

CDC Automated PIN Reset for Parents and Providers

A PIN reset process has been added to the I-Billing and I-Reporting systems. You no longer have to contact DHS for help. In October 2009, you will be asked to complete a set of security questions after accessing the online CDC system. You must select three security questions from the list of choices and enter a response for each. You will also have the option to enter your email address where a future PIN request can be sent; otherwise your PIN will be mailed to the address on file. **Note:** For security purposes, you cannot change your responses or e-mail address after they are submitted.

If you have misplaced or forgotten your PIN and cannot login to answer the security questions, you will be required to contact DHS. Below is the new process for resetting your PIN when you have forgotten or misplaced it.

New PIN reset instructions:

1. **Access** [Provider Billing](#) or [Parent Reporting](#) login Web sites located on the <http://www.michigan.gov/childcare> Web site.
2. **Click** the Forgot PIN link, if you have completed your security questions.
3. **Enter** your ID at the Retrieve PIN screen.
4. **Enter** your response to a randomly selected security question. Note: Answers must use proper upper and lower case letters and must be spelled correctly (ex. California – favorite U.S. state to visit.)
5. **Select** send to your email account or to your mailing address. Note: The email option only exists if you entered your email address during the security question process.
6. **Select** Request PIN to submit or click Return to Login.
7. If your response is not correct, the account is automatically locked and you will be prompted to contact DHS.
8. A correct response will allow your PIN to be sent to either your email account or your mailing address.

Your PIN should arrive by mail in approximately five business days. PINs sent by email should be received within 24 hours. Please add the domain name @michigan.gov to safe list in your email account to avoid possible delays.

For further questions and assistance please contact the DHS Customer Service Unit at 1-800-444-5364, option 2, for PIN issues or questions