KinderSign – How to Create a Caretaker/Sponsor PIN and Secret Question/Answer

If you are logging into KinderSign for the first time, you need to create some security settings to verify your identity.



Use the keypad to enter your 10-digit telephone number. Tap Confirm.





If the tablet does not recognize the telephone number entered, you will receive a message informing you that it was not found and asking if you Phone number not found! would like to register that number $_{\rm The\ phone\ number\ you\ en-}$ as a Caretaker/Sponsor? tered (854) 325-6933 was not

found, do you wish to register this number as a sponsor?

No

Yes



Tap Yes to refresh the device automatically with the latest information or **No** to re-enter the telephone number.

Once updated, you will receive a message indicating that your security settings are incomplete. Tap Next.

Your account security settings are incomplete.

Click the Next button to set up your PIN and Secret Question/Answer

Back Next Depending on the settings, it might be required that a Provider staff member enters his/her 4-digit **PIN** to validate. If this is the case, after the Provider staff member enters the **PIN**, tap **Confirm**. Otherwise, you will be automatically directed to the next screen to complete the identity verification settings.



Select the secret question and the secret answer to be used when verifying your identity in case you forget your 4-digit PIN.

Online	Secret Question for Smith, Joe (Sponsor)	
K Back	Smith, Joe	
	Please select your security question and type in a security answer. This information will be used to verify your identity if you forget your PIN.	
What is ye	our mother's maiden name?	
What is yo Secret Ans	our mother's maiden name? wer	•

Tap on the drop-down arrow to select the Secret Question you would like to use. Tap on the blue Secret Answer ribbon to activate the field and enter the secret answer. Tap Confirm.



KinderSign returns to the keypad to create your **PIN**. Enter your 4-digit **PIN** and tab **Confirm**. Re-enter the 4-digit **PIN** and tab Confirm again.



KinderSign returns to the telephone keypad and is ready for you to login using your telephone number and new **PIN**.

For more information, visit www.ohiocctap.info, email us at supportOH@controltec.com or call us at 1-833-866-1708.