

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

- A** Use the designated **Phone Number** to call the **IVR Phone Number** (833) 599-6670.
- B** After the initial greeting,
  - Press 1 for English
  - Press 2 for Spanish
- C** Follow the instructions to enter the caller's **Phone Number** and **PIN** to confirm identity. If there is no **PIN** registered for that **Provider/Program** 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**, the system verbally confirms that the **PIN was successfully changed** and prompts the **Provider/Program** to re-start the login process.

Note: If a user forgets his/her **PIN**, it is necessary to contact the TAP Help Desk for assistance at 1-833-866-1708. They will reset the **PIN** and the user can change it the next time he/she accesses IVR.