

# How to Register for myLibrary Username and TOYL Programmes

---

Non-NLB Mobile App /  
Website Users

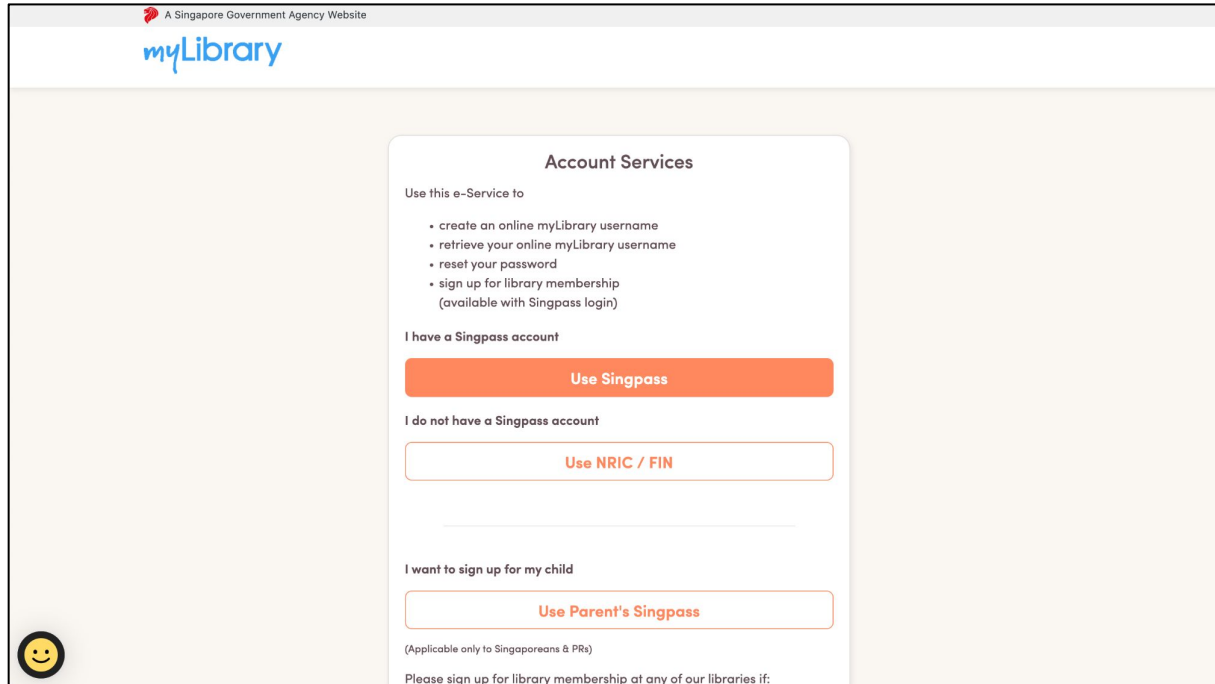
# Outline

- ▷ How to Check If You Already Have myLibrary Username? ..... 03
- ▷ How to Register for myLibrary Username on NLB Website ..... 15
  - Logging in to NLB Website ..... 21
- ▷ How to Register for Programmes through Eventbrite Website ..... 26
  - Registering for Programmes ..... 27
  - Registration Confirmation ..... 38
- ▷ Troubleshoot: Resetting myLibrary Username and/ or Password ... 43
- ▷ Useful Links ..... 56



# How to Check If You Already Have myLibrary Username

# How to Check If You Already Have myLibrary Username



A Singapore Government Agency Website

myLibrary

### Account Services

Use this e-Service to

- create an online myLibrary username
- retrieve your online myLibrary username
- reset your password
- sign up for library membership (available with Singpass login)

I have a Singpass account

[Use Singpass](#)

I do not have a Singpass account

[Use NRIC / FIN](#)

I want to sign up for my child

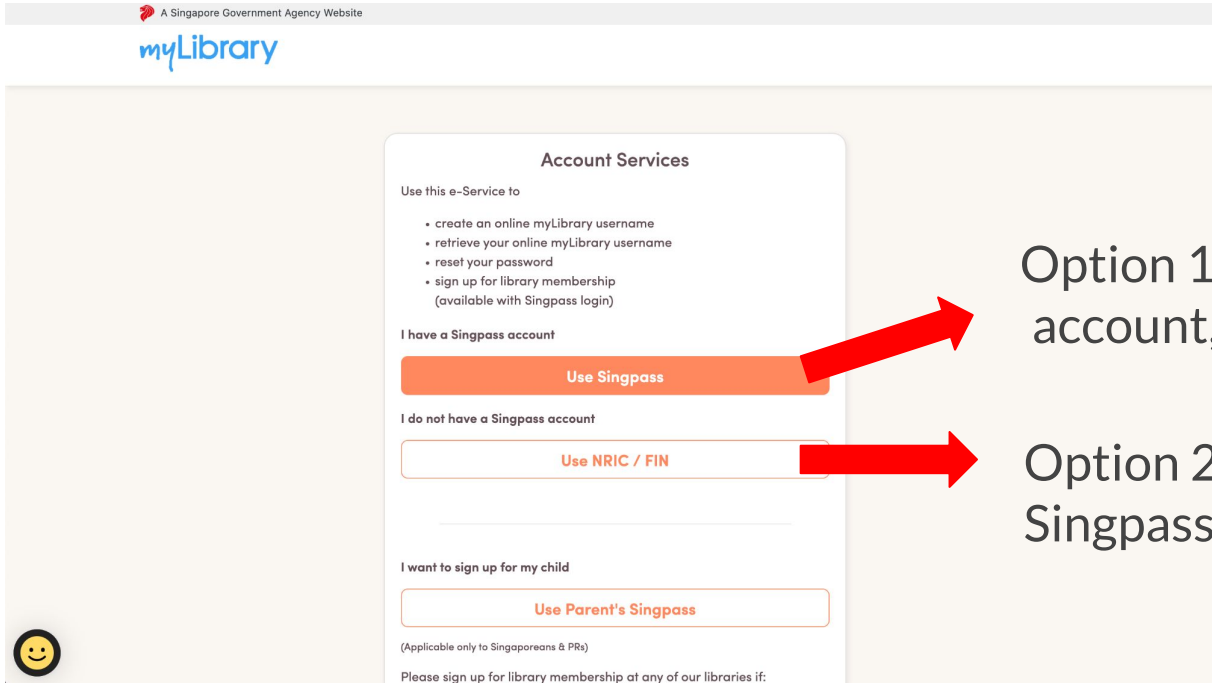
[Use Parent's Singpass](#)

(Applicable only to Singaporeans & PRs)

Please sign up for library membership at any of our libraries if:

1. Go to <https://account.nlb.gov.sg/>

# How to Check If You Already Have myLibrary Username



A Singapore Government Agency Website

myLibrary

**Account Services**

Use this e-Service to

- create an online myLibrary username
- retrieve your online myLibrary username
- reset your password
- sign up for library membership (available with Singpass login)

I have a Singpass account

**Use Singpass**

I do not have a Singpass account

**Use NRIC / FIN**

I want to sign up for my child

**Use Parent's Singpass**

(Applicable only to Singaporeans & PRs)

Please sign up for library membership at any of our libraries if:

Option 1: If you have a Singpass account, tap on '**Use Singpass**'.

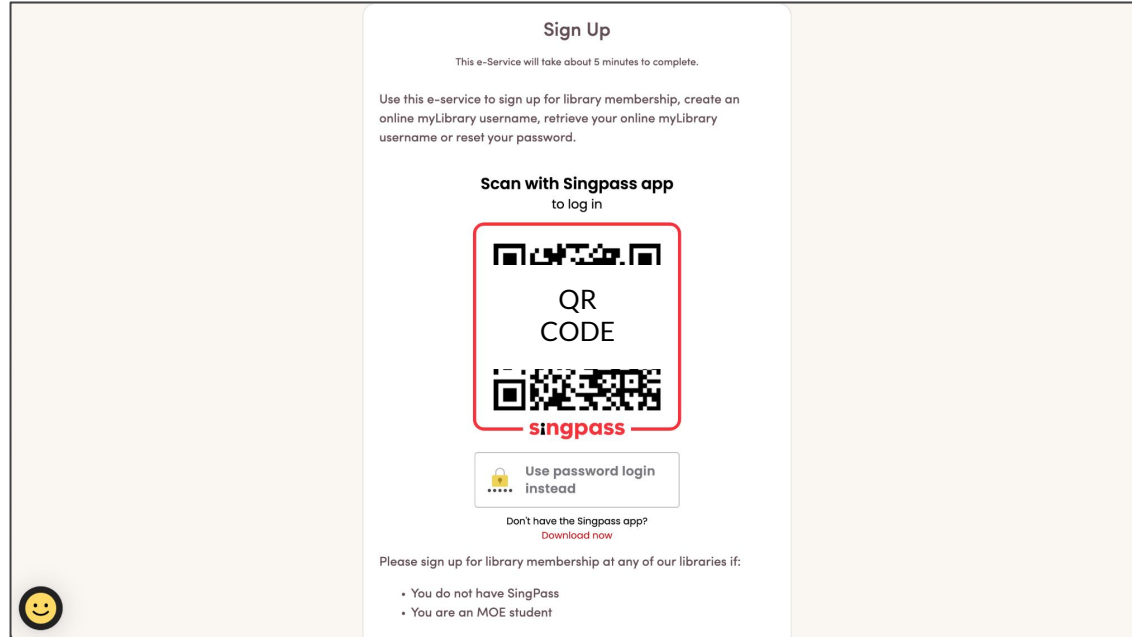
Option 2: If you do not have a Singpass account, tap on '**Use NRIC / FIN**'.

2. To retrieve your myLibrary username or reset your password, there are 2 options, select the option of your choice.



## *Option 1: Use Singpass*

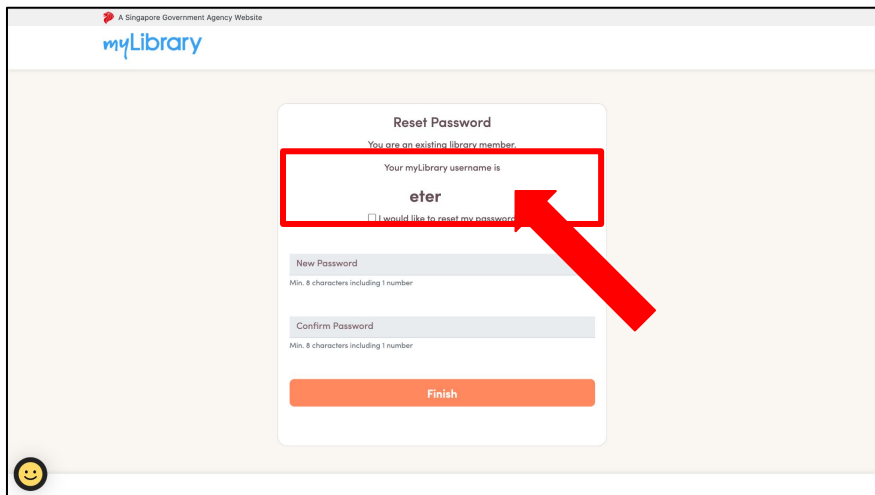
# How to Check If You Already Have myLibrary Username



3. Use your mobile phone to scan the QR code with your Singpass app to login.

# How to Check If You Already Have myLibrary Username

If you have myLibrary username



A Singapore Government Agency Website

myLibrary

**Reset Password**

You are an existing library member.

