

105 Introduction

The PIN/Password (PPW) system allows our customers to access specific internet services via the RRB website at WWW.RRB.GOV. The Benefit Online Services menu page displays the option to create a PPW account, as well as all other internet services options. The system provides the security necessary to protect the privacy of all users. Only current or former RR employees (not receiving an annuity) can establish a PPW account at this time.

Currently, employees who establish a PPW account will be able to access the following Benefit Online Services online:

- View Railroad Service and Compensation History
- Use Retirement Planner to request employee and spouse estimates (for employees who have not yet retired)
- Apply for Unemployment Benefits
- Claim Unemployment Benefits (for employees who have already filed an application for unemployment benefits)
- View RUIA Account Statement

The following is a list of terms you should know:

Term	Definition
PRC	PRC is the acronym for Password Request Code. The PRC is used to validate the identity of the user and establish a PIN/Password account. A PRC is used only once (initially) to establish a PPW account. For security reasons, the PRC is mailed to the user's address (as shown on RRB records.) A PRC never changes, expires 30 days after issuance and can be extended.
PIN	The PIN is the user's social security number. After entering the PRC, PIN and a password (created by the user) to successfully establish an account, a user only needs to enter their PIN and password (for future log ins) to use our online services.
Password	The password is created by the user according to the password rules on the <i>Establish your Internet Account</i> screen. After establishing an account, users have the option to change their password; or can request a new password via the PIN PASSWORD ADMINISTRATOR group mailbox. For security reasons, new passwords are mailed to the user's address.

	After establishing an account, a user only needs to enter their PIN and password to log in.
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The PPW system is used to establish a PIN/Password account. The system:

- Verifies the identity of the user by matching the user information to data in RRB records.
- Assigns and provides a Password Request Code (PRC).
- When the PRC is received, the user enters the PRC, PIN (social security number) and password to establish the PPW account.
- The system validates the PRC and PIN and allows user access to online services.
- Once the account is established, only the PIN and password are needed for future log-ins.

When the user identification entries match the information on RRB records and the user enters appropriate entries for the password, a PPW account can be established completely online (without the intervention of any field office personnel or PPW System Administrators.)

110 Web Page Design And Processing

110.1 Acknowledgement Page

When a first time user selects *request a PRC* from the Benefit Online Services menu ([see Section 110.7](#)), the Acknowledgement page opens.

PIN/Password (PPW) Services
PPW Certification Statement

Any person who knowingly and willingly makes any representation that is false to obtain information from Railroad Retirement Board records and/or that is intended to deceive the Railroad Retirement Board as to the true identity of an individual could be punished by a fine or imprisonment, or both.

I have read the above statement and am the individual to whom the PIN/Password information applies.

The Acknowledgement page appears every time the PPW system is accessed. A user must access the PPW system to create a PPW account, change a password or login to a secure online service. The purpose of this page is to ensure that all users are notified of the effect of making a false/fraudulent statement to gain access to any of the internet services.

The user has the option to accept or cancel from this page. If the user clicks on the OK button, the *PPW Introduction* page opens.

110.2 PPW Introduction Page

The *PPW Introduction* page provides customers with a brief explanation of the steps needed to establish a PPW account.

PIN/Password (PPW) Services

PPW Introduction

Form Approved: OMB No. 3220-0198

If you have already established an account you may [login](#) now.

You must first establish an account in order to access RRB Internet services. To establish an account, follow steps 1 and 2.

1. Go to Box 1 to request a Password Request Code (PRC). A PRC will be sent by US Mail to your address of record.
2. Go to Box 2 when you receive your PRC. Use the PRC to establish your PIN/Password account.

Once you receive your PRC and establish your account, you never need to click on Box 1 or 2 again. You perform steps 1 and 2 only one time. Go to Box 3 for all future access to our online services.

[View presentation about requesting a PRC](#) 

NOTE: You will not be able to establish an account unless your web browser supports [advanced encryption](#). Some older versions of web [browsers](#) are not compatible with the PIN/Password feature.

This explanation is followed by three choices:

- Request a Password Request Code (PRC)
- Establish your RRB Internet Account
- Internet Services Log In

1	Request a Password Request Code (PRC)	Obtain a Password Request Code (PRC). A PRC is needed to establish an online account with the RRB.
2	Establish your RRB Internet Account	Establish an RRB Internet account after receiving a PRC in the mail. Once the account is established the PRC is no longer needed.
All established accounts should select below to log in to online services		
3	Internet Services Log In	Access RRB online services.

