This quick reference guide is intended to assist an eBusiness Center user create and manage his/her personal identification number (PIN) and related security questions.

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How do I request a PIN for my account?
In order to create a PIN you must first have an account in the eBusiness Center and login to that portal. If you do not have an account you can click “Create New Account...” to the left of the login prompt.

Once you have logged in, select “Request New PIN” from the “My Account” menu.
PIN Management in the eBusiness Center

PIN Holder Information
You will be prompted for your PIN holder information. This information, in most cases, will be different from your account information. Account information typically pertains to your profession and company information. The PIN holder information represents your personal data since you are applying for a PIN to represent your personal signature. Therefore, the screen will initially be populated with your name and email only. Complete this information using your home phone (not cell unless that is all you have), address, etc. for a greater probability of success with online identity verification. *Note: When entering your address only include the number and street name, do not include labels (i.e., Road, Rd, Lane, etc.)*

Complete this information and continue scrolling to section for security questions.
PIN Management in the eBusiness Center

Security Questions
Security questions must be established and will be used often in association with use of your assigned PIN. You must establish five security questions and answers, the use of which will be randomly rotated by the software.

Once your security questions have been created you must determine if you would like to verify your identity using an online service or by submitting a hard copy form.
Online Identity Verification: Safe & Secure (Recommended and Immediate Option)

Ohio EPA has partnered with LexisNexis to provide an online verification service to customers. If successful, this reduces the time it takes a user to be authenticated and receive PIN issuance; once verification is received a PIN will be generated in the same session. The system will utilize the PIN Holder Information provided along with a date of birth and the last four digits of his/her social security number. To initiate this process, follow the instructions on the screen to acknowledge you have read all of the information provided on the screens and click the “Verify Identity” button. The system will allow three attempts to use the online verification. Please make sure you have followed the instructions for PIN Holder Information to experience a greater probability of success. If the service is not able to do so after three attempts, the hardcopy process must be used.

Once successful, the following message will be displayed and an email will be sent to you providing instructions on how to view your PIN. If the verification is not successful an error message will appear allowing you to adjust the PIN holder information and try again for a total of three attempts. If verification is not successful after those attempts, proceed to the hardcopy notarized identify verification.
PIN Management in the eBusiness Center

Hardcopy Notarized Identity Verification
As indicated on the screen, the hardcopy process will take longer than online verification and involves printing a subscriber agreement form which must be signed in the presence of a notary. There are options to expedite this process by sending the request via express mail. Instructions are provided on the screen as shown below. In order to begin the process select the check box and click the “Request Hardcopy PIN” button.

In order to complete the hardcopy process, a Subscriber Agreement Form must be printed, completed, and signed in front of a notary. Once that is done the form must be sent to Ohio EPA at the address provided.

The Following Action is Required to Establish Your PIN.

- Download and print the Subscriber Agreement form provided by clicking the link below. This form is also being e-mailed to you.
- Sign the Subscriber Agreement in the presence of a notary after attesting to the statement on the Subscriber Agreement.
- Send the original notarized hard copy of your Subscriber Agreement to the Ohio EPA at one of the following addresses:
  - Mailing Address: Ohio EPA ATTN: ITS PIN Management PO Box 1049 Columbus, OH 43216-1049
  - Overnight Delivery Address: Ohio EPA ATTN: ITS PIN Management 50 West Town Street, Suite 700 Columbus, OH 43215

Once received and approved, the Ohio EPA will send an email to the email address you provided during the PIN application process. Once you receive your email, you must log in to the eBusiness Center (http://ebiz.epa.ohio.gov) to view your PIN first and then activate it before conducting business with your PIN. Instructions for activation will also be included in the email.

Getting Help
If you need assistance or have PIN-specific questions, please contact:
Information Technology Services front desk at 614-644-2990 or email at: EPA.eBizPINs@epa.ohio.gov.

If you need assistance or have questions regarding the Ohio EPA eBusiness Center, please contact: eBusiness Center Helpdesk at (877) 372-2499 (1.877.EPA-BIZZ) or email at: ebizhelpdesk@epa.ohio.gov.

Technical and PIN support hours of operation are 8:00 AM - 5:00 PM weekdays, except state holidays.
PIN Management in the eBusiness Center

Viewing a PIN

Whether your identity verification was successful via the online or hardcopy process, an email will be sent to the email provided in the PIN holder information area. You do not need to receive the email in order to view the PIN, however it will prompt you to do so once it is available. To view the PIN, select “View PIN” under the “My Account” menu as shown below.

In order to view a PIN you will be prompted to answer one of your established security questions. Answer the PIN question you are presented and click the “View PIN” button.

The PIN will be displayed on the screen and a notification will be emailed to the PIN holder email with notification that the PIN has been viewed. **The security of this PIN must be protected and it should not be shared with anyone else. It represents your personal signature.**
Activate a PIN

The final step that must be taken in order to use a PIN in the eBusiness Center is to activate it. You can accomplish this by selecting "Activate PIN" from the "My Account" menu. You must enter your PIN and answer a security question. Upon completion click the "Submit" button.

As soon as a PIN is activated you may begin using it as required in the eBusiness Center.

Contact

For more information about acquiring a PIN, contact Information Technology Services at EPA.eBizPINs@epa.ohio.gov or (614) 644-2990. If you have eBusiness Center questions, please contact the eBusiness Center Helpdesk at ebizhelpdesk@epa.ohio.gov or 1-877-EPA-BIZZ (1-877-372-2499).