Your myLibrary username is

**eter**

☐ I would like to reset my password

New Password

Min. 8 characters including 1 number

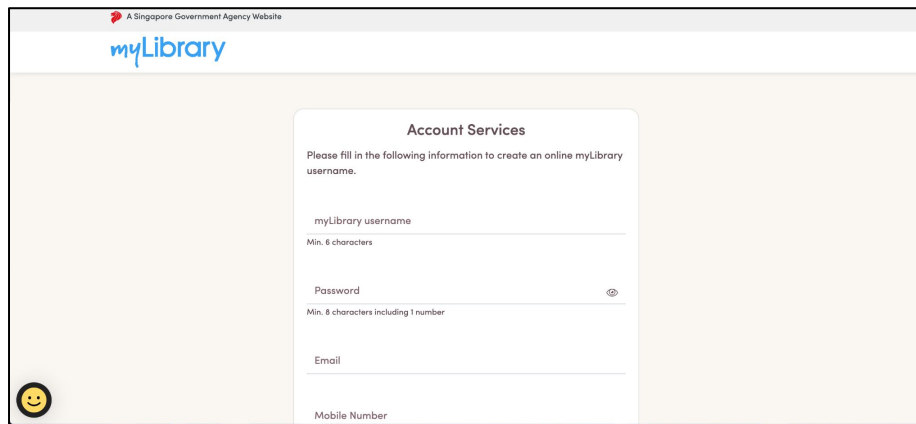
Confirm Password

Min. 8 characters including 1 number

Finish

4. Your myLibrary username will be reflected on this page.

If you do not have myLibrary username



A Singapore Government Agency Website

myLibrary

**Account Services**

Please fill in the following information to create an online myLibrary username.

myLibrary username

Min. 6 characters

Password

Min. 8 characters including 1 number

Email

Mobile Number

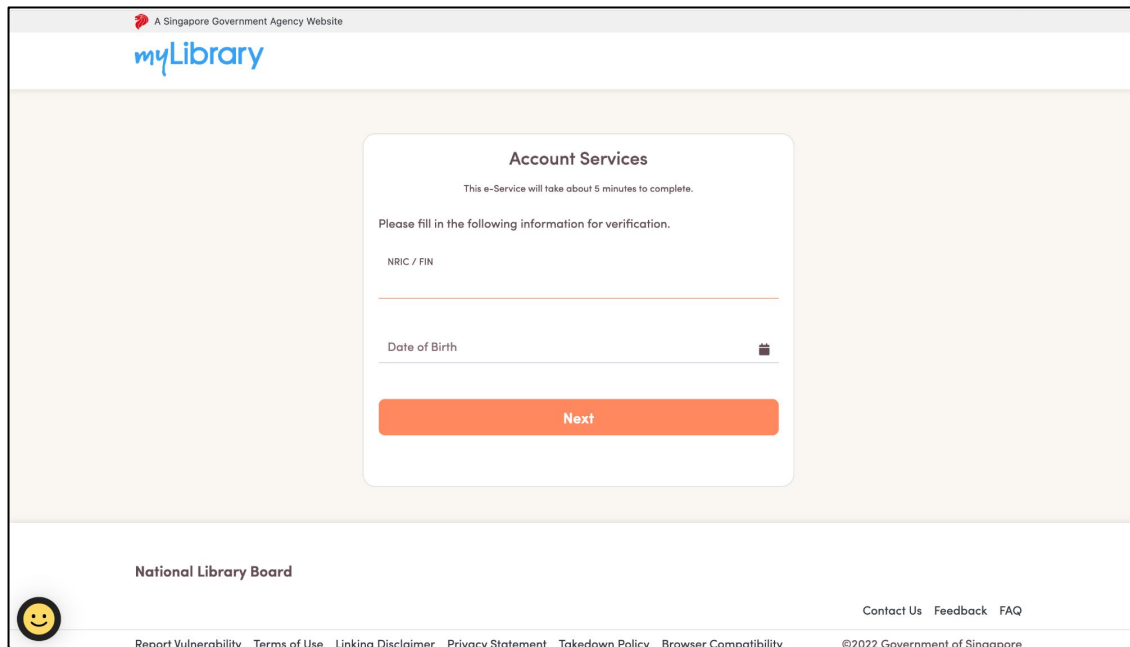
4. This page will be shown and you will be prompted to register for a myLibrary username.





*Option 2: Use NRIC / FIN*

# How to Check If You Already Have myLibrary Username

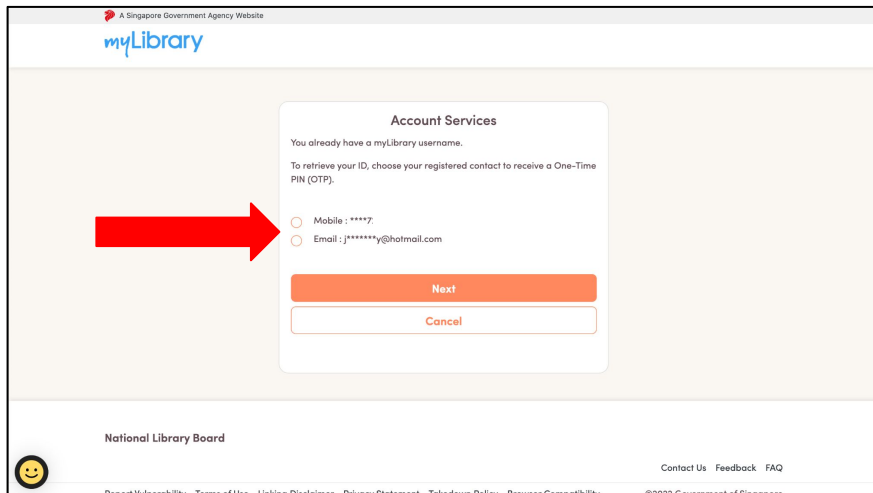


The screenshot shows the 'myLibrary' website interface. At the top, it says 'A Singapore Government Agency Website' and 'myLibrary'. The main content area is titled 'Account Services' and includes the text: 'This e-Service will take about 5 minutes to complete.' and 'Please fill in the following information for verification.' Below this, there are two input fields: 'NRIC / FIN' and 'Date of Birth' (with a calendar icon). An orange 'Next' button is positioned below the input fields. The footer contains the 'National Library Board' logo, a smiley face icon, and links for 'Contact Us', 'Feedback', and 'FAQ'. At the very bottom, there is a row of links: 'Report Vulnerability', 'Terms of Use', 'Linking Disclaimer', 'Privacy Statement', 'Takedown Policy', 'Browser Compatibility', and '©2022 Government of Singapore'.

3. Fill in your NRIC / FIN and date of birth for verification.

# How to Check If You Already Have myLibrary Username

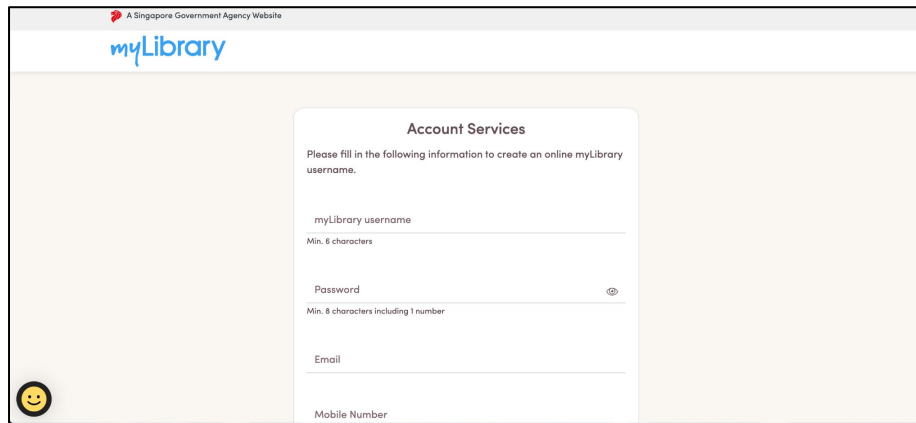
If you have myLibrary username



A screenshot of the myLibrary website's 'Account Services' page. The page header includes 'A Singapore Government Agency Website' and the myLibrary logo. The main content area is titled 'Account Services' and states: 'You already have a myLibrary username. To retrieve your ID, choose your registered contact to receive a One-Time PIN (OTP)'. There are two radio button options: 'Mobile : \*\*\*\*7' and 'Email : j\*\*\*\*\*@hotmail.com'. A large red arrow points to the 'Mobile' option. Below the options are two buttons: 'Next' (orange) and 'Cancel' (white with orange border). The footer contains the 'National Library Board' logo, a smiley face icon, and links for 'Contact Us', 'Feedback', and 'FAQ'.

4. Choose either of your registered contact (mobile no./email) to receive a One-Time PIN (OTP). Proceed to the next step.

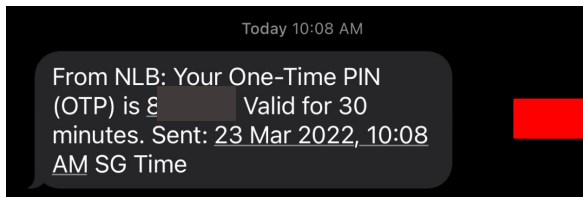
If you do not have myLibrary username



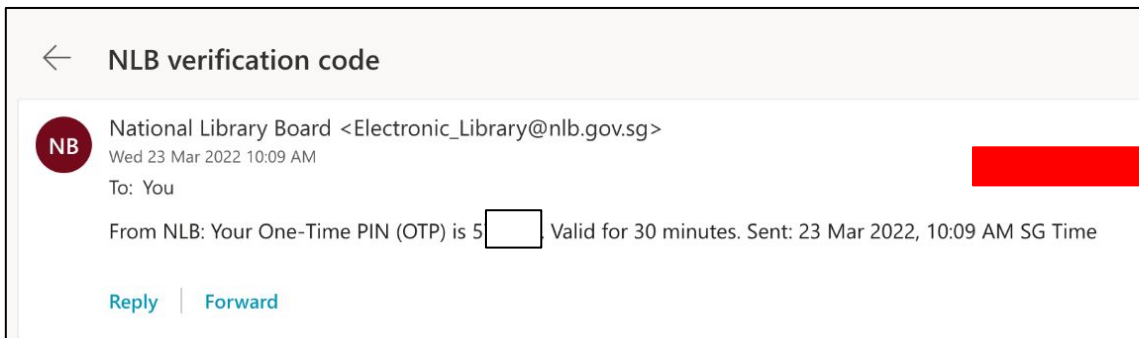
A screenshot of the myLibrary website's 'Account Services' page for new users. The page header includes 'A Singapore Government Agency Website' and the myLibrary logo. The main content area is titled 'Account Services' and states: 'Please fill in the following information to create an online myLibrary username'. There are four input fields: 'myLibrary username' (with a note 'Min. 6 characters'), 'Password' (with a note 'Min. 8 characters including 1 number' and a toggle icon), 'Email', and 'Mobile Number'. The footer contains a smiley face icon.

4. This page will be shown and you will be prompted to register for a myLibrary username.

# How to Check If You Already Have myLibrary Username



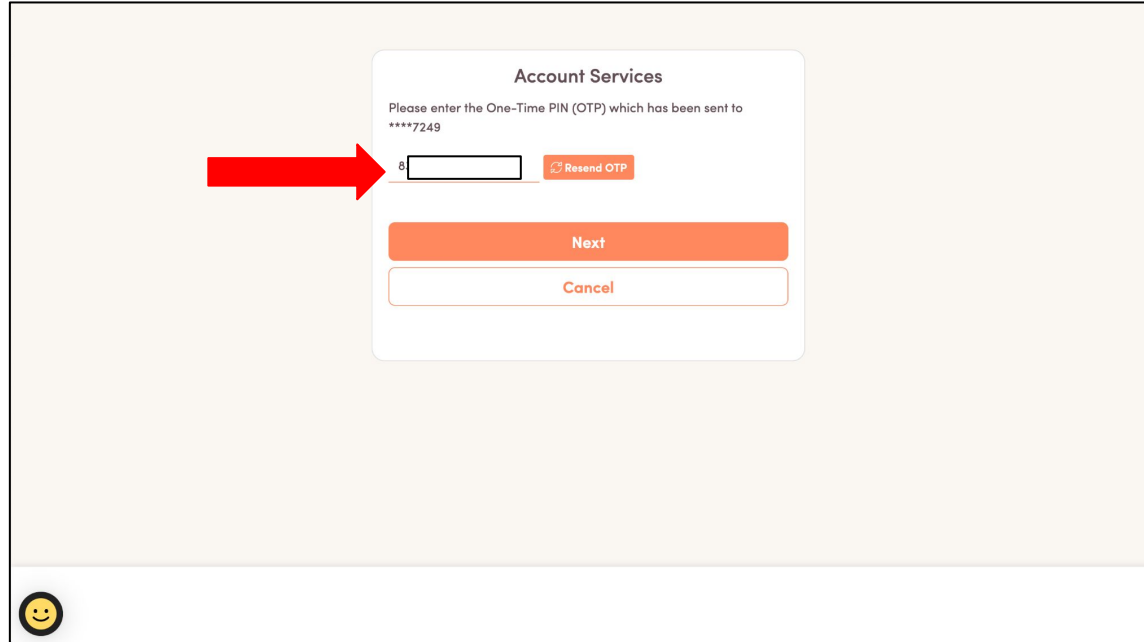
Mobile (SMS)



Email

5. For mobile, check your SMS for the OTP.  
For email, check your email for the OTP.

# How to Check If You Already Have myLibrary Username



The screenshot shows a mobile app interface with a light beige background. In the center is a white rounded rectangle titled "Account Services". Below the title, it says "Please enter the One-Time PIN (OTP) which has been sent to \*\*\*\*7249". There is a text input field with a red arrow pointing to it from the left. To the right of the input field is a red button with a circular arrow icon and the text "Resend OTP". Below these are two more buttons: a solid orange button labeled "Next" and a white button with an orange border labeled "Cancel". In the bottom left corner of the app screen, there is a small yellow smiley face icon.

6. Enter your OTP.

# How to Check If You Already Have myLibrary Username

A Singapore Government Agency Website

myLibrary

### Reset Password

You are an existing library member.

