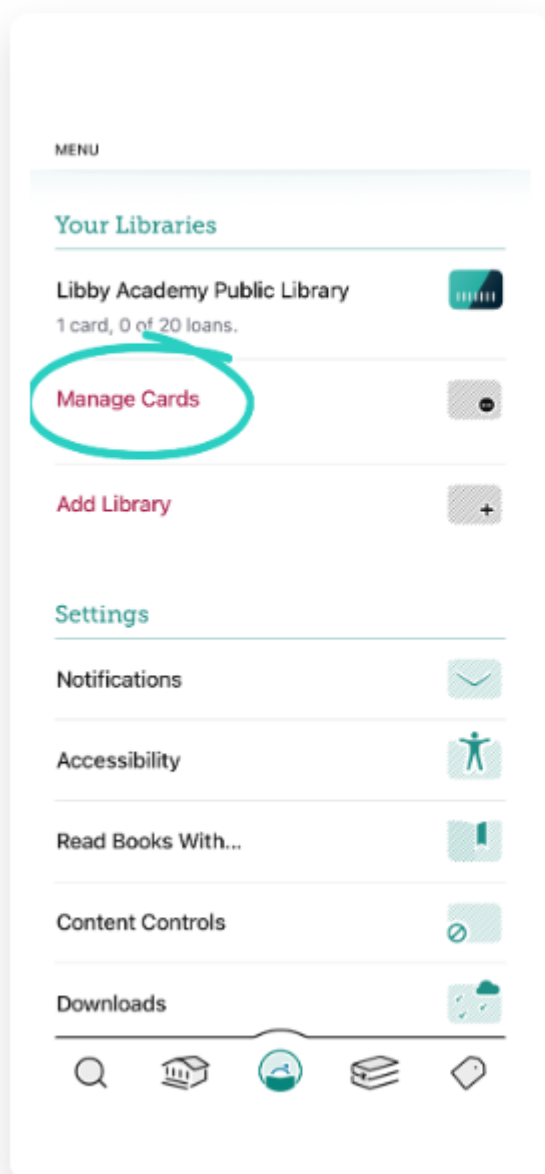


Instructions for Libby if patrons have sign-in or verification issues

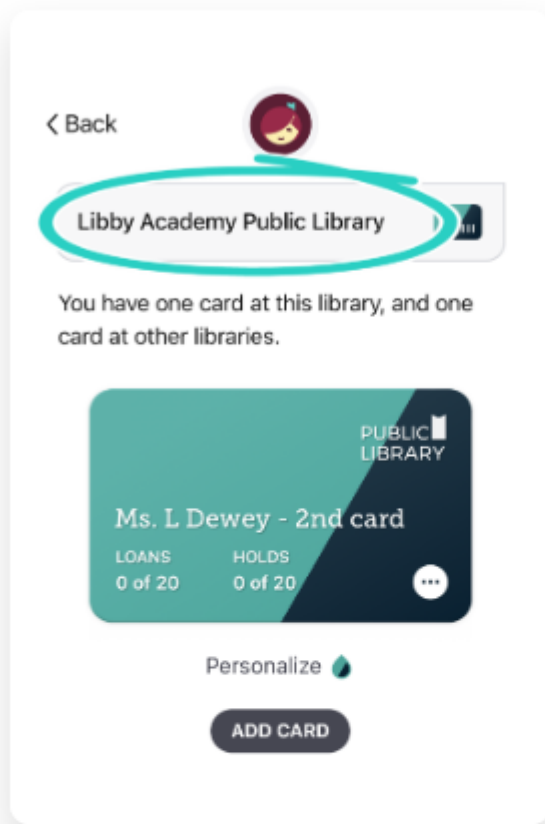
- Patrons may be prompted to verify their card as a result of authentication changes. If patrons encounter any issues with verifying their card, the best practice is to remove the card and then re-add it.


To remove a library card:

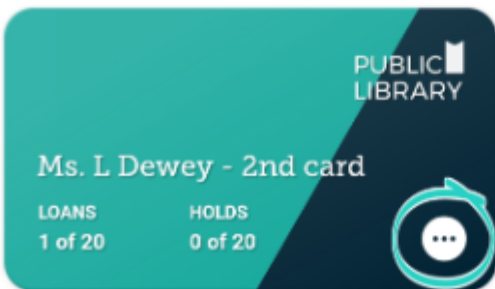
1. Tap **Menu**, then **Manage Cards** (under "Your Libraries").



2. If needed, switch libraries.



3. Tap  (on your card).

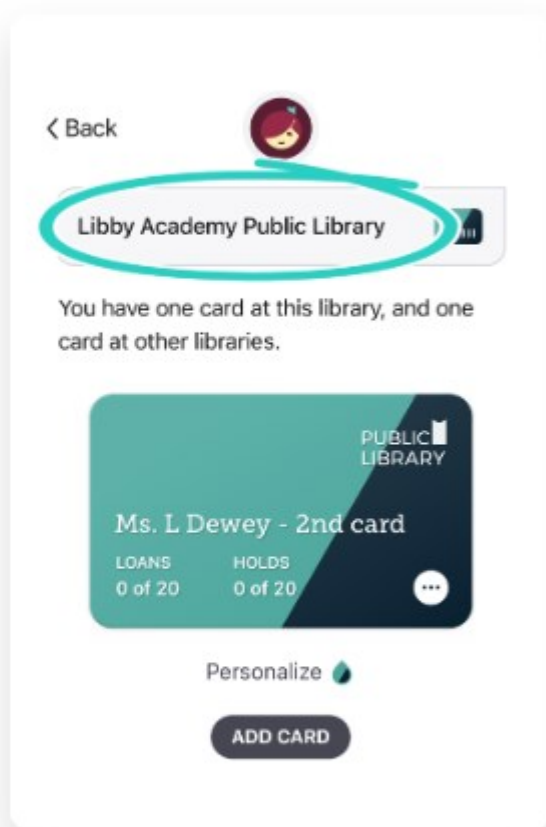


4. Tap **Remove Card**, then **Yes, Remove Card**.

Patrons should then add their library card back into Libby.

To add a library card:

1. Tap **Menu**, then **Manage Cards** (under "Your Libraries").
2. If needed, switch libraries.



3. Tap **Add Card**.
4. Follow the prompts to add your card.