

# Personal Identification Number Management in the eBusiness Center

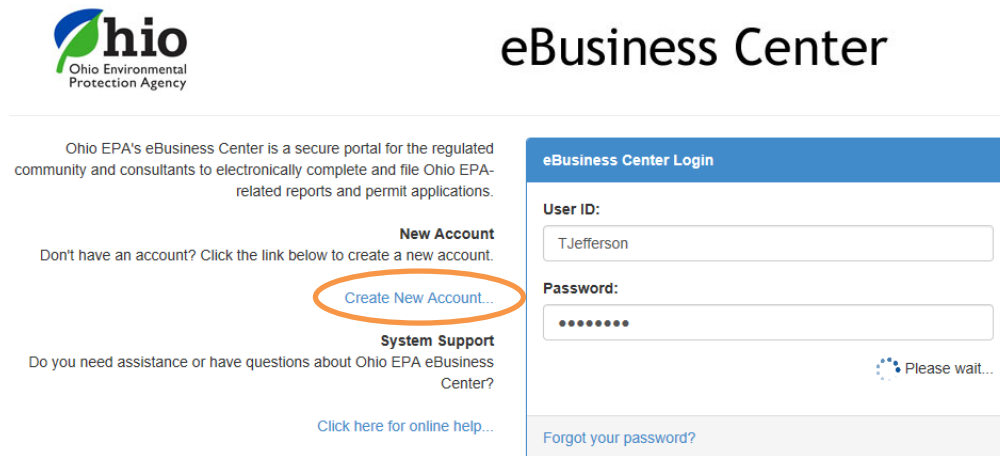
*This quick reference guide is intended to assist an eBusiness Center user create and manage his/her personal identification number (PIN) and related security questions.*

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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.)*

#### PIN Holder Information

Below is the contact information required to request your PIN. By default, it has been populated with the information you entered when you created this account. However, for your Identity Verification, please make sure this is your PERSONAL INFORMATION - i.e. home address and personal phone number.

Your PIN will be generated automatically using the LexisNexis online verification process.

If we are unable to verify your identity online, you will be required to send to Ohio EPA a notarized hardcopy application form (available at the end of this section). Once received and approved, the Ohio EPA will send an email to the email address you provided during the PIN application process. Instructions on how to view and activate your PIN will be included in the email.

<b>First Name</b>	<input type="text" value="Thomas"/>
<b>Middle Name</b>	<input type="text"/>
<b>Last Name</b>	<input type="text" value="Jefferson"/>
<b>Home Address Line 1</b>	<input type="text"/>
<b>Home Address Line 2</b>	<input type="text" value="(optional)"/>
<b>City</b>	<input type="text"/>
<b>State</b>	<input type="text" value="[select]"/>
<b>Zip</b>	<input type="text"/>
<b>Personal Phone Number</b>	<input type="text" value="(xxx) xxx-xxxx"/>
<b>Email Address</b>	<input type="text" value="tjefferson@abcco.com"/>
<b>Verify Email Address</b>	<input type="text"/>

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.

#### Security Questions

The security questions you create should have answers that only you know. For example, you might enter, "childhood pet's name", "mother's nick name", "favorite middle school teacher's hobby", etc. The security question answer is the exact answer to each of the security questions you enter.

Both questions and answers are spelling and punctuation sensitive, but are not case sensitive. You can have mixed case or all lower or all upper case. The system will not lock you out if you change case later. However, whatever punctuation or spelling you use must be repeated exactly or you will be locked out.

Each security question and answer must be unique. For example, you can't enter the security question, "What was my favorite car?" more than once and you can't use the answer, "Corvette" more than once. Remember to create non-easily guessable questions. For example: "What high school did you attend?" may be guessable by someone who knows you. A better question might be: "Who was my favorite elementary school teacher?"

Keep any record of security questions and answers to those questions in a secure place separate from your Account-related information. Remember, the PIN and the security questions and answers represent your personal signature - keep it secret - keep it safe.

**Security Question 1**

Security question 1 is required

**Security Answer 1**

**Security Question 2**

**Security Answer 2**

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.

## PIN Management in the eBusiness Center


### [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.


Online Identity Verification Safe & Secure (Recommended and Immediate Option)

You may verify your identity online AND receive your PIN immediately by entering your birth date and last 4 digits of your Social Security Number (SSN) below through a secure service, LexisNexis. Fill out the information and CLICK the "Verify Identity" button. If your identity is verified, you will receive your PIN automatically and it can be activated immediately.

If we are unable to verify your identity through the LexisNexis online service OR if you prefer NOT to enter your birth date and last 4 digits of your SSN, CHECK the box below AND CLICK the "**Request Hardcopy PIN**" button at the bottom of this screen and you will be guided how to proceed. Please note, this process will take 1-2 weeks and require a notarized hardcopy form to be mailed to Ohio EPA. Your PIN will be processed and you will receive email instructions on viewing and activating your PIN.

