How to Access Your Account If You Don't Know Your Library Card Number
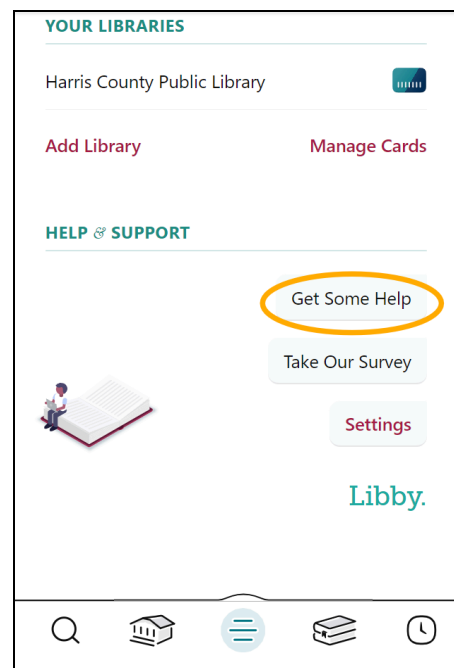
If you usually use your phone number as a library card, but you are being asked for a PIN to access a hold on Libby, follow the instructions below.
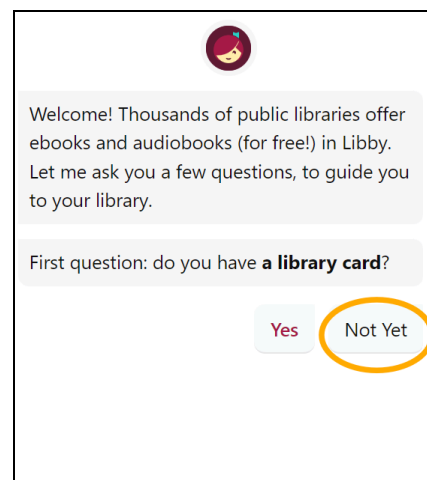There are two sets of instructions: The first is for the Libby app and the second is for web browser.
If, after following the instructions, you no longer see your holds/checkouts, please email us to request **an account merge for your phone number**. Please make sure to include your phone number your message
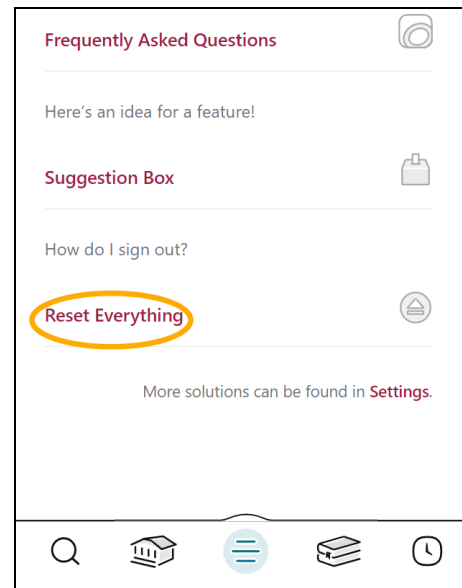
Instructions for the Libby App

- Open the Libby App on your device

- Click on the middle icon (three lines) in the bar at the bottom of your screen to get to the main menu:

- Scroll down to the **Help & Support** section and click on "**Get Some Help**"

- After resetting and signing out, you should see the screen on the right.

- (This is the part that does not make sense, but please bear with us.) Libby will ask you if you have a library card. **You must click "Not yet"**
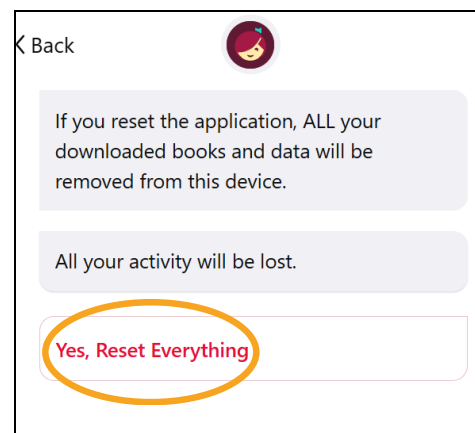
- Scroll to the very bottom of that page and select "**Reset Everything.**"
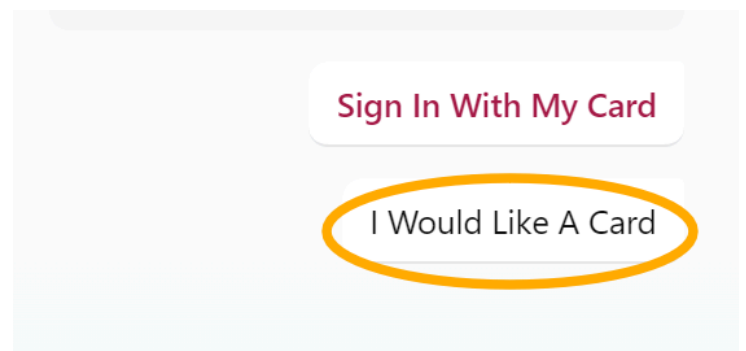

