Creating a Kanopy Account

To access the films on Kanopy, you will need to be a current member of a participating library. To create your account:
1) Click "Sign up" on www.kanopy.com, or on your library's Kanopy website.
2) Create your Kanopy account by clicking on one of the social login buttons (Facebook or Google), or by entering your first and last name, email address, and password.


If you sign up with your email address, you will be sent a verification email to your email address. This email will come from kanopy@kanopy.com. Click "Verify My Email" to continue your account set up.
Note: If you are not seeing this email in your inbox or spam, please contact support@kanopy.com so we can help you with this.

3) If you are creating your account via www.kanopy.com, you will need to add your library membership. Click "Find your library".
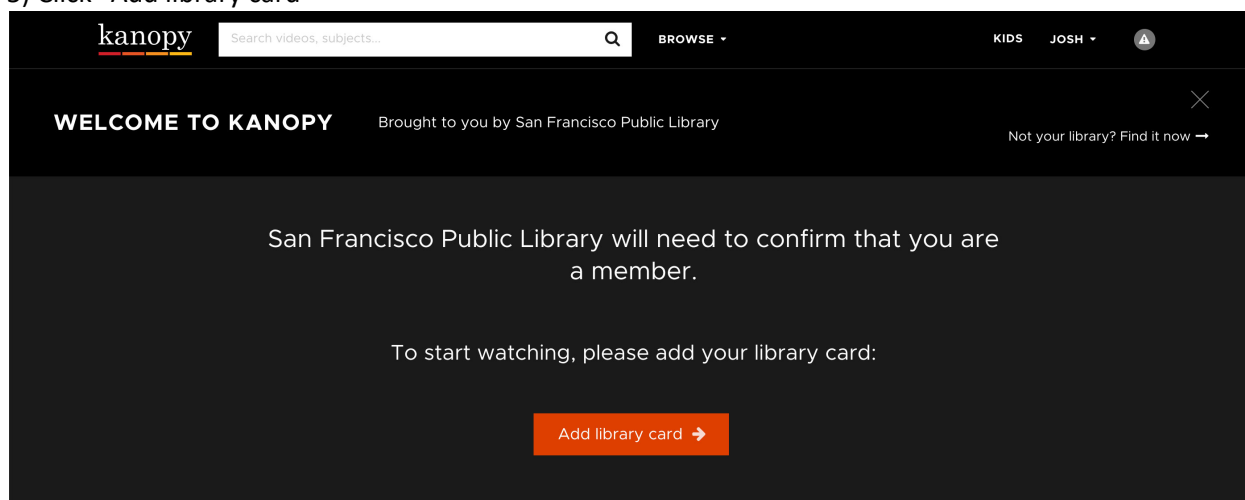
If you've created your account through your library's Kanopy website, proceed to Step 5.
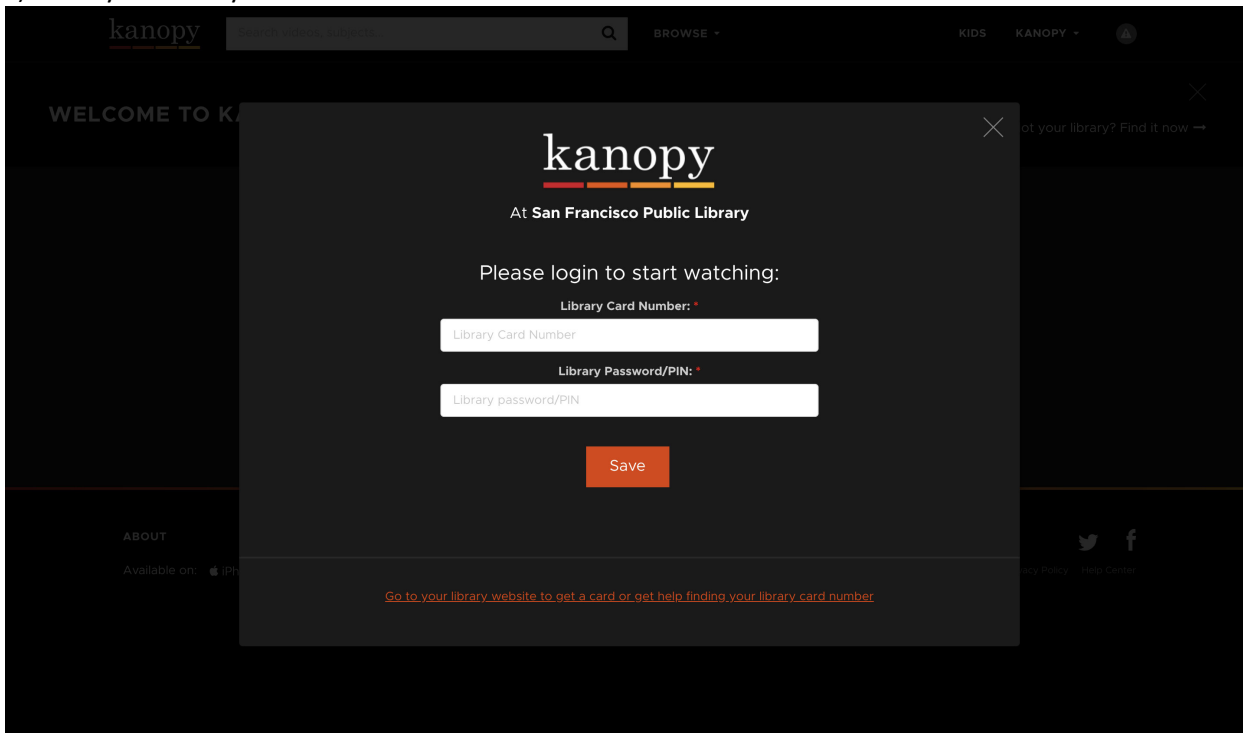
4) Select your library from the dropdown list.
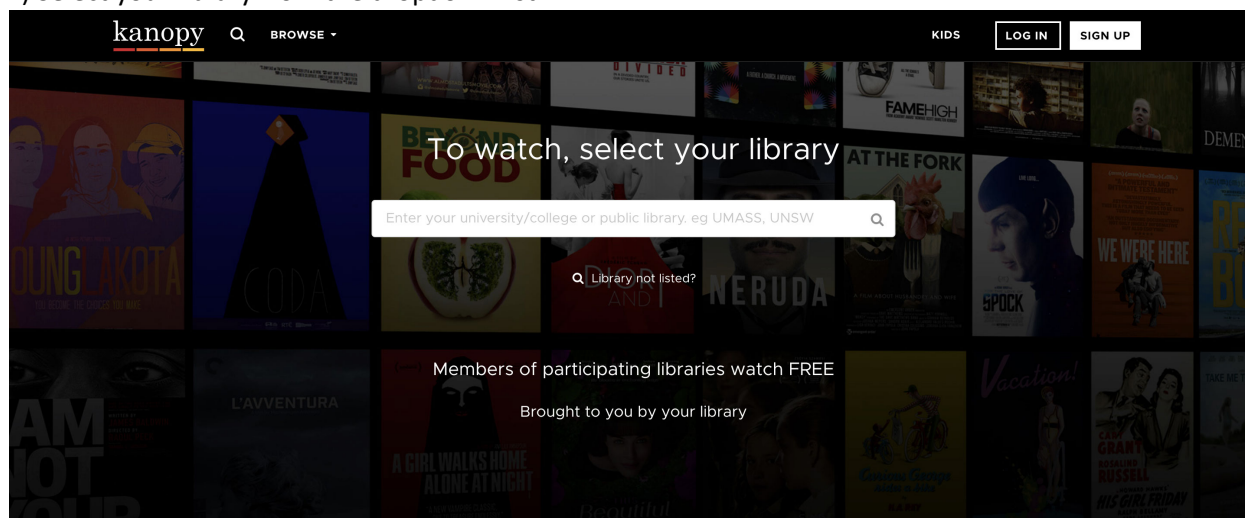
If your library offers Kanopy, you will then be redirected to your library's Kanopy page.

5) Click "Add library card"

6) Enter your library card number and PIN and click Save.

7) Once your library card has been successfully connected, you will then be shown information about how your account works. Click Watch Now at the bottom of the page to begin watching.

You are now set up! When you are signed into your account, you can access your User Dashboard from the top right. On the Dashboard, you can manage your personal profile details, Watchlist, recently watched films, comments, and more.

