



## Library and Information Service

### HOW TO CREATE YOUR OWN LIBRARY PIN

Please note that this is not the same pin that you use to access your student information e.g. exam results. With this PIN you can only access your Library record.

#### 1 Steps to create your own library pin

**Step 1:** Go to <https://sierra.nwu.ac.za/patroninfo> and click on *Forgot your PIN or a first time PIN user? Click here to create a Library PIN.*

#### Login

Please enter the following information:

Surname  For example, "Smit"

University ID  For example, "20371267"

Current PIN  For example, "134670"

[Forgot your PIN or a first time PIN user? Click here to create a Library PIN.](#)

**Step 2:** Type in your Surname and University ID

#### PIN Request

Please enter the following information:

Surname  For example, "Smit"

University ID  For example, "20371267"

**Step 3:** You will see the following message

A message has been sent to the email address we have on record for you. Please follow the instructions in that message to reset your PIN. If you do not receive an email, please contact your librarian for assistance.

**Step 4:** Open your email and click on the link

The library received a request to allow you to reset your Personal Identification Number (PIN) used to log in. If you did not place that request, please ignore this message. Your PIN has not changed. Otherwise, please click the link below to choose a new PIN.  
[https://sierra.nwu.ac.za/pinreset~\\$4?info=be27f63a8123130437d28389e69539419bf7f302a0565e93e2d2139a2907f52e2886ce0c0f843900](https://sierra.nwu.ac.za/pinreset~$4?info=be27f63a8123130437d28389e69539419bf7f302a0565e93e2d2139a2907f52e2886ce0c0f843900)  
This link is valid for 3 hours from the time of your request.

**Step 5: Complete the information and click on Submit**

## PIN Reset

Please enter the following information: \_\_\_\_\_

Surname  
 For example, "Smit"

University ID  
 For example, "20371267"

Please enter your new PIN \_\_\_\_\_

Enter your new PIN (Minimum six numbers)

Enter your new PIN again

**Step 6: If you are successful you will see this message. If you do not see this message please contact your local Loan services desk for support.**

Your PIN has been changed.

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