Your myLibrary username is

**eter**

☐ I would like to reset my password

New Password

Min. 8 characters including 1 number

Confirm Password

Min. 8 characters including 1 number

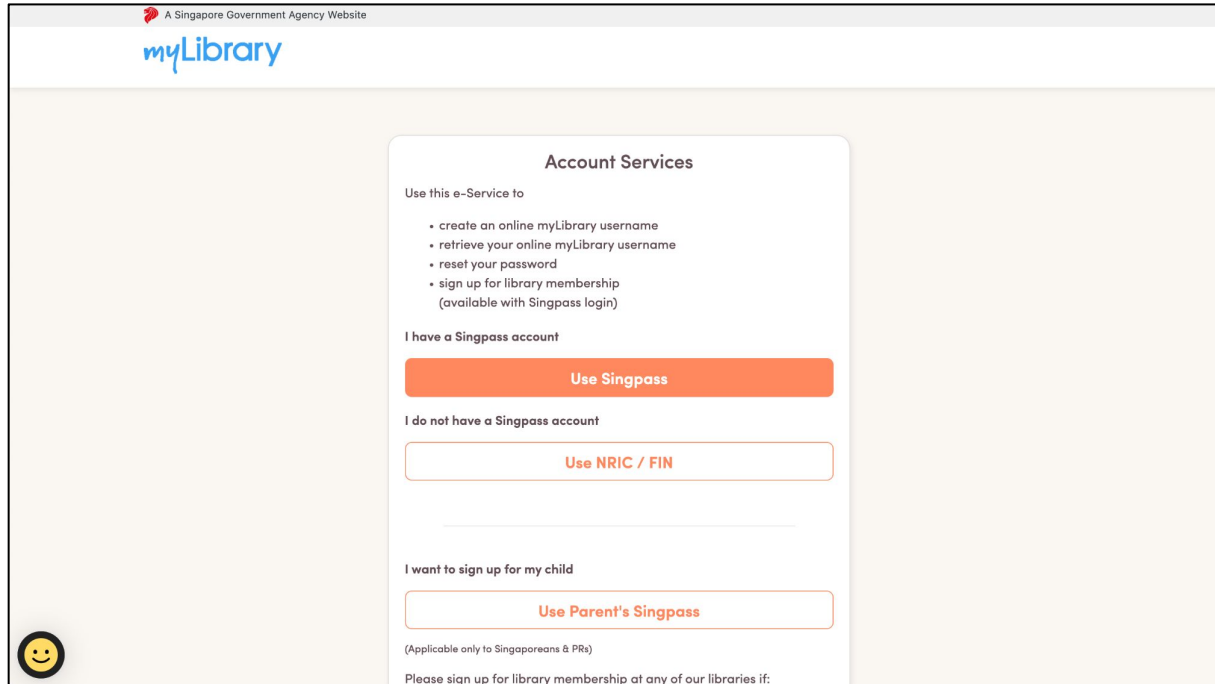
Finish

7. Your myLibrary username will be reflected on this page.



# How to Register for myLibrary Username on NLB Website

# Registering myLibrary Username on NLB Website



A Singapore Government Agency Website

myLibrary

### Account Services

Use this e-Service to

- create an online myLibrary username
- retrieve your online myLibrary username
- reset your password
- sign up for library membership (available with Singpass login)

I have a Singpass account

[Use Singpass](#)

I do not have a Singpass account

[Use NRIC / FIN](#)

I want to sign up for my child

[Use Parent's Singpass](#)

(Applicable only to Singaporeans & PRs)

Please sign up for library membership at any of our libraries if:

😊

1. Go to <https://account.nlb.gov.sg/>



# Registering myLibrary Username on NLB Website

A Singapore Government Agency Website

myLibrary

### Account Services

Use this e-Service to

- create an online myLibrary username
- retrieve your online myLibrary username
- reset your password
- sign up for library membership (available with Singpass login)

I have a Singpass account

Use Singpass

I do not have a Singpass account

Use NRIC / FIN

I want to sign up for my child

Use Parent's Singpass

(Applicable only to Singaporeans & PRs)

Please sign up for library membership at any of our libraries if:

Option 1: If you have a Singpass account, tap on 'Use Singpass'.

Option 2: If you do not have a Singpass account, tap on 'Use NRIC / FIN'.

2. To create your myLibrary username, there are 2 options, select the option of your choice.

# Registering myLibrary Username on NLB Website

## Option 1: Singpass



The screenshot shows the 'Sign Up' page on the myLibrary website. It features a central white box with a QR code and the text 'QR CODE' and 'singpass'. Above the QR code, it says 'Scan with Singpass app to log in'. Below the QR code, there is a button that says 'Use password login instead'. At the bottom, it says 'Please sign up for library membership at any of our libraries if:' followed by a list of conditions: '• You do not have SingPass' and '• You are an MOE student'.

Sign Up

This e-Service will take about 5 minutes to complete.

Use this e-service to sign up for library membership, create an online myLibrary username, retrieve your online myLibrary username or reset your password.

Scan with Singpass app to log in

QR CODE

singpass

Use password login instead

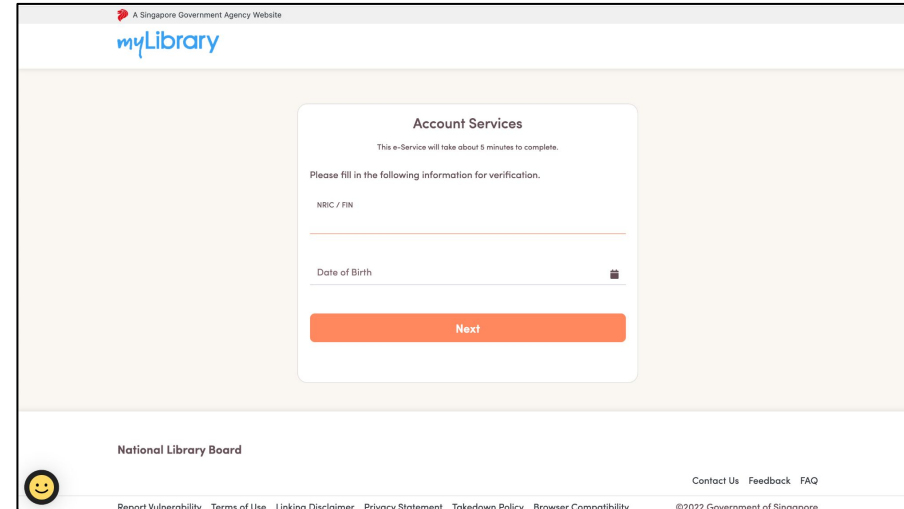
Don't have the Singpass app? Download now

Please sign up for library membership at any of our libraries if:

- You do not have SingPass
- You are an MOE student

3. Use your mobile phone to scan the QR code with your Singpass app to login.

## Option 2: NRIC/FIN



The screenshot shows the 'Account Services' page on the myLibrary website. It features a central white box with input fields for 'NRIC / FIN' and 'Date of Birth', and an orange 'Next' button. Above the input fields, it says 'Please fill in the following information for verification.' The page also includes a footer with links for 'Report Vulnerability', 'Terms of Use', 'Linking Disclaimer', 'Privacy Statement', 'Takedown Policy', 'Browser Compatibility', and '©2022 Government of Singapore'.

A Singapore Government Agency Website

myLibrary

Account Services

This e-Service will take about 5 minutes to complete.

Please fill in the following information for verification.

NRIC / FIN

Date of Birth

Next

National Library Board

Contact Us Feedback FAQ

Report Vulnerability Terms of Use Linking Disclaimer Privacy Statement Takedown Policy Browser Compatibility ©2022 Government of Singapore

3. Fill in your NRIC /FIN and date of birth for verification.

# Registering myLibrary Username on NLB Website

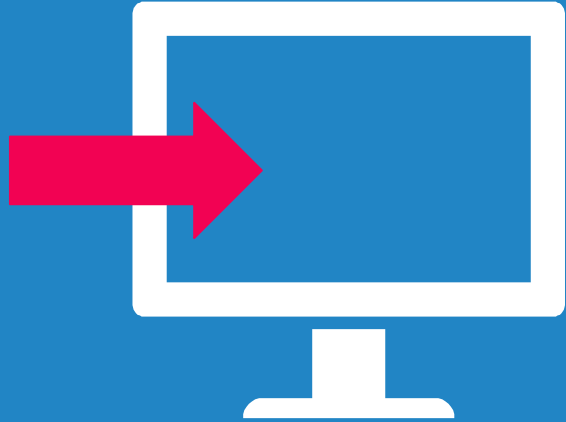
- ▶ Please proceed to register for your myLibrary username by following the rest of the steps shown on your screen.

## NOTE:

- ▶ Your username must contain 6 to 20 alphanumeric characters
- ▶ You cannot use special characters nor your NRIC number.
- ▶ Your username cannot be changed once created.
- ▶ Your password must have 8 to 24 characters, and include one letter and one number.

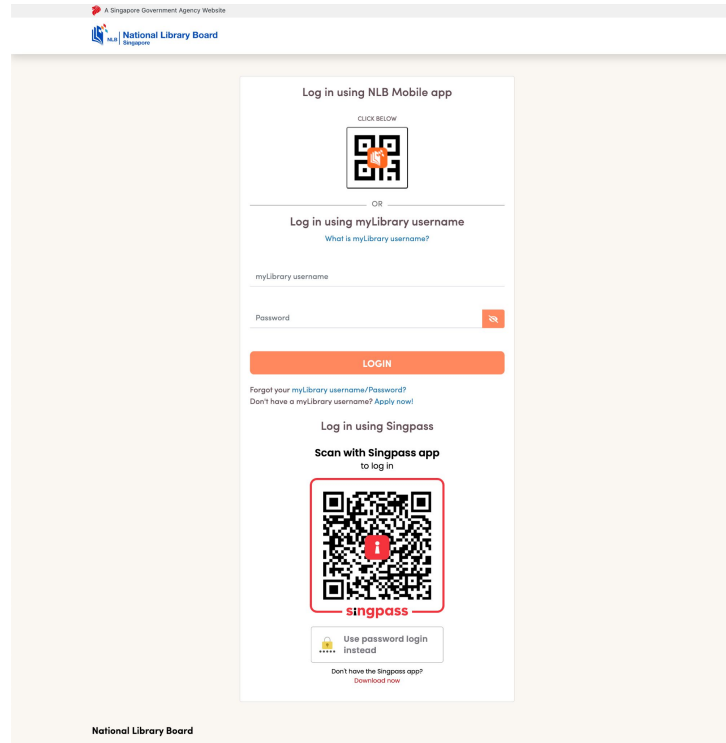
# Registering myLibrary Username on NLB Website

- ▷ Note: Your myLibrary username and password is required to access NLB's digital services.
- ▷ myLibrary username also helps us to verify your sign up when you sign up for our programmes.



# Logging In to NLB Website

# Logging in to NLB Login Service

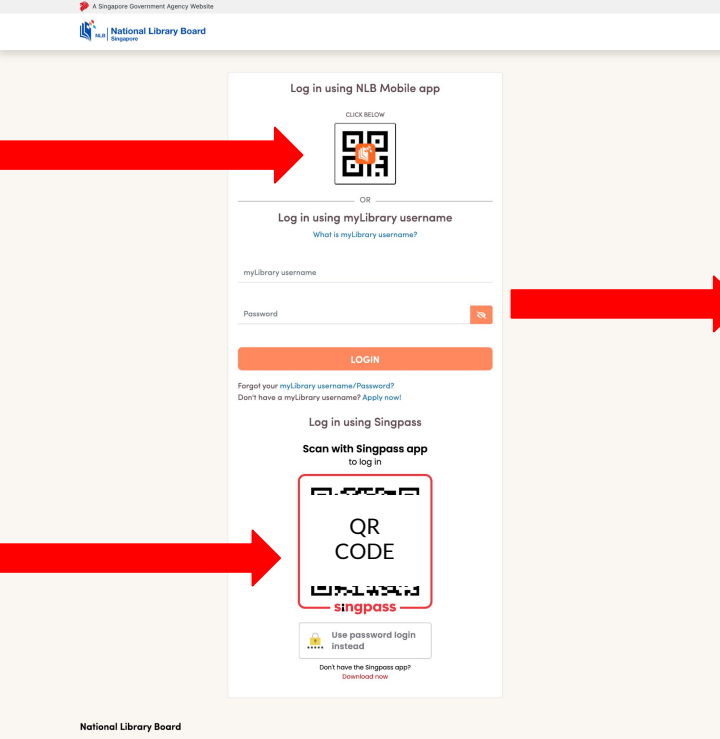


The screenshot displays the NLB Login Service interface. At the top, it identifies itself as a Singapore Government Agency Website and the National Library Board Singapore. The main content area offers several login methods: 1. 'Log in using NLB Mobile app' with a 'CLICK BELOW' instruction and a QR code. 2. 'OR' separator. 3. 'Log in using myLibrary username' with a link for forgotten usernames. 4. Input fields for 'myLibrary username' and 'Password' with an orange 'LOGIN' button. 5. Links for 'Forgot your myLibrary username/Password?' and 'Don't have a myLibrary username? Apply now!'. 6. 'Log in using Singpass' with a 'Scan with Singpass app to log in' instruction and a QR code. 7. A 'singpass' logo. 8. A 'Use password login instead' option with a link to 'Download now' for the Singpass app. The footer of the page reads 'National Library Board'.

1. Go to <https://www.nlb.gov.sg/mylibrary>

# Logging in to NLB Login Service

Option 1: Log in using  
NLB Mobile app



The screenshot shows the NLB Login Service interface. At the top, it says "A Singapore Government Agency Website" and "National Library Board Singapore". The main content area has three login options:

- Log in using NLB Mobile app**: This option is highlighted by a red arrow. It includes a "CLICK BELOW" label and a QR code icon.
- Log in using myLibrary username**: This option is highlighted by a red arrow. It includes a "What is myLibrary username?" link, a text input field for "myLibrary username", a password input field, and a "LOGIN" button.
- Log in using Singpass**: This option is highlighted by a red arrow. It includes a "Scan with Singpass app to log in" instruction, a QR code icon, and a "singpass" logo.