Common errors when adding your library card

When you add your library card number to your Kanopy account, you may encounter an error if the incorrect information has been entered or if something on your library account is preventing you from accessing. Here is an overview of the common error messages you may run into:

- **Requested record not found**
  This message displays if the library card number that has been entered does not exist at the library. Please double check that the library card number that was entered is correct, and that you are entering it into the correct library.
- **Invalid patron PIN**
  A different PIN has been entered in your Kanopy account than the one that has been set up at your library. Please double check the PIN you have entered and try again.

  If you do not recall your PIN or have never set up a PIN for your library card, please contact your library and they can help you recover it. Often, the library website will also offer tools to reset your PIN electronically.
  Please note that your library card PIN will likely be different than the password you have used to set up your Kanopy account.

- **Your library card isn't authorized to be used with Kanopy.**
  This message is typically displayed when your library card does not allow access to Kanopy. This can be due to fines, the type of card you have, or an expired library account, but the best way to find out more information is to contact your library. They will

be able to pull up your library account and let you know why you are unable to access Kanopy and provide information on how to resolve this.

- **It looks like this library card is already registered with an existing Kanopy account (e***l@g****.com). Please check your email address and try again.**
  This error occurs when your library card number has already been added to a different Kanopy account. You will be given a hint as to what email address the account is using in the error message.

  To resolve, log out of the account that you are currently signed into. Then, log in using the email address that was provided in the error message. Once you have logged in using the appropriate email address, you will be able to proceed with watching films on Kanopy.
  If the email address displayed does not belong to you and you suspect someone may be using your library card number, please contact us at support@kanopy.com.

- **Library card/password not recognized, or account blocked**
  Depending on how your library has set up their authentication with Kanopy, this message can mean any of the above. If you are certain that you are entering the correct library card number and PIN and you are still receiving this error message, it would be best to contact your library to learn more information about what is causing this.

  Please be aware that when you add your library card number to your Kanopy account, your information is checked against your library's authentication system. We are unable to manually validate any library memberships without going through your library's authentication.
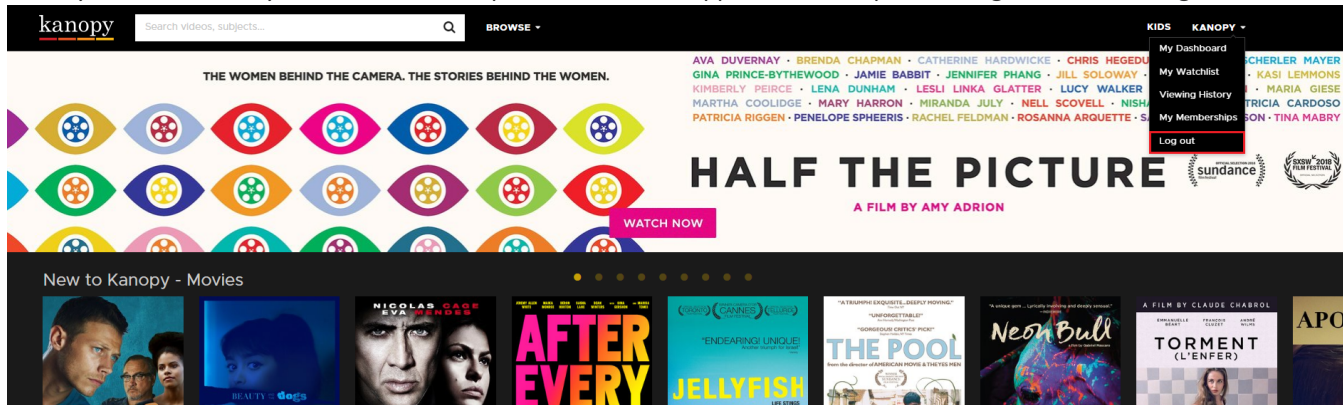
How to log out of your account

