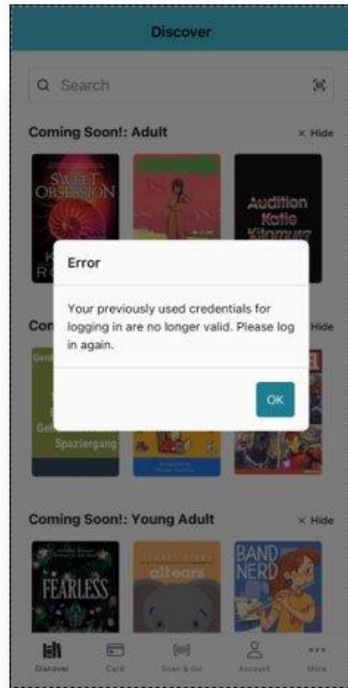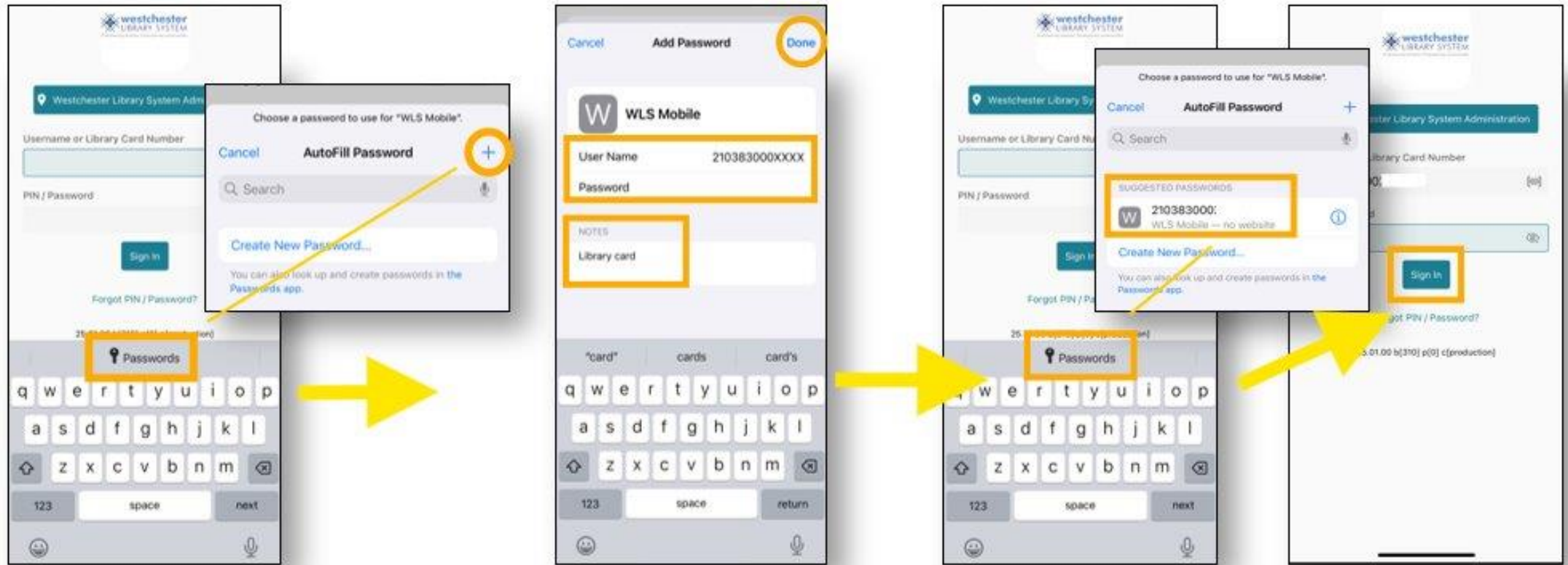# WLS Mobile App: Tips and Tricks for iPhones

