How to reset PIN code to the token for a CitiDirect® user

In the event that a user has forgotten his or her individual PIN code, this code can be recovered (reset). This option can only be used if the PIN code to the token has not been changed by the user.

- 1. In order to reset your PIN, select the tab Self Service.
- **2.** Go to Users & Entitlements.



Create

Authorize

Modify/Repair

All Users

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Users

Access Profiles

User Entitlements

Bulk User Credential

3. Move the cursor smoothly to the right. At the bottom of the column, select All Users.

- **4.** On the user list, click on the appropriate name. In the user profile, go to Credentials (login details).
- **5.** Click on the arrow in the window Action to drop down the list of available options.
- 6. Select Get New Safeword ID Email PIN.
- 7. At the bottom of the page click on Submit.
- 8. The system will show you the standard AML Policy message. Select No.



Note: To reset PIN, as in the case of any action by a Security Manager, authorization by the other Security Manager of the system is required. Changes must be approved from the tab Users & Entitlements \rightarrow Users \rightarrow Authorization.

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