Guide for Patrons to Check Out an ABCmouse Library Account Online

This step-by-step guide is intended to assist patrons in checking out an ABCmouse account using a web browser on a desktop computer or a mobile device.

**Step 1:** Visit [www.abcmouse.com/checkout](http://www.abcmouse.com/checkout) and click on the red Check Out Account button.

**Step 2:** Select your library branch followed by the your library card number. Click on the blue **Submit** button to complete the check-out process.

**Step 3:** Save the ABCmouse account information (for new users only) and begin using ABCmouse:

**New ABCmouse Users:**

Patrons who are new to ABCmouse will be presented with an account confirmation page showing a temporary ABCmouse username and password. We recommend writing these down or taking a photo for future reference, as it is associated with your library card number. Tap on the **Continue** button below to continue to the ABCmouse home page. **Please Note:** We encourage patrons to visit the Parent Section and then click Update Profile so they can replace the temporary log-in information with their own email address and a password of their choice.

**Returning ABCmouse Users (renew):**

Patrons who have previously checked out an ABCmouse account can renew their access by entering their library card number into the same check-out page. If check-out is successful, the App will immediately show the logged in ABCmouse account belonging to the patron. **Please Note:** You must use the same library card number, otherwise you will not be able to access your previous account.
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Frequency Asked Questions

I entered my library card number, but it fails to check-out.
Patrons can only check out one ABCmouse account per check-out period (usually 3-4 weeks).

Can families with multiple children check out ABCmouse accounts?
Yes, families who have library cards for each child can check out multiple ABCmouse accounts. But we also provide the option of adding up to two additional children (3 children total) on one ABCmouse account, each with their own profile, avatar, etc.

Can I check out an ABCmouse account on a mobile device?
Yes, you may do so by first downloading the mobile App from Apple App Store or Google Play and then checking out an ABCmouse account at www.abcmouse.com/checkout.

Can I access an ABCmouse account on a mobile device if I checked out that account with a laptop or desktop computer?
Yes, you may use your ABCmouse account on mobile devices by first downloading the mobile App from Apple App Store or Google Play, visiting www.abcmouse.com/checkout, clicking the Log In button in the upper-right corner of the home checkout page, and then logging in with your email address and password.

Does ABCmouse work on a Chromebook?
Yes, you may use ABCmouse on a Chromebook via a web browser.

I am having trouble with checking out ABCmouse accounts, who can I contact?
You may contact the ABCmouse administrator at your library, or one of our Customer Support representatives will be happy to assist you:
866-779-1872 (Monday-Friday, 8am-5pm PST) or BLHSupport@ABCmouse.com

What are the minimum system requirements for a computer or mobile device using ABCmouse?

- **PC Desktop/Laptop Computers** – Quad-core CPU (AMD or Intel), Windows 10, 4GB RAM, 100GB storage, Chrome, Edge, Firefox (latest), IE11.

- **Mac Desktop/Laptop Computers** - Quad-core CPU (Intel), MacOS, 4GB RAM, 100GB storage, Chrome, Firefox (latest), Safari.

- **Chromebooks** - Quad-core CPU (1.6GHz+), ChromeOS, 4GB RAM, 32GB storage, Chrome (latest).

- **Android mobile devices** - Quad-core CPU (2GHz+), Android 7+, 2GB+ RAM, 32GB storage, 802.11 a,b,n.

- **Apple mobile devices** - Dual-core CPU (1.4GHz+), iOS 12+, 1GB RAM, 16GB+ storage, 802.11 a,b,n.