

PASSWORD RETRIEVAL

Tech Help from Monroe Public Library

Forgot your password?

If you have forgotten your password, there are several ways to reset it. You may see the phrases:

“Can’t sign in”

“Forgotten password”

“Password retrieval”

Click on that link to reset your password.

Next steps

The next page will verify your ownership of the account. Some of the common ways are:

An email with instructions

A text or call to your cellphone with a code

A call to a landline with a code

A security question

Then, follow their instructions to reset your password.

Need more help?

If you are unable to reset your password using any of these methods, look for a **Help** or ? button on the website or app.

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