

# Reset IVR PIN through eServices

Settings  
Bob Smith  
Bobs#1@yahoo.com  
Last logged on Nov 6 2018

Alerts  
There are no alerts

- I want to
- Change IVR PIN
  - Update alien ID
  - Update contact information
  - Update correspondence preference
  - Update payment information

The following are the steps to **Change Your IVR PIN:**

1. Click on Settings and select **Update**.
2. Look under the I want to section and click Change IVR PIN
3. Select Yes
4. Enter in new four digit PIN & confirm PIN
5. Click Submit
6. See Confirmation, Click Home

### Change IVR PIN

Would you like to change your IVR PIN?

Yes

No

3

Your PIN:

- PIN must be four digits long
- PIN must not be all the same digit
- PIN must not contain letters
- PIN must not be birth year
- PIN must not be birth month followed by birth day

Please enter your new four-digit PIN:

4

Confirm PIN

5

Submit

Cancel



Change Confirmed

### Confirmation

#### Confirmation

We will process your request to reset your IVR PIN within 24 hours. When you call, you will be prompted to reset your PIN.

Home