

Step by Step Guide for Desktop Users of Kanopy General Collection and Kanopy Kids
This Step-by-Step Guide contains the following sections:

- A. How to access and get started with Kanopy General Collection and Kanopy Kids from Desktop for first-time users**
- B. How to access Kanopy General Collection and Kanopy Kids from Desktop for repeat users**

Parental control

- C. First-time users: Set up Parental Control Pin**
- D. Repeat users: Access Parental Control settings**
- E. Reset Parental Control Pin**

- F. Reset Kanopy account password**

What do you need?



Desktop Device
Any desktop computer with WiFi / data (e.g. 5G, 4G) connection.
Desktop web browser



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 Desktop for first-time users

Step 1

Click on the links shown below in the [NLB eResources website](#) to create your Kanopy account.

3. Kanopy General Collection ←

Kanopy General Collection offers a wide range of full-length movies, documentaries, foreign films, classic cinema, independent films and educational videos. The video content available on this platform is rated PG13 and below.

Available at all libraries and from home.

For first time users:

Step 1) Key in myLibrary username under "LIBRARY CARD NUMBER" and myLibrary password under "LIBRARY CARD PIN/PASSWORD".

Step 2) Create your Kanopy account using email and password, or sign up with your Google/Apple account.

Step 3) If you are a mobile user, please download the Kanopy app. Refer to the Step-by-Step guide for mobile access [here](#).

For subsequent logins, you may use your Kanopy/Google/Apple account to directly access Kanopy General Collection.

Refer to the Step-by-Step guide for desktop access [here](#).

4. Kanopy Kids

Kanopy Kids is Kanopy's curated collection of streaming video content for children. The video content available on this platform is rated PG13 and below.

Available at all libraries and from home.

For first time users:

Step 1) Key in myLibrary username under "LIBRARY CARD NUMBER" and myLibrary password under "LIBRARY CARD PIN/PASSWORD".

Step 2) Create your Kanopy account using email and password, or sign up with your Google/Apple account.

Step 3) If you are a mobile user, please download the Kanopy app. Refer to the Step-by-Step guide for mobile access [here](#).

For first time login, you may toggle to Kanopy Kids from Kanopy General Collection platform.

For subsequent logins, you may use your Kanopy/Google/Apple account to directly access Kanopy Kids.

Refer to the Step-by-Step guide for desktop access [here](#).


Step 2

Select "Click here to create your Kanopy account".

How to use Kanopy?

New to Kanopy?


Step 1: Add Your Library Card
Use your myLibrary username and password



LIBRARY CARD NUMBER

LIBRARY CARD PASSWORD

Step 2: Create Your account
Fill up the account creation form OR use your Google/Apple account




First Name Last Name

OR

Existing Kanopy User

Login with your Kanopy account
User email and password OR your Google/Apple account



OR

[Click here to retrieve your myLibrary username or create one.](#)

Step 3

Key in myLibrary username and password and click Continue.

STEP 3 OF 4 [Need Help?](#)

Add Your Library Card

LIBRARY CARD NUMBER:

Johntan Key in your myLibrary username

LIBRARY CARD PIN/PASSWORD:

..... Key in your myLibrary password

CONTINUE

[Need a card? Apply with your library here](#)

Step 4

- Key in your first name, last name, email address and password to create the Kanopy account.

Note: the email address need not be the same as the email address registered in your myLibrary username account.

Please note that Kanopy requires the person setting up the account to be at least 18 years of age. Parents or legal guardians of those below the age of 18 years are to set up the Kanopy account that their child/ward will use to access the Kanopy platform. A Parental Control Pin can be enabled. For more information, refer to the [FAQ](#) here.

- Alternatively, you may also use your login credentials for your Google/Apple account as the login credentials for your Kanopy account.

STEP 4 OF 4

Create Your Account

Almost there! Complete the sign up process by creating a Kanopy account.

John Tan

john.tan@outlook.com

.....

I confirm that I am 18 years or older, and I acknowledge Kanopy's [Terms of Service](#) and [Privacy Policy](#).

I'd like to receive emails about new and recommended films on Kanopy. *(optional)*

