Summer Challenge 2021 Customer FAQs

Can I use both the mobile app and the web version?

Yes! The mobile app syncs all of your challenges with the web version.

I'm trying to register online and received this message: "Hmm, looks like someone else is using that email."

You might see this message if you have previously participated in reading challenges at the Library. For example:

- You, or perhaps a family member, may have already registered for an online account using this email address (likely for a previous reading challenge); or

- You participated in a previous reading challenge (perhaps using a paper gameboard or a booklet), and you provided your email address as a way to contact you if you won a prize.

This means that you may already have an account and simply need to reset (or set up) your password. Please see the next question for steps on resetting your password.

What if I forgot my password or have problems logging in?

Go to the Sign In page, and click on the **Forgot Your Password** link. Enter your email address, then click on the *Reset Password* box. Next, check your email account -- look for the "Reset password instructions" message from **hello@beanstack.org**, and follow the link in the email message to reset your password. (If you don't find the email message, check your spam/junk folder.)

How do I update my account information or password?

Sign In to your account. Click on the little "gear" icon in the top right corner of the page, and select **Edit Account**. From there, you can update your account information and change your password.

How do I add a Reader to my account?

Sign In to your account. Click on your name/initials in the top right corner to see any Readers that are currently attached to your account. To add another Reader, select **Add a Reader** and follow the instructions to fill in the new Reader's information.

How do I edit a Reader's information?

Sign In to your account. Click on the Reader's name/initials that appear in the top right corner and select the Reader whose information you wish to edit -- so you see their name/initials at the top of the page.

Next, select the Reader's name/initials at the top of the page, then select the little "pencil" icon next to their name. You can then customize notification preferences, or click on **Basic Information** to update age, grade, school, etc. Be sure to click **Save**!

St.Charles City-County **Library**

How do I log activities for a Reader?

Sign In to your account and select the Reader at the top of the page for whom you are logging activities. Activity badges that have not yet been completed will be grayed out. Find the activity badge that you want to log and select it to see the activity or activities to complete.

How do I redeem my prizes?

You will be notified by email each time your Readers earn a prize. Once you have been notified, stop by the library and pick up your prizes!

Why am I not receiving emails when I earn a prize?

Make sure email notifications are enabled for each Reader on your account. Follow the steps in *How do I edit a Reader's information* (above) to turn Readers' email notifications on or off.

How does Beanstack use my information when I create an account?

You can learn about Beanstack's privacy policy here: https://www.beanstack.com/privacy