

Show Support PIN

† Modified on 08/06/2025 4:08 pm EDT

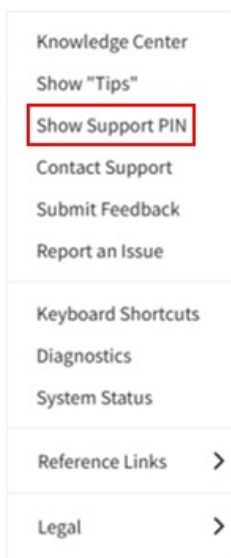
How Support PIN provides a user-level dynamic PIN, which is auto-generated within the application. When contacting support via phone or live chat, you will be required to provide this PIN to validate your identity. This PIN will be different each time a user contacts support.

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.

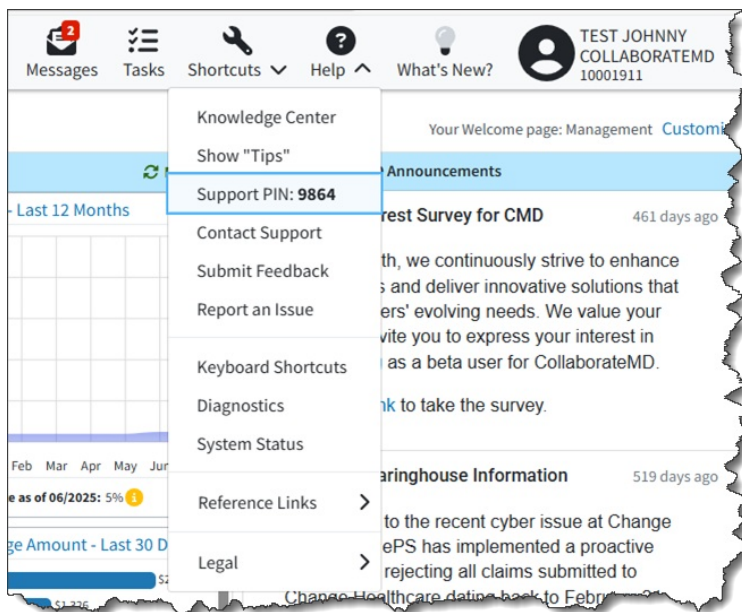
How to generate a Support PIN

1. Click on the  icon located in the top right corner of the screen.

2. Select **Show Support PIN**.



3. The screen will show the current 4-digit "Support PIN" (generated by the system).



4. 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.