

Beanstack Help

Frequently Asked Questions

Do we need to make a new Beanstack Account every year?

No. The account you created previously should still be there. Click the **Log in** button and use the *Forgot Your Username?* and *Forgot Your Password?* links if you do not recall this information.

I don't remember my user name or password.

The system can assist you with retrieving your information. Click the **Log in** button and use the *Forgot Your Username?* and *Forgot Your Password?* links if you do not recall this information.. If you need further assistance, please visit the Reference or Youth Services desks. You will need to bring the library card used to create the account.

I'm trying to sign up and I'm getting a message that the phone number or email I entered is already being used.

It is very likely that you already have a Beanstack Account! Click the **Log in** button and use the *Forgot Your Username?* and *Forgot Your Password?* links if you do not recall this information.

We used Beanstack at my previous library. Can I use the same account?

You will need to create a new Beanstack account in order to enroll in Frankfort Library reading programs.

My children don't have their own library cards. Can I still sign them up?

Yes. You can register a child using their parent or legal guardian's Frankfort library card. You are also welcome to visit our Circulation desk and get library cards for your children—we don't have any age restriction for library cards!

I'm registering my child for summer reading. Do I use the grade that they just completed or the grade that they will be starting in the fall?

Use the grade that your child will be starting in the fall.

Beanstack Mobile App Tutorials

[How do I create an Account in the mobile app?](#)

[How do I view and participate in Reading Challenges on the mobile app?](#)

[How do I log reading on the mobile app?](#)

[How do I log activities on the mobile app?](#)

[How do I add, edit, or switch Reader on the mobile app?](#)

[How do I add, edit, or switch Accounts on the mobile app?](#)

Beanstack Web Tutorials

[How do I create an Account?](#)

[How do I log reading?](#)

[How do I make changes to my Account or Reader information?](#)



FRANKFORT
PUBLIC LIBRARY DISTRICT
21119 S. Pfeiffer Road Frankfort, IL 60423
815-469-2423 www.frankfortlibrary.org