## **KinderConnect – How to Create an IVR PIN for a Parent/Sponsor**

A Parent/Sponsor needs to create a PIN before using IVR. To create an IVR PIN:

- Use the registered *Phone Number* registered in the KinderConnect Sponsor Detail page to call the *IVR Phone Number* (844) 818-1820.
- After the initial greeting,
  - Press 1 for English
  - Press 2 for Spanish
- Follow the instructions to enter the **Parent/Sponsor** personal **Phone Number** and **PIN** to confirm identity. If there are multiple Caretakers/Sponsors who share a telephone number, IVR may prompt you to select your name from a list. If there is no **PIN** registered for that **Parent/Sponsor** account, IVR prompts you to tap # (numerical sign).
- 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
- Upon acceptance of the new *PIN*, IVR verbally confirms that the *PIN was successfully changed* and prompts the **Parent/Sponsor** to re-start the login process.

Note: If a user forgets his/her **PIN**, it is necessary to contact the CCBIS Help Desk for assistance at 1-833-866-1709, Option 9. They will reset the **PIN** and the user can change it the next time he/she accesses IVR.