110.3 PRC Explanation Page

First time users will click *request a PRC* from the Benefit Online Services menu. Users then click on box 1 - *Request a Password Request Code (PRC)*. This opens the PRC Explanation page which provides an explanation of the PRC and lists the information the user will have to provide.

PIN/Password (PPW) Services Password Request Code (PRC)	
Form Approved: OMB No. 3220-0198	
The PRC is used to:	
<ul style="list-style-type: none"> ■ Establish a RRB account under the railroad employee's Social Security Number (SSN) ■ Validate the identity of the person making the request ■ Provide the ability to request a PIN and Password 	
To request a PRC, you will be asked to provide the railroad employee's:	
<ul style="list-style-type: none"> ■ Full name ■ SSN ■ Date of birth ■ Mailing address 	
<p>The information you provide is matched against the employee's records, which are stored by the Railroad Retirement Board (RRB). If the information matches, your request will be approved and you will receive your PRC in the mail within 10 business days from the date of the request.</p> <p>If the information you provide does not match the information stored by the RRB, you will be advised to contact the nearest RRB field office to resolve any discrepancy.</p> <p>The PRC, which is unique to each individual and may not be shared, must be used within 30 days from the date of the letter to establish a PIN/Password account. If the PRC is not used within the 30 day time frame, you must contact the system administrator to request a new PRC letter.</p> <p>If you want to block password access to your account to ensure that your personal information cannot be accessed using this automated system, please contact the system administrator.</p> <p style="text-align: center;">At this time only railroad employees can create an account.</p>	

A PRC is used to validate the identity of the user and establish a PPW account. The PPW system will assign an 8 character alpha/numeric PRC to validated users through the U.S. mail. Each user will receive a unique PRC which may not be shared, and must be used within 30 days from the date of the PRC letter. A PRC is used only once, to initially establish an account.

To begin the request for a PRC, users will be asked to indicate where they live. The choices are U.S., Canada or other. Clicking the *Submit* button will open the appropriate PRC request form.

Please answer the following question.

Where does the railroad employee live? United States Canada Other

110.4 Request PRC Screen

The user should complete all items on the form. The PRC request forms (for U.S and Canadian residents) are displayed below:

PIN/Password (PPW) Services
Password Request Code (PRC)

Form Approved: OMB No. 3220-0198

Enter information for the railroad employee

	First	MI	Last	
RR Employee Name:*	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Social Security Number:*	<input type="text"/>	<input type="text"/>	<input type="text"/>	Date of Birth:* <input type="text"/> <input type="text"/> <input type="text"/>
Street Address:*	<input type="text"/>			
	<input type="text"/>			
City:*	<input type="text"/>	State:*	<input type="text"/>	Zip Code:* <input type="text"/> <input type="text"/>

* Field is required

(U.S.)

PIN/Password (PPW) Services			
Password Request Code (PRC)			
Form Approved: OMB No. 3220-0198			
Enter information for the railroad employee			
RR Employee Name:*	First	MI	Last
	<input type="text"/>	<input type="text"/>	<input type="text"/>
Social Security Number:*	<input type="text"/>	<input type="text"/>	Date of Birth:*
	<input type="text"/>	<input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/>
Street Address:*	<input type="text"/>		
	<input type="text"/>		
Province:*	<input type="text"/>	Country:*	<input type="text"/>
		Postal Code:*	<input type="text"/>
* Field is required			
<input type="button" value="Submit"/> <input type="button" value="Clear"/> <input type="button" value="Cancel"/>			

(Canadian)

If a user clicks the *Other* button, the following message is displayed:

Password Request Code (PRC) Status

At this time, international addresses cannot request a PRC online.
Your request must be processed at the field office.
Please [contact](#) your local field office for more information.

The mandatory identification items are the railroad employee's name, social security number, date of birth and address. These four items must be matched to the information in our records. After completing the items, the user will click the *Submit* button at the bottom of the screen.

The employee's identification items must match our records. The system will validate the mandatory entries against EDM. If the entries match our records, the following message will appear:

Your PRC Request has been approved.
A PRC will be sent by U.S. Mail to your address on record.
Please allow 10 working days for your PRC to arrive.

