Show Support PIN (User Profile)

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

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 👤 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.