## Cardholder Functionality to View and Manage PIN Online through the CentreSuite System

Only users with direct access to and are the owner of their card account will be able to view and/or maintain their PIN. This functionality will also be blocked through an emulation session, as this will ensure the privacy of the PIN.

The Manage PIN option will be accessed from the CentreSuite home page within the View Accounts Details box. The link will display as "Manage PIN".
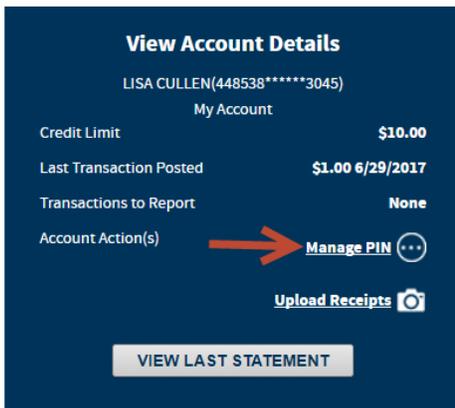
Click on the "Manage PIN" link to expand the options. Users will see View PIN and Change PIN links. Below is an example of what will be displayed:
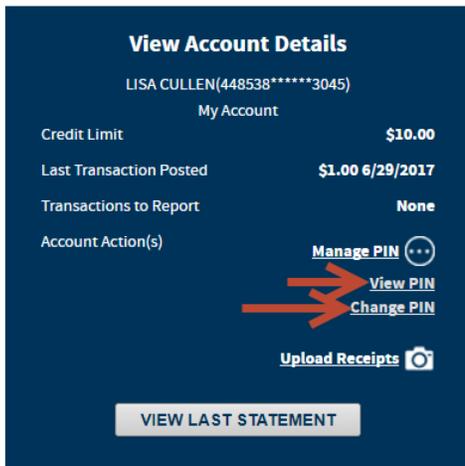
Choosing VIEW PIN Option

Once View PIN is selected, users will be prompted to answer a minimum of two security questions. Users will have three opportunities to answer the questions correctly. After three unsuccessful attempts, the user will be locked out and taken back to the logon screen.

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Once the security questions are answered correctly, the View PIN Authorization screen will display. Users are required to enter in their card account number, the name and expiration date as it appears on the card. Once entered, click on **Continue**.

Users will then be able to view the PIN one digit at a time by clicking on each of the boxes that display. Users will be able to view the PIN number in any order and multiple times. Each number will display for 3 seconds and then will go back to an asterisk. Once the user clicks **Done** they will be taken back to the CentreSuite home page and will have to complete the validation process should they click on the View PIN link again.
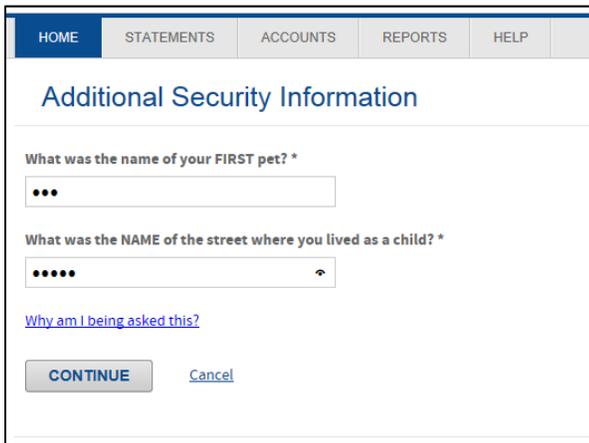

<u>**Note for Administrators:**</u>

The Cardholder Profile report will be modified to track the number of times a PIN number has been viewed within the past 30 days as well as the number of failed attempts. The failed attempts can result in incorrect answers to their security questions or incorrect account information. The following two new fields will display at the end of the report:

Number of times PIN viewed (30 days)
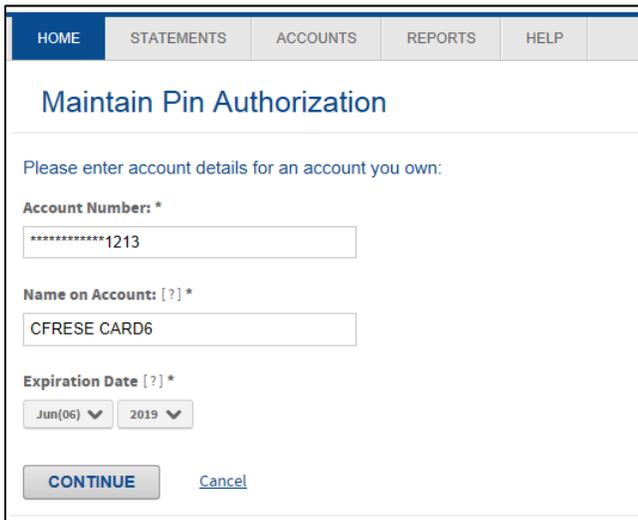Number of failed PIN views (30 days)

Choosing CHANGE PIN Option

Users will click on **Change PIN** to begin the process. Users will be prompted to answer a set of security questions. Users will have three opportunities to provide the correct answers before being locked out of the system.

Click **Continue** to go to the next step and provide the card details including the card number, the name on the card account and the expiration date as it appears on the card.

Click **Contine** to validate the information entered and then provide the 4-digit PIN. Users will be prompted to enter the new PIN and then re-type the information to ensure the data entered matches. Users will then click on **Save** to complete the process.

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The user will be taken back to the CentreSuite home page where a message will display indicating the update was successful and the process is now complete.

<u>Note for Administrators:</u>

The system will track the number of successful and unsuccessful attempts for the past 30 days on the Cardholder Profile Report. The following two new columns will display at the end of the report:

Number of times PIN maintained (30 days)
Number of failed maintain PIN (30 days)