

ResetPIN User Guide

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How to recover a lost PIN

A user guide to requesting a new PIN. For the ResetPIN administration guide see: [ResetPIN How To Guide](#)

Overview

Users can request a new PIN to be sent to them if it has been forgotten or lost. ResetPIN will not work for a locked account, neither will it unlock a locked account.

ResetPIN PIN Security Overview

The PIN is only sent to the users defined transport, such as a mobile phone or email address.

A new PIN is created. It is not possible to request the existing PIN to be sent to the user.

ResetPIN Hints

Never type in your PIN.

Using ResetPIN

Step 1: Navigate to the ResetPIN page

This may be provided as a URL. Enter your username.



The screenshot shows a web form with a light gray background. It contains two input fields: 'Username:' with the text 'graham' entered, and 'Reset Code:' which is empty. Below these fields are two buttons: 'Request Code' and 'Reset'.

Step2: Request Code

Click on the Request Code button

A screenshot of a password reset form. It has a light gray background with a white border. At the top, there's a label 'Username:' followed by a text input field containing 'graham'. Below that is a label 'Reset Code:' followed by an empty text input field. Under the 'Reset Code' field are two buttons: 'Request Code' and 'Reset'. At the bottom left, the text 'Reset Code Sent' is displayed.

Step3: Enter the Reset Code

Check the email or SMS for the Reset Code and enter it into the Reset Code box. This code is valid for only two minutes (by default).

A screenshot of the password reset form. The 'Username' field contains 'graham'. The 'Reset Code' field now contains ten black dots, indicating a code has been entered. The 'Request Code' button is now disabled and grayed out, while the 'Reset' button is active. The text 'Reset Code Sent' remains at the bottom left.

Step 4: Click on Reset Code

Click on a reset code to be sent a new reset PIN by email or SMS.

A screenshot of the password reset form after a successful reset. The 'Username' field still contains 'graham'. The 'Reset Code' field is empty. The 'Request Code' and 'Reset' buttons are now disabled and grayed out. A message is displayed: 'Reset SuccessfulPlease wait while you are redirected. If your browser doesn't automatically redirect click [to continue](#)'. The link 'to continue' is underlined and purple.

Troubleshooting


Ensure that the Reset Code is entered before it times out, default of 2 minutes. The following is displayed if the reset code is used after it has expired.

Reset Failed AGENT_ERROR_SESSION

A screenshot of the password reset form showing an error. The 'Username' field contains 'graham' and the 'Reset Code' field is empty. The 'Request Code' and 'Reset' buttons are disabled. At the bottom left, the text 'Reset FailedAGENT_ERROR_SESSION' is displayed.

Reset code failed AGENT_ERROR_USER_LOCKED

The user account has been locked and a reset pin cannot be performed until the account has been unlocked.



A screenshot of a web form for password reset. The form has a light gray background and a thin black border. It contains two input fields: 'Username:' with the value 'graham' and 'Reset Code:' which is empty. Below the 'Reset Code:' field are two buttons: 'Request Code' and 'Reset'. At the bottom of the form, the text 'Reset code failedAGENT_ERROR_USER_LOCKED' is displayed in a dark gray font.

Username: graham

Reset Code:

Request Code Reset

Reset code failedAGENT_ERROR_USER_LOCKED

Reset code failed AGENT_ERROR_USER_DISABLED

The user account has been disabled and a reset pin cannot be performed until the account has been enabled.



A screenshot of a web form for password reset, identical in layout to the first one. It shows the 'Username:' field with 'graham' and an empty 'Reset Code:' field. The 'Request Code' and 'Reset' buttons are present. The error message at the bottom is 'Reset code failedAGENT_ERROR_USER_DISABLED'.

Username: graham

Reset Code:

Request Code Reset

Reset code failedAGENT_ERROR_USER_DISABLED