

## Web User: PIN Reminder

Users can now submit a PIN Reminder request on the Web.

A “Forgot your PIN?” link has been added to the Sign-In page to support users who want to log into SmartFindExpress, but have forgotten their PIN. The PIN reminder link is located next to the PIN field.



The screenshot shows a sign-in form with a green background. At the top left, there is a logo and the text "SIGN IN". Below this are two input fields. The first field is labeled "Access ID". The second field is labeled "PIN" and has a link "Forgot your PIN?" next to it. Below the input fields is a "Submit" button.

When the “Forgot your PIN?” link is selected, the system displays the PIN Reminder Request page. The user must enter their Access ID and the security code displayed on the page.

**Note:** *The user must be registered with the system to use this option.*



The screenshot shows a page titled "Forgot your PIN?". Below the title, there is a message: "Please enter your Access ID and the security code shown below. Your PIN will be sent to the email address on your profile." There are two input fields. The first is labeled "\*Access ID:" and the second is labeled "\*For security, please enter the code shown above:". Below the second input field is a security code image showing the characters "K G E O U B". At the bottom of the form are "Submit" and "Back" buttons.

If the submitted information is valid, the system sends the user an email containing their PIN. This information will enable the user to successfully log into SmartFindExpress. The email is sent to the email address in the user’s profile.

**Note:** *If the user does not have their email address in their profile, an error message will display on the screen that no email can be sent. If the user has not yet registered with the system by phone, an error message will display on the screen that they must be registered by phone and to contact their System Administrator. If the user enters the security code incorrectly AND/OR enters an invalid Access ID, an error message will display on the screen along with a new security code image so they can re-enter the required information.*