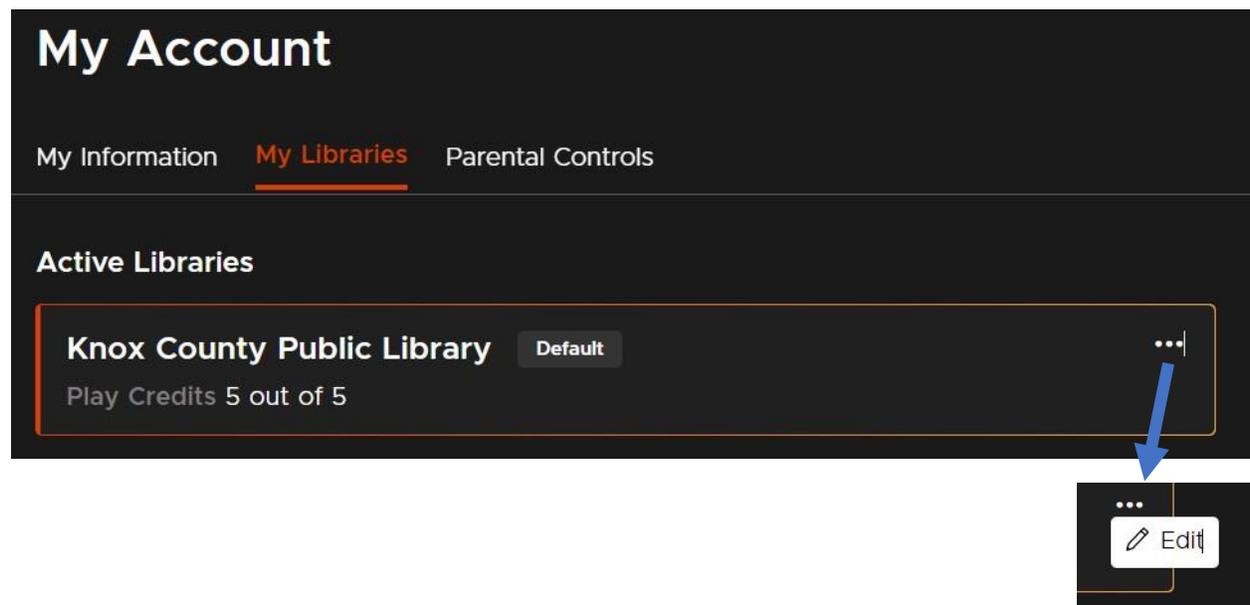


Re-entering library card numbers in Kanopy

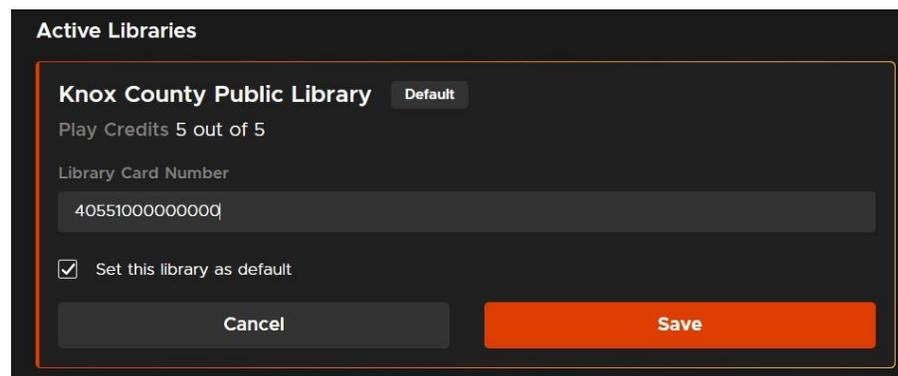
Verify that your account is in good standing. If so, re-enter the library card number for Kanopy by taking the following steps:

On the Kanopy website

- Go to www.kanopy.com and log in to Kanopy account.
- Select the account menu in the top-right corner by selecting the user's name and go to My Account > My Libraries.
- Knox County Public Library should be listed. Click the 3 dots on the right, then edit.

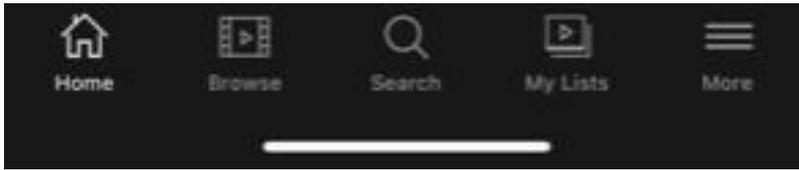


- Re-enter library card number and select Save.



On the Kanopy mobile app

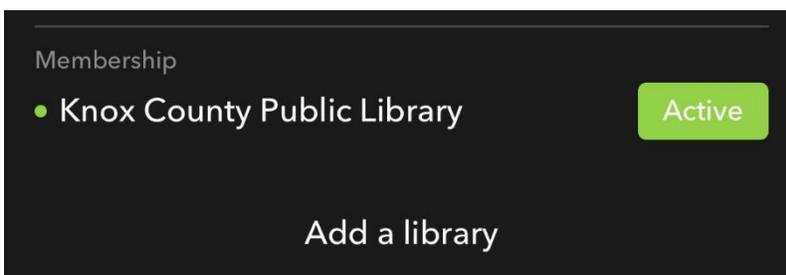
- Tap More.



- Tap Memberships.



- Tap the library's name in the list of memberships.



- Reenter Library Card number.
- Tap Verify or Save.