Date of Birth (mm/dd/yyyy):  

Last Four Digits of Your Social Security Number:

  I have reviewed the above information and would like to proceed with LexisNexis identity verification.

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.

Your PIN Request has been approved.

**Congratulations -**  
Your PIN request has been Approved and is ready for Activation.

To Activate your PIN, follow the instructions below:

Select the "Continue..." button below to return to the eBusiness Center home page and follow these instructions:

1. On the eBusiness Center Home Page, select the "My Account" menu.
2. Click on the "View PIN" link to access your PIN (you will need to answer a security question before viewing your PIN) and record the PIN in a safe location. Once you have the PIN, select the "Continue..." button to return to the eBusiness Center Home page.
3. Again, select the "My Account" menu and click on the "Activate PIN" link. You will be prompted to enter your case sensitive PIN and to provide the answer to one of the five PIN security questions you created when first requesting a PIN. Upon providing the correct answer, you will be informed that your PIN is activated. An email confirming that your PIN has been activated will be sent to the email account you specified in your PIN request.

Getting Help  
If you do not receive the email notification with your PIN or are experiencing other problems, please contact us at [\(877\) 372-2499](tel:877-372-2499) ([1-877-EPA-BIZZ](tel:1-877-EPA-BIZZ)). Select Option 2 for Assistance.

## 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.

**Hardcopy Notarized Identity Verification**

Use Only if Identity Verification fails after 3 attempts OR you do not wish to use the LexisNexis online verification service.


Check to get PIN via hardcopy notarized application. This will take 1 - 2 weeks.

[Request Hardcopy PIN](#) [Cancel](#)

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.**

Your PIN request was successfully submitted but additional steps are required.

1. Download and print the Subscriber Agreement form provided by clicking the link below. This form is also being e-mailed to you.  
 [Subscriber Agreement Form](#)
2. Sign the Subscriber Agreement in the presence of a notary after attesting to the statement on the Subscriber Agreement.
3. Send the original notarized hard copy of your Subscriber Agreement to the Ohio EPA at one of the following addresses:

<u>Mailing Address</u>	<u>Overnight Delivery Address</u>
Ohio EPA	Ohio EPA
ATTN: ITS PIN Management	ATTN: ITS PIN Management
PO Box 1049	50 West Town Street, Suite 700
Columbus, OH 43216-1049	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](tel:614-644-2990) or email at:  
[EPA.eBizPINs@epa.ohio.gov](mailto: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](tel:877-372-2499) ([1-877-EPA-BIZZ](tel:1-877-EPA-BIZZ)) or email at:  
[ebizhelpdesk@epa.ohio.gov](mailto:ebizhelpdesk@epa.ohio.gov).

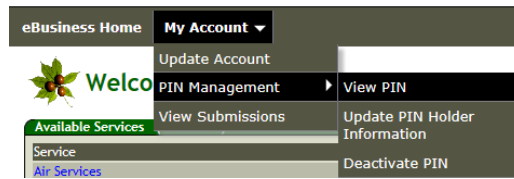
Technical and PIN support hours of operation are 8:00 AM - 5:00 PM weekdays, except state holidays.

[Continue...](#)

## 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.

View PIN for Account:

In order to view your PIN, please answer this security question:

3

[View PIN](#) [Cancel](#)

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.**

View PIN for Account:

The PIN for your account is:

A6ggjp+g

An email notification confirming that your PIN has been viewed has been sent to the email account associated with this PIN.

[Continue...](#)

## PIN Management in the eBusiness Center

### 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.

PIN Activation for Account: T Jefferson

Use this page to activate your eBusiness Center PIN. To complete your activation, enter your new PIN and answer the security question.

I understand and agree that the electronic signature device (PIN) I obtain from Ohio EPA shall serve as a legally enforceable signature to the same extent as an original handwritten signature on a paper document. I also agree to protect the security of my PIN from compromise and shall take all necessary steps to prevent its loss, disclosure, or use by any other person. In the event that I have any reason to believe that the PIN has or may have been compromised, I agree to promptly report the problem to the Ohio EPA.

I have read and agree with the above statement.

PIN:

Please answer this security question:

1

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

PIN Activation Complete

Your PIN was successfully activated. You will also receive an email notification.

### Contact

For more information about acquiring a PIN, or if you have eBusiness Center questions, please contact the eBusiness Center Helpdesk at [ebizhelpdesk@epa.ohio.gov](mailto:ebizhelpdesk@epa.ohio.gov) or 1-877-EPA-BIZZ (1-877-372-2499).