SIGN UP

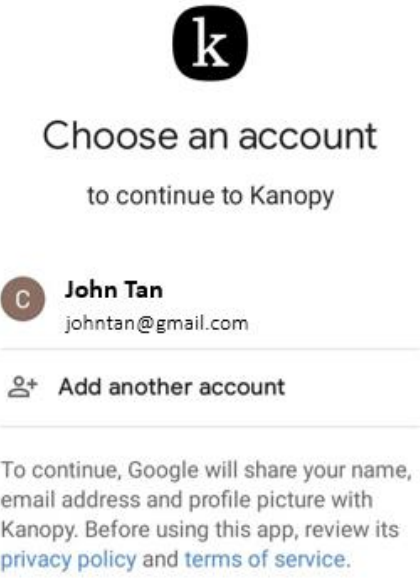
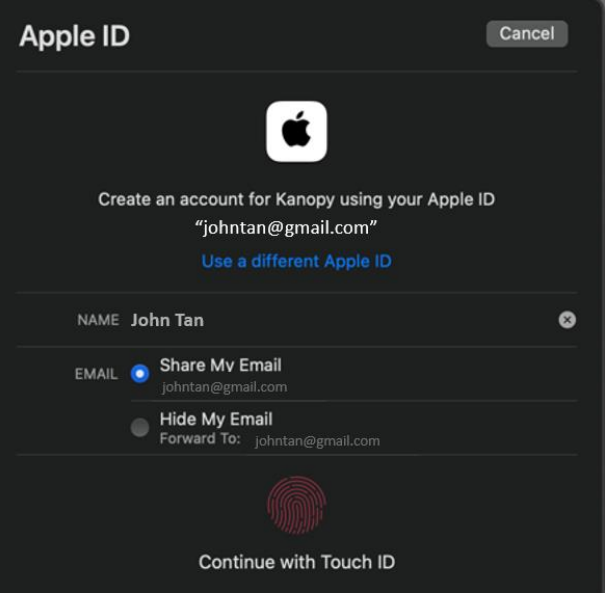
OR

Sign Up with Google

Sign Up with Apple

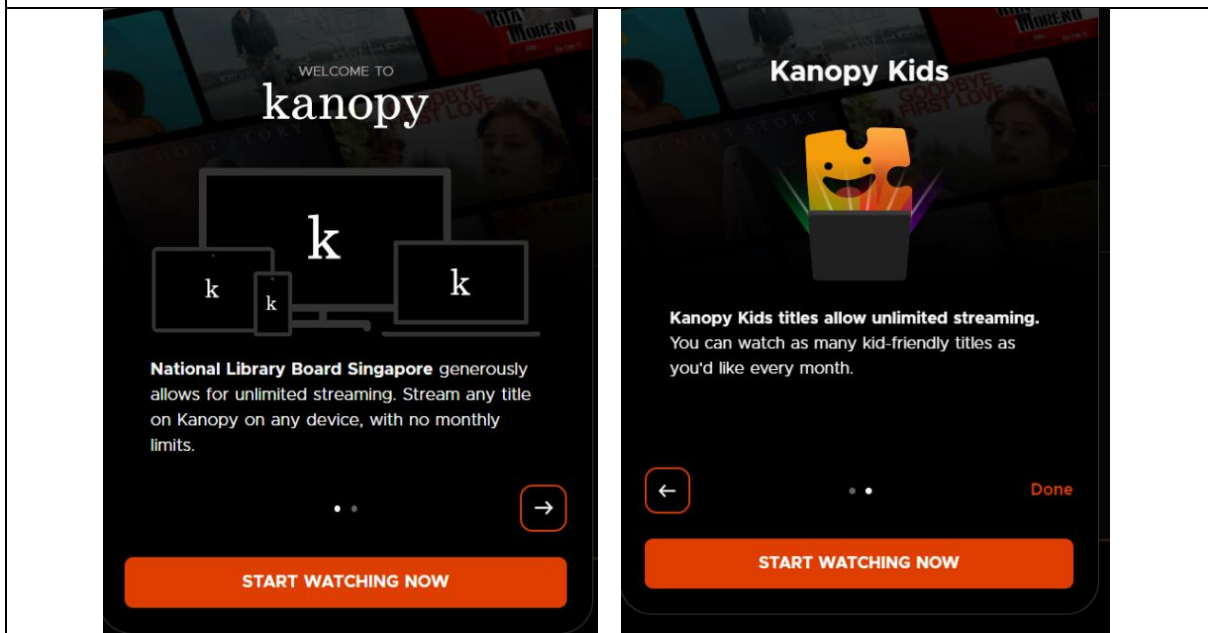
Key in your first name, last name, email address and password to create Kanopy account.

You may also use your login credentials for Google/Apple account as the login credentials for Kanopy account.

<ul style="list-style-type: none"> Click "Sign Up with Google" if you choose to use Google account for account creation. 	<ul style="list-style-type: none"> Click "Sign Up with Apple" if you choose to use your Apple account for account creation.
	

