



## LearningExpress Library Registration Help

If you are having problems accessing LearningExpress Library, some of these solutions might help.

If you still need further assistance, please contact us at 1-800-295-9556 ext. 2 or [libraries@learningexpressllc.com](mailto:libraries@learningexpressllc.com).

### **I'm at home and receiving a message that my library's subscription cannot be verified.**

Many libraries are set up to use library card numbers as a method of home access. Enter your library card number as your username (no spaces or dashes) and then choose a password.

Please note, however, that some libraries do not use library card numbers as the method of home access and instead give users specific numeric access codes. Enter the numeric access code given to you as your username and then choose a password. If you are unsure what method your library uses, ask your librarian.

If you still cannot gain access, it may be because you went directly to [www.learningexpresslibrary.com](http://www.learningexpresslibrary.com) and your library is set up to use LearningExpress Library only through its own Web site. Go to your library's Web site. Click on the link to LearningExpress Library and then create a username (no spaces or dashes) and password.

If you have tried all the steps above and still cannot access LearningExpress Library, please contact Customer Support at the information listed on the following page.

### **I created an account in the library but did not use my library card number as my username and I want to access LearningExpress Library from home. How can I do that?**

Your library may be set up to use only library card numbers as usernames for home access. You can always create a new account by using your library card number as your username. To access an account that you created in the library from home, you must log in as a new user using your library card number and create a password. Then, go to the top of the screen, click on **switch username** and enter the username and password you created within the library. This will give you access to your library account.

### **I'm trying to access my account and I'm getting a message that my username already exists.**

If you have already created an account, remember that when returning to the site you must click on **Returning User** before you enter your username and password.

### **Can I change my password?**

Yes, you can. Simply click on ***change your password*** or *e-mail* on the top of your MyAccount page. Enter your new password and then verify it.

### **I forgot my password.**

If you have forgotten your password, please contact LearningExpress at the information listed below.

### **Customer Support**

If you still need further assistance, please call us at 800-295-9556 ext. 2 between the hours of 9 AM and 5 PM EST or e-mail us at [libraries@learningexpressllc.com](mailto:libraries@learningexpressllc.com).