How do I access or change my Support PIN?

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For added security, a Personal Identification Number (PIN) may be requested when using 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

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