The text of the GL-60 PRC letter is shown (in the five paragraphs) below:

Your request for a Password Request Code (PRC) has been received and approved.

Your PRC is:

A PRC is used only once to establish a PIN/Password account on the RRB Web Site (WWW.RRB.GOV). To use your PRC, click on the Establish Internet Account link on the Benefit Online Services menu page. After successfully establishing your account, your PRC is no longer needed and may be discarded.

Please establish your account within 30 days. The PRC provided in this letter will expire 30 days from the date of this letter. If this PRC expires, you will be required to contact the PPW System Administrator for a new letter.

If you have any problems establishing your account, please contact the PPW System Administrator through the link on the left of the PIN/Password web page. If you have any questions or need any other assistance, please contact your local field office. The field office responsible for providing assistance to you is located at:

If the mandatory entries do not match our records, the following message will appear:

The information you provided does not match the information on our records.
Please check your entries and try again.

After five failed attempts, the user is referred to the field office for assistance. The field office action is described under Field Office Responsibilities/Functions (Section 115 of this procedure.)

110.5 Establish Your Internet Account Screen

When users receive a PRC, they will access the RRB website Benefit Online Services menu page and select *Establish Internet Account (After PRC received)*. After clicking OK on the Acknowledgement page, the *Establish your Internet Account* screen opens. This screen briefly explains the necessity of a PRC. It then explains password rules.

PIN/Password (PPW) Services

Establish your Internet Account

Form Approved: OMB No. 3220-0198

To establish an Internet account, you must have a Password Request Code (PRC). If you have not applied for a PRC, please click [here](#) to go to the PRC request screen. If you have a PRC, complete the items below and click Submit.

Please note the following password rules:

1. Password length must be between 8 and 15 characters
2. Password can contain any combination of the following characters:
 - a through z
 - A through Z
 - 0 through 9
 - pound (#)
 - star (*)

The user makes the following required entries: PRC, PIN (enters own social security number), Create Your Password (created by user according to explained rules), Re-enter Password (re-enters password for confirmation.) Users must create passwords that are between 8 and 15 characters. The password can be comprised of A through Z, a through z, 0 through 9, pound (#) and star (*). After completing the entries, the user clicks the *Submit* button at the bottom of the screen.

- PRC is case sensitive
- Enter the PRC exactly as it appears on your letter
- PIN is your Social Security Number (no dashes)

PRC:*	<input style="width: 90%;" type="text"/>
PIN:*	<input style="width: 90%;" type="text"/> (999999999)
Create Your Password:*	<input style="width: 90%;" type="password"/>
Re-enter Password:*	<input style="width: 90%;" type="password"/>
<input type="button" value="Submit"/> <input type="button" value="Clear"/> <input type="button" value="Cancel"/>	

*** Field is required**

The system will validate the PRC and PIN against information in the PPW module. The system also checks that the password is in the specified format. If the match is successful, the following message will appear:

Establish PIN/Password Account Status

Your PIN/Password Account has now been established.
You may now [login](#) to the Internet Services Page.

If the PRC and PIN cannot be validated, the appropriate error message will appear. All error messages on this screen will include the statement: *Please check your entries and try again*. The user will be allowed five attempts, then, locked out of the session. The user must completely exit the PPW system and try again.

This screen provides a link to *Contact an RRB office near you* and *PPW System Administrator* group mailbox if the user needs assistance.

110.6 Log In Screen

After successfully establishing a RRB account, the first time user is taken to the *Log In* screen. Users who already have an account established, can access the *Log In* screen by clicking *Login Now* from the Benefit Online Services menu.

PIN/Password (PPW) Services	
Log In	
To log in, you must have already established your Internet account. If you have established your account then enter your PIN (Social Security Number) and password below.	
<ul style="list-style-type: none"> ■ PIN is your Social Security Number (no dashes) ■ Password is case sensitive 	
PIN:	<input type="text"/> (999999999)
Password:	<input type="password"/> Forgot your password?
<input type="button" value="Login"/> <input type="button" value="Clear"/> <input type="button" value="Cancel"/>	
If you need assistance logging in, contact the system administrator	

The *Log In* screen requires the user enter a PIN (social security number) and Password. After entering a PIN and Password, the user clicks the *Login* button. The system will validate the PIN and Password. If they are valid, the Benefit Online Services menu page opens.