A commonly reported issue with the app is Users receiving an Error message stating "Your previously used credentials for logging in are no longer valid. Please log in again."
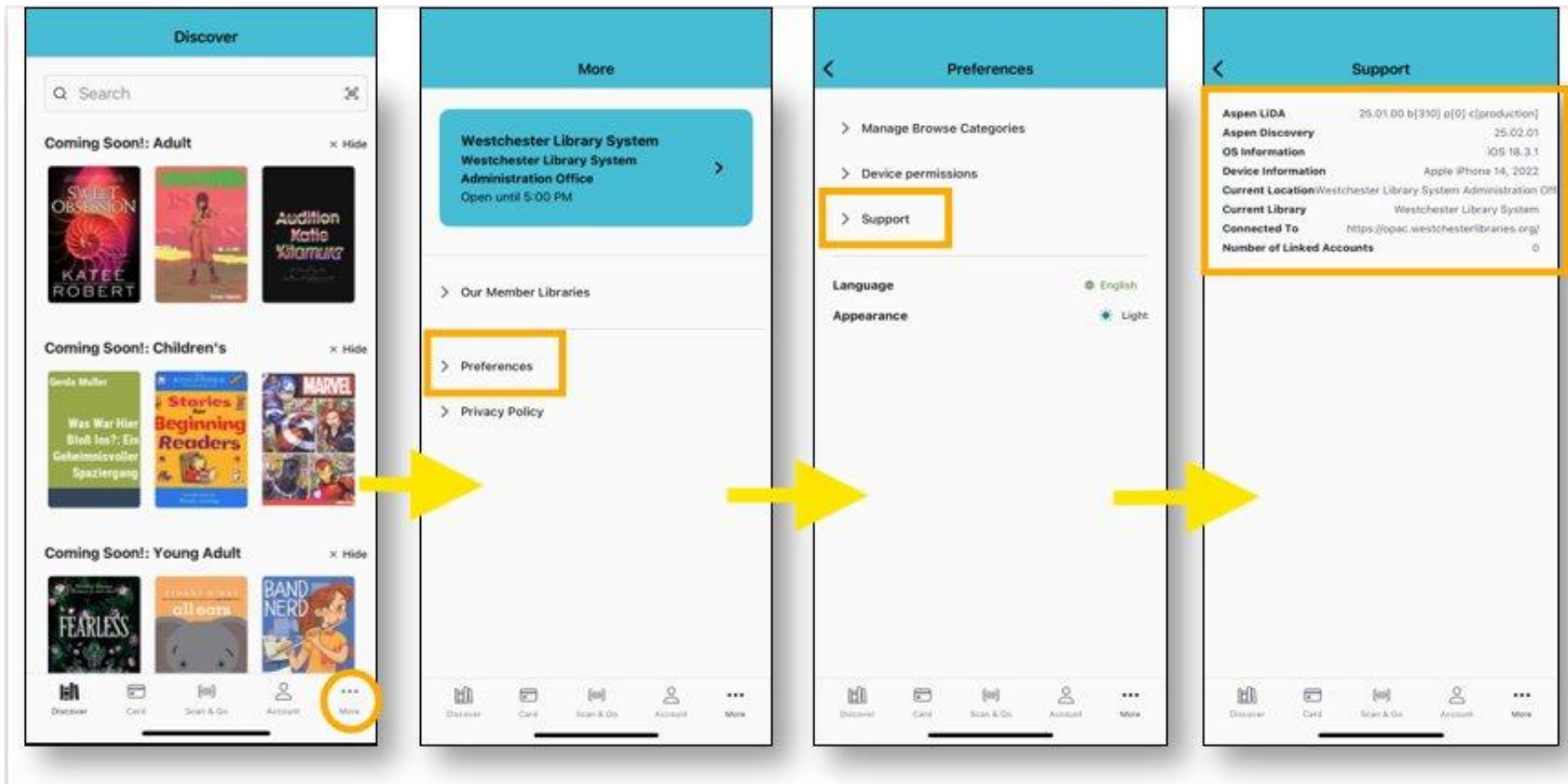
1. Saving your card credentials to your Password saver is an easy way to quickly get back in the app!
2. When logged into the app, taking a screenshot of your barcode from the Card link is a handy back-up.
3. Closing out of the app (NOT logging out) when you're finished using it is a good habit!
4. When all else fails, sometimes deleting and re-downloading the app can help fix issues.
5. Access the catalog, your account, and library card from your phone's preferred browser!

App Sign-In Options: Save Your Library Card Number & PIN to AutoFill

1.When signing in, click on the "Passwords" link found right above your phone's keyboard.

2. The Autofill Password saver will open. Click on the **blue plus sign** in the top right corner, next to "Auto Fill Password."

3. In the Username field, enter your Library Card Number. In the Password field, enter your PIN. Optional: In the Notes field, add "Library Card."

