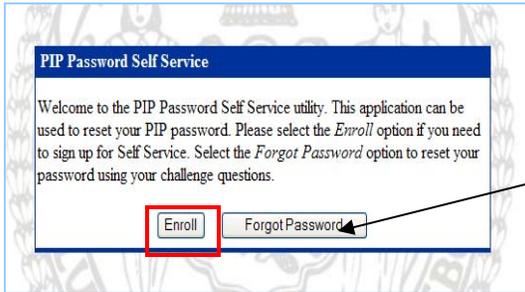


PIP Password Self Service - Enroll in 5 Easy Steps

Enroll now, save time later – eliminate the need to call for a password reset

Go to - <https://a127-pip.nyc.gov/password/>

STEP 1 – Click Enroll

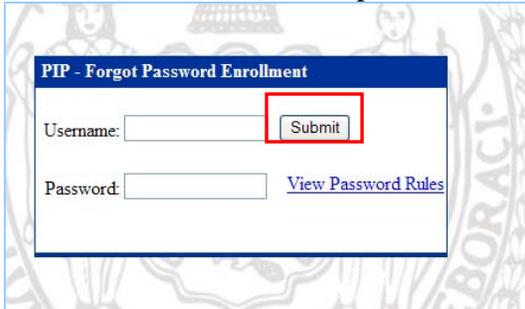


PIP Password Self Service

Welcome to the PIP Password Self Service utility. This application can be used to reset your PIP password. Please select the *Enroll* option if you need to sign up for Self Service. Select the *Forgot Password* option to reset your password using your challenge questions.

To be used in the future after setting up challenge questions.

STEP 2 – Enter ID & valid password; Click Submit (verification takes 15-30 seconds)

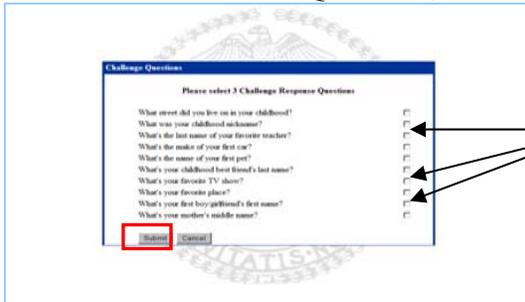


PIP - Forgot Password Enrollment

Username:

Password: [View Password Rules](#)

STEP 3 – Select Three Questions; Click Submit



Challenge Questions

Please select 3 Challenge Response Questions

- What street did you live on in your childhood?
- What was your childhood nickname?
- What's the last name of your favorite teacher?
- What's the make of your first car?
- What's the name of your first pet?
- What's your childhood best friend's last name?
- What's your favorite TV show?
- What's your favorite place?
- What's your first boy/girlfriend's first name?
- What's your mother's middle name?

Choose any three questions you will be able to easily remember

STEP 4 – Enter and repeat your answers (Remember Case Sensitive); Click Submit



Please enter your responses to the challenges

What street did you live on in your childhood?

What was your childhood nickname?

What's the last name of your favorite teacher?

- Enter and confirm your answers here.
- Answers must be greater than 3 characters.
- Suggestion: one word answers are usually easier to remember.

STEP 5 – You're DONE – Click Close and return to PIP.



Enrollment Completed

User has successfully enrolled for PIP Password Self Service

Please close your browser window now.

Using PIP Password Self Service in 5 Easy Steps

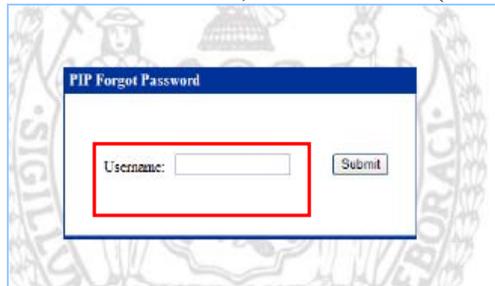
Update your own password – eliminate the need to call for a password reset

Go to - <https://a127-pip.nyc.gov/password/>

STEP 1 – Click Forgot Password



STEP 2 – Enter ID; Click Submit (verification takes a few seconds)

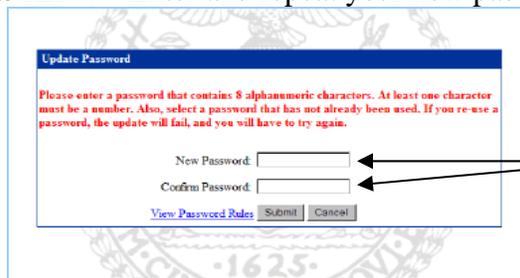


STEP 3 – Enter answers from your enrollment (remember: case sensitive); Click Submit



Answers are case sensitive so they must be entered exactly as they were entered during enrollment

STEP 4 – Enter and repeat your new password Click Submit



- Enter and confirm your new case-sensitive password here.
- Password must be alphanumeric and 8 to 16 characters.
- Cannot use a previous password

STEP 5 – You're DONE – Click Close and return to PIP.

