

3. User ID and PIN

Having a User ID and a PIN allows you to log in to the member's area of iBistro where you can see what you have borrowed, renew items and place holds.

User ID

Your **user ID** is your library card number with 35/ at the beginning.

PIN

You need a PIN to access your own account (**My Account**). If you already have a PIN it will stay the same; if you don't have a PIN you will need to contact library staff to get one.

New members' PINS will be the last 4 numbers of the user ID (library card number). Once you have a PIN you can change it to something that you will remember.

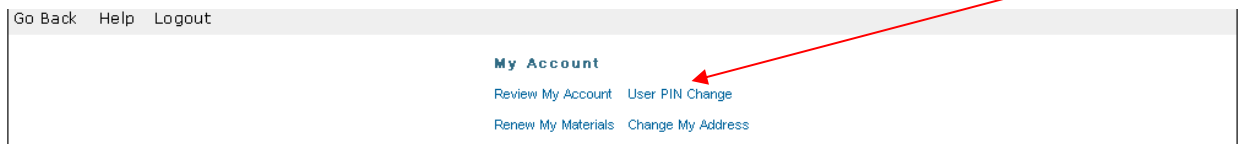
To change a **PIN**:

1. Type in your user ID and PIN and click on Login to iBistro:



The iBistro page will now reload – you'll know that you're logged in because the User ID and PIN boxes will no longer be in the top right of the screen.

2. Click on the **My Account** link on the toolbar. A menu will appear. Click on the **User PIN Change** link.



3. Type in your **current PIN** then type your **new PIN**. Retype the **new PIN** and click the **Change PIN** button.

PINs should:

- Be between 4 – 8 characters in the interest of your security.
- Have no spaces or use any special characters e.g. ~ ! @ # \$ % ^ & * () + _ .
- Be either alphabetical (all letters), numerical (all numbers) or alpha-numeric (a mix of letters and numbers).

They can be upper or lowercase. iBistro is not case sensitive, you can type in either case regardless of what was set up at the library.