From a computer

When you are signed into your Kanopy account, you will see your name at the top right of the page:
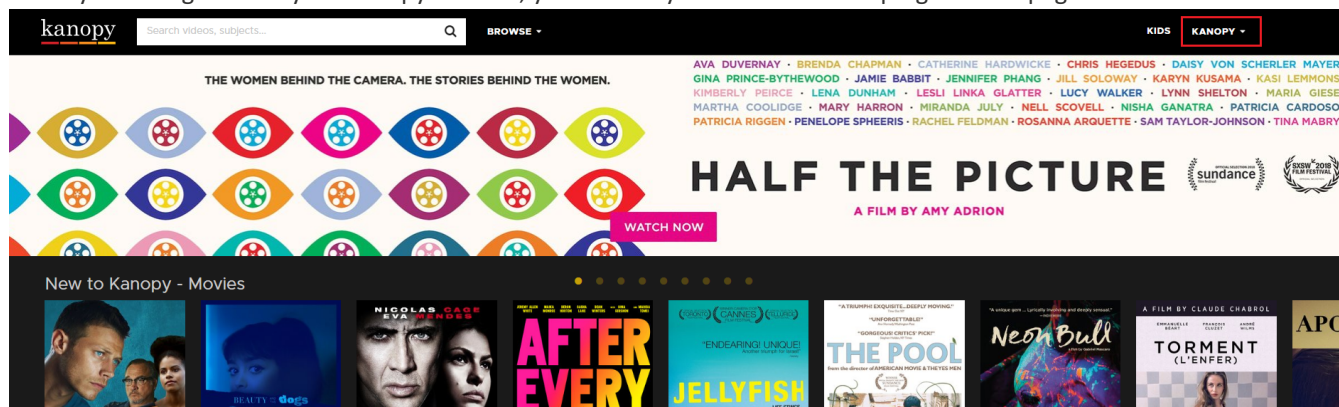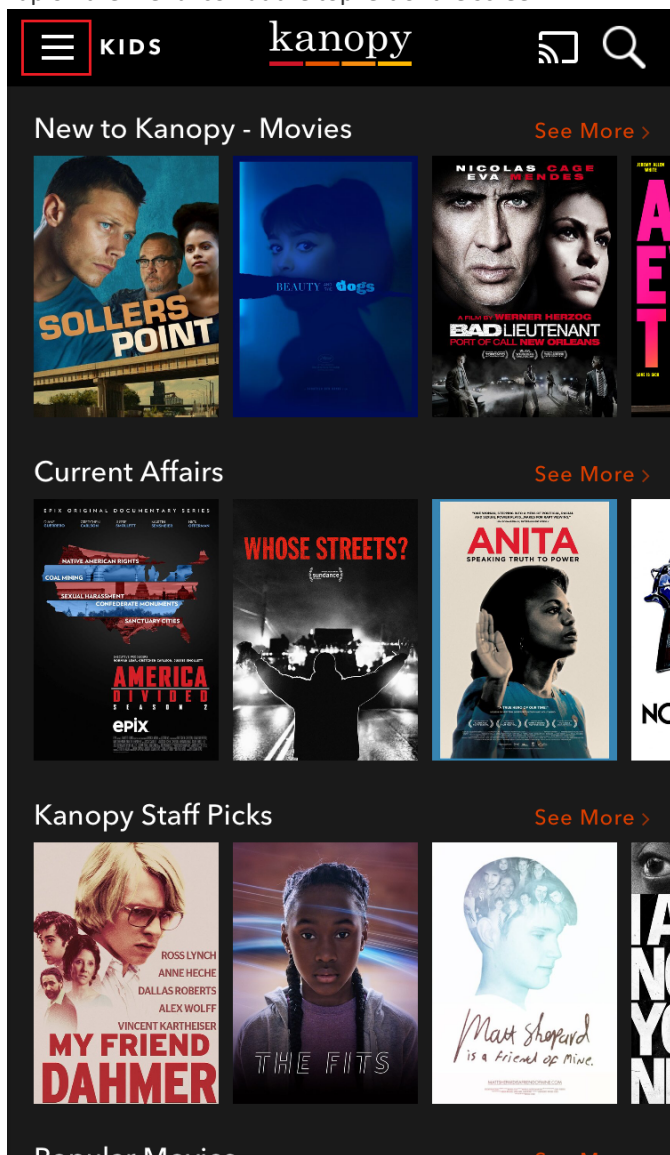
Hover your mouse over your name and a drop down menu will appear with an option to Log Out. Click on Log out:

From the mobile app

Tap on the menu icon at the top left of the screen:

Scroll to the bottom of the menu that appears and select Sign Out:

Education

Global Studies & Languages

Health

Media & Communications

Sciences

Social Sciences

Instructional Films and Lessons

Staff Picks

Profile

Settings

Link Your Device

Sign Out

See More >

See More >

See More >