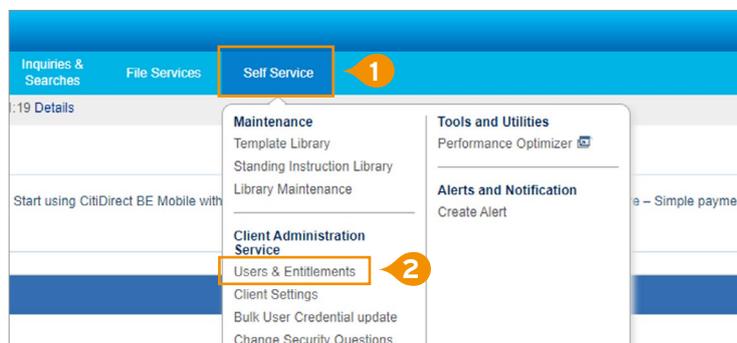


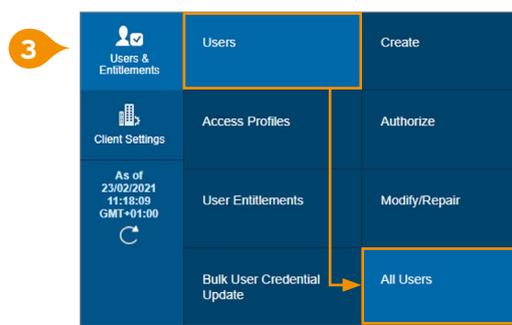
## How to reset PIN code to the token for a CitiDirect® user

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.

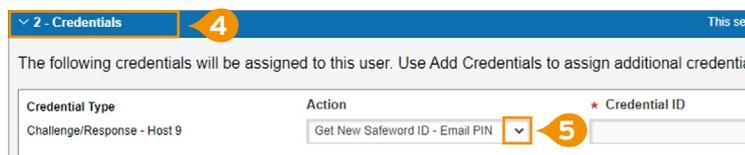
1. In order to reset your PIN, select the tab **Self Service**.
2. Go to **Users & Entitlements**.
3. Move the cursor smoothly to the right. At the bottom of the column, select **All Users**.



4. On the user list, click on the appropriate name. In the user profile, go to **Credentials** (login details).



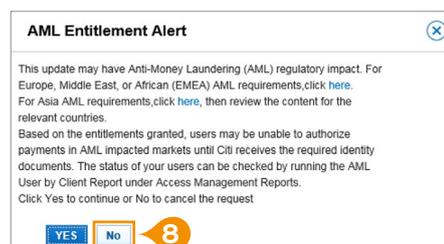
5. Click on the arrow in the window **Action** to drop down the list of available options.
6. Select **Get New Safeword ID - Email PIN**.



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 –Users → Authorization**.