

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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