

MPL Horizon Information Portal (HIP): “My Account”

You can login to your user account (My Account) from the library catalogue (HIP). You can access your personal information, list or renew any items you have currently checked out, list or cancel any holds you have requested, see blocks on your account, and any lists you have created or saved. You need your library card number and your Personal Identification Number (PIN) before you can log into My Account.

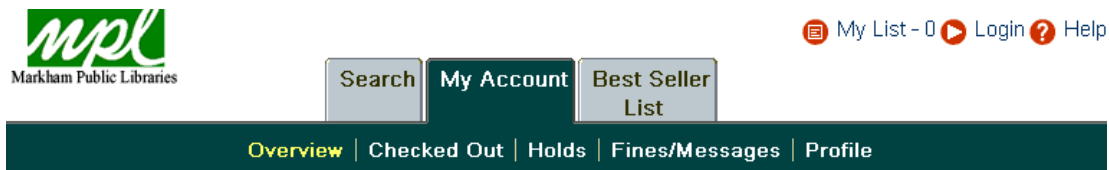
To login to “My Account”

1. Click the **My Account** tab or click the **Login** link in the upper right corner of the first HIP screen.
2. Enter the barcode from your library card in the **Borrower Barcode** field (without spaces between the 14 digits).
3. Enter your PIN in the **PIN** field (a 4 digit number, try 1234 if you do not have a PIN)
4. Click **Login***

Information Portal displays the **Account Overview** page listing the different functions you can access from your user account.

5. When you are finished, it is very important to **logout** of your user account to protect your privacy. Click **Logout** link in the upper right corner of the screen.

* You cannot login if your library card has expired. You need to bring a piece of personal identification with your Markham address to renew your card at a branch library.



The screenshot shows the top navigation bar of the Markham Public Libraries website. On the left is the MPL logo. In the center are three buttons: "Search", "My Account", and "Best Seller List". On the right are links for "My List - 0", "Login", and "Help". Below these buttons is a dark green navigation bar with the following links: "Overview", "Checked Out", "Holds", "Fines/Messages", and "Profile".

Login

Please enter the following information (for confidentiality, please remember to logout):

Borrower Barcode:

PIN (1234 or other):



Viewing your account

1. **Login** to your user account. The Account Overview screen gives you a summary of your account information.
2. Click one of these links to see details about your account:
 - **Checked Out.** This link lets you view a list of library items you have currently checked out. It also provides the option to **renew** checked out items before they are due.
 - **Holds.** This link lets you view the status of items that you have requested. You can also activate, suspend, or cancel a hold request.
 - **Fines/Messages.** This link lets you view any fines, fees, charges, messages, or other information that might block your borrowing privileges.
 - **Profile.** This link lets you view or change information in your user profile. Your user profile is a record of contact information such as your name, address, telephone number, registered location and card expiry date. You can also update your PIN here.

[Overview](#) | [Checked Out](#) | [Holds](#) | [Fines/Messages](#) | [Profile](#)

Account Overview

Items Out- See and renew currently checked out items

Checked Out: 6
Overdue: 0
Lost: 0

Hold Requests- Items ready to be picked up and waiting to become available

Requested items ready for pick up: 0
Requested items not yet available: 3

Blocks- Fines, blocks and account messages

Number of Blocks: 1
Current Balance: \$0.00

Profile- Check your name, address, phone number & card expiry date. Request change if necessary. Change your own PIN.



Viewing/Renewing checked out items

HIP lets you view a list of the items you have currently checked out. You can **renew** items from this list.

To View checked out items

1. **Login** to your user account.
2. Click the **Items Out** link.

HIP displays a list of all the items that are currently checked out on your account. Each item is listed by title and include specific information about the item such as the date when the item was checked out, the date the item is due, and how many times the item has been renewed already.

3. If you want to sort the list, click the name of the column you want to sort by.
4. When you are finished, **logout** of your user account.

To Renew checked out items

1. **Login** to your user account.
2. Click the **Items Out** link.
3. Check the box(es) to the left of the item(s) you want to renew and click the **Renew** button (Tip: To select all items, check the first check box on top)

HIP renews the items you selected and indicates if any of the items are not renewable. Note the new due dates of the items.

4. When you are finished, **logout** of your user account.

[Overview](#) | [Checked Out](#) | [Holds](#) | [Fines/Messages](#) | [Profile](#)

Items Out

Checked Out: 6

Overdue: 0

Lost: 0

<input type="checkbox"/>	<u>Title</u>	<u>Out</u>	<u>Due Date</u>	<u>Times Renewed</u>
<input type="checkbox"/>	Absolute beginner's guide to Tablet PCs / by Mathews, Craig F.	May/18/2004	Jun/08/2004	0
<input type="checkbox"/>	Cataracts : a patient's guide to treatment / by Chang, David, 1954-	May/18/2004	Jun/08/2004	0



Viewing your hold requests

HIP lets you view a list of your hold requests that have been filled and are waiting to be picked up, as well as hold requests that are still pending. You can **cancel** an existing hold request, as well as **activate or suspend** a pending hold request.

To view your hold requests

1. **Login** to your user account.
2. Click the **Holds** link.

HIP displays a list of all the items that you have requested.

3. If you want to sort the list, click the name of the column you want to sort by.
4. When you are finished, **logout** of your user account.

To activate/suspend or cancel a pending hold request

1. **Login** to your user account.
2. Click the **Holds** link.
3. Check the box(es) to the left of the item(s) you want to change status or cancel and click either the **Change Status** or **Cancel Request** button (Tip: To select all items, check the first check box on top)
4. When you are finished, **logout** of your user account.

[Overview](#) | [Checked Out](#) | [Holds](#) | [Fines/Messages](#) | [Profile](#)

Hold Requests

Requested items ready for pick up:

You have no items ready to be picked up

Requested items not yet available:

Select titles and press the button [Change Status](#) [Cancel Request](#)

<input type="checkbox"/>	Requested Title	Status	Position	Expires
<input type="checkbox"/>	ABC / by Wildsmith, Brian. Date Placed: May/18/2004 Pickup Location: Markham Village Library	Active	1	May/18/2005
<input checked="" type="checkbox"/>	The Internet / by Cochrane, Kerry. Date Placed: May/18/2004 Pickup Location: Markham Village Library	Active	1	May/18/2005

Select titles and press the button [Change Status](#) [Cancel Request](#)

Viewing your fines or blocks



The library may restrict or block your borrowing privileges as a result of fines or library fees. The library may place a block on your account for other reasons. (For example, you may need to update your address.) You can view information about any fines, blocks, or other transactions that are currently affecting your borrower privileges.

1. **Login** to your user account.
2. Click the **Blocks** link.
3. When you are finished, **logout** of your user account.

Reviewing your user profile

Your user profile is a collection of information that is specific to you and useful to your library, including your name, address, phone number, registered location and your card expiry date.

You can also update your PIN here. Type in your old PIN and enter the new PIN twice, then click the **Update** button. Please use a 4-digit number for your PIN.

[Overview](#) | [Checked Out](#) | [Holds](#) | [Fines/Messages](#) | [Profile](#)

Profile

Personal Information -- can only be changed by the library

Name: **CSD Testing Card**

Address:

Phone:

Registered at: **Administration**

Card Expires: **Mar/24/2005**

[Request Change](#)

Personal Identification Number (PIN) -- change your own PIN here. Use a 4 digit number.

Old PIN:

New PIN:

Re-enter New
PIN:

[Update](#)