At the bottom of the interface, there is a link for "Forgot your myLibrary username/Password? Don't have a myLibrary username? Apply now!" and a "Use password login instead" link. A footer at the bottom says "National Library Board".

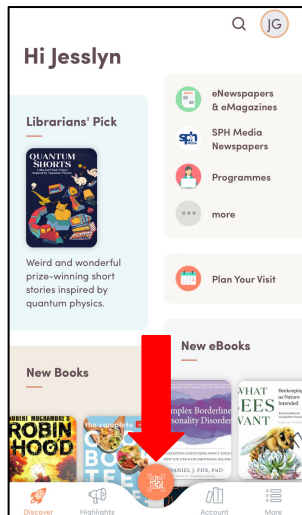
Option 2: Log in using  
myLibrary username

Option 3: Log in using  
Singpass

2. There are 3 options for you to login, choose your preferred choice.

# Logging in to NLB Login Service

## Option 1: NLB Mobile App



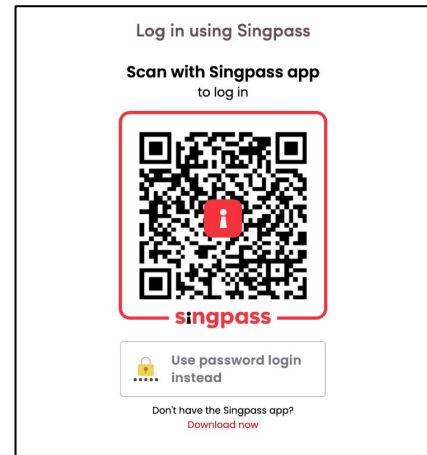
Tap on the orange QR code icon to scan the library QR code.

## Option 2: myLibrary username and Password

A screenshot of the myLibrary login page. The title is "Log in using myLibrary username". Below it, it asks "What is myLibrary username?". There is a text input field with "eter" entered. Below that is a password input field with "....." and a toggle icon. At the bottom is a large orange button labeled "LOGIN". A red arrow points to the "LOGIN" button.

Fill in your myLibrary username and password then click on 'LOGIN'.

## Option 3: Singpass



Use your mobile phone to scan the QR code with your Singpass app to login.



# Logging in to NLB Login Service

The screenshot displays the myLibrary website interface. At the top, it says "A Singapore Government Agency Website" and "myLibrary". Navigation links include "MY ACCOUNT", "LOANS & RESERVATIONS", and "PROMOTIONS". The user is logged in as "JESSLYN".

**Left Sidebar:**

- Current Loans:** 0
- Overdue Loans:** 0
- Reservations Pending:** 0
- Reservations Available:** 0
- No outstanding charges**

**Book A Day Year 3 (Q1)**  
[Register now](#)  
Challenge begins on 01 Apr 2022  
Challenge ends on 30 Jun 2022

**My Points:** 6  
6 points expiring on 31 Dec 2022

**QUICK LINKS**

- [Change Password](#)
- [Notification Settings](#)
- [Security Settings](#)
- [Recommend a Title](#)
- [The Little Book Box](#)

**You May Like**

**eBooks Books**

Books shown: *surrounded by idiots*, *the life-changing magic of tidying up*, *RAISING GOOD HUMANS*, *WHEN BREATH BECOMES air*, *DOGS DINNERS*.

**New Arrivals @ Our Libraries**

Books shown: *HABITS OF THE HOUSEHOLD*, *ITALIAN VERB DRILLS*, *Men in My Situation*, *framers*, *NEUROAFECTIVE MEDITATION*, *Catol*.

**eBooks powered by eReads**

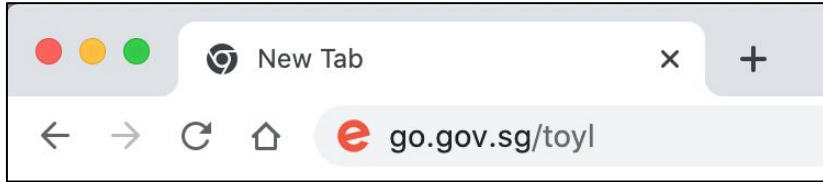
eBooks shown: *CITY OF THE DEAD*, *GOHAM ACADEMY*, *Chicken Soup for the Teenage Soul*, *THE WALL*, *ALL THE WRONG QUESTIONS*, *elsewhere*.

3. You have logged in successfully and you can start browsing the website.

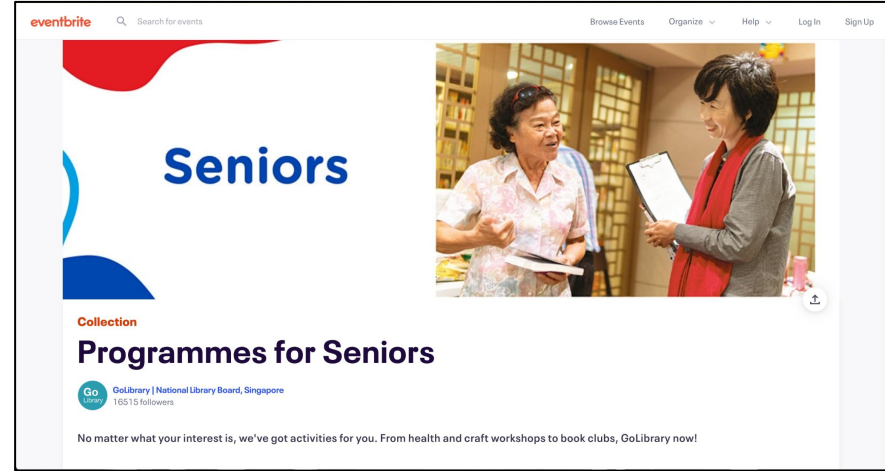


# How to Register for Programmes Through Eventbrite Website

# Registering For Programmes




1. Go to <https://go.gov.sg/toyl>



2. You will be directed to the [Programmes For Seniors](#) page.

# Registering For Programmes



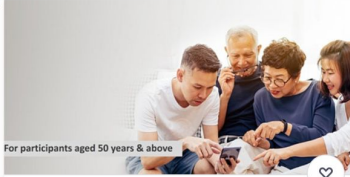
**The Future of Virtual Reality and Augmented Reality | Time of Your Life**

Tomorrow at 3:00 PM

Central Public Library - Programme Zone • Singapore

Free

GoLibrary | National Library Board, Singapore  
15.6k followers

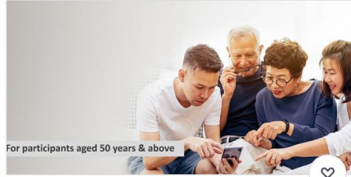


**Go Cashless with DBS PayLah! | Time of Your Life**

Fri, Mar 18, 2022 2:00 PM +08

Free

GoLibrary | National Library Board, Singapore  
15.6k followers




**Make e-Payments with PayNow | Time of Your Life**


Tue, Mar 22, 2022 2:00 PM +08

Free


GoLibrary | National Library Board, Singapore  
15.6k followers



**Sold Out**



**Sold Out**



**Sold Out**

<https://www.eventbrite.sg/e/go-cashless-with-dbs-paylah-time-of-your-life-registration-257744800637?aff=ebcollection>

3. Scroll down to view the list of programmes available.

# Registering For Programmes

## Understanding Programme Details

### 1. Programme Title\*

Go Cashless with DBS PayLah! | Time of Your Life



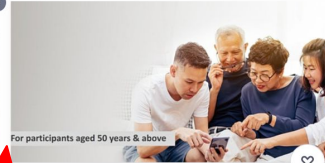
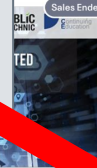
The Future of Virtual Reality and Augmented Reality | Time of Your Life

Tomorrow at 3:00 PM

Central Public Library - Programme Zone • Singapore

Free

GoLibrary | National Library Board, Singapore  
& 15.6k followers



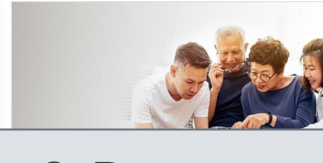
For participants aged 50 years & above

Go Cashless with DBS PayLah! | Time of Your Life

Fri, Mar 18, 2022 2:00 PM +08

Free

GoLibrary | National Library Board, Singapore  
& 15.6k followers



### 2. Programme Date and Time\*

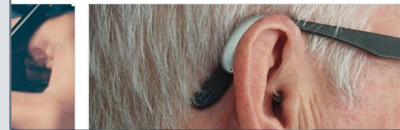
Fri, Mar 18, 2022 2:00 PM +08

### 3. Programme Venue & Price\*

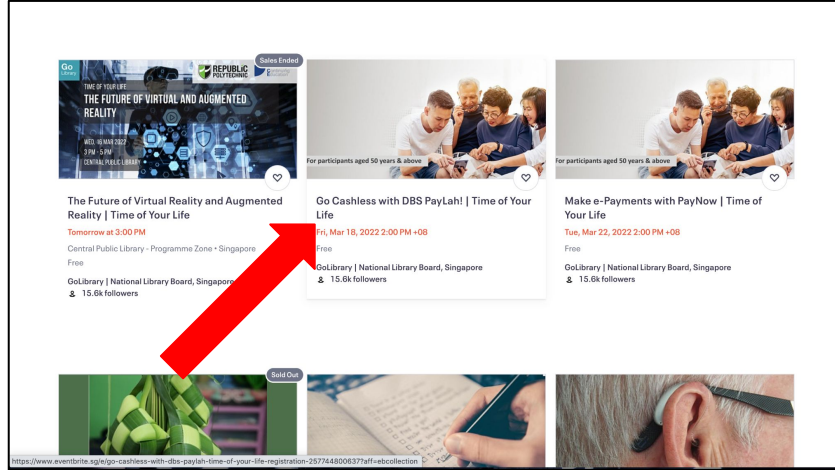
Central Public Library - Programme Zone • Singapore  
Free

Free

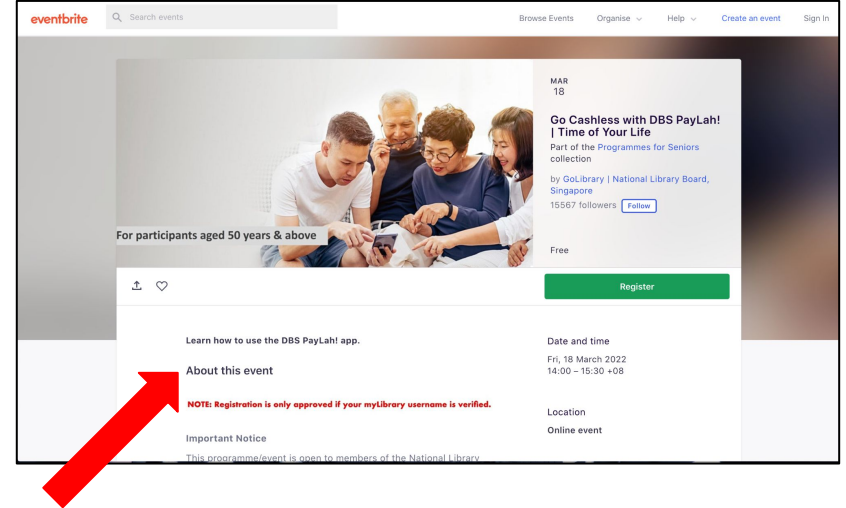
If no programme venue is stated, it means that the programme is online (Zoom).