5. Click "Done."

6. Back at the Sign In box, you will have the option to autofill your Library Card Number and PIN.
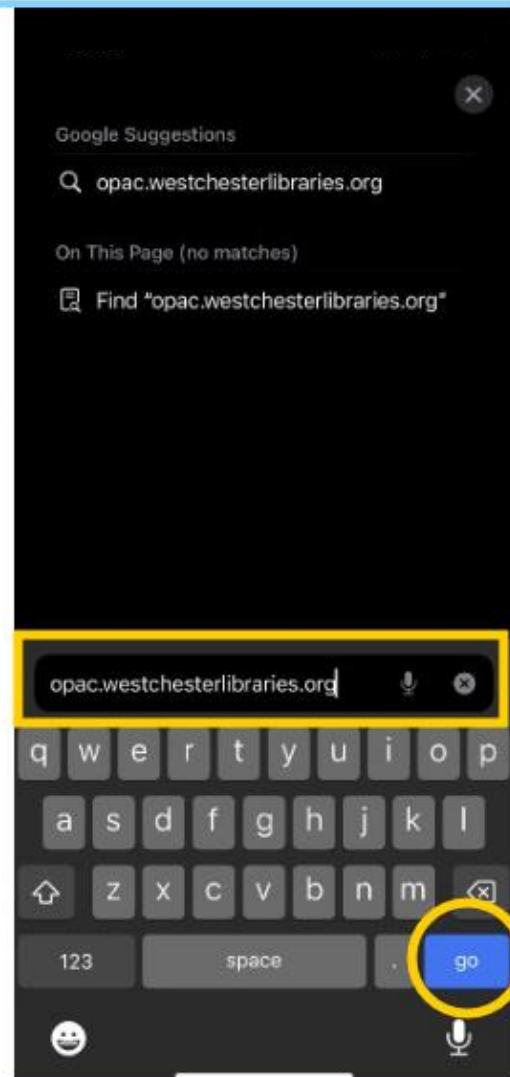
App Support

When other issues pop-up in the app – pages freeze, content won't load, or links don't work, try:

1. Opening the **More** link
2. Open Preferences
3. Open Support
4. Take a screen-shot of the Support Page. Patrons can email this screenshot to their librarian to forward to WLS IT Help Desk.
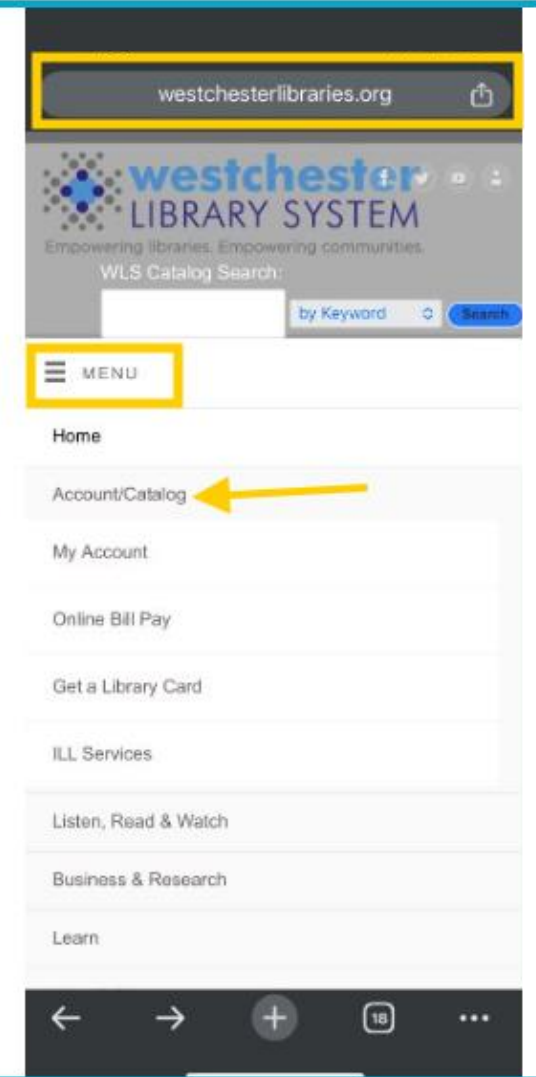
Access Your Library Barcode from the Catalog in Your Browser