If the PIN and Password are not validated, an error message will appear. This screen provides a link to *Contact an RRB office near you* and *PPW System Administrator* if the user needs assistance.

Users who have established a PPW account and forget the password may request a new password from this screen by clicking *Forgot your password*. The PPW system will assign a new password and mail it to the user's home address on record. The text of the GL-60a reset password letter is shown (in the four paragraphs) below:

Your request for a new password has been received and approved.

Your new password is:

You need to enter this password and your PIN to access certain Internet services on the RRB Web Site (WWW.RRB.GOV). To use your new password, you must click on the Login Now link on the Benefit Online Services menu page. After successfully logging in, you may change your password by clicking on Change Password from the Benefit Online Services menu.

If you have any problems logging in, please contact the PPW System Administrator through the link on the left of the PIN/Password web page. If you have any questions or need any other assistance, please contact your local field office. The field office responsible for providing assistance to you is located at:

Users with an established PPW account have the option of changing their password whenever they want. The option to change passwords is selected from the Benefit Online Services menu page.

110.7 Benefit Online Services Menu Page

Benefit Online Services

Use Benefit Online Services to conduct private and secure RRB business over the Internet. To get started, select a service below. [More info](#)

No Login Required

- [Request Services:](#)
 - Request Duplicate Tax Statement ~ [More info](#)
 - Request Monthly Rate Verification ~ [More info](#)
 - Request Replacement Medicare Card ~ [More info](#)
 - Request Service & Compensation History ~ [More info](#)

- Online Bill Payment Services:
 - [Pay](#) Unemployment or Sickness Bill Online ~ [More info](#)
 - [Pay](#) Retirement or Survivor Bill Online ~ [More info](#)

Login Required You are logged out [[Login Now](#)]

First time users must [request a PRC](#) ~ [More info](#)

[View presentation about requesting a PRC](#) 

The following Internet services are intended for railroad employees who are **not receiving annuities**.

Apply for Unemployment Benefits, Claim Unemployment Benefits and View RUIA Account Statement are unavailable Monday and Thursday, from 11:00 P.M. to Midnight CST for routine maintenance.

- [Establish](#) Internet Account (After PRC received) ~ [More info](#)
 - [Request](#) New Password ~ [More info](#)
 - [Change](#) Password (After log in) ~ [More info](#)
-
- [View](#) Service & Compensation History ~ [More info](#)
 - [Get](#) Annuity Rate Estimate ~ [More info](#)
 - [Apply](#) for Unemployment Benefits ~ [More info](#)
 - [View presentation on Applying for Unemployment Benefits Online](#) 
 - [Claim](#) Unemployment Benefits ~ [More info](#)
 - [View](#) RUIA Account Statement ~ [More info](#)

This page provides the selection of internet services available. The services requiring a PPW account are listed at the bottom. ([Section 105](#) of this procedure describes the services currently available to users with PPW accounts.) Click *More info* to open a question/answer page of frequently asked PPW questions.

Links available to users:

- All pages/screens provide a link to *Contact an RRB office near you*. Users may use this link to contact their field office for assistance.
- All pages/screens provide a link to the PIN PASSWORD ADMINISTRATOR group mailbox for assistance. The link opens an e-mail template (see below) which can be used to transmit a message to the Administrator

PIN/Password (PPW) Services

User PPW Services Feedback

Before sending an inquiry, make sure you have tried the following links:

- [Request a PRC](#), if you are a first time user
- [Establish the Internet account](#), after the PRC is received
- [Request a new password](#), if you forgot your password
- [Contact the RRB Field Office](#), to report your current address or any other records corrections

If you have any **questions concerning benefit information**, please contact your local [RRB Field Office](#).

This form is intended for **PIN/Password issues** only.

This link provides a secure line for transmission of personal information. Please include your social security number (SSN) with your inquiry. Inquiries are handled in the order in which they are received. Please allow 5 days before sending a second inquiry.

Use this form if you:

- Did not receive your PRC
- Need the expiration of your PRC extended
- Locked your account

All other questions should be directed to your local [RRB Field Office](#).

Your Email Address:*	<input type="text"/>
Subject:*	<input type="text"/>
Comment:* (Include your SSN with your inquiry in the box to the right)	<input type="text"/>

*** Field is required**

115 Field Office Responsibilities/Functions

The field office's primary responsibility is to correct RRB records when they conflict with user input and answer general questions about the system. The pages/screens contain prompts and messages guiding the user through the process. Most accounts should be established completely online. However, when the user receives an error message, the field office may be contacted.

