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:
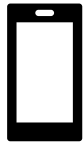
What do you need?

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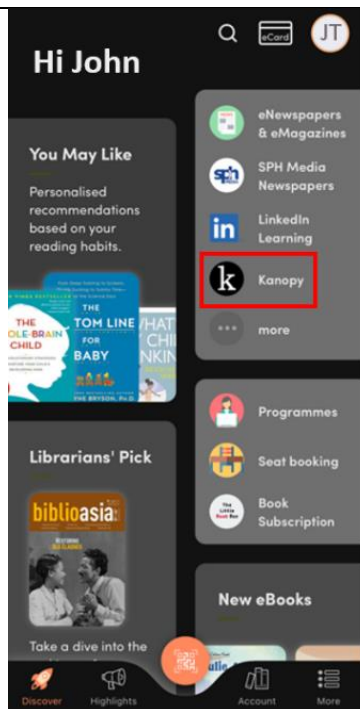Kanopy mobile app

User Account
To access Kanopy General Collection and Kanopy Kids, you will need your [NLB myLibrary username](#).

A. How to access and get started with Kanopy General Collection and Kanopy Kids from the NLB mobile app for first-time users
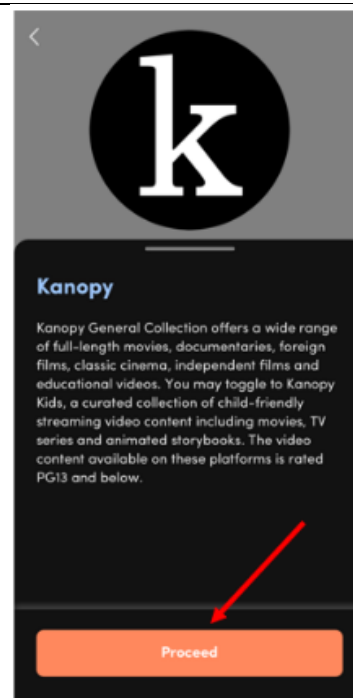
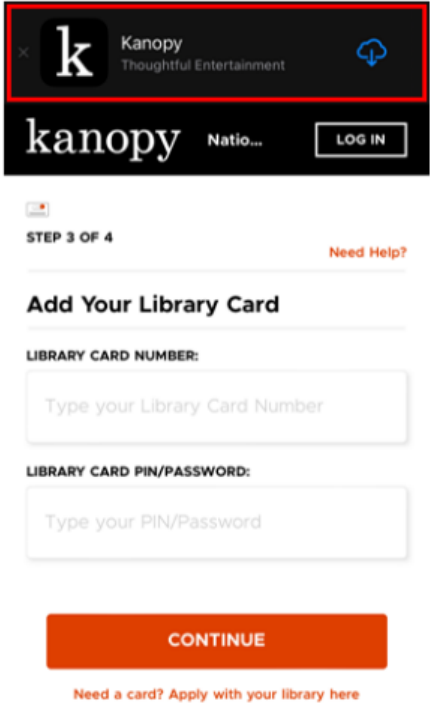| Step 1	Step 2
Select "Kanopy" as shown in the NLB mobile app homepage.	Click "Proceed".

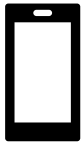| Step 3	Step 4
Scroll down and select "Click here to create your Kanopy account".	Go to Step 7 to 9 in Section C for the steps to key in your myLibrary username and password, create your Kanopy account and access Kanopy platforms.

Note: If you do not have the Kanopy app installed in your mobile device, you will see the banner to download it as shown in the screenshot below. |

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 NLB myLibrary username.