Step 5

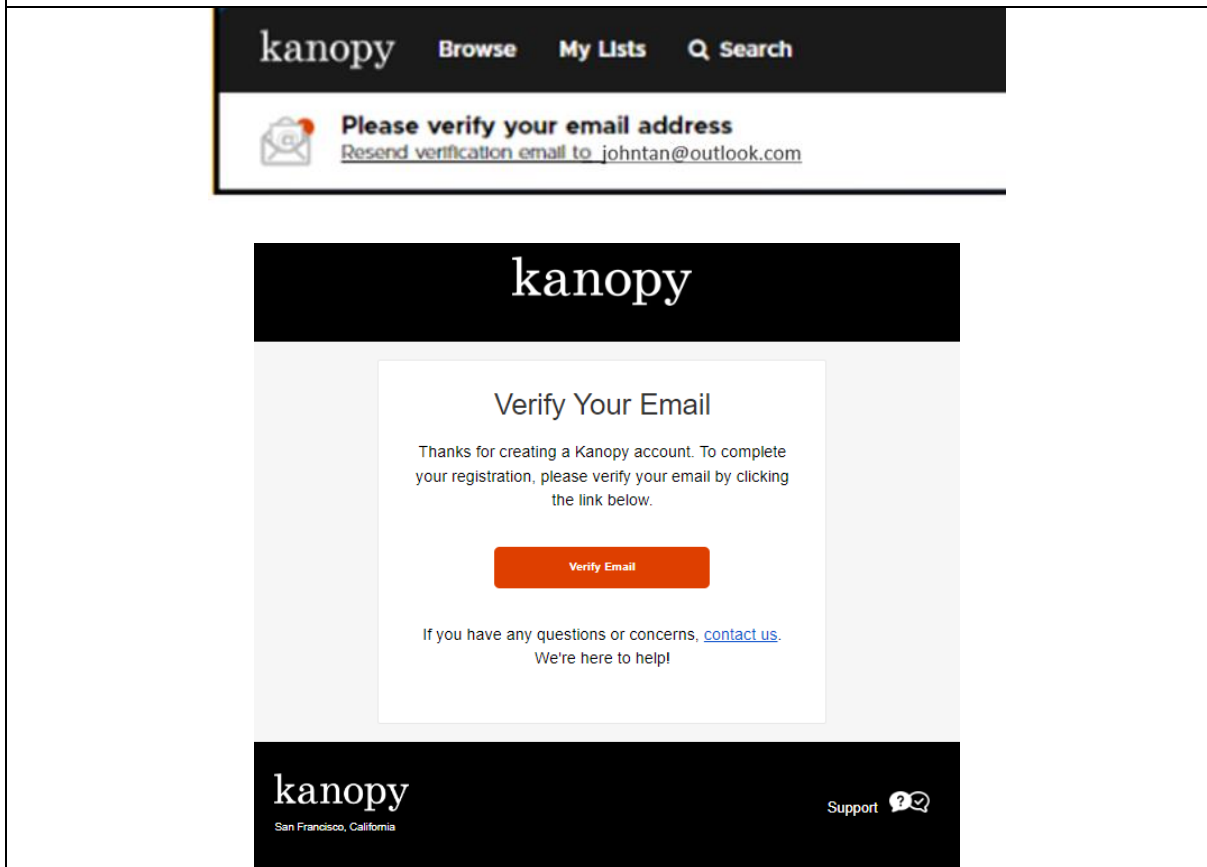
Click "Start Watching Now" and you would be able to access Kanopy General Collection or Kanopy Kids.



Step 6

A banner at the top will remind you to verify the email address used for your Kanopy account.

To verify your email, check your mailbox of the email associated with the Kanopy account, and click "Verify Email."



The screenshot displays the Kanopy website interface. At the top, a dark navigation bar contains the Kanopy logo, "Browse", "My Lists", and a search icon with the text "Search". Below this, a white banner with a red envelope icon and a red dot indicates an email verification request. The banner text reads: "Please verify your email address" and "Resend verification email to johntan@outlook.com".

The main content area features a large black header with the Kanopy logo. Below it, a white box with a light gray border is titled "Verify Your Email". The text inside the box says: "Thanks for creating a Kanopy account. To complete your registration, please verify your email by clicking the link below." Below this text is a prominent orange button labeled "Verify Email". At the bottom of the box, it says: "If you have any questions or concerns, [contact us](#). We're here to help!".

The footer consists of a dark bar with the Kanopy logo and "San Francisco, California" on the left, and "Support" with a question mark icon on the right.

B. How to access Kanopy General Collection and Kanopy Kids from Desktop for repeat users

What do you need?



Desktop Device
Any desktop computer with WiFi / data (e.g. 5G, 4G) connection.
Desktop web browser



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

***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 the Kanopy General Collection and Kanopy Kids.

Step 1

Click on the links shown below to access Kanopy General Collection or Kanopy Kids from the [NLB eResources website](#).

3. [Kanopy General Collection](#) ←

Kanopy General Collection offers a wide range of full-length movies, documentaries, foreign films, classic cinema, independent films and educational videos. The video content available on this platform is rated PG13 and below.

