

## KinderConnect – How to Create an IVR PIN for a Provider

- A** Use the registered **Phone Number** to call the **IVR Phone Number** (844) 818-1820.
- B** After the initial greeting,
  - Press 1 for English
  - Press 2 for Spanish
- C** Follow the instructions to enter the **Phone Number** and **PIN** listed in the KinderConnect Operator Detail to confirm identity. If there is no **PIN** registered for that **Provider** account, IVR prompts you to tap # (pound sign).
- D** Follow the instructions to create a new **PIN**. IVR repeats the newly entered **PIN** to verify.
  - Press 1 to accept
  - Press 2 to re-enter
- E** Upon acceptance of the new **PIN**, IVR verbally confirms that the **PIN was successfully changed** and prompts the **Provider** to re-start the login process.

Note: If a user forgets his/her **PIN**, it is necessary to contact the CCBIS Help Desk for assistance at 1-833-866-1709, Option 9. They will reset the **PIN** and the user can change it the next time he/she accesses IVR.