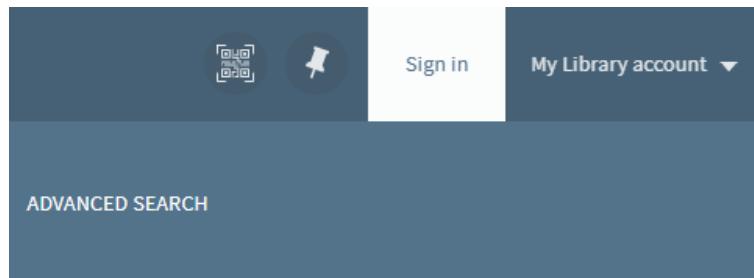


## User guide for Online Payments

This is a guide for those wishing to settle their Library debt online. To do so they must go through the following steps:

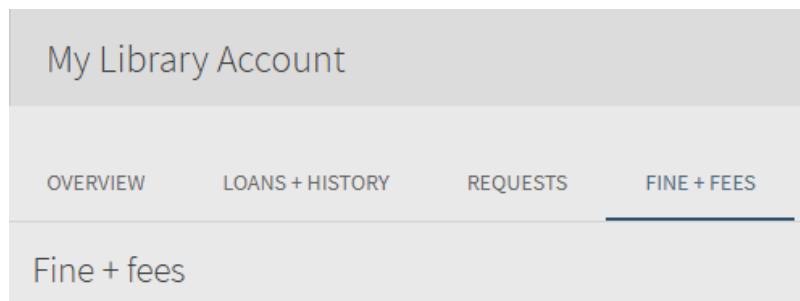
### Step 1) Check how much you owe

This can be found on your Library Account. First go to: <https://keele.primo.exlibrisgroup.com/> and log in with your Library details



(If you cannot remember your details please contact the Library for help, 01782 79500, [health.library@keele.ac.uk](mailto:health.library@keele.ac.uk))

Next, click on 'My Library Account' and navigate to the Fines & Fees page. This should tell you how much you owe.



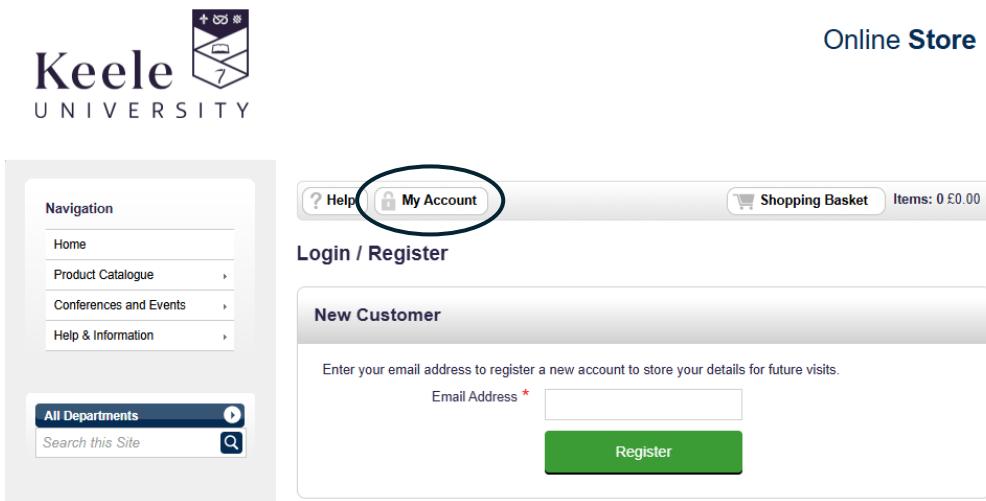
## Step 2) Go to the payment website

**NHS Patrons** should go to: <https://estore.keele.ac.uk/product-catalogue/library/library/health-library-account-charges>

**Keele Patrons** should go to: <https://estore.keele.ac.uk/product-catalogue/library/library/campus-library-account-charges>