Available at all libraries and from home.

For first time users:

Step 1) Key in myLibrary username under "LIBRARY CARD NUMBER" and myLibrary password under "LIBRARY CARD PIN/PASSWORD".

Step 2) Create your Kanopy account using email and password, or sign up with your Google/Apple account.

Step 3) If you are a mobile user, please download the Kanopy app. Refer to the Step-by-Step guide for mobile access [here](#).

For subsequent logins, you may use your Kanopy/Google/Apple account to directly access Kanopy General Collection.

Refer to the Step-by-Step guide for desktop access [here](#).

4. Kanopy Kids

Kanopy Kids is Kanopy's curated collection of streaming video content for children. The video content available on this platform is rated PG13 and below.

Available at all libraries and from home.

For first time users:

Step 1) Key in myLibrary username under "LIBRARY CARD NUMBER" and myLibrary password under "LIBRARY CARD PIN/PASSWORD".

Step 2) Create your Kanopy account using email and password, or sign up with your Google/Apple account.

Step 3) If you are a mobile user, please download the Kanopy app. Refer to the Step-by-Step guide for mobile access [here](#).

For first time login, you may toggle to Kanopy Kids from Kanopy General Collection platform.

For subsequent logins, you may use your Kanopy/Google/Apple account to directly access Kanopy Kids.

Refer to the Step-by-Step guide for desktop access [here](#).

Step 2

Select "Click here to continue to Kanopy".

How to use Kanopy?

New to Kanopy?

Step 1: Add Your Library Card

Use your myLibrary username and password

kanopy

LIBRARY CARD NUMBER

<myLibrary username>

LIBRARY CARD PASSWORD

<myLibrary password>

Step 2: Create Your account

Fill up the account creation form OR use your Google/Apple account


kanopy


First Name Last Name

youremail@email.com

<set a password for Kanopy>

OR

 Sign up with Google

 Sign up with Apple

[Click here to create your Kanopy account](#)

Existing Kanopy User

Login with your Kanopy account


User email and password OR your Google/Apple account


kanopy


youremail@email.com

<your Kanopy password>

OR

 Sign up with Google

 Sign up with Apple

[Click here to continue to Kanopy](#) 

[Click here to retrieve your myLibrary username or create one.](#)

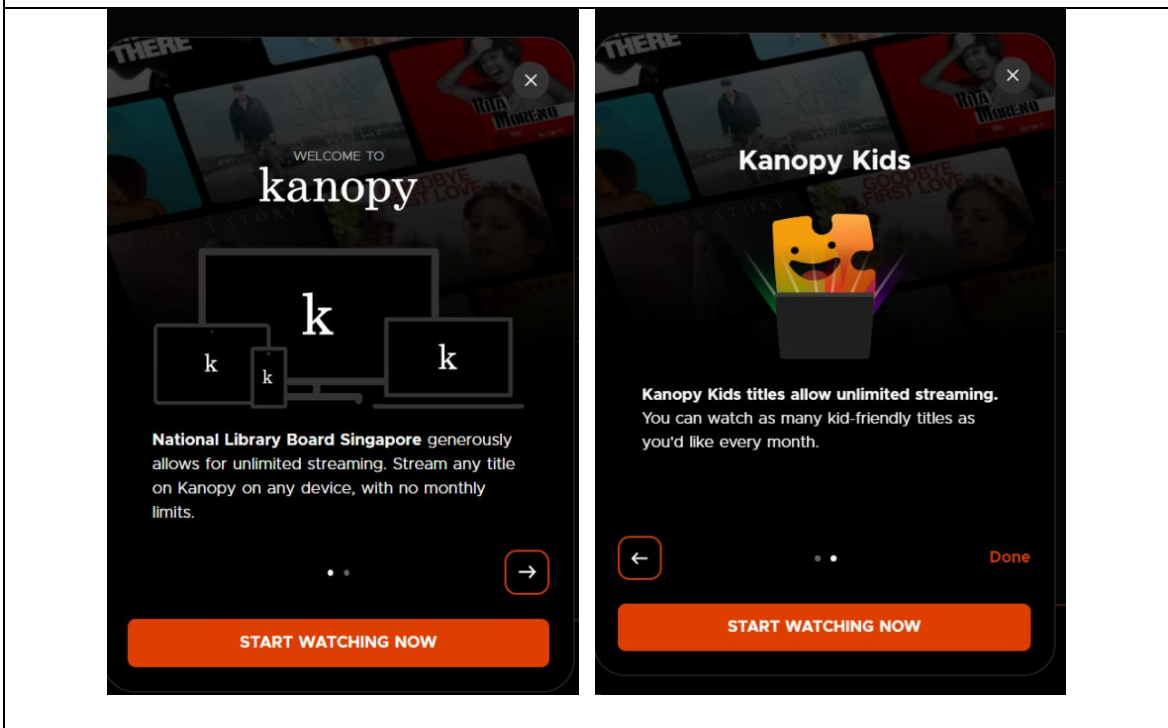
Step 3

Login with your Kanopy account (email address and password).

