Step by Step Guide for Accessing Kanopy General Collection and Kanopy Kids using the NLB Mobile App and Kanopy App

This Step-by-Step Guide contains the following sections:

Access Kanopy from NLB mobile app

- A. <u>How to access and get started with Kanopy General Collection and Kanopy Kids from</u> <u>NLB mobile app for **first-time users**</u>
- B. <u>How to access and get started with Kanopy General Collection and Kanopy Kids from</u> <u>NLB mobile app for **repeat users**</u>

Access Kanopy from Kanopy app

- C. <u>How to access and get started with Kanopy General Collection and Kanopy Kids from</u> <u>the Kanopy app for **first-time users**</u>
- D. <u>How to access Kanopy General Collection and Kanopy Kids from the Kanopy app for</u> repeat users
- E. <u>Reset Kanopy account password</u>

What do you need?



Mobile Device Any mobile devices with WiFi / data (e.g. 5G, 4G) connection. Kanopy mobile app



User Account To access Kanopy General Collection and Kanopy Kids, you will need your <u>NLB</u> <u>myLibrary username</u>.

A. How to access and get started with Kanopy General Collection and Kanopy Kids from the NLB mobile app for first-time users





What do you need?



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User Account To access Kanopy General Collection and Kanopy Kids, you will need your <u>NLB</u> <u>myLibrary username</u>.

B. How to access and get started with Kanopy General Collection and Kanopy Kids from the NLB mobile app for repeat users





What do you need?



Mobile Device with Kanopy app installed Any mobile devices with WiFi / data (e.g. 5G, 4G) connection. Kanopy mobile app



User Account To access Kanopy General Collection and Kanopy Kids, you will need your <u>NLB</u> <u>myLibrary username</u>.

C. How to access and get started with Kanopy General Collection and Kanopy Kids from the Kanopy mobile app for first-time users



Step 4 You may be asked to set your privacy settings. Please select based on your preference. Note: This step may vary for iOS and Android devices. The screenshot below shows the Android user experience.	 Step 5 You may be able to select "National Library Board of Singapore" from the screen (see screenshot below on the left). Alternatively, you may do a search for the "National Library Board of Singapore" (see screenshot on the right). Select "National Library Board of Singapore". 	
 ← kanopy Log In STEP 2 OF 4 Find Your Public Library Improve the set of the s	Image: Select as the select as th	

Step 6	Step 7			
Click "Select This Library".	To add your library card, key in your myLibrary username in the "Library Card Number" field. Key in your myLibrary password in the "Library Card Pin/Password" field.			
← kanopy Log In	← kanopy [Log in]			
Find Your Public Library	Add your library card			
ини	SELECTED LIBRARY NLB National Library Board of Singapore 100 Victoria Street, Singapore, 188064 Library card number Library card number Library card PIN/password Key in your myLibrary password Need a card? Apply on your library's website [?]			
Select Another				





D. How to access Kanopy General Collection and Kanopy Kids from the Kanopy app for repeat users

What do you need?



Mobile Device with Kanopy app installed Any mobile devices with WiFi / data (e.g. 5G, 4G) connection. Kanopy mobile app



User Account To access Kanopy General Collection and Kanopy Kids, you will need your <u>NLB</u> <u>myLibrary username</u>.

*<u>Note:</u>

- Library members who are accessing Kanopy General Collection and Kanopy Kids for the <u>first time</u> would have to create a Kanopy account to access the content. Refer to Section A of this document for the step-by-step guide to set up the Kanopy account.
- A Kanopy account enables users to set up parental control (optional), access Kanopy General Collection and Kanopy Kids on the mobile app, watch Kanopy content on smart TV, and personalisation features e.g. re-watch videos and create personal playlists and favourites etc.
- The same Kanopy account can be used to access Kanopy General Collection and Kanopy Kids.





E. Reset Kanopy Account Password

Step 1 If you have forgotten your Kanopy account's password or would like to reset the	Step 2 Click "Forgot Password".		
password, click "Log In".			
	← kanopy sign Up Log In		
Lady Bird	Email Address Password		
YÖÜR NEGRO	Log In		
Enjoy Thoughtful	Forgot Password?		
Stream thousands of films through your library or university	Continue with Apple		
Get Started	G Continue with Google		
Log In	If you logged in to Kanopy using Facebook in the past, reset your Kanopy password to continue. Learn more about resetting your password.		

Step 3

Enter your email address that was used to create your Kanopy account.

Note: If you have forgotten the email address that was used to create your Kanopy account, please contact Kanopy support at <u>https://kanopy.com/contact</u> for assistance.

kanopy	Sign Up
Forgot Password	
Please enter the email address as your account to reset your passw	sociated with ord.
johntan@outlook.com	
Password reset Instructions have been sent t email address Ok	o your
Reset Password	
Back	

Step 4 Check your email associated with the Kanopy account and reset your Kanopy account

check your email associated with the Kanopy account and reset your Kanopy account password.

Click "Reset Password" in the email.

R	eset Your Password
We've rece	ived a new password request. To reset your
password t	for your account, click on the button below.
	Reset Password
If you didn't make this r	equest, we recommend you to <u>change your password</u> . If
you have any que	estions or concerns, <u>contact us</u> . We're here to help!

Step 5 You will be redirected to Kanopy webpage to enter your new password.	 Step 6 After clicking "Reset Password", you will be redirected to login to your Kanopy account using your new password. You will then be able to access Kanopy after logging in.
Reset Password Inter YOUR NEW PASSWORD: Image: Imag	Log In Johntan@outlook.com johntan@outlook.com LOG IN Forgot Password? OR OR OR OR OR OR OR OR OR Toutinue with Google Tyou logged in to Kanopy using Facebook in the past, reset your Kanopy password to continue. Learn more about resetting your password.