# Registering For Programmes

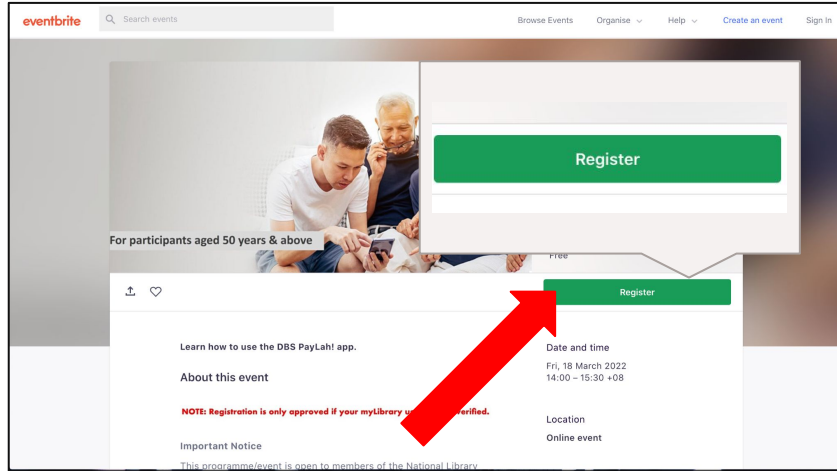


4. Click the programme that you are interested in.

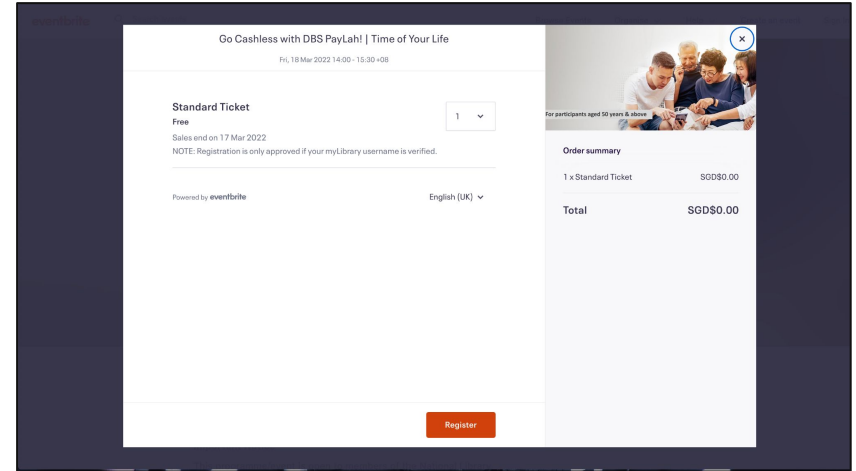


5. Scroll down to read the full programme information.

# Registering For Programmes

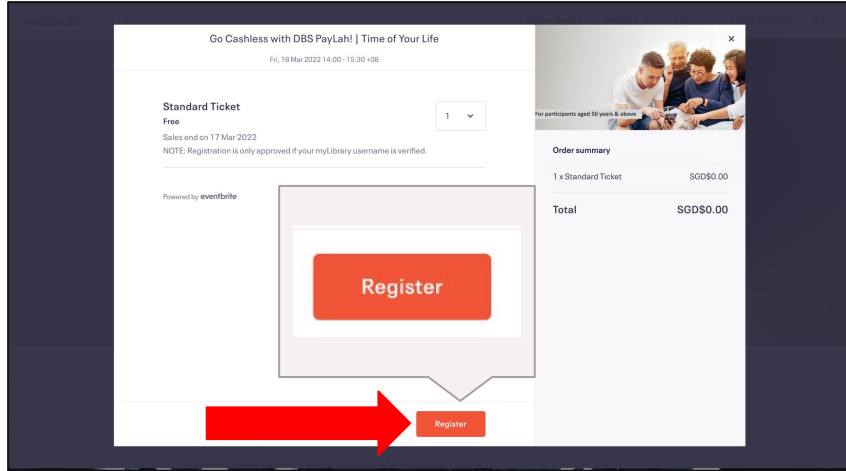


6. Click on 'Register'.

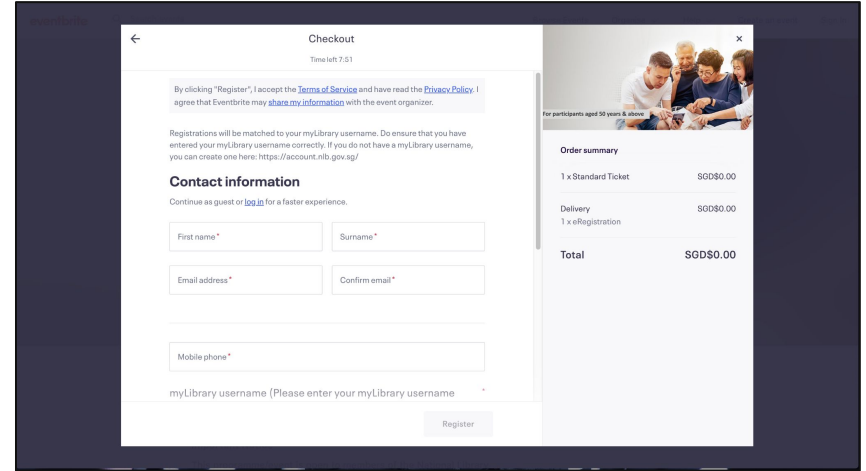


7. You will be directed to the ticketing page.

# Registering For Programmes



8. Click on 'Register'.



9. You will be directed to the Checkout page.



# Registering For Programmes

The screenshot shows the Eventbrite checkout page. At the top, it says 'Checkout' and 'Time left 7:51'. Below this, there is a paragraph of text: 'By clicking "Register", I accept the [Terms of Service](#) and I agree that Eventbrite may [share my information](#) with the event organizer.' This paragraph is highlighted with a light blue box. Below this, there is another paragraph: 'Registrations will be matched to your myLibrary username. If you have not entered your myLibrary username correctly. If you do not have a myLibrary account you can create one here: <https://account.nlb.gov.sg/>'. Below this, there is a section titled 'Contact information' with the text 'Continue as guest or [log in](#) for a faster experience.' Below this, there are several input fields: 'First name \*', 'Surname \*', 'Email address \*', 'Confirm email \*', 'Mobile phone \*', and 'myLibrary username (Please enter your myLibrary username) \*'. A 'Register' button is at the bottom right. A large grey box with a white border is overlaid on the right side of the page, containing the text '\*Ensure that you complete the registration within the time limit.' and a smaller white box with the text 'Time left 7:51'.

\*Ensure that you complete the registration within the time limit.

Time left 7:51

10. Fill in your contact information.

# Registering For Programmes

eventsforthe

Checkout

Time left 4:27

**Contact information**

Continue as guest or [log in](#) for a faster experience.

First name \*  
Jesslyn

Surname \*  
G

Email address \*  
jes @hotmail.com

Confirm email \*  
jes @hotmail.com

Mobile phone \*  
8

myLibrary username (Please enter your myLibrary username accurately.) \*

eter

**Acknowledgements \***

☒ I agree that in the event of an inaccurate entry, my registration will be released

**Order summary**

1 x Standard Ticket SGD\$0.00

Delivery SGD\$0.00  
1 x eRegistration

**Total SGD\$0.00**

**Register**

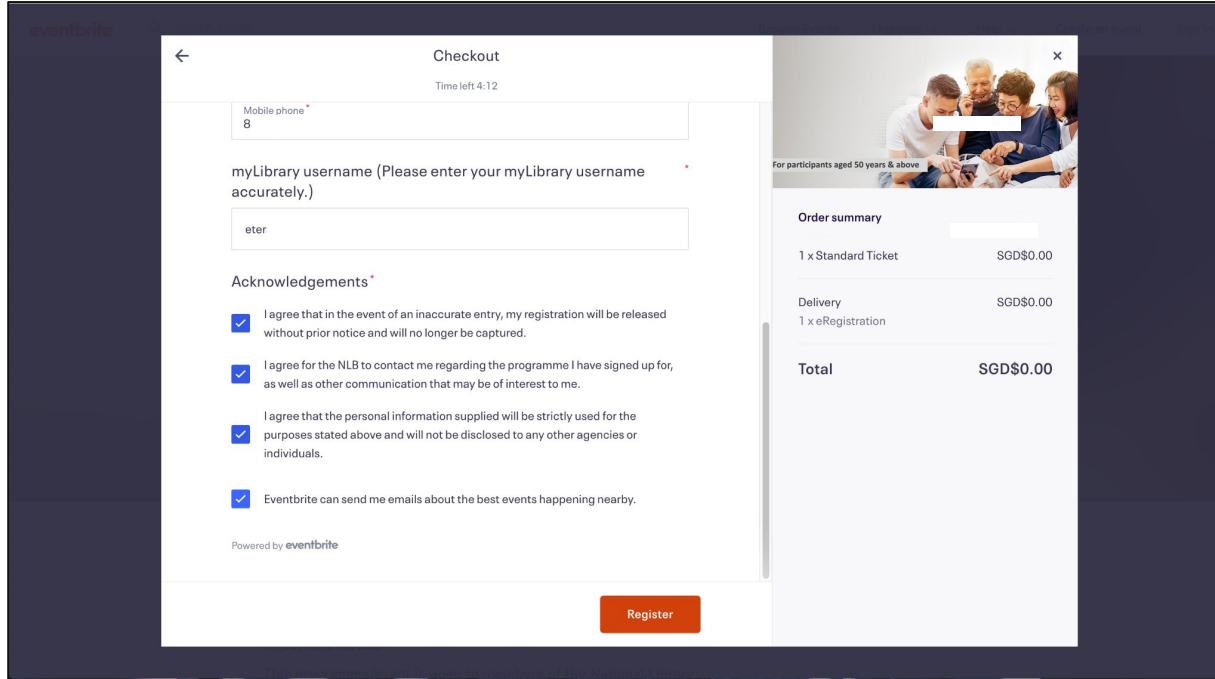
**\*Type in your myLibrary username here**

myLibrary username (Please enter your myLibrary username accurately.) \*

eter

11. After filling in your contact information,  
click 'Register'.

# Registering For Programmes



The screenshot shows the Eventbrite checkout interface. On the left, there's a form with fields for 'Mobile phone' (containing '8') and 'myLibrary username' (containing 'eter'). Below these is the 'Acknowledgements' section with four checkboxes, all of which are checked. The checkboxes contain the following text:

- ☒ I agree that in the event of an inaccurate entry, my registration will be released without prior notice and will no longer be captured.
- ☒ I agree for the NLB to contact me regarding the programme I have signed up for, as well as other communication that may be of interest to me.
- ☒ I agree that the personal information supplied will be strictly used for the purposes stated above and will not be disclosed to any other agencies or individuals.
- ☒ Eventbrite can send me emails about the best events happening nearby.

At the bottom of the form is a red 'Register' button. On the right side of the screen, there's an 'Order summary' section. It includes a header image of a group of people and the text 'For participants aged 50 years & above'. The summary table is as follows:

Order summary	
1 x Standard Ticket	SGD\$0.00
Delivery	SGD\$0.00
1 x eRegistration	
<b>Total</b>	<b>SGD\$0.00</b>

12. Read the terms and conditions under 'Acknowledgements' and if you are agreeable to it, proceed to tick the checkboxes.

# Registering For Programmes

Checkout

Time left 4:12

Mobile phone\*

81

myLibrary username (Please enter your myLibrary username accurately.)

etern

Acknowledgements\*

- ☒ I agree that in the event of an emergency, I will be contacted without prior notice and will not be held responsible for my absence.
- ☒ I agree for the NLB to contact me as well as other communication.
- ☒ I agree that the personal information provided above will be used for the purposes stated above and will not be shared with third parties.
- ☒ Eventbrite can send me emails.

Powered by eventbrite

Order summary

1 x Standard Ticket	S\$0\$0.00
Delivery	S\$0\$0.00
1 x eRegistration	S\$0\$0.00
<b>Total</b>	<b>S\$0\$0.00</b>

**Register**

13. Click on 'Register'.

Thanks for your order! #3054844039

Go Library | National Library Board, Singapore

15587 followers

Follow

YOU'RE GOING TO

**Go Cashless with DBS PayLah! | Time of Your Life**

1 REGISTRATION SENT TO

jes @hotmail.com

[Send to another email address](#)

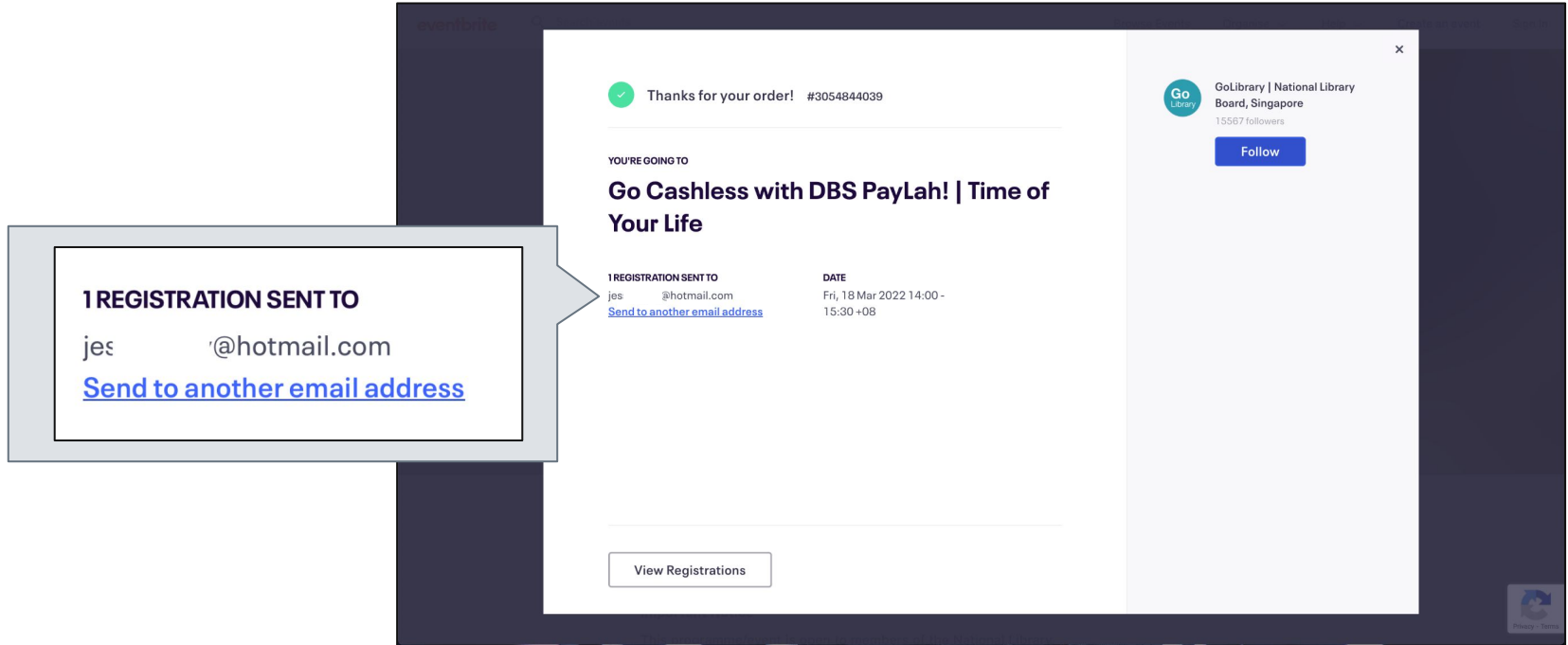
DATE

Fri, 18 Mar 2022 14:00 - 15:30 +08

**View Registrations**

14. Registration done!

# Registering For Programmes



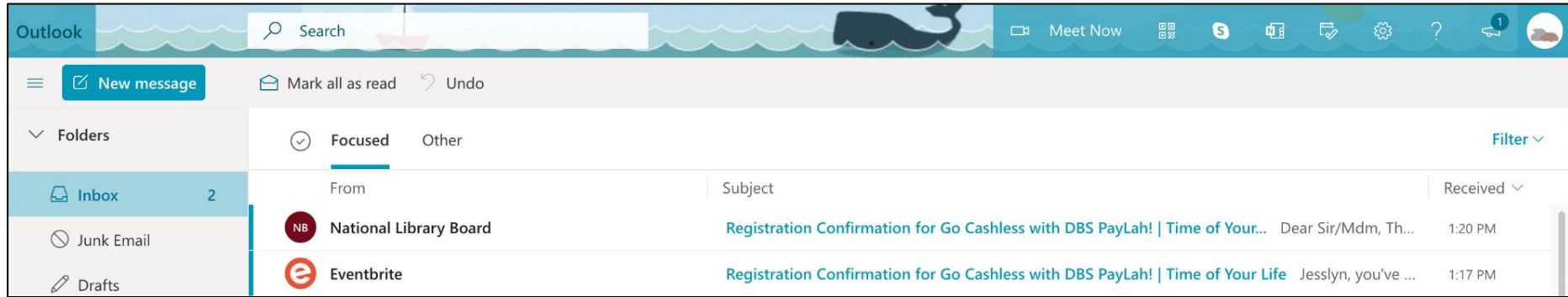
**\*Please check your email for confirmation.**