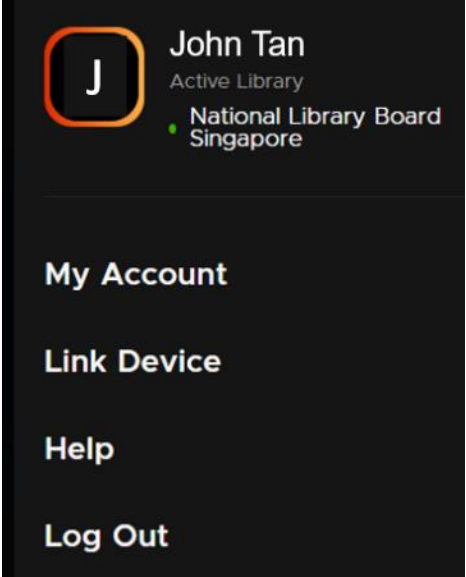
- Alternatively, you may also use your login credentials for your Google/Apple account to login to Kanopy platforms. Refer to **Step 4** from Section A above.

Step 4

Click "Start Watching Now" to access Kanopy General Collection or Kanopy Kids.

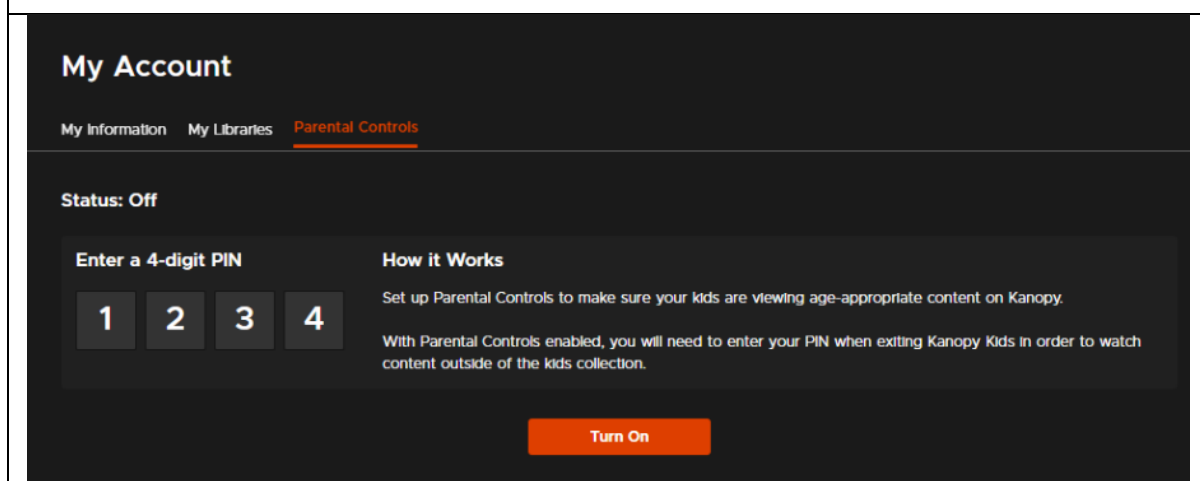


C. First-time users: Parental Control Pin Setup

<p>For first-time users: Repeat Steps 1 to 2 as shown in <u>Section A. How to access and get started with Kanopy General Collection and Kanopy Kids from Desktop (For first-time users: Create Kanopy account)</u> above to create the Kanopy account.</p>	<p>Step 3 Click on your name at the top-right corner of Kanopy General Collection page and click "My Account". *Note: Parental Control Pin can only be enabled at the Kanopy General Collection user account page.</p>
<p>N.A</p>	

