

Why can't a patron log in to MyPC?

There are several reasons that a patron might not be able to log into MyPC:

1. The PC is at the wrong login screen
2. The patron has mistyped the card number and/or PIN
3. The patron's card is expired
4. The patron is entering an incorrect PIN

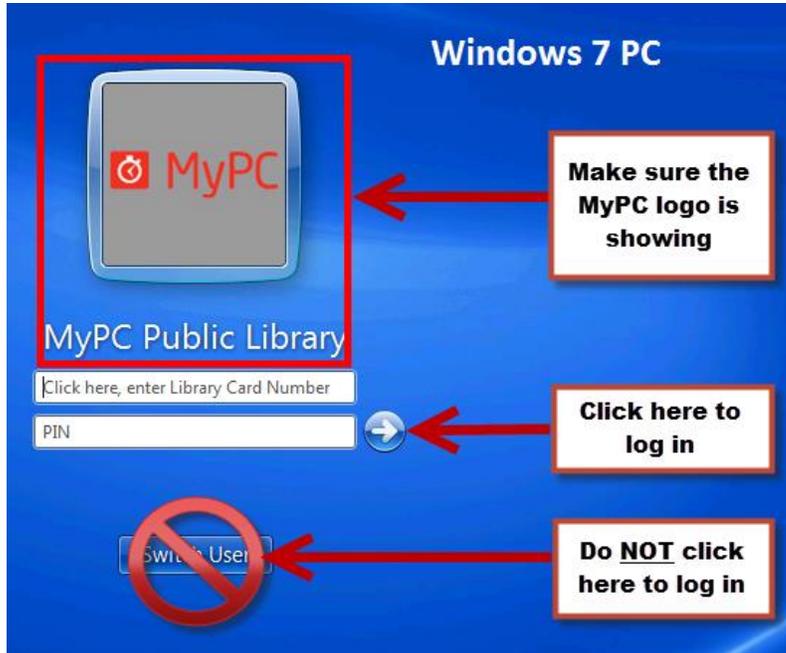
Scenarios 2-4 will result in this MyPC message:

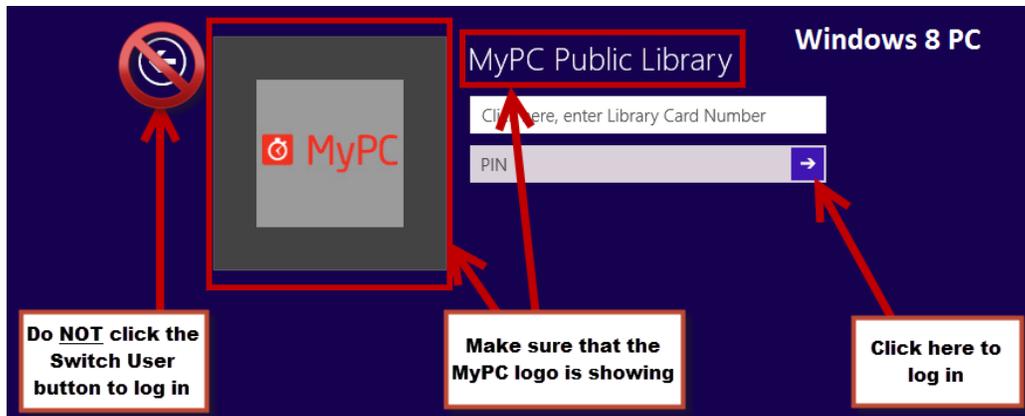
- Title of message window: "You are not allowed to use this computer."
- Message text: "The specified user credentials were incorrect."

Diagnosing and solving the login problem

1. **Check to make sure the patron is at the correct logon screen**

You should see the "MyPC" square icon above the boxes for barcode and PIN on Windows 7 PCs and to the left on Windows 8 PCs. If you don't see the "MyPC" square icon, click on the Switch User icon and then click on the MyPC user. Have the patron try logging in again.





2. **Try logging in for the patron**

If you are able to successfully log in using the patron's card number and PIN, the patron probably mistyped something.

3. **Check the patron's card expiration in Koha**

If the card is expired, renew the patron's card. Have the patron try logging in again.

4. **Go to *www.linkcat.info* and try to log in with the patron's card number and PIN**

If you are not able to log into LINKcat using the patron's credentials, this is a good indication the PIN number being used is not correct. If the patron does not know their PIN number, update the patron's PIN in Koha and have the patron try logging in again.

5. If you run through the steps above and are sure the patron's card isn't expired and the patron is entering the correct barcode and PIN, try logging into the PC again. If it still doesn't work and you can't figure it out, give the patron a Guest Pass and contact the Help Desk with the patron's barcode and PIN.