How do I access or change my Support PIN?

Article Number: 705 | Rating: 1/5 from 15 votes | Last Updated: Thu, Feb 14, 2019 at 9:22 AM
For added security, a Personal Identification Number (PIN) is needed when using Telephone Support or Live
Chat. The Customer Services representative will ask you for your PIN at the start of the conversation. **To see**your Heart Internet PIN Log into your Heart Internet Customer Area Click on 'Contacts & Billing Details'
Click on 'Account PIN' Click and hold on the button that says 'Click and hold to show PIN' Your four-digit PIN
will be revealed You can also reset your PIN at any time to a number you can remember. It must be four
numbers, with no letters or special characters. **To reset your PIN** Log into your Heart Internet Customer
Area Click on 'Contacts & Billing Details' Click on 'Account PIN' In the field next to 'New PIN', enter in four
digits Click 'Submit' You will receive an email asking you to verify that you are changing your PIN Click on the
link within the email, and your PIN will be changed

Posted - Tue, Jun 26, 2018 at 10:39 AM.

Online URL: https://www.heartinternet.uk/support/article/how-do-i-access-or-change-my-support-pin.html