



Changing PIN in RSAcat Cheat Sheet

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A patron must know their user barcode and the current PIN to login to their account on RSAcat to change the PIN themselves.

If they don't know their PIN:

Change their PIN in Workflows and tell the patron that PIN (or tell them the default PIN if your library uses one). See [Patron PIN Masking in Workflows](#)

1. Login to My Account on RSAcat.
2. Choose the Personal Information tab.
3. Choose Change PIN.
4. Enter current PIN, then New PIN and select Update.

The screenshot shows the RSAcat interface for a Washington District Library patron. The top navigation bar includes 'Log Out', 'My Account', 'My Lists', 'Library Information', and 'Select Language'. The 'My Account' link is circled in red and labeled with a red '1'. Below the navigation bar, the 'Personal Information' tab is selected and circled in red, labeled with a red '2'. Under the 'Personal Information' tab, the 'Change PIN' option is circled in red and labeled with a red '3'. The 'Change PIN' form contains three input fields: 'Current PIN', 'New PIN', and 'Confirm New PIN'. The 'Update' button is circled in red and labeled with a red '4'. On the right side of the page, there is a summary of the patron's status, including overdue items, checkouts, holds, and fines.

Your status: You have overdue items or unpaid fines.	
Checkouts	
Digital:	0
Library:	0
Holds	
Digital:	4
Library:	0
Fines	
Total due:	\$2.85

Questions? Contact the RSA Help Desk at help@rsanfp.org or at 866-940-4083.