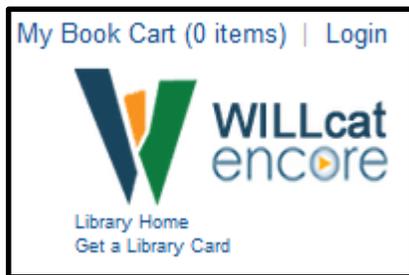
1. Top right corner above the logo, click LOGIN.

2. Enter your account number in the LIBRARY CARD NUMBER box.

3. Click SUBMIT button.

4. Enter the PIN of your choice, 4 or more numbers. The system will not accept easy number sequences such as *1234.* Do not use letters*.*

Still need assistance logging in?

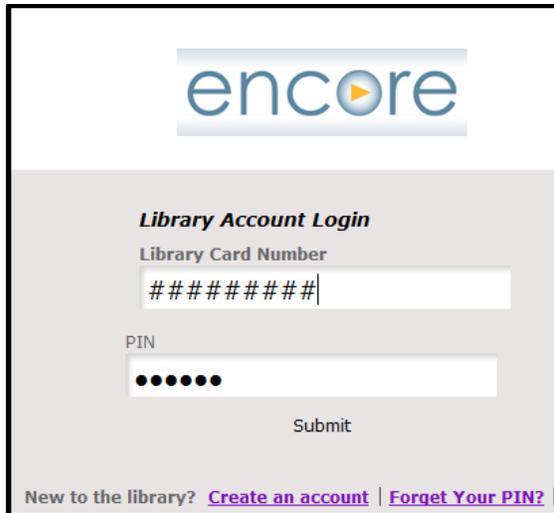Call the Circulation Department, (615) 595-1277 ext.1.

How do I change my PIN?

1. Open Encore, top right corner above the logo, click LOGIN.
2. Click your name to open the account.

3. Under your name, click EDIT PIN link

4. Current PIN box, add your PIN.

5. Enter new PIN in the second box
6. Enter new PIN in the third box
7. Click SUBMIT button

Protect your privacy *Always log out* of your account.

I forgot my PIN. How to I retrieve it?

1. This feature **requires an email address** in your account.
   NOTE: For assistance adding an email address to your account see FAQ Email Notices.

2. Open the account login screen.

3.

   Click FORGET YOUR PIN? link.

4.

   The Pin Request screen opens.

5. Enter your library account number.

6. Click SUBMIT button.
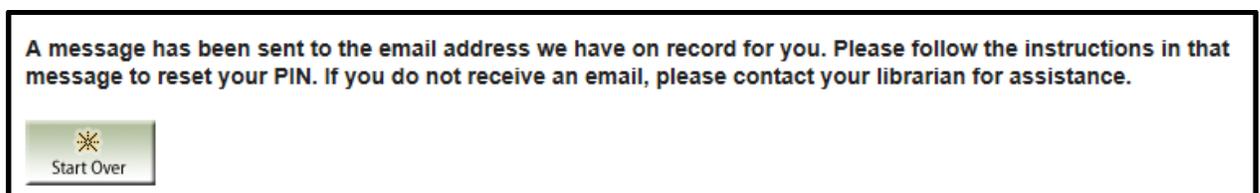
7.

   A message will acknowledge your request.

8.

   Open your email from *Circ Email Notice* with the subject *Request to reset your library PIN*.

9. Click on the web link that begins with "https://." If link does not open, copy and paste the link in a web browser. *The link is valid for 3 hours.*

Please enter the following information:

For example, type "20100..."

Library Card Number

Please enter a Personal Identification Number (PIN) consisting of 4 or more digits

Enter Your PIN

Enter Your PIN Again

Submit

10. Enter your library account number. Add the PIN of your choice then enter it a second time.

11. Click SUBMIT

Still need assistance logging in?

Call Circulation Department at(615) 595-1277 ext.1.

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