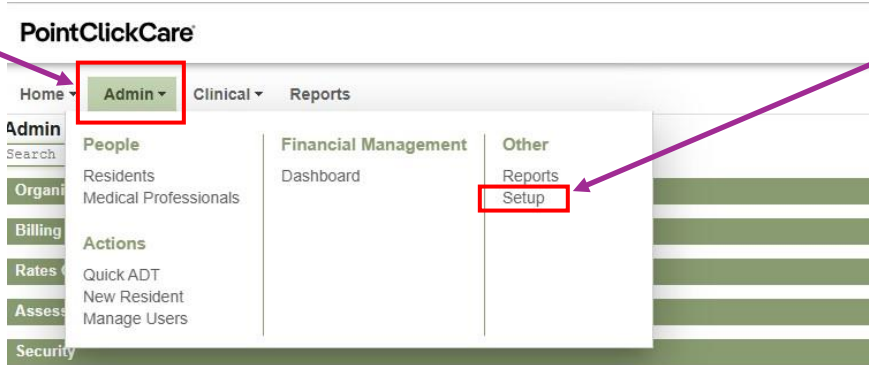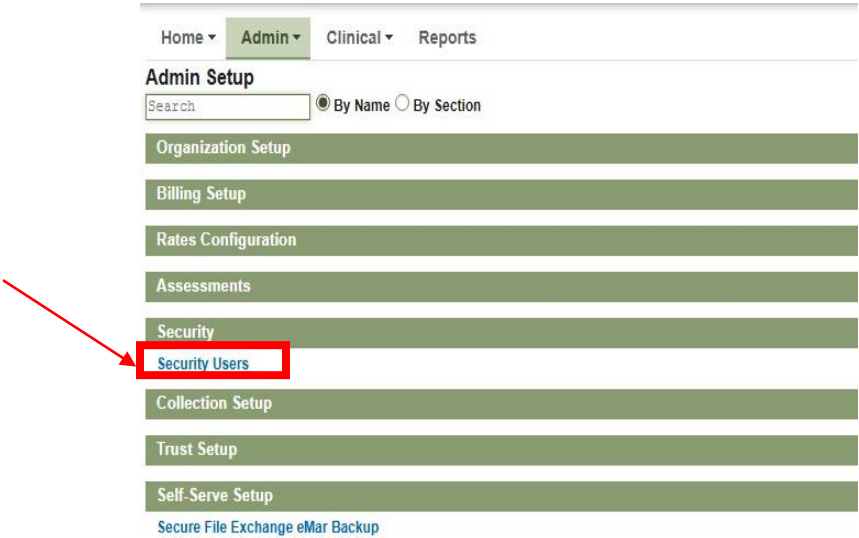# How to Reset PIN (for RN role)

Step 1: Login to PCC and Go to Admin tab and click Setup

Admin->Setup

Step 2: Click **Security Users**

Step 3: Find the staff who needs a PIN reset

Click **Actions->Password**

Admin Setup / Security Users

	Username	Login	Ini
	Search	Search	Sea
Actions ▾	Aaron Rogers	*peltctrain*.arogers@ihis.org	aro
Password		*peltctrain*.anwinson@ihis.org	anw
Remove PIN		*peltctrain*.abbygallant@ihis.org	abb
2nd Factor Authentication		*peltctrain*.amohl@gov.pe.ca	amo
Reset Multi-Factor Authentication		*peltctrain*.amcyeo@ihis.org	amo
Actions		*peltctrain*.aleask@ihis.org	ale
Actions ▾	Amber Handrahan	*peltctrain*.athandrahan@ihis.org	ath
Actions ▾	Amy Irving	*peltctrain*.aeirving@ihis.org	aeir
Actions ▾	Andrew Ellsworth	*peltctrain*.awellsworth@ihis.org	awe
Actions ▾	Ashley Profitt	*peltctrain*.adprofitt@ihis.org	Apr
Actions ▾	Ava Perry	*peltctrain*.alperry@ihis.org	alp
Actions	Ava Perry	peltctrain aperry@ihis.org	ap

Step 4: Create a new PIN (peltc) and confirm the PIN

Password Change - Google Chrome

www60.pointclickcare.com/admin/setup/userpass.jsp?ESOLuseri...

Password Change

Changing password for user arogers@ihis.org:

New Password:		0/26
Confirm Password:		0/26
New Alternate Password/PIN:		0/26 ⓘ
Confirm Alternate Password/PIN:		0/26

☐ Terminate all sessions for this user after password/PIN update

Step 5: Hit **Save**

Save   Cancel

Leave the check box empty

Username	Login	Initials	Status	Department
Search	Search	Searc	Active ▾	Search
Aaron Rogers	pe			
Abbey Winson	pe			
Abby Gallant	pe			
Abdul Mohl	pe			
Abigail Yeo	pe			
Allison Leask	pe			
Amber Handrahan	pe			
Amy Irving	pe			
Andrew Ellsworth	pe			
Ashley Profitt	pe			
Ava Perry	pe			
Ava Perry	pe			
Barb Dugay	pe			
Beth Pizio	pe			
Bethany Harbord	pe			
Beverley Morrissey	pe			
Bonnie Gavin	pe			
Brandy Doucet	pe			
Brittany Cole	pe			
Carla Costain	pe			
Carrie Mokler	pe			

PIN Reset Issues

- If RNs do not see the option "Password" when trying to do a PIN reset, it means the **RN may not have access to Multiple facilities** where the staff requesting a PIN reset have access to multi facility (may be a casual, part time, working at different locations).

- In this scenario, a Superuser is required to reset the PIN. You must reach out to the Service Centre (902-620-3600) and they will escalate to the LTC Solution Office. Please note the RN on shift should be the point of contact to the Service Centre.