**If you cannot find the confirmation in your inbox, do check your junk mail.**



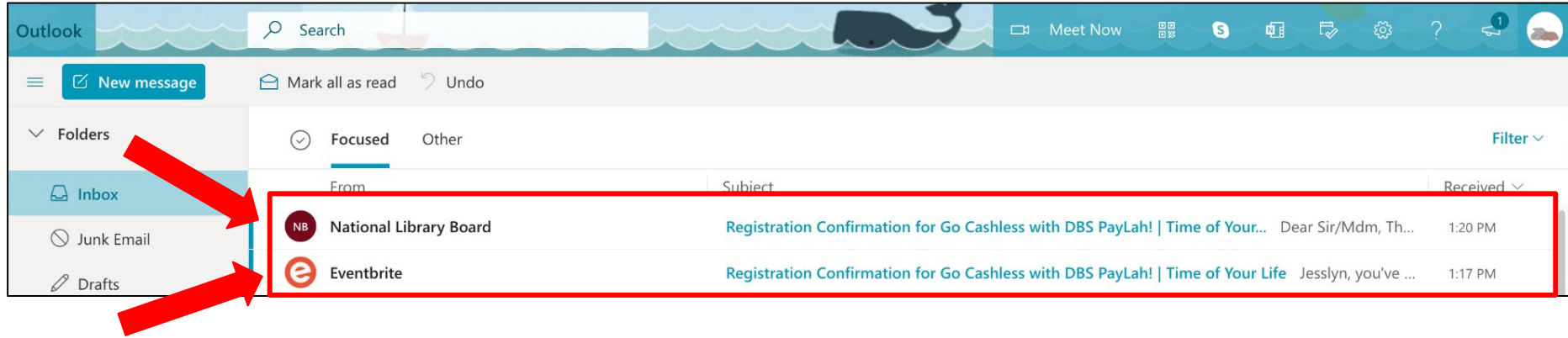
# Registration Confirmation

# Registration Confirmation



To make sure that your registration is confirmed, please go to your email and check for the **Registration Confirmation** email.

# Registration Confirmation

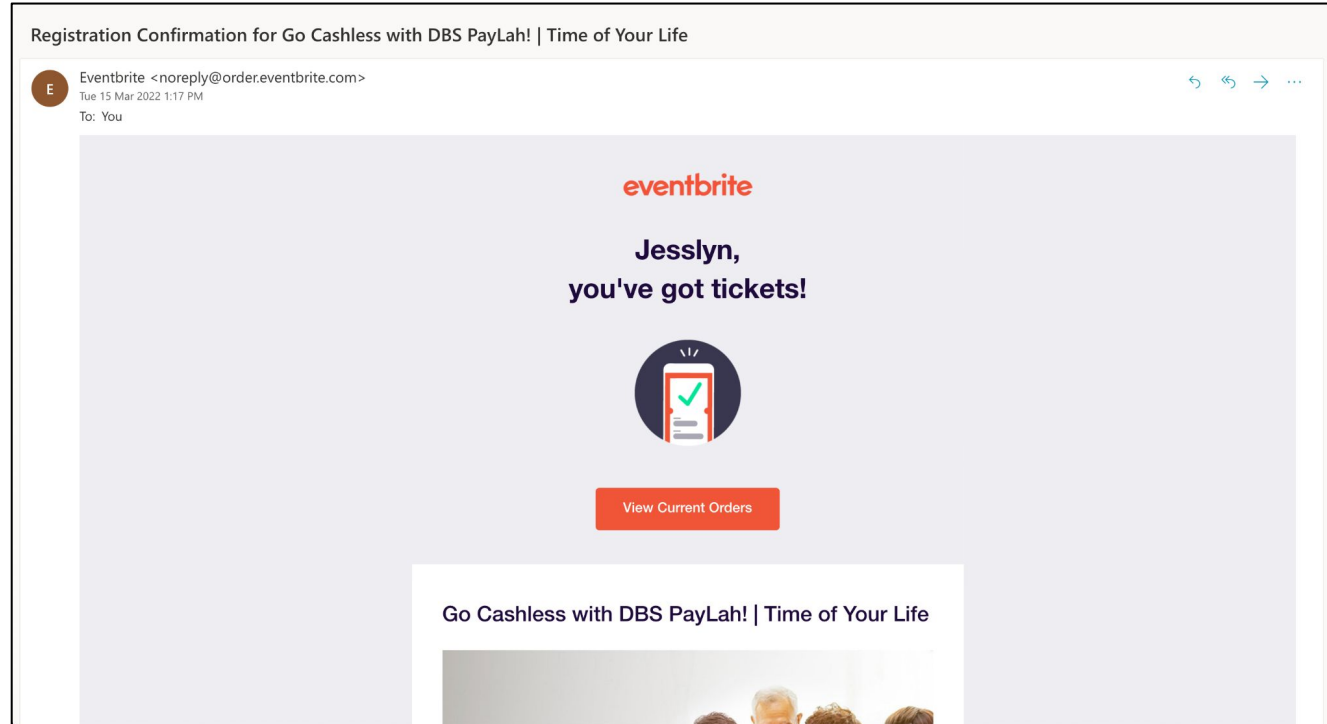


**\*Note: Please make sure that there are 2 emails  
( 1 from Eventbrite and 1 from NLB)**

**If you cannot find the confirmation in your inbox, do check your junk mail.**





# Registration Confirmation







Email confirmation from Eventbrite

# Registration Confirmation

 Registration Confirmation for Go Cashless with DBS PayLah! | Time of Your...

 National Library Board <noreply@nlb.gov.sg>  
Tue 15 Mar 2022 1:20 PM  
To: You


Dear Sir/Mdms,

Thank you for signing up for **Go Cashless with DBS PayLah! | Time of Your Life**.

Please see the following details for the programme:

Date/Time: **18 Mar 2022 02:00 PM to 03:30 PM**

Webinar URL: **<https://nlbsingapore.zoom.us/j/91466151788?pwd=enpnbmVncW9JUIJ2NkdPTGxhWmZGUT09>**

 **\*Programme Details**

If you are attending an onsite programme, please take note of the current prevailing SMM for the respective venues.

If you are attending a programme held on Zoom, please use the same name you used to register for this programme in the Zoom application. This will help us with the registration process.

We look forward to seeing you!

**Best Regards,**  
**National Library Board**

*Note: Please do not reply to this email. Got a query? Contact us at [enquiry@nlb.gov.sg](mailto:enquiry@nlb.gov.sg).*

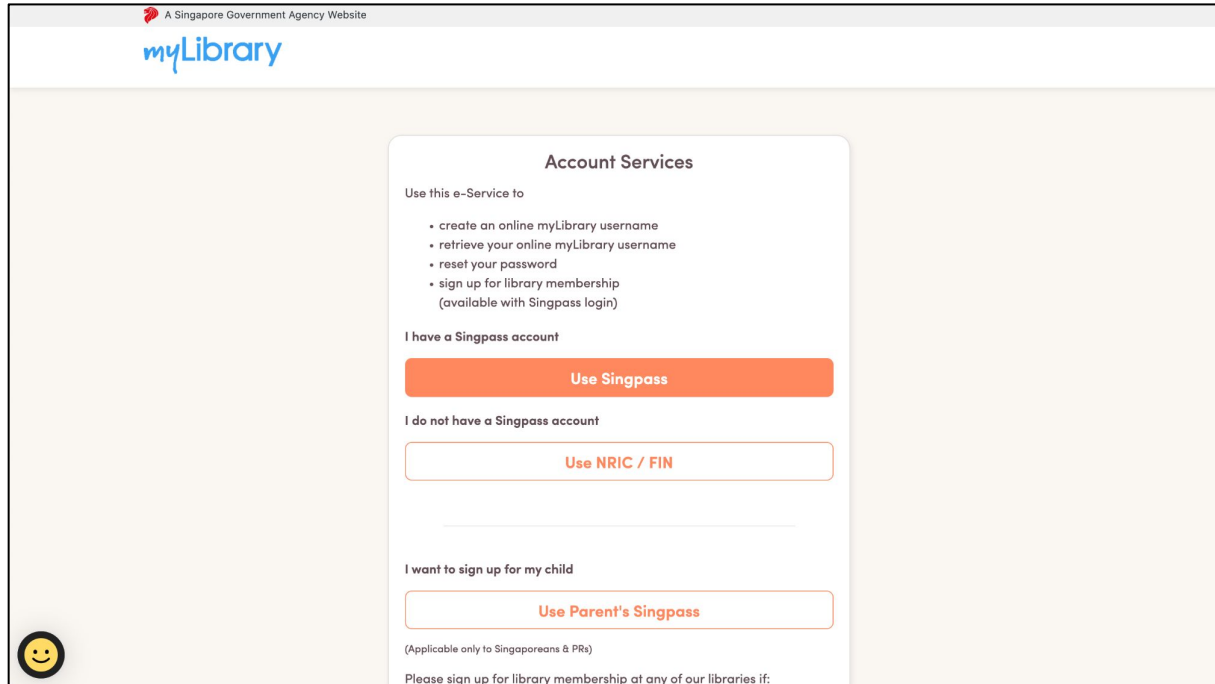
[Reply](#) | [Forward](#)

Email confirmation from NLB



# Troubleshoot: Resetting myLibrary Username and/ or Password

# Resetting myLibrary Username and/or Password



A Singapore Government Agency Website

myLibrary

### Account Services

Use this e-Service to

- create an online myLibrary username
- retrieve your online myLibrary username
- reset your password
- sign up for library membership (available with Singpass login)

I have a Singpass account

[Use Singpass](#)

I do not have a Singpass account


[Use NRIC / FIN](#)

I want to sign up for my child

[Use Parent's Singpass](#)

(Applicable only to Singaporeans & PRs)

Please sign up for library membership at any of our libraries if:



1. Go to <https://account.nlb.gov.sg/>

# Resetting myLibrary Username and/or Password

A Singapore Government Agency Website

myLibrary

### Account Services

Use this e-Service to

- create an online myLibrary username
- retrieve your online myLibrary username
- reset your password
- sign up for library membership (available with Singpass login)

I have a Singpass account

Use Singpass

I do not have a Singpass account

Use NRIC / FIN

I want to sign up for my child

Use Parent's Singpass

(Applicable only to Singaporeans & PRs)

Please sign up for library membership at any of our libraries if:

Option 1: If you have a Singpass account, tap on 'Use Singpass'.

Option 2: If you do not have a Singpass account, tap on 'Use NRIC/FIN'.

2. To retrieve your myLibrary username or reset your password, there are 2 options, select the option of your choice.

# Resetting myLibrary Username and/or Password

## Option 1: Singpass



The screenshot shows the 'Sign Up' page for myLibrary using Singpass. It includes instructions to use the Singpass app to scan a QR code for login. A red box highlights the QR code area. Below the QR code, there is a link to 'Use password login instead' and a note for users who don't have the Singpass app to download it. At the bottom, there is a list of conditions for signing up: 'You do not have SingPass' and 'You are an MOE student'.

Sign Up

This e-Service will take about 5 minutes to complete.

Use this e-service to sign up for library membership, create an online myLibrary username, retrieve your online myLibrary username or reset your password.