B. How to access and get started with Kanopy General Collection and Kanopy Kids from the NLB mobile app for repeat users
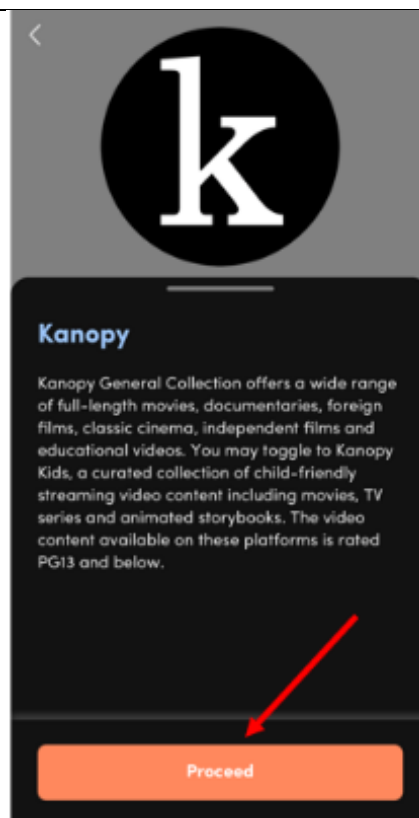
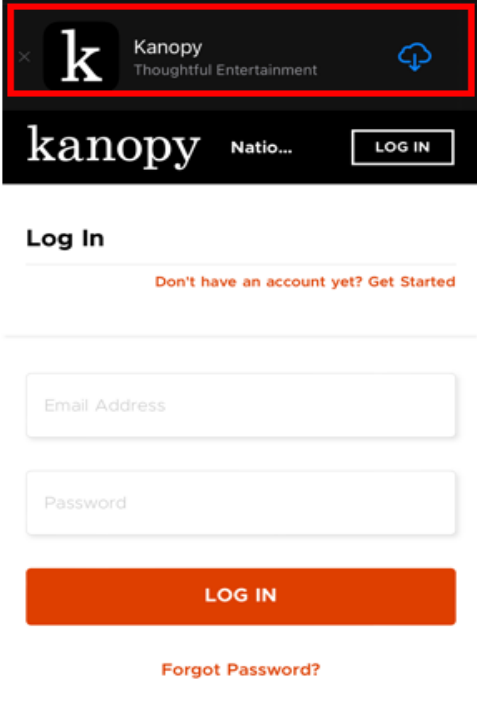| Step 1	Step 2
Select "Kanopy" as shown in the NLB mobile app homepage.	Click "Proceed".

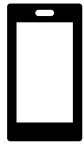| Step 3	Step 4
Scroll down and select "Click here to continue to Kanopy".	Go to Step 3 and 4 in Section D for the steps to key in your Kanopy account and access Kanopy platforms as a repeat user Note: If you do not have Kanopy app installed in your mobile device, you will see the banner to download it as shown in the screenshot below.

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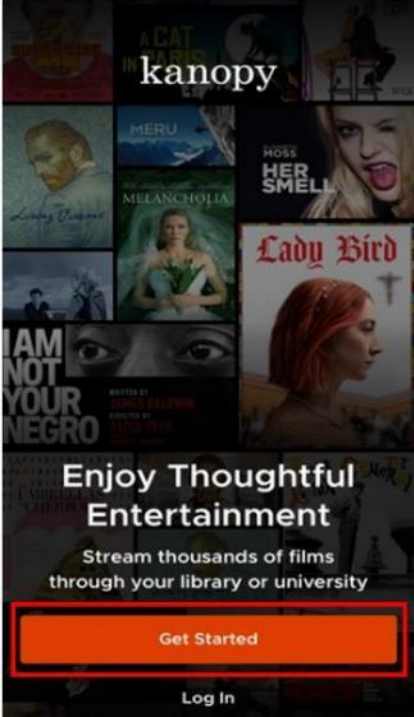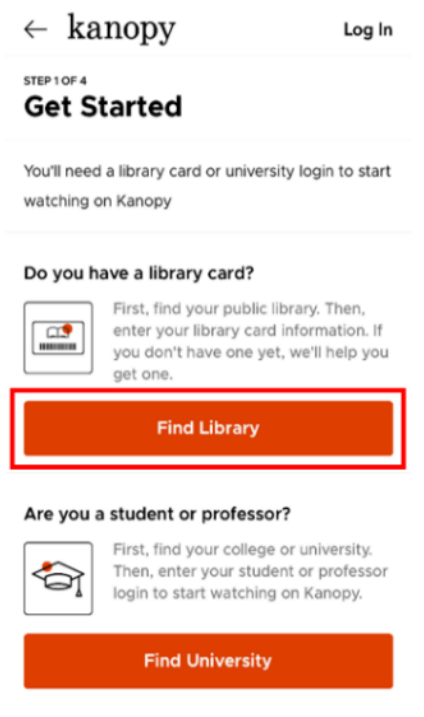
Mobile Device with Kanopy app installed
Any mobile devices with WiFi / data (e.g. 5G, 4G) connection.
Kanopy mobile app

