Frequently Asked Questions

Q) **What if I forget my password?**

A) Each account will have its own rules for retrieving lost passwords. Look for a link near the sign in area that says "Forgot your password?"

Q) **Do you know my password if I forget?**

A) The library only knows your library password. We do not and cannot, know your e-mail, Facebook, eBay or other passwords.

Q) **Can I use the same password on different accounts?**

A) Yes. It is considered more secure to have different passwords, though.

Q) **Why do I have to enter my password twice when I create my account?**

A) Since you can't see the password as you type, it is easy to create a typo and not even know it. Typing it twice when you create it ensures that your password is what you think it is.

Q) **Can I give someone else my password?**

A) That is entirely up to you, but realize that as soon as you share it with somebody it is no longer a secured password.

Q) **Can I change my password?**

A) While your user name is locked in, passwords can be changed whenever you like. Usually this is done by going into your account settings.

Q) **Does the password have to be capitalized?**

A) While user names typically do not require capitalization, passwords must be entered *exactly* as they were created. If you capitalized a letter when you made the password, then you must always capitalize that letter when entering the password in the future.

Q) **What is that twisted word thing?**

A) Sometimes when creating or logging into an account you'll see a picture that looks a lot like this:

This image is called a **CAPTCHA.** To make a long story short, by identifying the letters here you prove to the computer that you are a human and not another computer. Sometimes the letters are completely illegible. Do your best; if you get it wrong you will get another randomly generated picture.

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Olean Public Library

What's the Password?

User Names, Logins, and Passwords

What they are and how to create & keep track of them.

User Names

A user name (sometimes called *user ID*, *account name,* or *login*) is a name you create. Many sites will ask you what user name you wish to be identified with when you open an account with them. It could be your actual name, part of your name, or a fictitious one. For example, a user name could be **jsmith** or **froggy** or anything else you can imagine. It is entirely up to you. Here are some guidelines to help you create your user name:

Letters and Numbers

- Spaces are not allowed, and neither are punctuation marks such as **!** or **?**. The underscore, as in **j_smith**, is the sole exception.

No Two User Names Can Be the Same

- If somebody has already selected this user name, you will have to choose another one. This could be done by simply modifying your desired user name. For example, if you really wanted **jsmith** you may discover that while it is already taken, **jsmith1359** is not.

- This is on a site by site basis. **Jsmith09** may be available on one site but not on another.

- The site will tell you whether your choice is available or not. It's best to have a couple choices in mind.

- Your user name may change from account to account, or you can try to use the same one for everything; it's up to you and the name's availability.

Passwords

A password is a secret keyword or combination used to gain access to an online account that allows the system to confirm that you are who you say you are. The actual password is entirely up to you, but there are some guidelines to consider when choosing your password:

Easy to Type

- When you enter your password into the computer, you will only see * or ◆ appear. Since you won't be able to see if you make a typo, try and make it as easy as possible.

Security Strength

- The more random the password appears to be, the more secure it will be. Try not to

use words or numbers associated with you that could easily be guessed. For example, don't use:

    * Your birth date

    * Your pet's name

    * The word "password"

Letters and Numbers

- While some sites will allow the use of special characters such as /($#![, not all sites do. Stick to a combination of letters and numbers to begin with.

Easy to Memorize

- With all this in mind, your password should be something which you can easily call to mind when needed.

REMEMBER: Always keep your passwords in a secure place!

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