Step by Step Guide for Desktop Users of Kanopy General Collection and Kanopy Kids

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

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

Parental control

- C. First-time users: Set up Parental Control Pin
- D. Repeat users: Access Parental Control settings
- E. <u>Reset Parental Control Pin</u>
- 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 <u>NLB</u> <u>myLibrary username</u>.

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

Step 1

- a) Click on the links shown below in the <u>NLB eResources website</u>.
- b) Login using your NLB myLibrary username and password if you have not done so.



	Sign <i>in</i>	
Scan QR using NLB Mobile app		myLibrary username What is myLibrary username?
24		myLibrary username
	OR	Password
		CONTINUE
		Forgot your myLibrary username/Password? Don't have a myLibrary username? Apply now!



Step 3		
Key in myLibrary use	ername 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	
	reed a cardr Appry with your itorary field	

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

<u>Note</u>: 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 Google/Apple account as the login credentials for your Kanopy account.

Create Your Account Amost there! Complete the sign up process by creating a Kanopy account. John Tan Johntan@outlook.com	Key in your first name, last name, → email address and password to create Kanopy account.	
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 OR Sign Up with Google	You may also use your login credentials for Google/Apple account as the login credentials for Kanopy account.	



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



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."

kanopy	Browse My Lists Q Search e verify your email address verification email to johntan@outlook.com	
	kanopy	
	Verify Your Email Thanks for creating a Kanopy account. To complete your registration, please verify your email by clicking the link below.	
	Verify Email If you have any questions or concerns, <u>contact us</u> . We're here to help!	
kanopy San Francisco, California		Support 😰

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 <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 the Kanopy General Collection and Kanopy Kids.

Step 1

- a) Click on the links shown below in the NLB eResources website.
- b) Login using your NLB myLibrary username and password if you have not done so.

1. Kanopy General Collection (a)

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.

1. Step-by-Step guide for desktop access

2. Step-by-Step guide for mobile access

3. FAQ

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.

For subsequent users:

Login using your Kanopy/Google/Apple account to directly access Kanopy General Collection.



Under the "Existing User" tab, select "Login with your Kanopy account".

New User	Existing User	
TIP:	HAS to	
Use your email and password O Kanopy.	R Google/Apple account to use	
Login with your	Kanopy account	
Forgot your myLibrary	username/Password?	
Don't have a myLibrary	username? Apply now!	

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

• Alternatively, you may also use your Google/Apple account to login to Kanopy platforms. Refer to **Step 4** from <u>Section A</u> above.

Log In	Don't have an account yet? Get Started
johntan@outlook.com	Key in your Kanopy account username
	Key in your Kanopy account password
	LOG IN
	Forgot Password?
G	Continue with Google
É	Continue with Apple



C. First-time users: Parental Control Pin Setup

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

N.A	John Tan Active Library NLB (Note: the video content displayed on this platform is rated PG13 and below)
	My Account
	Link Device
	Help
	Support
	Log Out

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

My A	ccour	nt		
My Informa	ation My	Libraries	Parental	Controls
Status: C	Off			
Enter a	a 4-digit I	PIN		How it Works
1	2	3	4	Set up Parental Controls to make sure your kids are viewing age-appropriate content on Kanopy. With Parental Controls enabled, you will need to enter your PIN when exiting Kanopy Kids in order to watch content outside of the kids collection.
				Turn On

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

My Account	
My Information My Libraries Parental (Controls
Status: On	
Please enter PIN to turn it off	How it Works
	Set up Parental Controls to make sure your kids are viewing age-appropriate content on Kanopy.
	With Parental Controls enabled, you will need to enter your PIN when exiting Kanopy Kids in order to watch content outside of the kids collection.
	Turn Off

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

Welcome To Kanopy Kids!
Enjoy unlimited plays in our curated collection for kids. To set
Parental Controls, please <u>click here</u> .
To exit, click on the "Exit Kids" button on the top right.
Start watching
Don't snow this again

D. Repeat users: Access Parental Control settings

For repeat users' access to the Parental Control settings:

Repeat Steps 1 to 2 as shown in <u>Section B. How to access and get started with Kanopy</u> <u>General Collection and Kanopy Kids from Desktop for repeat users</u> 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 Co	ntrol Pin, select "Forg	got Pin?". Kanopy will then send	you an email		
to reset the pin.					
My Account		~			
My Information My Libraries Parental	Controls				
Status: On			Forgot PRI7		
Please enter PIN to turn it off	How it Works				
	Set up Parental Controls to make s	sure your kids are viewing age-appropriate content on Kan	юру.		
	With Parental Controls enabled, yo content outside of the kids collection	ou will need to enter your PIN when exiting Kanopy Kids in ion.	order to watch		
	Turn	on			
Forgot Pin?					
We will send instructions to reset your PIN at <i>johntan@gmail.com</i> . Go to My information to update your email address.					
Bac	k	Send			

In the email, click "Reset	PIN" and you will be redire	rected to Kanopy to reset the Parental	
	kanopy	7	
	Reset Your PIN We've received a request to reset y Click on the button to create a ne Reset PIN	N t your PIN. new one.	
kar	If you have any questions about usin controls, visit our <u>Help Center</u> or <u>conta</u> here to help!	Support	
San Franci	.co, California		
Reset your PIN			
Enter a new 4-digit PIN	How it Works		
	Set up Parental Controls to make sure your kids are viewing age-appropriate content on Kanopy. With Parental Controls enabled, you will need to enter your PIN when exiting Kanopy Kids in order to watch content outside of the kids collection.		
	Save		

F. Reset Kanopy account password

Step 1

If you have forgotten your Kanopy account password or would like to reset the password, navigate to NLB eResources website and select either "Kanopy General Collection" or "Kanopy Kids".

1. 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. 1. Step-by-Step guide for desktop access 2. Step-by-Step guide for mobile access 3. FAQ 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. For subsequent users: Login using your Kanopy/Google/Apple account to directly access Kanopy General Collection. 2. 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. 1. Step-by-Step guide for desktop access 2. Step-by-Step guide for mobile access 3. FAQ 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. For subsequent users: Login using your Kanopy/Google/Apple account to directly access Kanopy General Collection.





Step 4 Enter your email address that was used to create your Kanopy account. Reset Password ENTER YOUR EMAIL ADDRESS: Johntan@outlook.com RESET PASSWORD Note: If you have forgotten the email address that was used to create your Kanopy account,

please contact Kanopy support at https://kanopy.com/contact for assistance.

Step 5

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 <u>change your password</u>. If you have any questions or concerns, <u>contact us</u>. We're here to help!

Step 6 You will be rec	lirected to the Kanor	py webpage to enter your	new password.	
			•	
	Reset Pas	sword		
	ENTER YOUR NEW PASSWOI	DRD:		
			0	
		RESET PASSWORD		
	[

- 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
johntan@outlook.com	
	LOG IN
	Forgot Password?
	OR
(Continue with Google
¢	Continue with Apple
If you logged in to Kanopy password to continue. Lea	vusing Facebook in the past, <u>reset your Kanopy</u> Irn more about resetting your password,