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 |