Scan with Singpass app to log in

QR CODE

singpass

Use password login instead

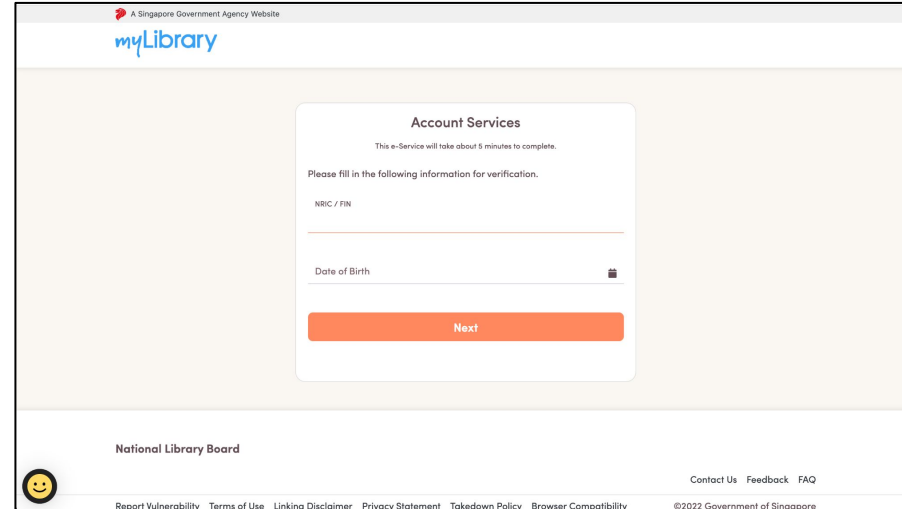
Don't have the Singpass app? Download now

Please sign up for library membership at any of our libraries if:

- You do not have SingPass
- You are an MOE student

3. Use your mobile phone to scan the QR code with your Singpass app to login.

## Option 2: NRIC/FIN



The screenshot shows the 'Account Services' page for myLibrary. It includes a form for verification with fields for 'NRIC / FIN' and 'Date of Birth'. A red box highlights the 'Next' button. The footer contains links for 'Report Vulnerability', 'Terms of Use', 'Linking Disclaimer', 'Privacy Statement', 'Takedown Policy', 'Browser Compatibility', and '©2022 Government of Singapore'.

A Singapore Government Agency Website

myLibrary

Account Services

This e-Service will take about 5 minutes to complete.

Please fill in the following information for verification.

NRIC / FIN

Date of Birth

Next

National Library Board

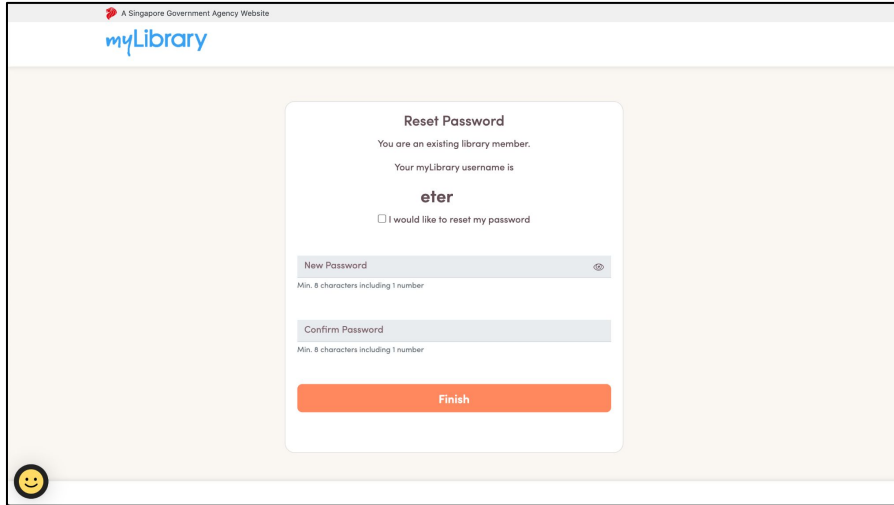
Contact Us Feedback FAQ

Report Vulnerability Terms of Use Linking Disclaimer Privacy Statement Takedown Policy Browser Compatibility ©2022 Government of Singapore

3. Fill in your NRIC / FIN and date of birth for verification.

# Resetting myLibrary Username and/or Password

## Option 1: Singpass



A Singapore Government Agency Website

myLibrary


**Reset Password**

You are an existing library member.

Your myLibrary username is

**eter**

☐ I would like to reset my password


New Password 

Min. 8 characters including 1 number

Confirm Password

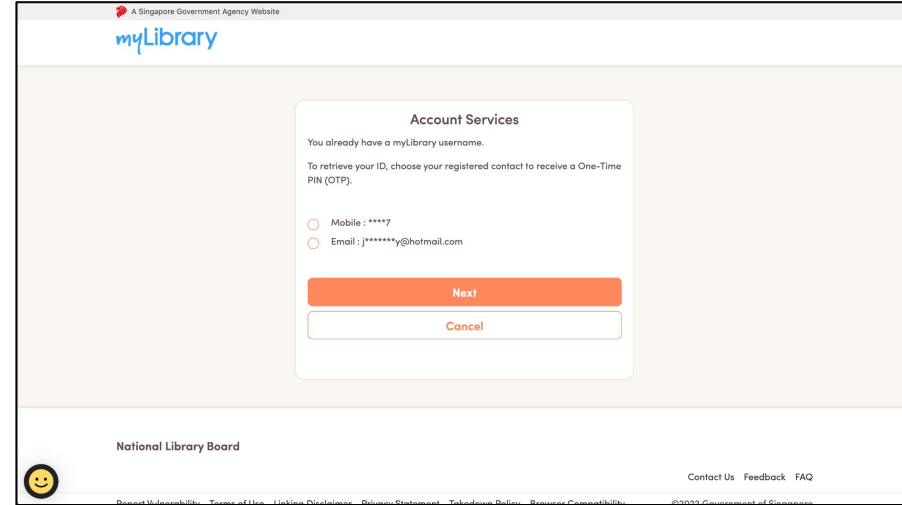
Min. 8 characters including 1 number

**Finish**



4. You will be able to see your myLibrary username and reset your password here.

## Option 2: NRIC/FIN



A Singapore Government Agency Website

myLibrary

**Account Services**

You already have a myLibrary username.

To retrieve your ID, choose your registered contact to receive a One-Time PIN (OTP).

☐ Mobile : \*\*\*\*7

☐ Email : j\*\*\*\*\*y@hotmail.com


**Next**

**Cancel**

National Library Board

Contact Us Feedback FAQ

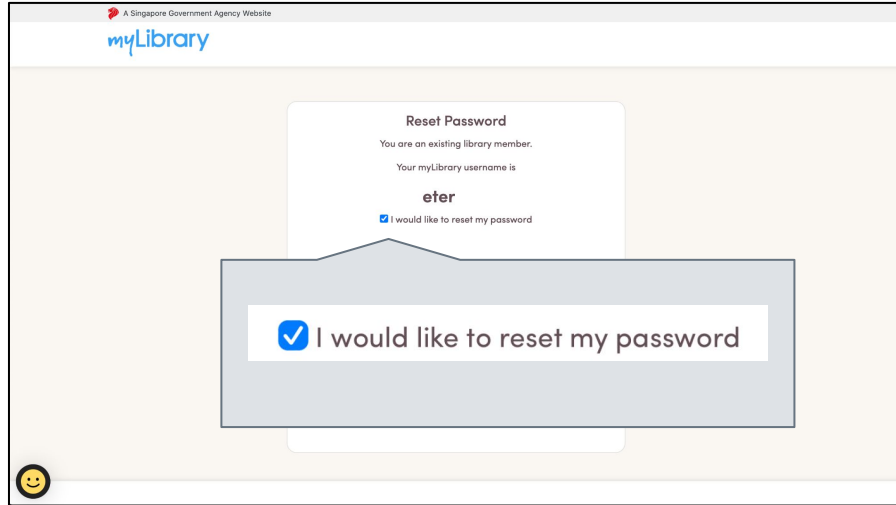
Privacy Policy Terms of Use Linkage Disclaimers Privacy Statement Take Down Policy Browser Compatibility ©2023 Government of Singapore



4. Choose either of your registered contact (mobile no. /email) to receive a One-Time PIN (OTP).

# Resetting myLibrary Username and/or Password

## Option 1: Singpass



A Singapore Government Agency Website

myLibrary

Reset Password

You are an existing library member.

Your myLibrary username is

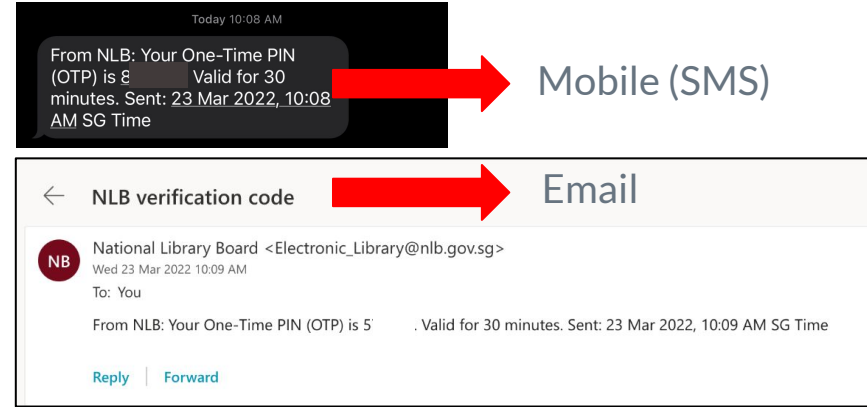
**eter**

☒ I would like to reset my password

☒ I would like to reset my password

5. To reset your password, tap on the checkbox.

## Option 2: NRIC/FIN



Today 10:08 AM

From NLB: Your One-Time PIN (OTP) is 8 Valid for 30 minutes. Sent: 23 Mar 2022, 10:08 AM SG Time

Mobile (SMS)

← NLB verification code → Email

NB National Library Board <Electronic\_Library@nlb.gov.sg>

Wed 23 Mar 2022 10:09 AM

To: You

From NLB: Your One-Time PIN (OTP) is 5 Valid for 30 minutes. Sent: 23 Mar 2022, 10:09 AM SG Time

Reply | Forward

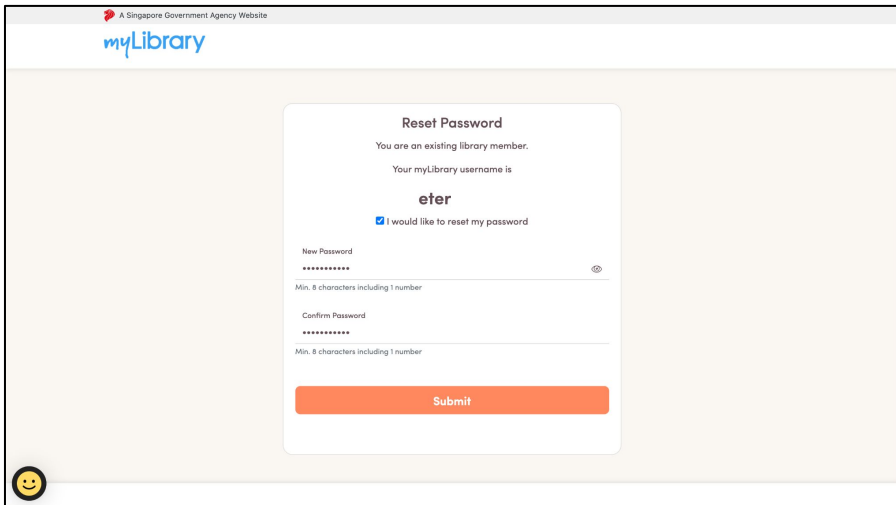
5. For mobile, check your SMS for the OTP.

For email, check your email for the OTP.



# Forgot your myLibrary Username or Password?

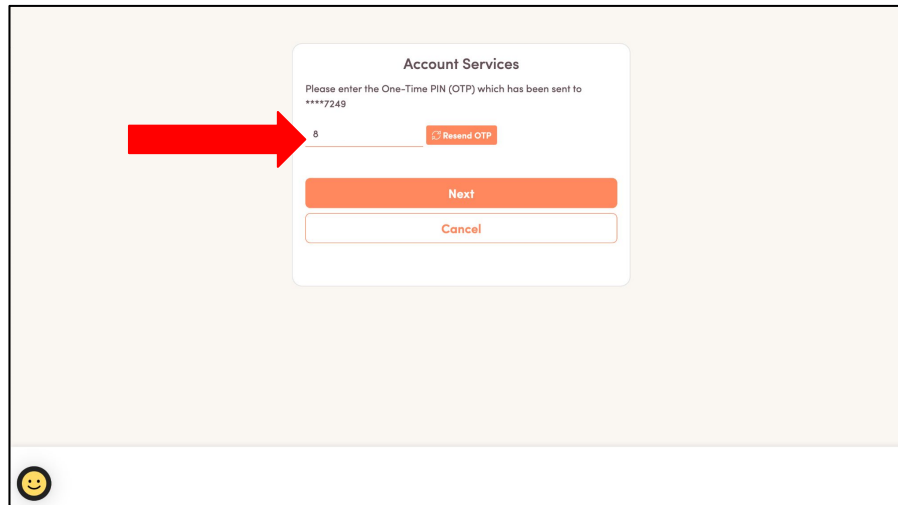
## Option 1: Singpass



A screenshot of the myLibrary website's 'Reset Password' page. The page header includes the Singapore Government Agency Website logo and the myLibrary logo. The main content area is titled 'Reset Password' and contains the following text: 'You are an existing library member.', 'Your myLibrary username is', and 'eter'. Below this is a checkbox labeled 'I would like to reset my password' which is checked. There are two password input fields: 'New Password' and 'Confirm Password', both with a minimum length requirement of 8 characters including 1 number. A 'Submit' button is at the bottom. A smiley face icon is in the bottom left corner.