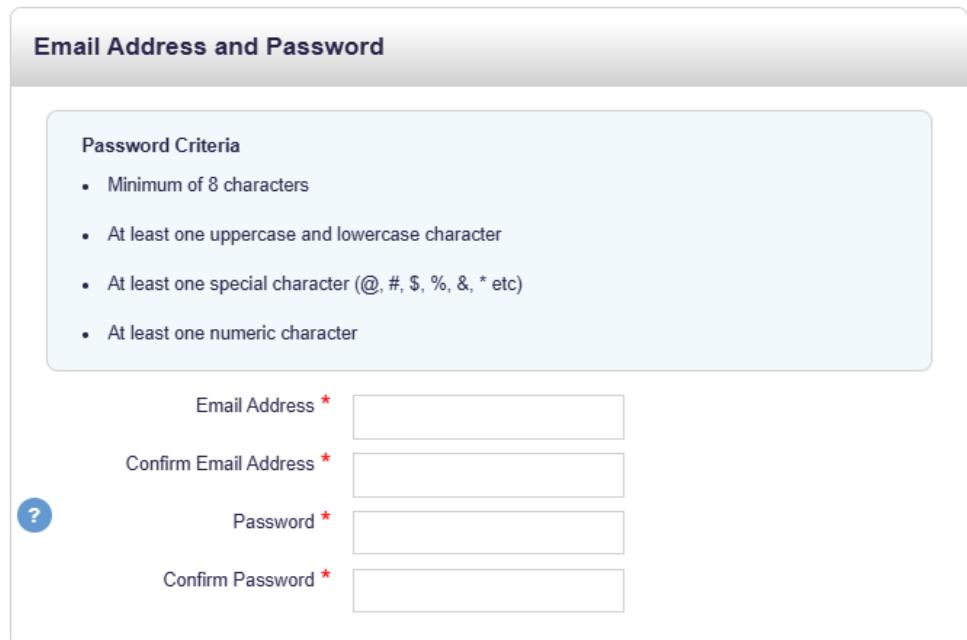
## Step 3) Create a Keele Online Shop Account (First Time Only)

This will include your name, email address, home address and phone number



The screenshot shows the Keele University Online Store homepage. The Keele University logo is at the top left. At the top right, it says "Online Store". Below the logo is a navigation menu with links to Home, Product Catalogue, Conferences and Events, and Help & Information. There is also a "All Departments" dropdown and a search bar. At the top center, there are links for "Help", "My Account" (which is circled in red), and "Logout". To the right of these is a "Shopping Basket" with "Items: 0 £0.00". Below the top navigation is a "Login / Register" section. Under "Login / Register" is a "New Customer" section with the instruction "Enter your email address to register a new account to store your details for future visits." It has a text input field for "Email Address \*", a "Register" button, and a "Forgot Password" link.

### Register New Account



The screenshot shows the "Email Address and Password" registration form. At the top, it says "Email Address and Password". Below that is a "Password Criteria" section with the following bullet points: "Minimum of 8 characters", "At least one uppercase and lowercase character", "At least one special character (@, #, \$, %, &, \* etc)", and "At least one numeric character". Below the password criteria are fields for "Email Address \*", "Confirm Email Address \*", "Password \*", and "Confirm Password \*". Each of these fields has a red asterisk indicating they are required. There is also a question mark icon in a blue circle next to the "Password \*" field.

## Your Details

Title *	<input type="text" value="Please Select"/>
First Name *	<input type="text"/>
Last Name *	<input type="text"/>
Contact Telephone Number *	<input type="text"/>
Company / Organisation	<input type="text"/>
Student Number	<input type="text"/>

(You can leave the Student Number box blank if you are not a Keele Student)

## Your Address

Address Name (e.g Home or \*  
Work)

This will be used as a title to describe your  
saved address when you return.

 Find address by using your postcode

(\*) Required fields

Country or Region *	<input type="text" value="UNITED KINGDOM"/>
Address 1 *	<input type="text"/>
Address 2	<input type="text"/>
Town / City *	<input type="text"/>
County / State	<input type="text"/>
Postcode *	<input type="text"/>
>Contact Number Dialing Code *	<input type="text" value="UNITED KINGDOM +44"/>
Contact Number *	<input type="text"/>

## Step 4) Input the correct amount of charges and Pay

The amount is the one stated on your overdue letter or on your Library Account

**Health Library - Account Charges**

 NHS  
Health Libraries for North Staffordshire  


Amount (£)  - 1 + Add to Basket »

**Description**  
For our NHS and other Library members to pay charges on overdue items or interlibrary loan requests. Please check your library account for any charges on overdue items or interlibrary loan requests and make your payment here.

You will need to amend the amount before making payment.

**Detailed Description**  
Login to your library account using the link below:  
[Login to your Library Account](#) (select "sign in" towards the right top corner of the screen, then login using "NHS and other users")  
Please allow at least 24 hours for your library account charges to be updated.  
For more help contact [health.library@keele.ac.uk](mailto:health.library@keele.ac.uk)

Once you proceed the payment, you will then be asked for **the name on your Library Account** and **your Library Card number**. These are vitally important, as otherwise we may not be able to attribute the payment to the right account.

**Health Library - Account Charges**

**Confirmation of Details**

NAME OF LIBRARY MEMBER \*

? LIBRARY CARD NUMBER \*

**Please allow 24 hours for processing and confirmation of payment.**