

# Reset Your PIN

Having trouble accessing our online resources? Follow these steps to reset your PIN.

1. Go to [onlib.org](http://onlib.org).

2. In the top right corner click on **My Account**.

Locations

My Account

Ask

3. Click **Forgot your PIN?** [Forgot your PIN?](#)

4. Enter your library card number and then click **E-mail PIN**.

E-mail PIN

5. An 8-digit PIN number will be sent to your email address. This is only a temporary PIN number and will need to be changed to a 4-digit PIN.

6. Click on the Patron account URL link in the email or go back to My Account from onlib.org.

7. Log in with your library card number and the new 8-digit PIN you were emailed.

8. Click **Change Logon**. It is the last option under My Record. [▶ Change Logon](#)

9. Check the **Change PIN** box. Enter the 8-digit PIN in the **Old PIN** box and a new 4-digit PIN in the **New PIN** boxes.

Change PIN

Old PIN:  
.....

New PIN:  
....

Repeat New PIN to verify:  
....

10. Click the **Save** button and you are all set!

Save

You can now use your library card number and new PIN to access your account, borrow titles through Libby and Hoopla, or gain access to library databases.

If you continue to have trouble, please email [reference@cldandj.org](mailto:reference@cldandj.org) and we will get back to you as soon as we are able.