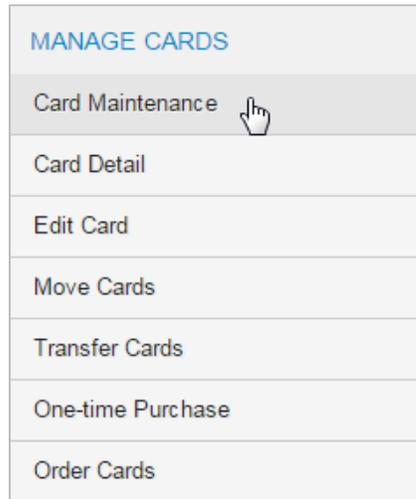
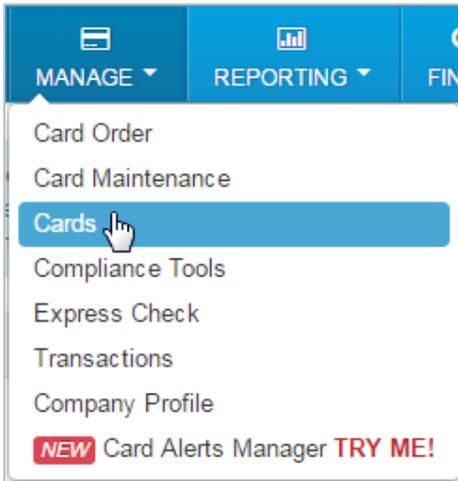


Resetting a PIN

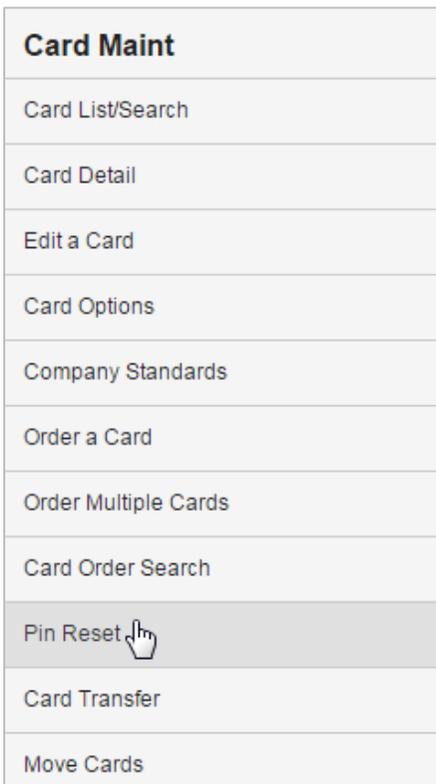
iConnectData (ICD) > Manage > Cards > Card Maintenance

Follow the steps below to reset the PIN (Personal Identification Number) on a card. A PIN is also known as the Driver ID.

1. On the ICD home page, select **Manage > Cards > Card Maintenance**.



2. Select **Pin Reset** from the left-hand navigation bar.



- 3. On the Pin Reset page, enter the appropriate card number, employee or vehicle number and then select **Search**.

Note: If you do not know the specific card, employee, or vehicle number, select **View Card List** to locate the card on the Card Listing page.

The screenshot shows the 'Pin Reset' form with two input fields: 'Card Number' and 'Employee/Vehicle Number'. A blue 'Search' button is located to the right of the 'Card Number' field. A blue link 'View Card List' is positioned at the bottom left of the form.

- 4. The page refreshes to display the account number, customer ID, card number, and first and last name of the cardholder. You will be asked to confirm that you want to clear the PIN for the selected card. If the information displayed is correct, select **Yes**. If not, select **No** and search for the correct card number.

The screenshot shows the 'Pin Reset' page after a search. It displays the following information: Account Number: LV007 - TRANSPORTATION TRAINING; Customer ID Number: 24719 - CS TRANSPORTATION TRAINING; Card Number: 5600000000000000; First and Last Name: STELLA KIRK. Below this information is a confirmation question: 'Are you sure you want to clear the existing pin number on card number 5600171619534961?'. At the bottom, there are two buttons: 'Yes' and 'No'.

- 5. The page refreshes and displays a message confirming the PIN has been deleted. Inform the cardholder that they must immediately set up a new PIN by calling the Comdata Interactive Voice Response (IVR) system at 1-800-741-6060. The cardholder will need to follow the IVR’s instructions to reset their PIN.

Select **Return to Card Detail Screen** to open the Card Detail page.

Pin Reset Notice

Account Number: LV007 - TRANSPORTATION TRAINING
Customer ID Number: 24719 - CS TRANSPORTATION TRAINING
Card Number: 5600000000000000
First and Last Name: STELLA KIRK

The pin number has been deleted. The Cardholder must call 1-800-741-6060 to setup a new pin immediately.

[Return to Card Detail Screen](#)