

## To Log In to your account online

When on the Encore search page at <http://librariesireland.iii.com/iii/encore/?lang=eng> you'll see 'My Account' at the top right hand corner - where the arrow is pointing in this image:



When you click on the My Account link you'll be brought to a login screen.

Enter your library card number (above the barcode on your library card) and your PIN (usually the last 4 digits of your library barcode).

## To reset your PIN online

There are a couple of ways to reset your PIN.

If you are logged in to Encore, view your account and you will see an Edit PIN option.

If you cannot login to your account you can reset your PIN from the Encore login screen provided we have your email address - you'll need your library card number/barcode:

1. Go to the Encore login screen
2. Click on Forget Your PIN or don't have one
3. Enter your barcode and submit
4. You will receive an email with a link to reset your PIN
5. Click on the link and then follow the instructions.

Please note: PINs should be four digits.

If you don't have a PIN and you haven't given us your email address then you'll need to call into a branch and ask a member of staff to add your email address.

## To RENEW items online

To renew your loans online you need to login to your account.

Click on loans on the left-hand side.

Then either select the loans you want to renew and click Renew Marked Or Click on Renew All.

Hint: *If you cannot see your account details click on the My Library Account link at the top right.*

Please note: **you can renew an item online up to 4 times provided it is not wanted by another patron. If this limit causes you a problem please [contact](#) your local branch who will be able to help you.**

## To view your CHILDRENS' ACCOUNTS online

Unfortunately our new system does not show details of linked accounts to a patron when they are logged into their own account.

We hope that this functionality will be added in a future release of the software.

In the meantime, there are three ways for patrons to see information about their children's loans:

1. You can view each child's account online, as you can your own – simply set a PIN for each account. (See [how to set a PIN](#) for your online account.)
2. Staff \*can\* see linked accounts. You can ask a staff member to link your accounts and then they will be able to give you details of your children's loans anytime you carry out a transaction at the library desk.
3. We will soon start sending out email courtesy notices to remind patrons in advance when their items need to be returned or renewed. You can add your email address to all your children's online accounts and you will receive courtesy notices about their loans as well as you own.

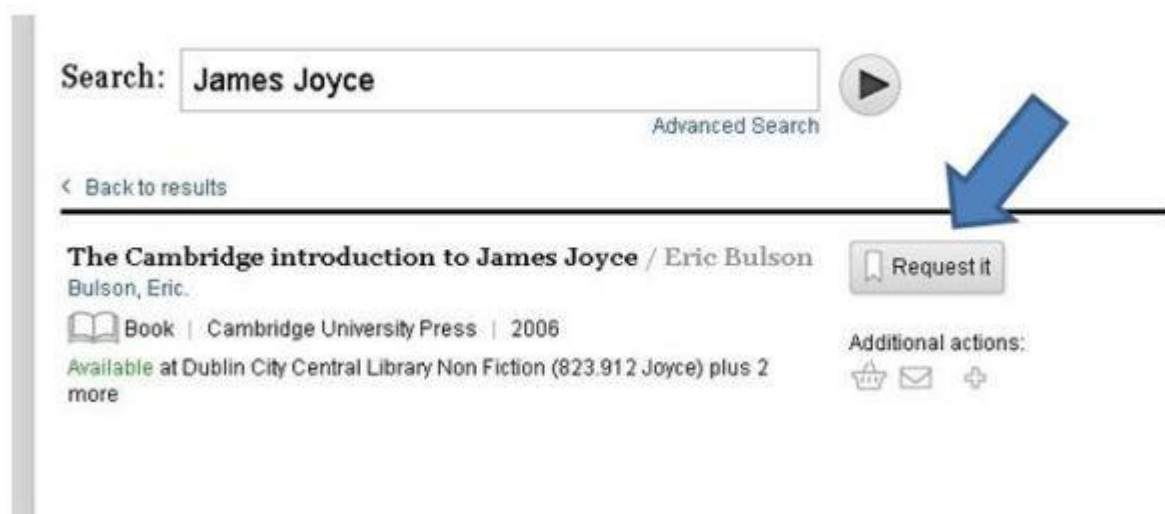
We appreciate that these solutions are no substitute for the ability to see linked accounts altogether online but they should lessen the inconvenience.

## To RESERVE ITEMS ONLINE

You can reserve, or place a 'hold' on, items when [logged into your account](#).

You can have 12 reservations or holds at any one time. (In Encore a reserve is called a hold.)

If a particular item is reservable the 'Request It' button will be displayed



Click on the button and you will be asked to select the branch you wish to pick the book up at.

There is no charge for placing holds online.