Provider – How to Add or Change a PIN



Purpose: This guide provides step-by-step instructions for providers or consumers to add or change their PIN (Personal Identification Number) in OR PTC DCI.

*A new PIN can be added when a provider or consumer is new to the system and would like to use a PIN for logging into the mobile app, clocking in on a landline, or verifying time at sign off.

*A change in PIN is when the user already has a PIN and would like to change the 4-digit PIN to a new number.

Note: Any time an authentication reset is done, the PIN must be updated.

Outcome: Consumer or provider will be able to add or change their PIN to use when logging into the OR PTC DCI mobile app or landline.

Steps to complete process:

#	Description	Relevant Screenshot/Link
		Website Link: <u>orptc.dcisoftware.com</u>
1	Log into OR PTC DCI with your username and password.	
		Sign In
		Username Password
		Remember me Forgot your password? Sign In
		1 Sign In

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2 3	Steps to add a PIN: From the home page, click on your username in the top right corner of the page. Click 'Settings'	Help 2 peter.brady English peter.brady Settings CLogout Add Entry
4 5 6 7	Click 'ADD NEW PIN'. Enter a 4-digit PIN. Re-enter the same 4-digit PIN. Click 'Add New Pin'.	ADD NEW PIN 4 CHANGE SECURITY QUESTION CHANGE EMAIL VERIFY MOBILE Add New Pin:* 4567 Cancel Add New Pin
8	An Alert will display "Are you sure you want to add new pin?" Click 'Yes'. A green bar will display, 'Pin Added Successfully!'.	Add New Pin Alert × Are you sure you want to add new pin? No Yes Pin Added Successfully!

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4.A 5.A 6.A	Steps to change a PIN: Follow Step 1 through 3 above, then. Click on 'CHANGE PIN'. Enter your password. Click 'Verify'.	CHANGE PIN 4.A Verify Password CHANGE SECURITY QUESTION CHANGE EMAIL CHANGE EMAIL CHANGE EMAIL CHANGE MAIL CHANGE MAIL
7.A 8.A 9.A 10.A	Enter a new 4-digit PIN. Re-enter the same new 4-digit PIN. Click 'Change Pin'. An Alert will display "Are you sure you want to add a new pin?" Click 'Yes'. A green bar will display, 'Pin Changed Successfully!'.	CHANGE PIN Change Pin CHANGE SECURITY QUESTION CHANGE EMAIL VERIFY MOBILE Add New Pin Alert Are you sure you want to add new pin? IO.A Ves Pin Changed Successfully! X