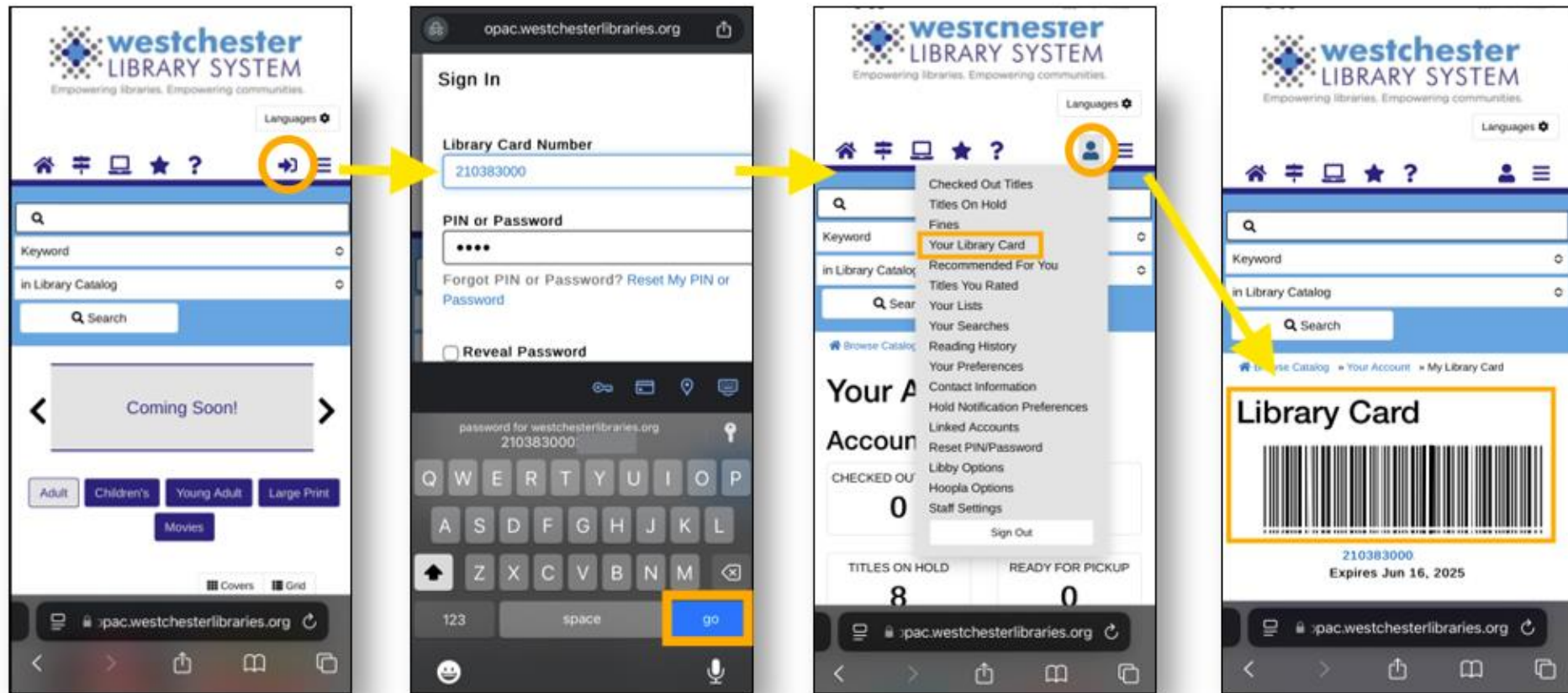**In your preferred browser, search for your library's catalog URL.**

Google Suggestions

opac.westchesterlibraries.org

On This Page (no matches)

Find "opac.westchesterlibraries.org"

opac.westchesterlibraries.org

Or....

In your preferred browser, search for your library's website and access the catalog from there!

westchesterlibraries.org

westchester
LIBRARY SYSTEM
Empowering libraries. Empowering communities.
WLS Catalog Search:
by Keyword   Search