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

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

Step 1	Step 2	Step 3
Download the Kanopy app on App store or Google Play store.	Select "Get Started".	Select "Find Library".

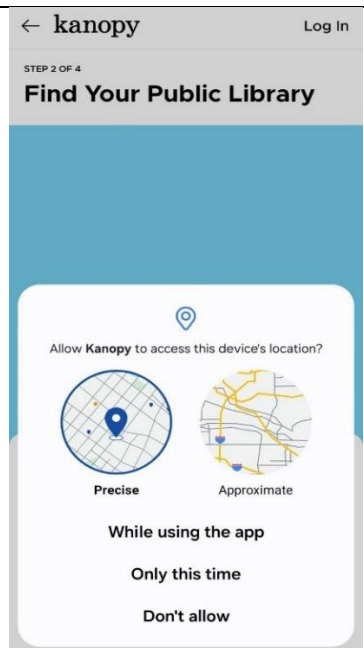| Step 4	Step 5
You may be asked to set your privacy settings. Please select based on your preference. Note: This step may vary for iOS and Android devices. The screenshot below shows the Android user experience.	• You may be able to select "National Library Board of Singapore" from the screen (see screenshot 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".
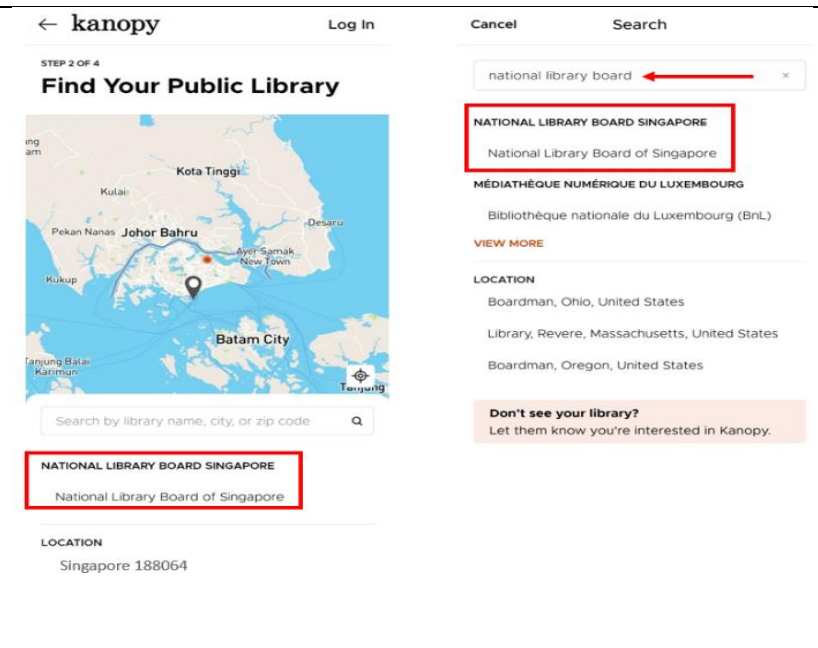
| Step 6	Step 7
Click "Select This Library".	To add your library card, key in your myLibrary username in the "Library Card Number" field. Key in your myLibrary password in the "Library Card Pin/Password" field.
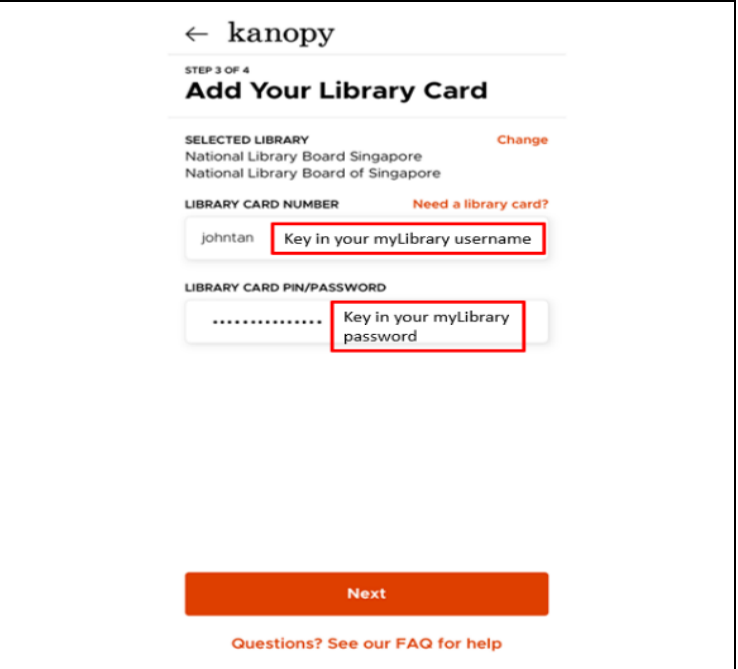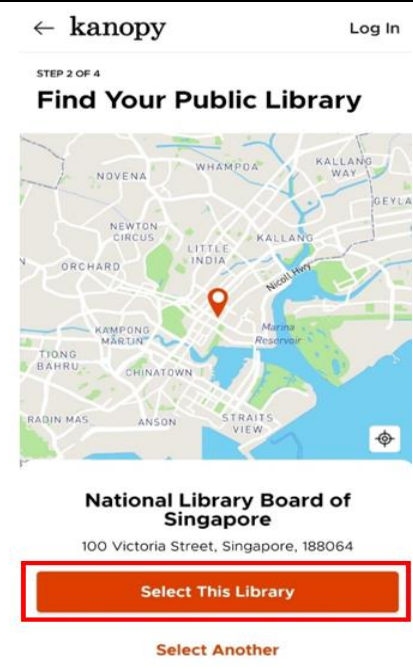
|	
To toggle to Kanopy Kids, click on "More" at the bottom right of the screen, and select "Go to Kanopy Kids".	Note: You will receive an email from Kanopy in the mailbox of the email address that you have used to create your Kanopy account. The email is to verify