

## **What to do if a proxy receives the message: Your PIN has been disabled; you should have an email with directions telling you how to re-enable you PIN.**

If a proxy receives this message, the proxy should follow the directions to request a PIN reset:

1. Enter proxy's email address.
2. Select **Forgot PIN**.
3. This will generate an email with a temporary password.

Tip: When the temporary password is entered in the **PIN** field, the temporary password is case sensitive.

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Article ID: 274

Last updated: 07 May, 2013

Revision: 1

Information Technology Services -> Ozone -> Ozone Proxy Access -> What to do if a proxy receives the message: Your PIN has been disabled; you should have an email with directions telling you how to re-enable you PIN.

<https://www2.owens.edu/faq/entry/274/>