

PIN Information

Students

Your PIN, issued through the Registrar's Office, is initially a six-digit number based on your birth date (DDMMYY) eg. 310266.

- You will be prompted to change your PIN the first time you login to Kwantlen Polytechnic University.
- The first time you login to the Online Self-Service System you will be prompted to provide a question (that only you would know the answer to) along with the answer to the question you have entered.
- If you forget your PIN go to the Kwantlen Polytechnic University website **Current Students** → **Register Online / Student Login** → **Login** → **Forgot PIN** section of the **Online Self-Service** page and answer your security question.
- Please make note of your PIN but keep the information private, as this is a security measure to ensure confidentiality of your Student Records.
- You must use this PIN to view your library record.

Non-Students

A random PIN will be automatically generated when you are issued your Smart Card.

- Ask the staff at the Checkout Counter to change your PIN to a PIN of your choice to make it easier to remember.
- Please make note of your PIN but keep the information private, as this is a security measure to ensure confidentiality of your Library information.

Forgot Your PIN

- From the Library Catalogue, click on **My Library Account / Forgot Your PIN**
- Enter your Smart Card barcode. This is the 14 digit number beneath the barcode on your Smart Card (Library Card). Your PIN will be sent to you via email only.
- Non-Students if you do not have an email address, please speak to a staff member at any of the Library Checkout Counters regarding changing your PIN.