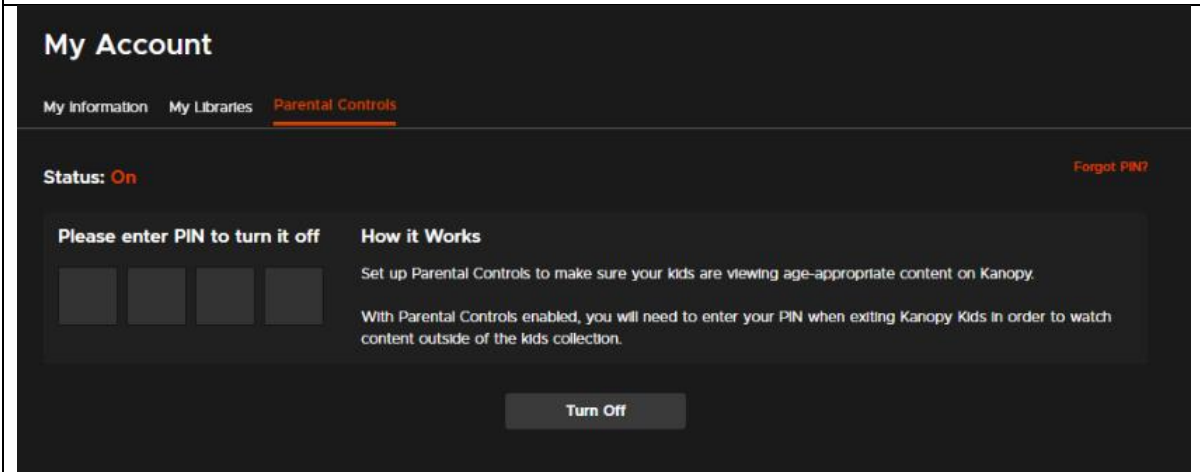
Step 4

Navigate to "Parental Controls", key in your 4-digit pin and click "Turn On".



Step 5

The parental control status will be changed to "On".
You may choose to switch the Parental Control off or reset your pin.



Note: if you have logged in from Kanopy Kids, a smaller screen will pop-up for you to set up parental controls.



D. Repeat users: Access Parental Control settings

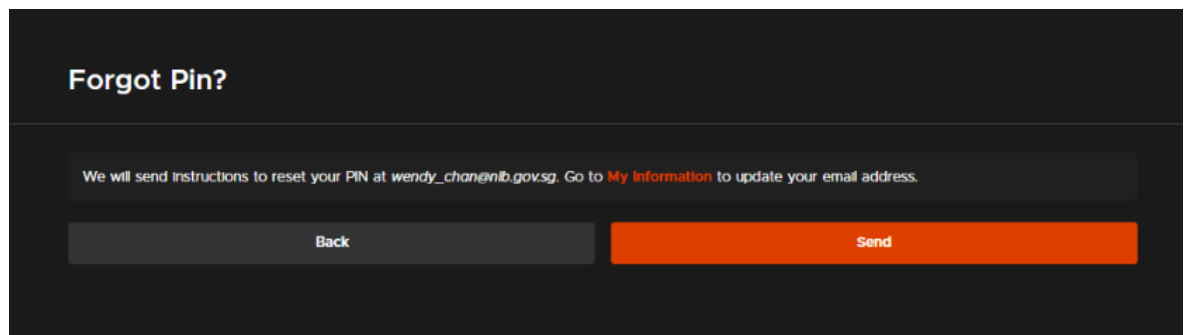
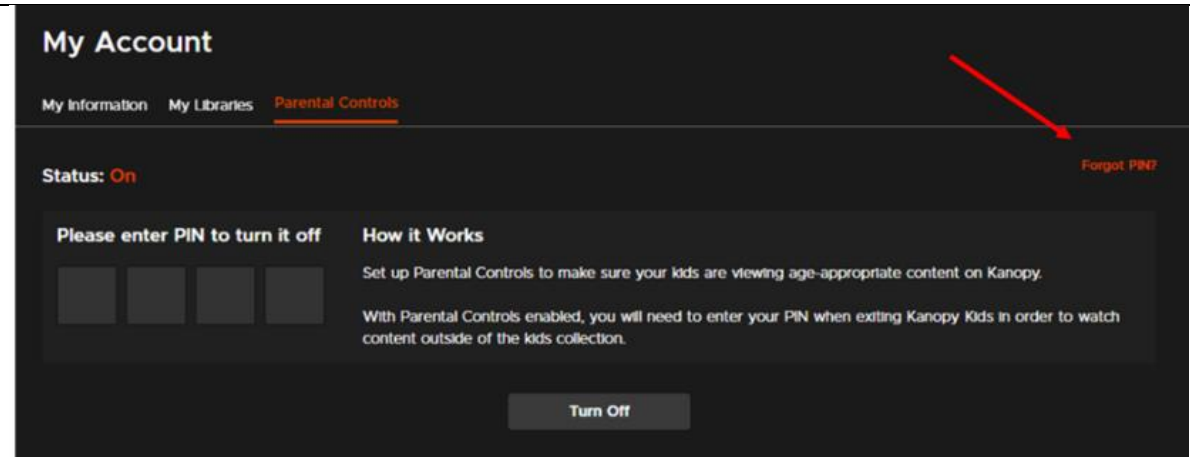
For repeat users' access to the Parental Control settings:

Repeat Steps 1 to 2 as shown in **Section B. How to access and get started with Kanopy General Collection and Kanopy Kids from Desktop for repeat users** above to access Kanopy General Collection and Kanopy Kids using existing Kanopy account. Then repeat Steps 3 to 4 as shown above in Section B.