MENU

Home

Account/Catalog

My Account

Online Bill Pay

Get a Library Card

ILL Services

Listen, Read & Watch
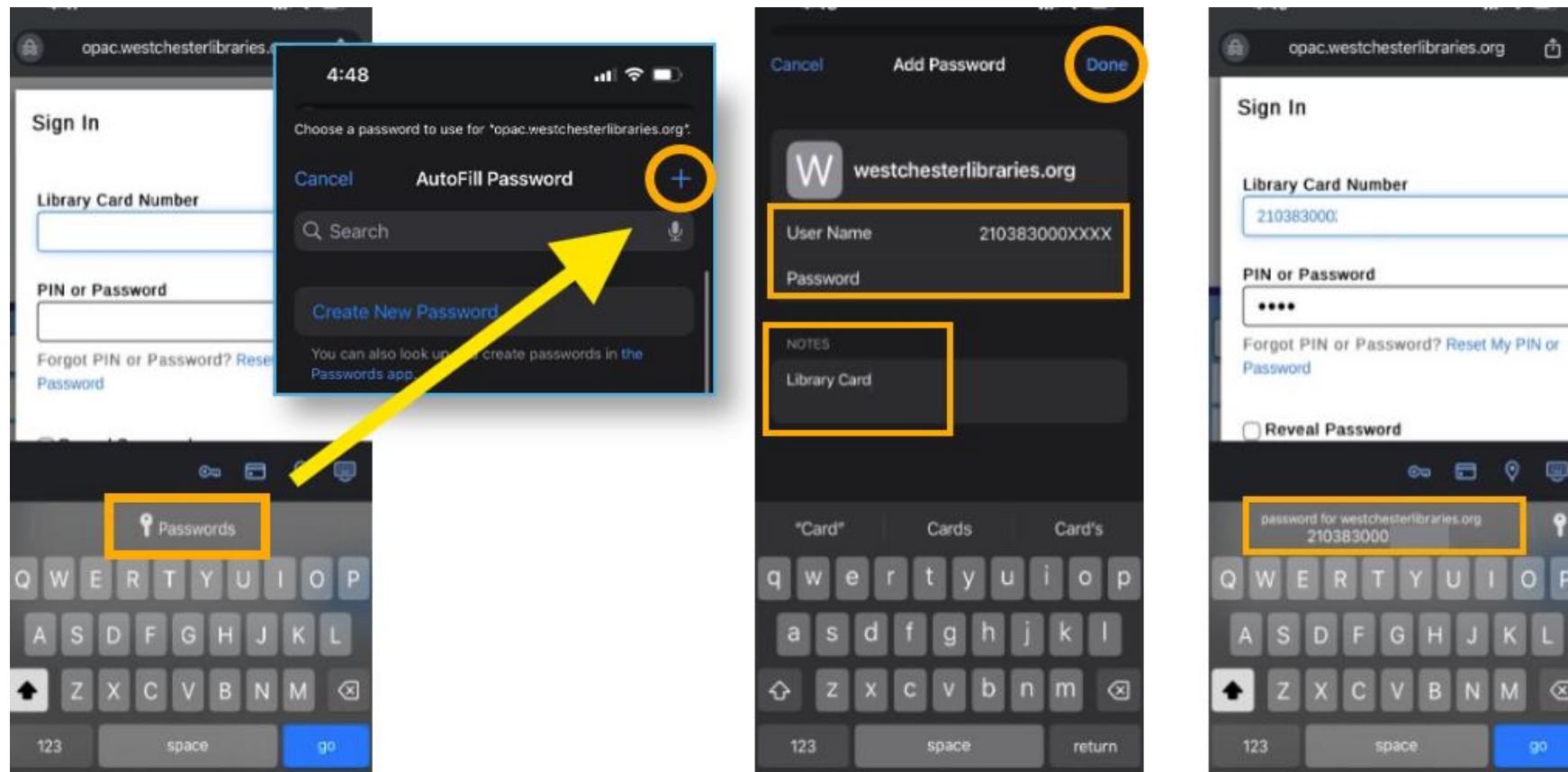
Business & Research

Learn

Access Your Library Barcode from the Catalog in Your Browser

1. In the top-right corner, click on the **blue arrow** to sign into your Library Account.
2. Enter your Library Card Number and PIN, and then click "Go."
3. Click on the Person Icon to open your Account menu.
4. Select "Your Library Card."
5. Your Library Card Barcode is scannable.
6. Optional: Take a screenshot and save to your photos for quick access at the Circulation Desk!

Save Library Card to iPhone Passwords when Using the Browser Option

1. When signing in, click on the "Passwords" link found right above your phone's keyboard.
2. The Password saver will open. Click on the **blue plus sign** in the top right corner, next to "Auto Fill Password."
3. In the Username field, enter your Library Card Number. In the Password field, enter your PIN. Optional: In the Notes field, add "Library Card."
4. Click "Done."
5. Back at the Sign In box, you will have the option to autofill your Library Card Number and PIN.