PIN Number Request Overview

What is a PIN Number?
A PIN number is a system-generated identification number, unique and specific to each record.

PIN Numbers were originally designed for use with records converted from an old system, TPLT. The conversion did not grant access to the account owners to view or manage their records while using Development Services Online Citizen Access Portal. The conversion allowed read-only access to account owners.

PIN Numbers were introduced to act as a verification code.
> **Example:** PIN Numbers are used in the same manner as when accessing a financial institution's personal online account. To verify you are truly the financial institution's account holder, the institution generates a code to the owner's associated email. Once the code is received, the account owner is able to plug-in to their login and gain access to the financial institution's online account.

PIN Number Process Update
Presently, PIN Numbers are used for converted records **and** as a must step for records processed by Land Development staff. Should a record application be created by Land Development staff, staff shall provide the PIN Number to the customer for accessibility to their record while using the Citizen Access portal.

Requesting and Using a PIN Number
For an account owner to access a converted record, the record must be *claimed* through the process of requesting the associated PIN Number. To request a PIN Number, the customer shall submit IB 300 form, found on the Citizen Access Portal (instructions follow).

1. **Step 1**: Click User Guide icon (#1 shown). After clicking, the Training page displays.
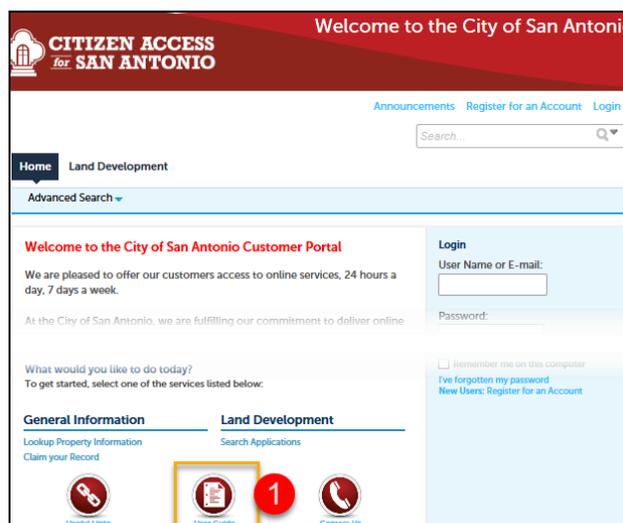
2. **Step** 2: Click Information Bulletin 300 hyperlink from the Training page (#2 shown). After clicking, Information Bulletin 300 memo and PIN Number request form display. The Primary Contact on the record shall complete and submit the form. Form may be hand-delivered to DSD or sent via email to CallCenter@sanantonio.gov.
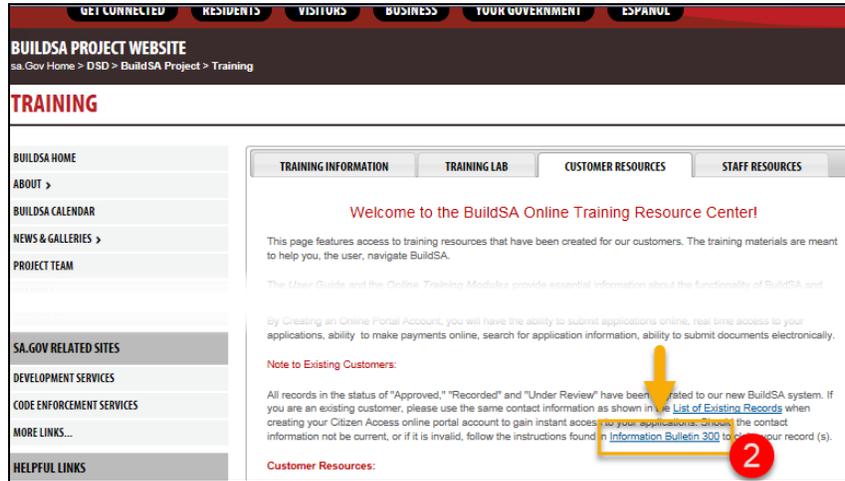
Upon receipt of the form, DSD staff verifies the Primary Contact on the record. After verification, a customer service representative responds within 24 hours with the PIN Number. If the request is made via email, a link is included to training materials that help customers with instructions on how to claim the record.

Should a Primary Contact on a record maintain they are not able to follow the IB 300 submittal process, the customer service representative then refers them to the specific record's Case Manager. The Case Manager is authorized to release PIN Numbers to customers.

Note: Information Bulletin 300 is also accessible via Development Services Department's website, under Information Bulletins. Steps 1-3 shown below.