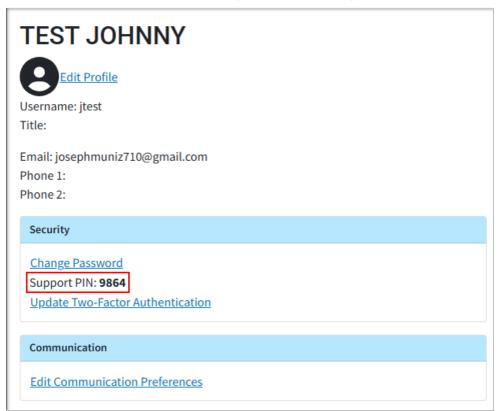
Show Support PIN (User Profile)

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o meet HIPAA SRA requirements, CollaborateMD uses a system-generated dynamic Support PIN when ontacting Support. This verifies the person requesting information or assistance for your account is uthorized.

Important: Sharing your Support PIN, even with co-workers, violates our User Agreement. A CollaborateMD Representative will verify your Support PIN on every call and live chat to authorize discussion and review of your account information. No account information will be discussed until verified.

- 1. Click the (2) icon with your name located in the top right corner of the screen.
- 2. Select User Profile.
- 3. Under Security, select Show Support PIN.
- 4. The screen will show the current 4-digit "Support PIN" (generated by the system).



5. Provide the PIN to the support representative when requested.

The system will generate a new Support PIN every 30 days or upon its validation by support,

whichever occurs first.