

## *FASCore Documetation*

Functional Process: Participant Maintenance

Procedure: Personal Identification Number (PIN)

Date: June 2008

### **Overview**

This document provides information regarding the different types of PIN documents and when each of the PIN document generate.

**Sample PIN Documents:** All sample documents assume plans are setup with all features. The section of the PIN document that is titled, “How to use the Voice Response System to access your account”, is dynamic to the features that are offered to the plan so if the plan doesn’t have loans, the Loan Information option will not be listed in the phone tree, etc.

Enrollment PIN  
Welcome PIN  
Reminder PIN - Duplicate PIN  
Temporary PIN

### **Procedure**

- I. Which PIN generates and when does it generate?
  - A. There is one PIN document type, DOC\_TYPE: PARPIN, referenced in the lower left corner of the document
  - B. PARPIN that references “**RE: Retirement Plan Enrollment**”
    1. Referred to as “Enrollment PIN”
    2. The enrollment PIN is scheduled in ISIS as part of Online Enrollment Setup
    3. The PIN generates for newly eligible employees as per the Online Enrollment Window Schedule setup for the Plan.
    4. The document provides direction on how to enroll via the Voice Response System and the participant Web Site and includes the Participation Agreement for Online Enrollment
  - C. PARPIN that references “**RE: Account Information and Personal Identification Number (PIN)**”
    1. Referred to as “Welcome PIN”
    2. The PIN generates for all first contributions, meaning at conversion or when a PSC user processes contributions.
    3. The document includes participant information, general account information (i.e. investment selections, deferral election, beneficiary information), confidential PIN, direction on how to access the Voice Response System and how to use the participant Web Site.
  - D. PARPIN that references “**RE: Personal Identification Number (PIN)**”

1. Referred to as “Reminder PIN” (Duplicate PIN)
2. PIN generates when participant calls the Voice Response System and requests a reminder PIN (confirmation PIN)
3. PIN generates when participant accesses the participant Web Site and indicates that they forgot their PIN and goes through the steps to order a PIN

## Forgot Your PIN

Tuesday, Jun 12, 2007, 02:53 PM Eastern Daylight Time

Do you know your Username?

<p><b>Yes</b></p> <p>After entering your Username below you will be displayed your User Verification Question. By answering this question correctly, and providing the last 4 digits of your Social Security number, you will be prompted to reset your PIN and will be allowed entry into the Web site.</p> <p>Username: <input type="text"/></p> <p><input type="button" value="Continue"/></p>	<p><b>No</b></p> <p>If you require immediate account access please contact Client Service. Otherwise, you may use the order PIN feature below to have a PIN sent through regular U.S. mail. Once you receive your new PIN in 7-10 business days, you will then be able to retrieve your Username online by entering your SSN and PIN.</p> <p><input type="button" value="Order PIN"/></p>
---	---

- E. PARPIN that references “**RE: Request for Temporary Personal Identification Number (PIN)**”

  1. Referred to as “Temp PIN”
  2. Participant must be listed on FASCore recordkeeping system
  3. If Plan is setup with Online Enrollment/Deferral recordkeeping, participant **must** be eligible to enroll, meaning the eligibility indicator = Y, the participation date has been provided via PDI or FASCore calculated, and the enrollment window is open for the participant. This is based on the lead days setup in the Online Enrollment Window Schedule on ISIS.
  4. If Plan is not setup with Online Enrollment/Deferral recordkeeping, the participant **must** have an account balance in order for a Temp PIN to be issued.
  5. Temp PIN document generates when a temporary PIN is requested through an RPS representative
  6. The temporary PIN is given verbally to the participant
  7. Temp PIN expires in 24 hours
  8. Participant accesses Voice Response System/Participant Web Site to change their PIN
  9. Temporary PIN letter states that a temporary PIN was requested
- F. PARPIN that references “**RE: Verification of Account Information**”

  1. Referred to as “Verification Document”
  2. Generates when participant makes changes via the Voice Response System or through an RPS representative
  3. Includes PIN if
    - a. Participant requests reminder PIN either via the Voice Response System, Participant Web Site or through an RPS representative and

- b. Participant speaks with an RPS representative and makes deferral changes, allocations changes, etc.
- c. This scenario is rare.

## II. Additional considerations

- A. A Temp PIN can be generated when an employee has a “Y” as eligible to participate on their PDI file record and has a current participation date.
- B. If a plan adds Auto Enrollment with Online Enrollment and a participant has a regular (REG) balance (profit sharing balance, before tax contributions, after tax contributions, match contributions, discretionary match contributions or forfeiture reallocations), an Enrollment PIN will not automatically generate.
- C. If a plan adds Auto Enrollment with Online Enrollment and a participant only has a rollover balance, noted as (SGL) single balance on ISIS, an Enrollment PIN will generate.
- D. Requests to send out Reminder PINs to all Plan participants with account balances can be submitted to your Plan Manager.
- E. The following are sample screen prints of what a participant will see when they log in using a temporary PIN.

### When a participant obtains a temporary PIN, what do they see when they login?

First, if they have not already registered, they are presented the screen below.

The screenshot shows a web browser window with the title "Online Account Access Registration". The page content includes:

- A timestamp: "Monday, Dec 04, 2006, 09:03 AM Eastern Standard Time".
- A red warning message: "For your protection, this Web site now requires you to login with a Username."
- Registration instructions: "Your Username must be between 6 and 64 characters in length and can be made up of any combination of letters and/or numbers (no spaces). Usernames are not case sensitive and may include hyphens (-), underscores (\_), periods (.), and the 'at' symbol (@) but no other special characters."
- A prompt: "Please enter the following required information:"
- Form fields:
  - "Username:" with a text input field.
  - "Email Address:" with a text input field. A red note "E-mail address is optional" is displayed above the field.
  - A section for a challenge question: "If you forget your PIN, you will have the opportunity to answer a challenge question. By successfully answering your question and providing the last four digits of your Social Security number, you will be prompted to reset your PIN and will be allowed to enter the Web site. Examples: 'What is my mother's maiden name?' or 'What is my favorite color?'"
  - "User Verification Question:" with a text input field.
  - "User Verification Answer:" with a text input field.
- A "Submit" button at the bottom.

Once registered, confirmation is provided.

Next they are prompted to enter the temporary PIN as the current PIN and enter a new PIN – and confirm.

**Change Temporary PIN**

Monday, Dec 04, 2006, 09:04 AM Eastern Standard Time

Please select a new PIN and enter it twice for confirmation.

Your new PIN must be from 4 to 15 numeric characters.

Current PIN:

New PIN:  Confirm New PIN:

Last, they receive confirmation the PIN has been changed.

**Change Temporary PIN**

Monday, Dec 04, 2006, 09:05 AM Eastern Standard Time

Your PIN has been changed.

[Continue](#)