6. Fill in your new password and confirm your new password.

## Option 2: NRIC/FIN

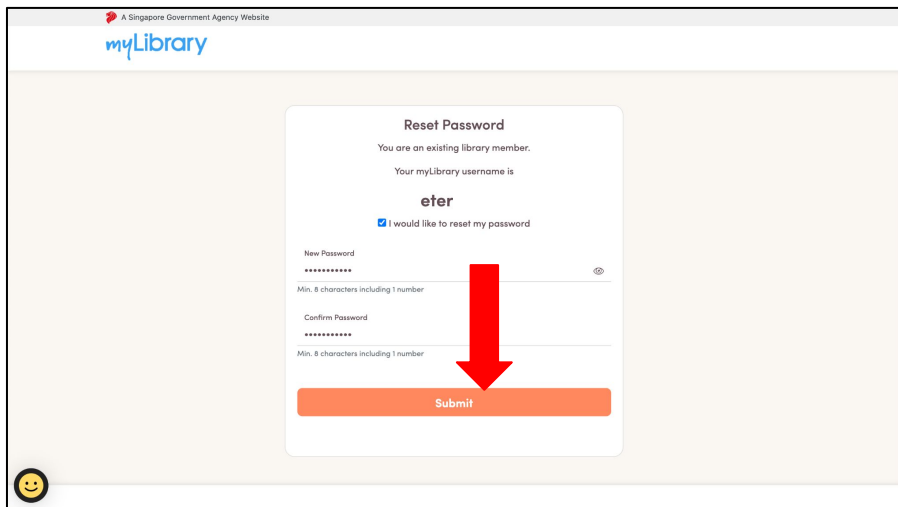


A screenshot of the myLibrary website's 'Account Services' page. The page header includes the Singapore Government Agency Website logo and the myLibrary logo. The main content area is titled 'Account Services' and contains the following text: 'Please enter the One-Time PIN (OTP) which has been sent to \*\*\*\*7249'. There is a text input field for the OTP, a 'Resend OTP' button, and 'Next' and 'Cancel' buttons. A large red arrow points to the OTP input field. A smiley face icon is in the bottom left corner.

6. Enter your OTP.

# Forgot your myLibrary Username or Password?

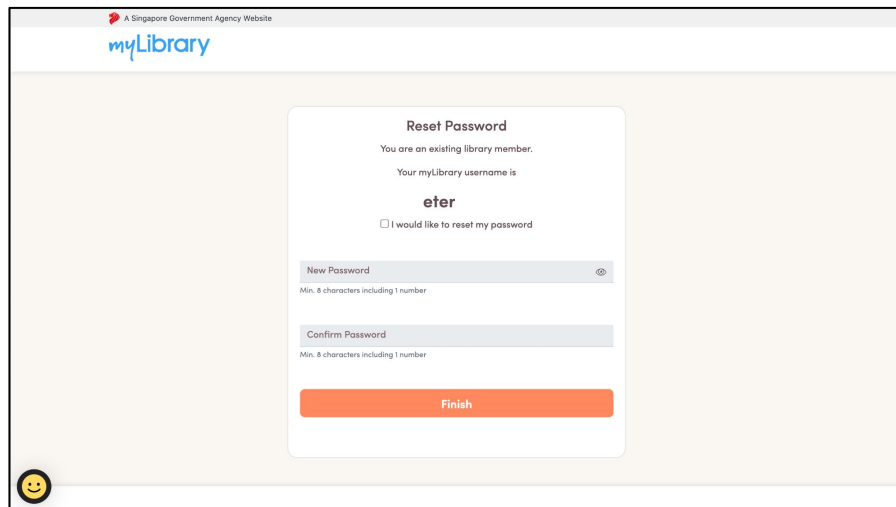
## Option 1: Singpass



A screenshot of the myLibrary website's 'Reset Password' form. The header shows 'A Singapore Government Agency Website' and the myLibrary logo. The form title is 'Reset Password' with the subtext 'You are an existing library member.' Below this, it says 'Your myLibrary username is' followed by the username 'eter'. There is a checked checkbox labeled 'I would like to reset my password'. The form has two input fields: 'New Password' and 'Confirm Password', both with placeholder text 'Min. 8 characters including 1 number'. A large red arrow points down to the orange 'Submit' button at the bottom of the form. A small smiley face icon is in the bottom left corner.

7. Tap on 'Submit'.

## Option 2: NRIC/FIN

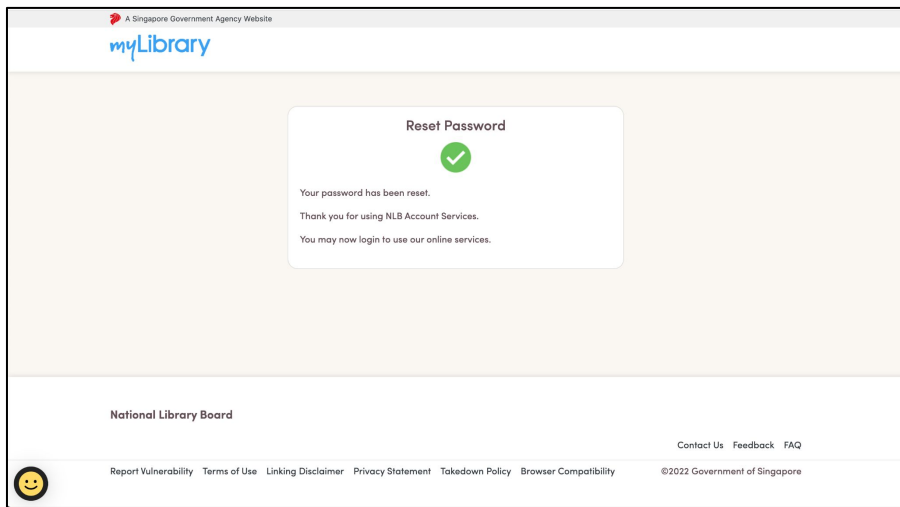


A screenshot of the myLibrary website's 'Reset Password' form. The header shows 'A Singapore Government Agency Website' and the myLibrary logo. The form title is 'Reset Password' with the subtext 'You are an existing library member.' Below this, it says 'Your myLibrary username is' followed by the username 'eter'. There is an unchecked checkbox labeled 'I would like to reset my password'. The form has two input fields: 'New Password' and 'Confirm Password', both with placeholder text 'Min. 8 characters including 1 number'. An orange 'Finish' button is at the bottom of the form. A small smiley face icon is in the bottom left corner.

7. You will be able to see your myLibrary username and reset your password here.

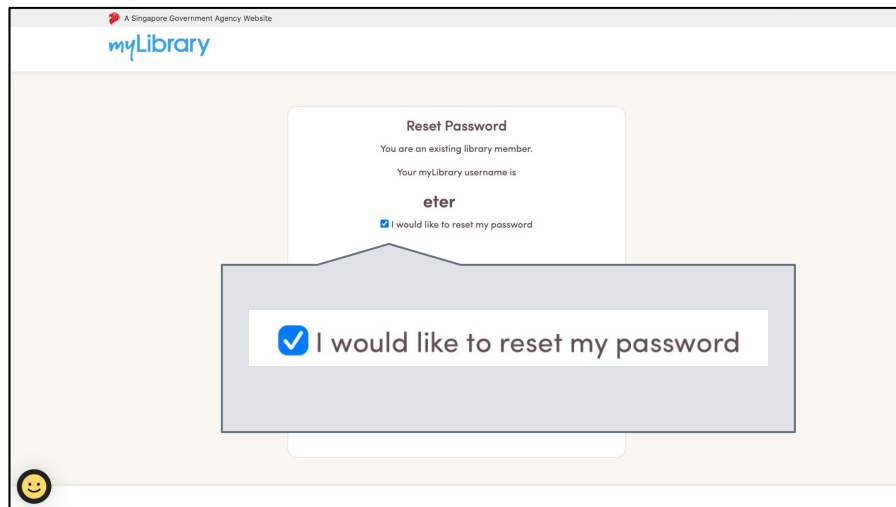
# Forgot your myLibrary Username or Password?

## Option 1: Singpass



8. You have reset your password successfully.

## Option 2: NRIC/FIN



8. To reset your password, tap on the checkbox.

# Forgot your myLibrary Username or Password?

## Option 1: Singpass



## Option 2: NRIC / FIN

A Singapore Government Agency Website

myLibrary

**Reset Password**

You are an existing library member.

Your myLibrary username is

**eter**

☒ I would like to reset my password

New Password  
\*\*\*\*\*

Min. 8 characters including 1 number

Confirm Password  
\*\*\*\*\*

Min. 8 characters including 1 number

Submit

9. Fill in your new password and confirm your new password.

# Forgot your myLibrary Username or Password?

## Option 1: Singpass



## Option 2: NRIC / FIN

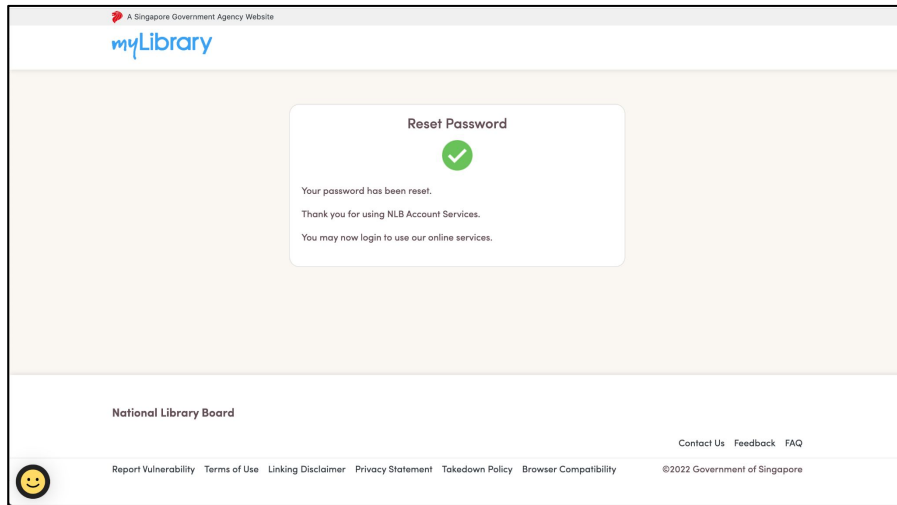
10. Tap on 'Submit'.

# Forgot your myLibrary Username or Password?

## Option 1: Singpass



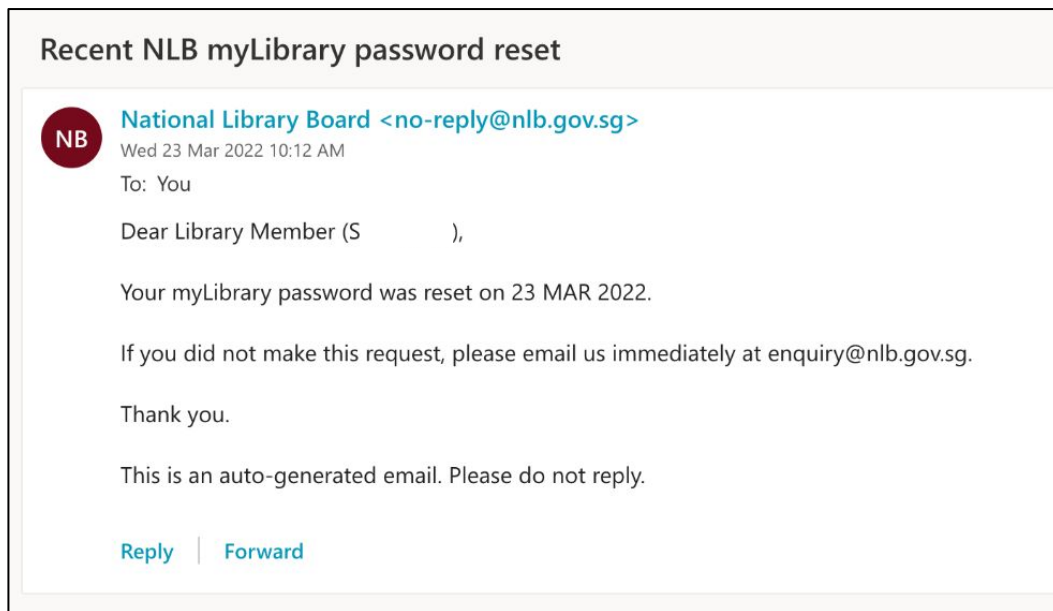
## Option 2: NRIC / FIN



11. You have reset your password successfully.

# Forgot your myLibrary Username or Password?

**\*You will receive an email to notify you that you have reset your password.**



# Useful Links

- ▷ Library Membership and myLibrary username

<https://mobileapp.nlb.gov.sg/get-started-with/mylibrary/>

- ▷ Using the SingPass Mobile App to log in within seconds

<https://www.youtube.com/watch?v=f4di4HPgaRY>





# Thank You!