FOUR-DIGIT PINS
Your current PIN will be transferred from our old system to the new Wise system, so you do not have to make any changes. If you have forgotten your PIN or wish to change it, please visit any ACPL location and a staff member will gladly assist you.

CREATING A USERNAME AND PASSWORD
The first step is to create a personalized password. You can receive a temporary password by either contacting an ACPL staff member or by clicking the “Forgot Username or Password” link on the My Account login page of www.acpl.info. Note: If requesting a password online, we must already have a valid email address on file for you.

When you log in with your temporary password, you will be presented with a password confirmation screen. Here you will need to enter a new password and confirm it. Library staff will not have access to your password, so choose one that you can easily memorize but cannot be guessed by others.

A password must contain a minimum of 8 characters and have an uppercase letter, lowercase letter, number, and special character: ! @ $ % ^ * ( ) < > ?.

Note: Spaces, tabs, &, or # characters are not permitted in the passwords.

Once you have created your password you are ready to create your username. To create your username, navigate to the My Account Details page by clicking the link on the left side of the screen.
This will open a page where you will create your username. From this page, click Configure on the right hand side of the Username field. This will open a pop-up menu where you can create your username.

In the pop-up, type in your desired username and click configure. Note: If your chosen username is already in use, you will be alerted that you need to choose a new username.

You are now ready to use the all features of My Account and ACPL Mobile. If you have any questions, please contact the Library’s Circulation Staff at (260) 421-1200.