

CREATING A VIRTUAL LIBRARY CARD IN THE PALACE APP



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This document provides self-serve instructions for creating a Virtual Library Card in the Palace App.

Quick Steps:

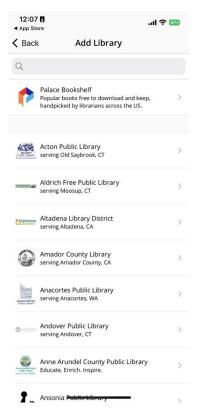
- Step 1: Download the Palace App from the Apple Store or Google Play Store.
- Step 2: Find your library in the app
- Step 3: Click on Settings
- Step 4: Click on your library's name
- Step 5: Click on Create a Card and follow the instructions

Step 6: Open the verification email you receive and click the verification link. Your virtual library card number will be included in this email

Step 7: Log in to the app and find your first book!

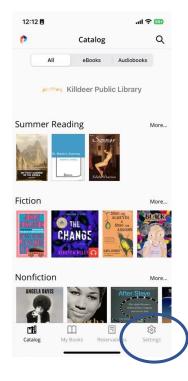
Detailed Instructions

<u>Step 1:</u> Search for your library in the app. You can scroll through the alphabetized list or use the search box to enter your library's name.





Step 2: After clicking on your library's name, the app will open to the Catalog view. From here, click on the Settings icon located on the bottom right of the screen.



Step 3: From the Settings screen, click on Libraries then click on your library's name again.



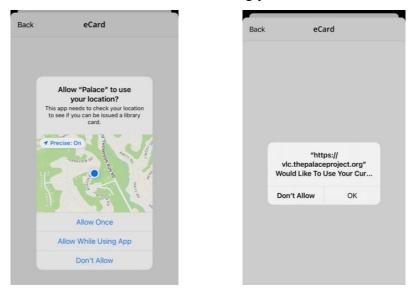


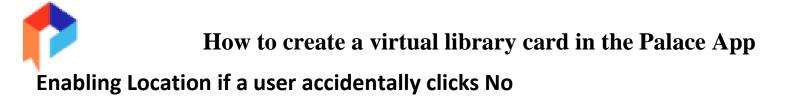
Step 4: Next, click on "Create Card" next to Don't have a library card?

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Libraries	Account	
Rentwood	Killdeer Publi	c Library
Barcode		
PIN/Passwor	d	Show
Sign in		
Forgot your p	bassword?	
Don't have a	library card?	Create Card
Report an Iss	210	
Report an iss	sue	
Catalog	My Books Reserv	ations Settings

Step 5: Follow the onscreen instructions for creating your Virtual Library Card.

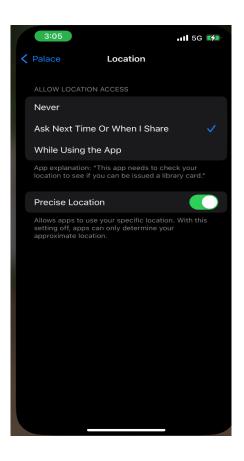
The app will ask to use your location when you are creating a card. You must allow it to verify that you are in the correct state. The user may allow the app to only "Allow Once" or "Allow While Using App" to create the card, if desired. On the next screen, click OK to allow using your location.





Instructions for iOS:

If someone accidentally said no to allowing location services, it can still be turned on temporarily by going to "Settings," then clicking on the name of the app "Palace," then selecting "Location" to change their preferences. It can be changed back to never as soon as the card is created.



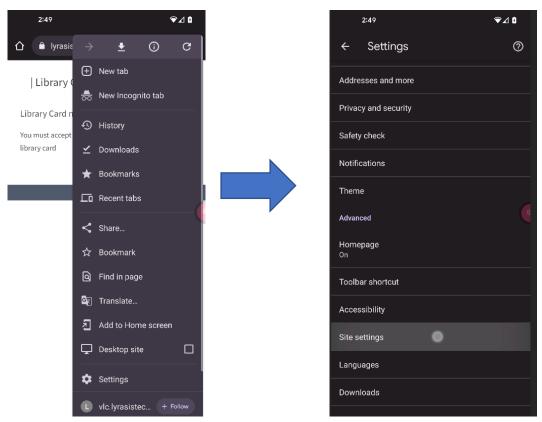


Instructions for Android:

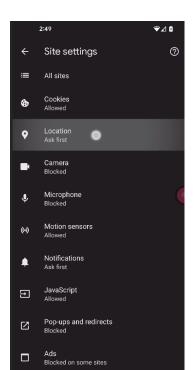
On Android devices, users will have to re-enable location in the browser settings.

