



This reference guide outlines the steps to reset the PIN on a USAccess Credential when current PIN is unknown or Credential is locked. Begin by verifying the Credential is locked. Then, use Attended Activation to unlock the Credential and reset the PIN. If this action fails, contact the USAccess Help Desk (866) 493-8391.

1. Verify that the Credential is locked.

Ask the Credential Holder to use Unattended Activation to lock his or her Credential. If the Credential is not locked and the Credential Holder enters the correct PIN, the PIN can be reset using Unattended Activation at this time.

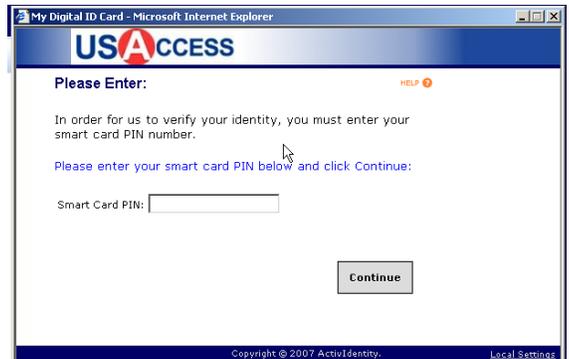


If the Credential is locked, this message displays:

Your card is locked because you entered too many wrong PINS.

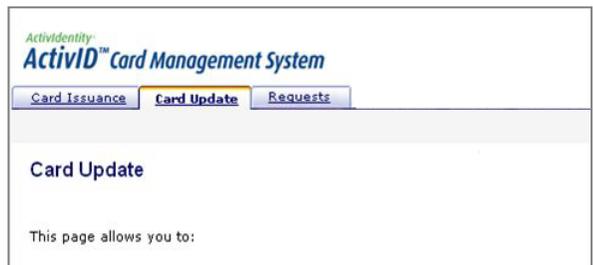
If the Credential is not locked and the Credential Holder does not remember the correct PIN, ask the Credential Holder to enter an incorrect PIN six (6) times to lock the Credential.

The Credential must be locked before you attempt to reset the PIN with Attended Activation.



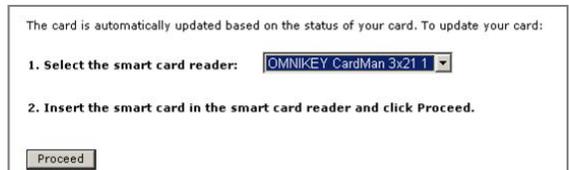
2. Open Attended Activation.

- Insert your USAccess Credential into a card reader.
- Click the **Attended Activation** icon.
- Log on.
- Click the **Card Update** tab.



3. Choose the correct card reader.

- Insert the Credential Holder's USAccess Credential into the empty card reader.
- Select the card reader holding the locked Credential from the drop-down list.
- Click the **Proceed** button.



4. The Credential Holder's record displays.

- Click the **Next** button.
- Wait while the system unlocks the Credential. This should not take more than a few seconds.



5. Ask the Credential Holder to enter a new PIN.

- The Credential has been unlocked and a new PIN is requested. Ask the Credential Holder to enter and confirm a new PIN.
- Click the **Next** button.

The smart card has been successfully unlocked.

You must now specify your own PIN.

New PIN for the smart card:

Confirm new PIN:

Click on the Next button to update the smart card PIN.

6. Verify the Credential Holder's fingerprint.

- The fingerprint verification box displays.
- Ask the Credential Holder to verify his or her fingerprint.



7. The Credential update is complete.

- The PIN has been reset.
- Return the Credential Holder's USAccess Credential.

Card Update

The smart card has been successfully unlocked.

The PIN has been successfully changed.

Remove the smart card from the reader.