


Reset Patron Username and Password

Tip for: 01.12.15 | Updated: 05.08.20

When adding a patron, the Password field is set by default to the last name of the patron. The Username field is set by default to the patron's barcode. This is the information that is required for patrons to place their own holds and reservations etc. from the Researcher.

 Unknown macro: 'multiexcerpt-include-macro'

v7 Instructions

To modify a username or password from Patrons Management:

1. Unlock  the record.
2. On the **Access** tab, update the **Username**, **Password**, and **Confirm Password** fields.
3. Click **Save**.

To modify multiple usernames and/or passwords at once using the [Reset Patron Accounts utility](#):



1. Go to **Utilities > Patrons > General > Reset Patron Accounts**.
2. On the **Selections** tab, select which patrons need to have their usernames and/or passwords updated.
3. On the **Options** tab, choose to which format you want to change patron usernames and/or passwords.

 See [Reset Patron Accounts utility](#) for more information on each option.

4. Click **Run**.
5. Check the **Operation Information**  file to make sure no patrons were skipped.


If they are allowed, a patron may modify their username and password from Patron Status in Researcher. By changing both, patrons have more control over the security of their information.


To change your username and password as a patron:

1. From Search, click **Log In**.
2. Enter your username and password and click **Log In**.
3. Go to **Patron Status** by either clicking on the Patron Status icon  at the top of the page or appending **/status** to the end of your Alexandria URL.
4. Go to the **Account** tab.
5. Unlock your account information by clicking the padlock icon  and entering your password.
6. Modify the **Username** and/or **New Password** fields.
7. When you're done, click **Save**.

v6 Instructions

To modify a username or password from Patrons Management:

1. Unlock  the record.
2. On the **Personal Info** tab, update the **Username**, **Password**, and **Confirm Password** fields.
3. Click **Save**.

 If your v6 is installed, you'll need to click **Reset Password**.

If they are allowed, a patron may modify their username and password from the Researcher Patron Status. By changing both, patrons have more control over the security of their information.

To change your username and password as a patron:

1. Click on the **Log In** button at the top of the **Researcher** window.
2. Enter **Username** or **Barcode** and **Password** and click the **Log In** button.

3. Click on your name or icon at the top of the window to open **Patron Status**.
4. Click on **Change Contact Info** and enter your **Password**. Then you can change your **Username**.
5. Click on **Change Password** and enter your **Old Password**, **New Password**, and **Confirm Password**.
6. Press **Save** to change your password.