

Account Linking FAQs

- **Why is a two-way passphrase exchange required?**

The time-limited passphrase adds an extra security layer, reducing the risk of unauthorized access. This method is more secure than static credentials like barcodes and PINs, which can be easily shared or compromised.

If you need to disconnect, you won't have to change your barcode or PIN.

- **Does Account Linking support multi-step connections?**

No. Account Linking only supports direct, one-step connections.

Example: Beatriz is connected to Eric, and Alex is connected to Beatriz. Alex cannot see Eric's account.

- **How do I remove a passphrase?**

Passphrases automatically expire after 7 days. You can update your passphrase at any time to prevent old ones from connecting.

To disconnect, use the ellipsis menu on the Connected Accounts tile next to the patron's name. Depending on your Admin configuration, minors may or may not be allowed to disconnect.

- **What's the difference between Account Linking and Sierra's Linked Patron/Polaris Patron Association?**

- **Sierra's Linked Patron:** Sue wishes to help Mike manage his library activity. She can't link their accounts on her own, so she requests help from the library. A staff member establishes the link between the accounts. After the link is created, staff can check out Mike's held items on Sue's behalf. Sue can't see the connection in her account because Sierra doesn't display it to patrons. She also can't view or manage his checkouts, holds or account info online. Staff can access Mike's account while viewing linked records, but Sue can't use her own account to check out Mike's items. Any change or removal of the link must be done by staff.

- **Vega Discover Account Linking:** Sue and Mike can establish account linking via their respective Account Portals in Vega Discover without staff assistance. If Sue (the sender in this example) chooses a one-way connection, she can view and renew checked out items, manage holds, bookmarks, saved searches, and edit account details for either account. Mike doesn't see any of Sue's details. If Sue chooses a two-way connection, Sue and Mike can both view and manage each other's account information. They can view and renew checkouts, manage holds, bookmarks, saved searches, and edit account details for either account.

Action	Visible to 1-Way Receiver	Visible to 2-Way Receiver
Overview Page	Yes + Sender can view	Yes + can view Sender
Holds/Checkouts (view and renew checkouts, manage holds)	Yes + Sender can edit	Yes + can edit Sender
Place new holds on behalf of a linked account	No	No
Account Details (reading history, address, phone, etc.)	Yes + Sender can edit	Yes + can edit Sender
Preferences (saved search, default catalog)	Yes + Sender can edit	Yes + can edit Sender
Change Default Catalog (Adult)	Yes + Sender can edit	Yes + can edit Sender
Change Default Catalog (Minor)	No + Sender can edit	NA
Bookmarks and saved searches	Yes + Sender can edit	Yes + can edit Sender

- **If I've linked accounts in Vega Mobile, do I need to link them again in Vega Discover?**
Yes. Currently, account linking is managed separately in Vega Mobile and Vega Discover, so you'll need to link accounts in both. In the future, linking will be unified, and patrons will only need to link once.

- **After linking accounts in Vega Discover, will the shared view of checkouts or bills/fines appear in Vega Mobile?**

No. Linking accounts in Vega Discover does not change the experience in Vega Mobile. The Mobile app will remain the same after the January release. In the future, both platforms will provide a consistent, shared view.