Section 115.1 describes specific inquiries such as when the records don't match, PRC extensions, SSN already in the system, new password doesn't work, locked and fraudulent accounts. Section 115.2 describes general inquiries such as forgotten passwords, new employees and/or employees receiving an annuity requesting an online account, and security issues regarding our mailings. Sections 115.1 and 115.2 are organized in Question/Answer information blocks.

115.1 Specific Inquiries

Question – Records Don't Match	Answer
I am getting the message that my records do not match RRB's records. What should I do?	This is the most common situation a field office will encounter. It occurs when the user is requesting a PRC and enters identification information that does not match the information on RRB records. NOTE: The four identification items are the RR employee's name, date of birth, social security number and street address. All four items must match what we have on EDM before the system can approve the PRC request. (See explanation below.)

The PRC request form requires all identification entries to be completed. This information is being stored in the PPW system for audit purposes. The items that must be an exact match for PPW validation are as follows:

- EE Name – first initial, middle initial and first 10 characters of last name
- SSN – full social security number
- Address US or Canadian – first 4 positions of street address
- Address Canadian – province
- Date of birth – month and year (If the day is missing from EDM, this will not cause a reject.)

NOTE: The third bullet above indicates the address must match on the first 4 positions. The address must be entered online exactly as it appears on EDM. If there is a space on EDM, enter the space online. In the examples below, the positions matched against EDM are shown in BOLD:

- **123** Main St (1 2 3 space - matched)
- **1234** Main St (1 2 3 4 - matched)
- **P.O.** Box 123 (P period O period – matched)
- **P O** Box 123 (P space O space – matched)
- **PO** Box 123 (P O space B – matched)

When requesting the PRC, if one or more of these items do not match our records, an error message will appear. As a security measure, the error message will not specify which item does not match. The user will be advised to contact his nearest field office for assistance. The field office must correct our records to correspond with the user information before a PRC can be assigned.

Handle these cases as follows:

When items do not match,

1. Compare all four items provided by the user against EDM (Refer to FOM1 130.50 for procedure on confirming the identity of callers.)
2. Determine which item(s) is incorrect
3. Verify and correct the item(s) on EDM

To correct the address, refer to FOM1 1595.33.

NOTE: Canadian addresses must be in a specific format to match. Refer to FOM1 1705.15.8 for valid province abbreviations.

To correct the name, date of birth or social security number refer to FOM V Art.6 Chapter 609.01.

4. After our records are corrected have the user resubmit the PRC request, or; you may submit the PRC request for the user. (It may be helpful to view the web pages along with the user.) The PRC request may be resubmitted immediately. If the PRC request is still not being accepted, send an e-mail to the PIN Password Administrator group mailbox. (NOTE: Use the standard Outlook e-mail message format. Do not use the e-G-115 General Inquiry Form template when sending inquiries to the PIN Password Administrator group mailbox.) In the subject line

indicate PPW. In your message state that the problem is a PRC request. The PPW System Administrator will request the PRC bypassing EDM edits.

Question – PRC Extension	Answer
My PRC expired. Can I get another PRC?	Once assigned to a person, a PRC never changes. A PRC, however, will expire if not used within 30 days from the date of the PRC letter. If someone needs a PRC extension, contact the PPW System Administrator via a (standard format) e-mail message sent to the PIN PASSWORD ADMINISTRATOR group mailbox. Enter PPW in the subject line. In the message, indicate that the PRC needs to be extended. The PPW System Administrator will extend the expiration for another 30 days by reprinting the PRC letter.
Question – SSN Already in System	Answer
I am trying to request a PRC and receiving the message that my social security number is already in the PPW system. I don't remember requesting a PRC before. What should I do?	If the social security number is already in the system, it means that person has requested and been approved for a PRC. If he/she does not remember receiving a PRC letter, another letter can be released. If the person has already used the PRC to establish an account and does not remember doing so, the person may need a new password. In either case, send a (standard format) e-mail message to the PIN PASSWORD ADMINISTRATOR group mailbox. Enter PPW in the subject line and provide the social security number. The PPW System Administrator will look up the account and take appropriate action.
Question - New Password Doesn't Work	Answer
I received a new password in the mail and can't get it to work. What should I do?	One possibility is that the person is not entering the new password correctly. The password entry is case sensitive and must be entered exactly as it appears in the letter. The other situation is that the person has incorrectly gone to the <i>Establish Your Internet Account</i> screen instead of the <i>Log In</i> screen. After receiving a new password, a user (with an established account) needs to click on the <i>Login Now</i> link on the Benefit Online Services menu. This will open the <i>Log In</i>