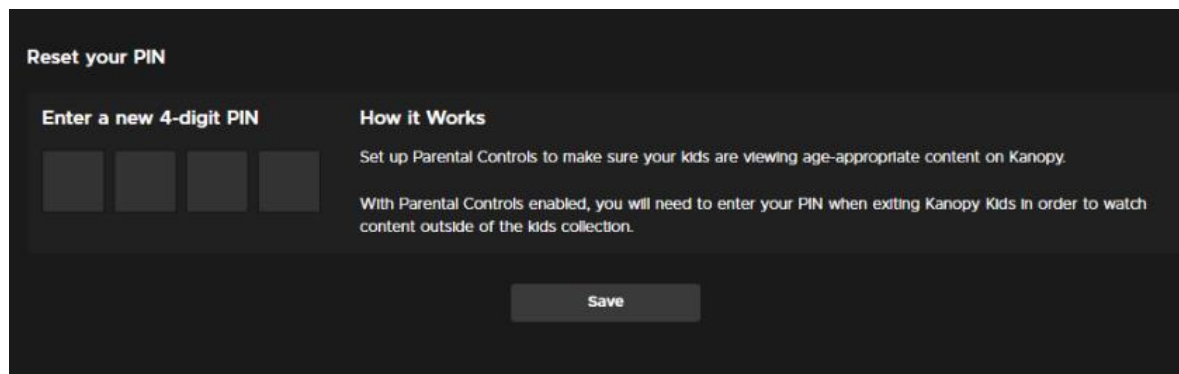
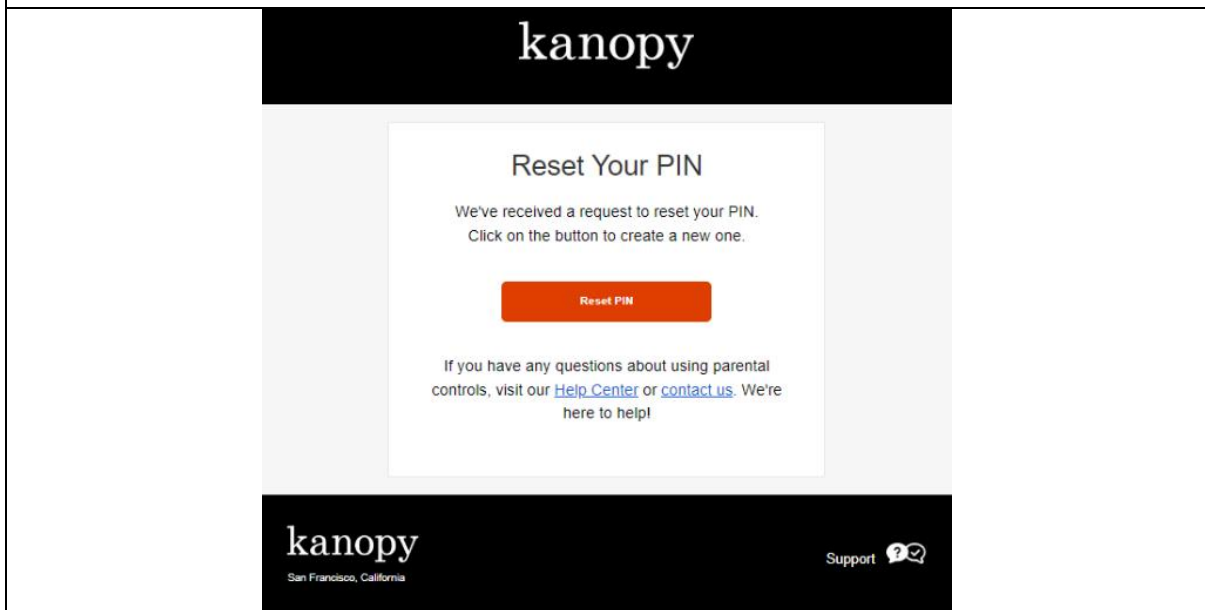
Note: After setting up the Parental Control Pin, individuals will not be able to exit Kanopy Kids unless the Parental Control Pin is keyed in. This is to ensure children can only access Kanopy Kids content.