- A warning will pop up saying that all checkouts and holds will be cleared.
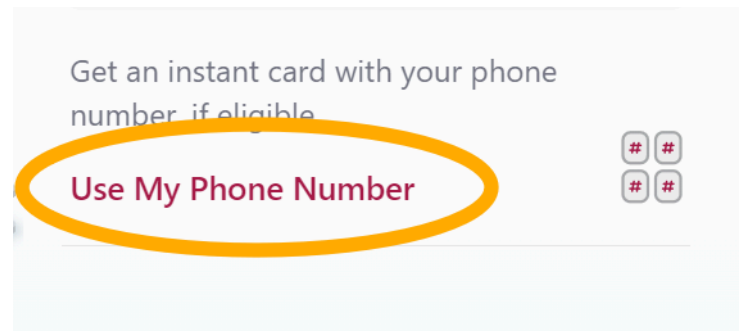
- **Click "Yes, Reset Everything"**

This step may temporarily clear holds and checkouts from your device, but it will **NOT remove any checkouts and holds from your account**
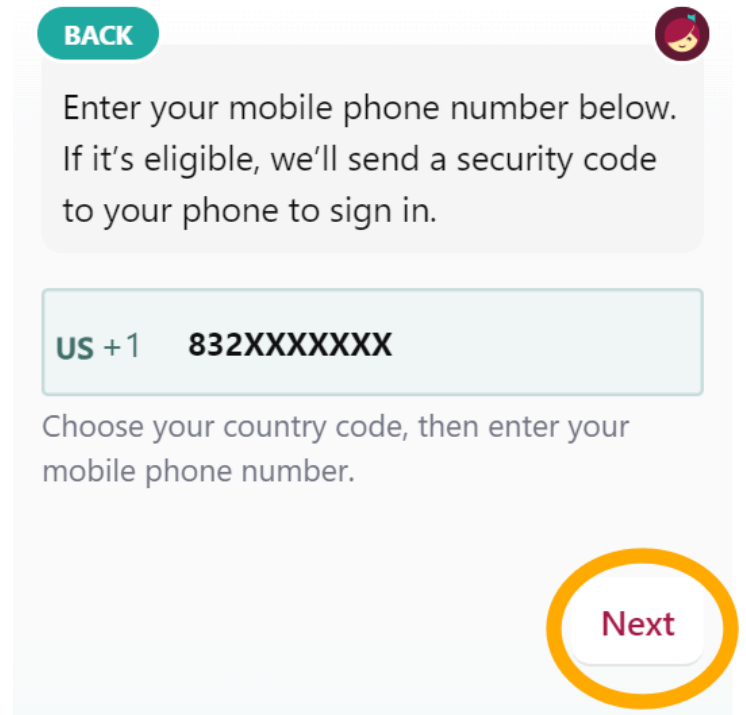

- Libby will attempt to "Find your Library." Be sure to select **Harris County Public Libraries** (**or your nearest HCPL branch**, such as West University Branch Library)

- Now, again, instead of signing in with a card, **you need to click "I Would Like A Card"**

- You will be given the option to enter your phone number!

Get an instant card with your phone number, if eligible.
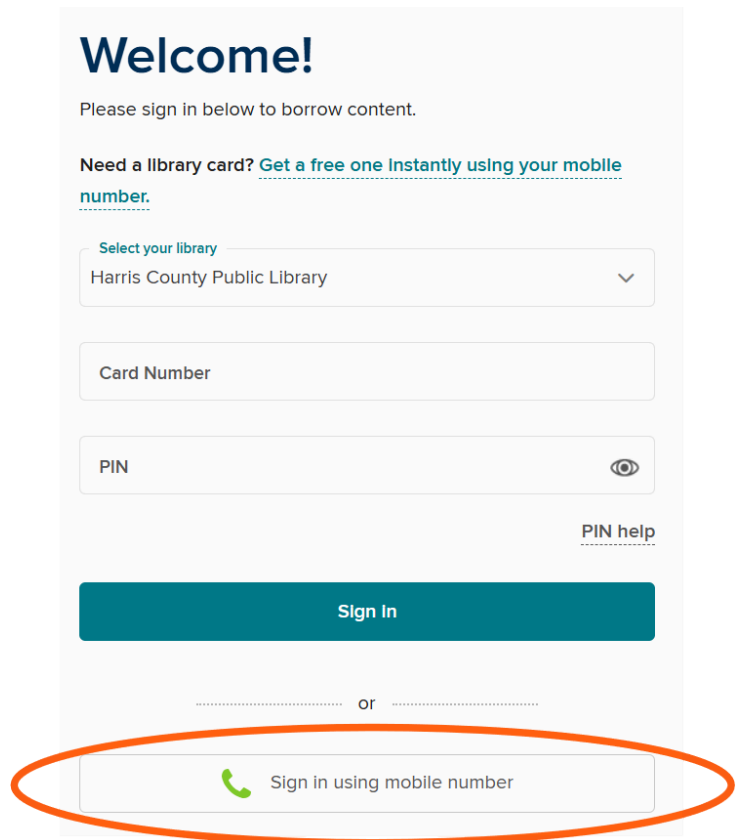
Use My Phone Number

- Type your **ten-digit phone number** into the box and **click "Next."**

- Libby will then **send you a security code via text message**.
Enter that code, **click "Sign In"** and you should once again have access to the checkouts and holds tied to your phone number

BACK

Enter your mobile phone number below. If it's eligible, we'll send a security code to your phone to sign in.

US +1   832XXXXXXX

Choose your country code, then enter your mobile phone number.

Next

Instructions for Web Browser

- Instead of entering a library card number and PIN, click the **"Sign in with a Mobile Number"** option

Welcome!

Please sign in below to borrow content.

Need a library card? Get a free one instantly using your mobile number.

Select your library
Harris County Public Library ⌄

Card Number

PIN 👁

PIN help

Sign In

or

📞 Sign in using mobile number