Can a customer use the same username after their account is re-registered?

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Applies to

- OPAC

Answer

Yes, customers can re-use their old username if their account is deactivated and they want to re-register with the library. Their old password in the UI will not be valid. A temporary password must be generated in the Staff Client in order to log back into the OPAC then reset the password again.

Note: this MUST be the same account, re-activated. A new account cannot contain a username that has ever been used before.

Additional information

Create an account and log in to the user interface

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