your email address to complete your registration. • Click "Verify Email" and you will be directed to a page to login to your Kanopy account.
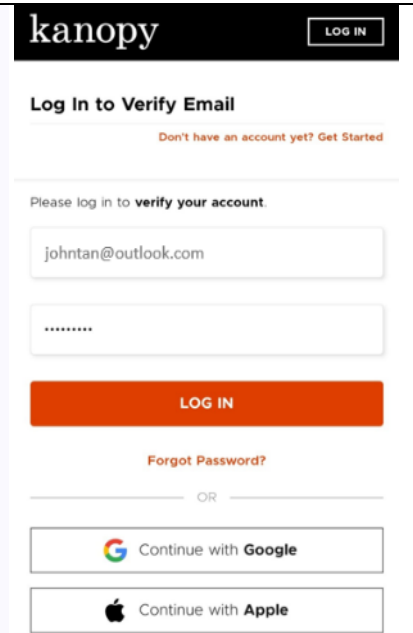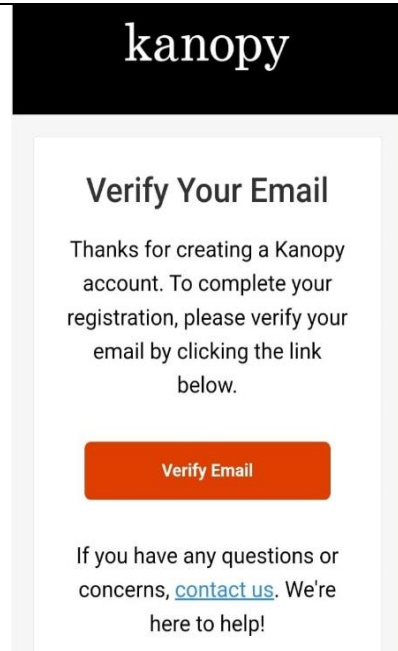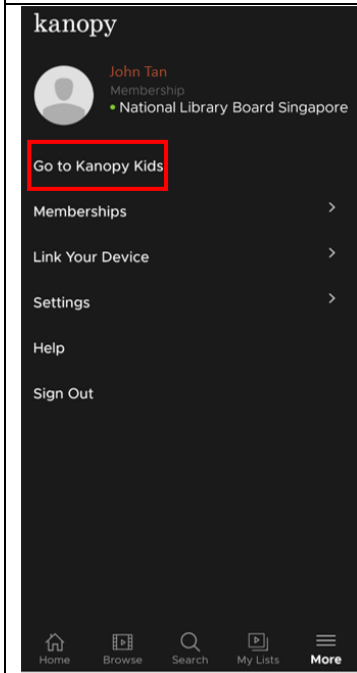
D. How to access Kanopy General Collection and Kanopy Kids from the Kanopy app for repeat users
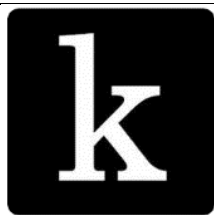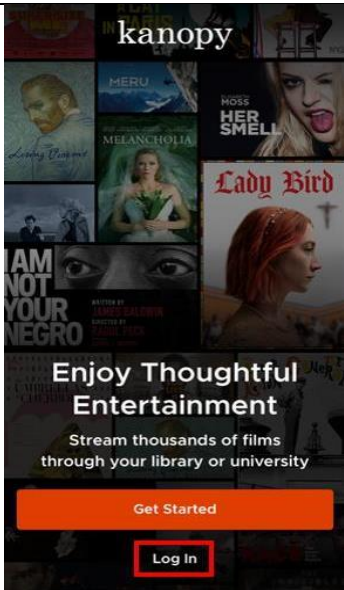
What do you need?
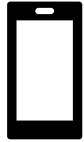
Mobile Device with Kanopy app installed
Any mobile devices with WiFi / data (e.g. 5G, 4G) connection.
Kanopy mobile app