E. Reset Parental Control Pin

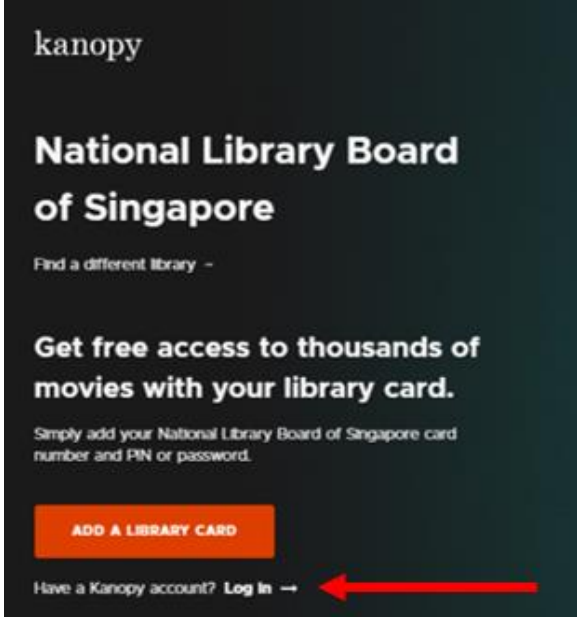
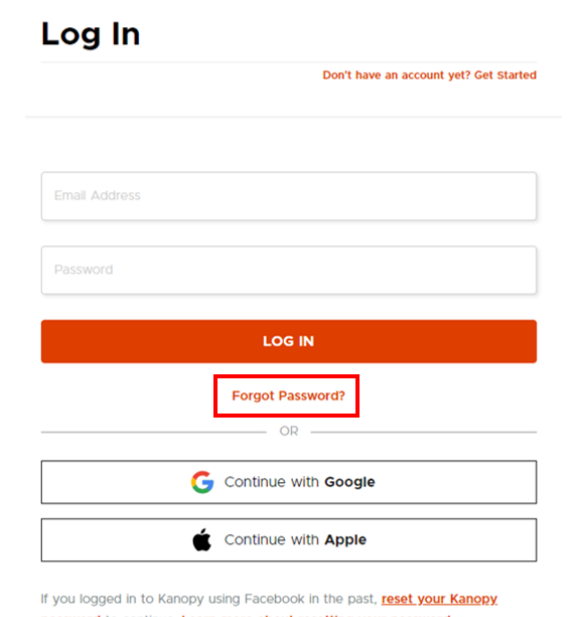
To reset your Parental Control Pin, select "Forgot Pin?". Kanopy will then send you an email to reset the pin.

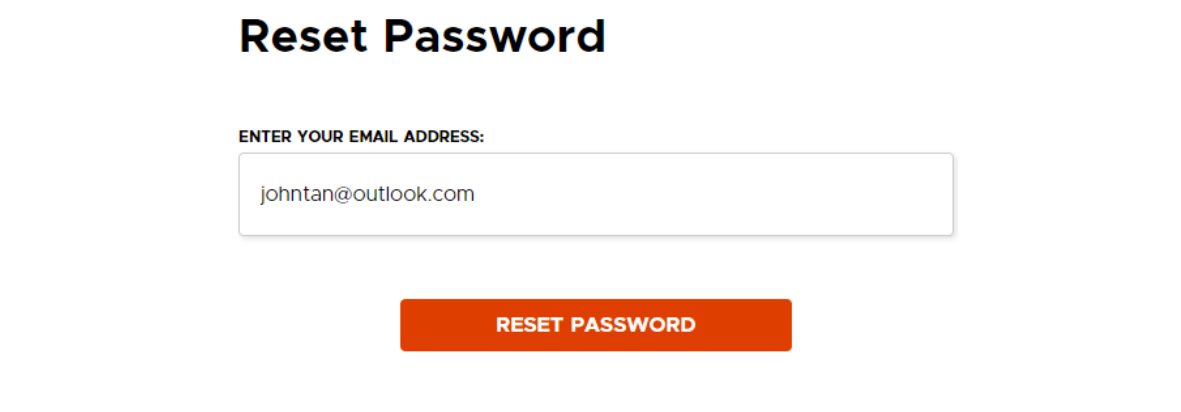


In the email, click "Reset PIN" and you will be redirected to Kanopy to reset the Parental Control Pin.



F. Reset Kanopy account password

Step 1 If you have forgotten your Kanopy account password or would like to reset the password, click "Log In".	Step 2 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 account associated with the Kanopy account and reset your Kanopy account password.

Click "Reset Password" in the email.

Reset Your Password

We've received a new password request. To reset your password for your account, click on the button below.

Reset Password



If you didn't make this request, we recommend you to [change your password](#). If you have any questions or concerns, [contact us](#). We're here to help!

Step 5

You will be redirected to the Kanopy webpage to enter your new password.

Reset Password

ENTER YOUR NEW PASSWORD:

RESET 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.

Log In

[Don't have an account yet? Get Started](#)

johnatan@outlook.com

.....

LOG IN

[Forgot Password?](#)

OR



Continue with **Google**



Continue with **Apple**

If you logged in to Kanopy using Facebook in the past, [reset your Kanopy password](#) to continue. [Learn more about resetting your password.](#)