If you clicked No to not allow location settings when creating a card and get a Library Card Denied screen, please follow these steps:

Click on the 3 dots found on the top right corner of the screen and click on Settings. Then, click on Site Settings.

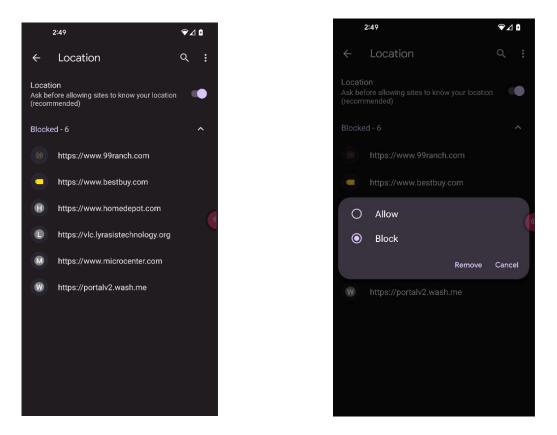


Next, click on Location.





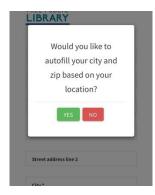
On the Location screen, click on the URL https://vlc.lyrasistechnology.org, and then click Allow.



Finally, return to the Palace app's Virtual Library Card sign up screen and complete the registration steps.

Enter your information to create the virtual card:

a. The first prompt will ask if the user would like to autofill their city and zip code based on their physical location at that time. If the user says "yes," this information will be automatically filled out. If the user says "no," then they will need to type it in themselves.





- b. Continue filling out the rest of the virtual library card application form.
- c. The applicant will need to complete the CAPTCHA at the bottom to complete the form.

	City *
	Marietta
BRANDON	
FREE PUBLIC	Zip code *
LIBRARY	30064-2186
Sign up for a library card	
	State *
First name *	Georgia 🗸
	✓ I certify that I am over 13 years old *
Last name	Password *
Email address *	Your password can't be too similar to your other personal information. Your password must contain at least 8 characters.
Street address line 1 *	Your password can't be a commonly used password. Your password can't be entirely numeric.
Street address line 2	Password confirmation *
City *	Enter the same password as before, for verification.
Marietta	I'm not a robot
Zip code *	reCAPTCHA Privacy - Terms
30064-2186	SUBMIT
State *	 Terms & Conditions
	info Okuma demoniki inikuma ana

<u>Step 6.</u> After submitting the form, the applicant will receive an email verifying their card information. The email contains a verification link that **must** be clicked to finalize the creation of the virtual library card account. **Please note the Virtual Library Card number will be included in the verification email.**

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nk:	Brandon Free Public L	
	Hello,	
	You are receiving this mes someone used this email a library card for Brandon F If you were not expecting please ignore this messag the verification link below.	address to request a ree Public Library. this to happen, e and do NOT click
	Thank you for joining Bran Library.	don Free Public
	Please verify your email a this link:	ddress by clicking
	https://vlc.thepalaceproje token=eyJ0eXAiOJXV10i 9.eyJ0eXBljoiZW1haWx2; CJleHAiOjE2NjY4ODM4M WFpbCl6ImNkYWxlc3Nht g5hTnLiD2I2vVSRZqM61	LCJhbGciOiJIUzI1NiJ ZXJpZmljYXRpb24iL TUuMDExOTA1LCJIb pmRyb0BwbS5tZSJ9
	WKA6J82w This link is valid for 24 ho may recreate a new verific visiting the same link. Your account will not be a has been clicked.	urs, after which you ation email by
	Your library barcode is <u>31</u> Please remember this bar it to access library materia Palace. Use the barcode and the j applied to login to the Pala	code so you may use als available in pin you set when you
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Example email containing verification



Step 7: Login and use the app

Once you make your barcode/library card number and your pin/password, then you will be able to login to the library to check out books.

Resetting a Password

If a user needs to reset their password, they can go to the Settings screen, and then click on "Forgot Your Password?" to reset the password.