	screen, where the user enters his/her PIN (social security number) and the new password to login.
Question – Account Locked	Answer
I tried to log in and now my account is locked. What should I do?	As a security measure, an account gets locked when the wrong password is entered three times. Only the PPW System Administrator can unlock an account. When the user gets the error message informing them that their account has now been locked, the link to the PPW System Administrator appears in the message. Most users will click the link and ask the PPW System Administrator for assistance. However, some users may feel more comfortable contacting their local RRB field office for help. You should send a (standard format) e-mail to the PIN PASSWORD ADMINISTRATOR group mailbox. Enter PPW in the subject line. Request that the account be unlocked.
Question – Fraudulent Account	Answer
I believe someone else established (or tried to establish) an account under my social security number. What should I do?	Field Service should notify the PPW System Administrator immediately. Send a (standard format) e-mail message to the PIN PASSWORD ADMINISTRATOR group mailbox. Enter PPW in the subject line and provide the social security number. The PPW System Administrators will take appropriate action.

115.2 General Inquiries

Question – Forgotten/Lost Password	Answer
I forgot my password. Can I get another one? If so, how?	A person can request a new password by clicking on the <i>Request New Password</i> link on the Benefit Online Services menu page, or the <i>Forgot your password</i> link on the <i>Log In</i> screen. The system will assign a new password to the person and release it in a letter mailed to the address on our records. When the person receives the letter, they should login with the new password.
Question – New Employee	Answer

I just started working for the railroad and would like to obtain a PIN/Password account. The system is telling me that my social security number is not in the database. Can I get a PIN/Password?	Employees cannot get a PIN/Password account if they started working for the railroad during the current year; or if they received a BA-6 form and their birth date is shown as 99-99.
Question – Employee Receiving an Annuity	Answer
I am receiving an annuity and would like a PIN/Password account. I am receiving the message that my information does not match your records. Can I get a PIN/Password account?	We are using the records of current and former railroad employees (EDM) for online validation. We are not using the records of people already receiving benefits. That is why the information is not matching. We have no internet services for annuitants. They do not need PIN/Password accounts.
Question – Security Mailings	Answer
Can you e-mail my PRC or password to me?	No. For security reasons, all PRCs and Passwords are released through the U. S. mail.

Field offices will answer general questions about the system. If you receive a question that is not addressed in this procedure, contact the PIN PASSWORD ADMINISTRATOR group mailbox. (NOTE: Use the standard Outlook e-mail message format.) Notate in the subject line or first line of the message that it refers to PIN/Password (PPW).

120 PPW System Administrator Responsibilities/Functions

The PPW System Administrators' primary responsibility is to maintain and monitor the PIN/Password system.

General duties include:

- Releasing PRC letters

- Unlocking user accounts
- Responding to user inquiries
- Responding to field office requests for assistance
- Referring user inquiries to a field office when appropriate
- Assigning new passwords
- Managing user accounts
- Managing administrative accounts
- Compiling reports
- Coordinating the display of a message when the system is down

Inquiries - Users may contact the PPW System Administrators at any time for a variety of reasons. The majority of the inquiries concern PRC and password issues. These include:

- PRC extensions
- Forgotten/lost passwords

Users may also contact the PPW System Administrators about:

- PRC and PIN problems establishing the account
- PIN and Password problems while attempting to Log In
- Password format problems

If the PPW System Administrators receive an inquiry that involves correcting EDM, the inquiry will be referred to the appropriate field office for handling. Most user inquiries are received online. The PPW System Administrators will respond to the user via e-mail.

If the user contacts the field office for help and you cannot assist them, you should forward the inquiry to the PIN PASSWORD ADMINISTRATOR group mailbox. (NOTE: Use the standard Outlook e-mail message format.) Include the individual's e-mail address. The PPW System Administrators will respond to the user directly. Field office inquiries will be given priority handling.