C/W MARS Evergreen:
How to Log into Your Account

> *The information in this document applies the Evergreen 2.2 — OPAC using the Template Toolkit.*

This document explains how to log into your account in the Evergreen Online Catalog.

The Basic Search Screen

To log into your account, you can start at the Basic Search page of the C/W MARS Evergreen catalog. The web address is http://bark.cwmars.org

Click on the **Log into My Account** button.

After you click on the Log into My Account button, the log in page will be displayed. In the center of the screen, you will see boxes for entering your username and password.

Enter your username exactly as it was given to you or as you chose it. Your username is case sensitive — Jsmith is not the same as jsmith.

If you use your library card number as a username, be sure to type it in correctly.

Enter your password here.

NOTE: As of this writing, a software bug in Evergreen causes the "Stay logged in?" checkbox not to work consistently. You may find that, if you check this box, you may not actually stay logged in.

If you can't remember your password, either contact your local library and ask them to reset it for you OR you can click on the **Forgot your password?** link.

Once you've filled in your username and password, click on the **Log in** button to log in. You will immediately be taken to your **My Account** page where you can manage many aspects of your library account.

If you click on the What is my password? link

If you click on the **What is my password?** link, you are brought to a page where you must enter either your library card number (barcode) OR your username so that your account can be identified.

Please enter your user name or barcode to identify your library account and request a password reset

Barcode: [   ] ← Enter EITHER your barcode OR your user name. You do not have to enter both.

User name: [   ]

Submit ← Click **Submit** when you are done.

You are immediately be sent to a page that displays the following message:

Your user name or barcode has been submitted for a password reset. If a matching account with an email address is found, you will receive an email at that address with further instructions for resetting your password.

The email that you receive will contain the following message:

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You have received this message because you, or somebody else, requested a
reset of your library system password. If you did not request a reset of
your library system password, just ignore this message and your current
password will continue to work.

If you did request a reset of your library system password, please perform
the following steps to continue the process of resetting your password:

1. Open the following link in a web browser: <there will be a hotlink for
   you to click here — in this example we have removed it.> The browser dis-
   plays a password reset form.

2. Enter your new password in the password reset form in the browser. You
   must enter the password twice to ensure that you do not make a mistake.
   If the passwords match, you will then be able to log in to your library
   system account with the new password.
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Help! I can't log into my account.

The follow is a list of common reasons why you might not be able to log into your account successfully and what to do about each of them.

1. **Mis-typed or incorrect username or password**
   Be sure that your Caps Lock key is off.
   Re-enter your username and password.
2. **Expired Account**
   Your library card has an expiration date. If you don't know it, you can get it from your local librarian. Sometimes a library card expires and the patron is not aware of it.
3. **Computer settings prevent access**
   Sometimes the internet security settings on a patron's desktop or laptop computer will prevent successful login. Adding https://bark.cwmars.org to a list of trusted sites will solve this problem.
4. **Computer firewall settings preventing access**
   Sometimes the firewall settings on a patron's computer will block successful login. The solution to this will vary, depending on which firewall is installed and operating.
5. **Password error**
   Occasionally, a patron's password in incorrectly changed at the local library. This can be remedied by contacting the local library.
6. **Attempting to log in at the wrong web site**
   C/W MARS moved to Evergreen only a few months ago. A patron may have bookmarked the old, non-Evergreen catalog and may inadvertently try to log in there. The correct catalog address is: https://bark.cwmars.org
7. **Incorrect barcode number**
   Under the old library system, many patrons had multiple library cards. Under the new system, these cards have been combined and one of the numbers made the primary number. The others are usually inactive. Inactive card numbers cannot be used to log in. Contact your local library for the active card number.
8. **Patron Account blocked or barred**
   Patron accounts can become blocked or barred for a variety of reasons. This can be resolved at the local library.

Revised: October 26, 2012, C/W MARS, Jim Keenan