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

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*Note:
- Library members who are accessing Kanopy General Collection and Kanopy Kids for the first time 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.

Step 1	Step 2
Access the Kanopy app on your mobile device.	Select "Log In"

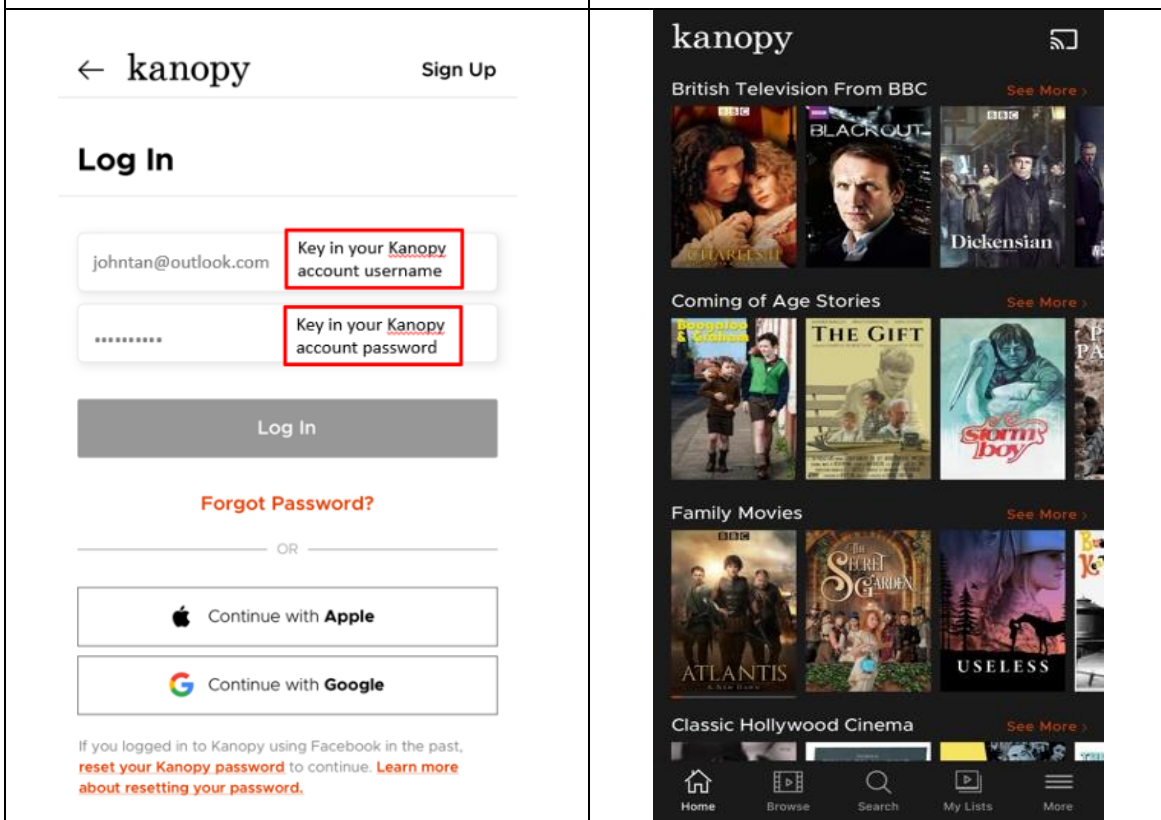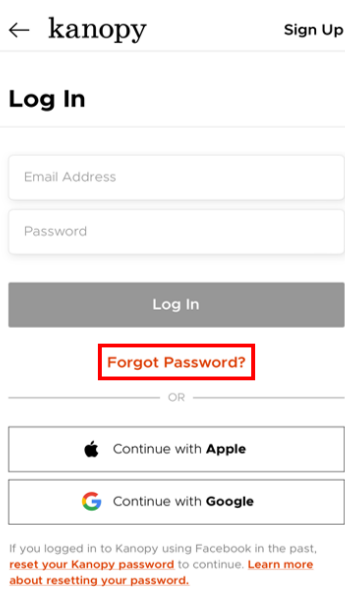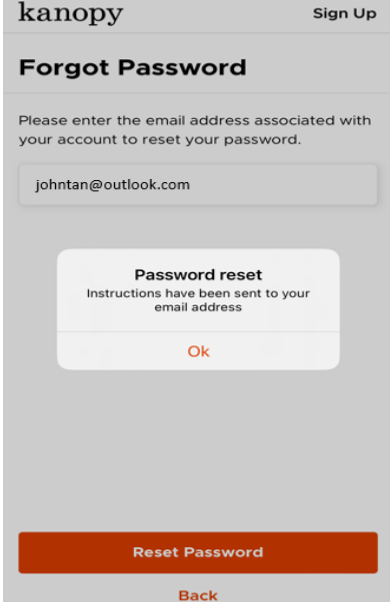| Step 3	Step 4
Login by keying in your Kanopy account username and password.	You will then be able to access the Kanopy General Collection. To toggle to Kanopy Kids, click on "More" at the bottom right of the screen, and select "Go to Kanopy Kids".

E. Reset Kanopy Account Password

Step 1	Step 2
If you have forgotten your Kanopy account's password or would like to reset the password, click "Log In".	Click "Forgot 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 http://kanopy.com/contact for assistance.

Step 4
Check your email associated with the Kanopy account and reset your Kanopy account password.
Click "Reset Password" in the email.

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.