

# Getting Started – for Patrons

## Key Messages:

- Passwords are coming **on March 28**.
- Passwords are for patrons' benefit.
  - Libraries have a long tradition of taking extraordinary measures to ensure the privacy of those who use library facilities and access library materials
  - A password provides an extra layer of security that patrons will use for accessing their library account online.
  - Passwords are for more than keeping your reading history private. PII such as personal contact information can be more easily accessed without passwords in place - information that has the potential to result in identity theft.
- Passwords will be easy to manage. Patrons will have a default password, and when they log into PIKA **on or after March 28**, they will be prompted to reset this default password. Passwords must have six alpha-numeric characters.

## To Create a password:

- visit [salida.marmot.org/](http://salida.marmot.org/)
- Choose “login”
- Enter your last name
- Enter the default password (see below)
- create a new password (must be at least 6 characters in length)
- Write down your password and put somewhere safe.

## What is a patron’s initial password?

The first three letters of the patrons last name and the last four digits of the library card barcode.

- For example John Doe, with a barcode of 987654321 would be doe4321

## How do patrons reset their passwords (if you forgot the one you created)?

**On or after March 28<sup>th</sup>**, Patrons can log into their online account (PIKA) to change their password using these steps:

- Click on “My Account.”
- Click on the “Forgot My Password” link/text.
- Enter their library card number and click “Submit”. This will send patrons an email with a temporary link to change their password.

Patrons then need to check their email and click on the link they received. Enter their library card number and new password of their choice and click on Save Changes.

*TIP for busy Parents/Caregivers: If patrons have multiple family members with library cards, parent/caregivers may want to consider choosing the same password for each cardholder so they don't have to juggle multiple passwords in order to access online accounts and services.*