

## PIN Maintenance

Users of the Guernsey Registry Online Services Portal are able to change their entity or person PINs to something more memorable.

**Please note:** an entity or person PIN must have been issued by the Registry before it can be changed using this tool.

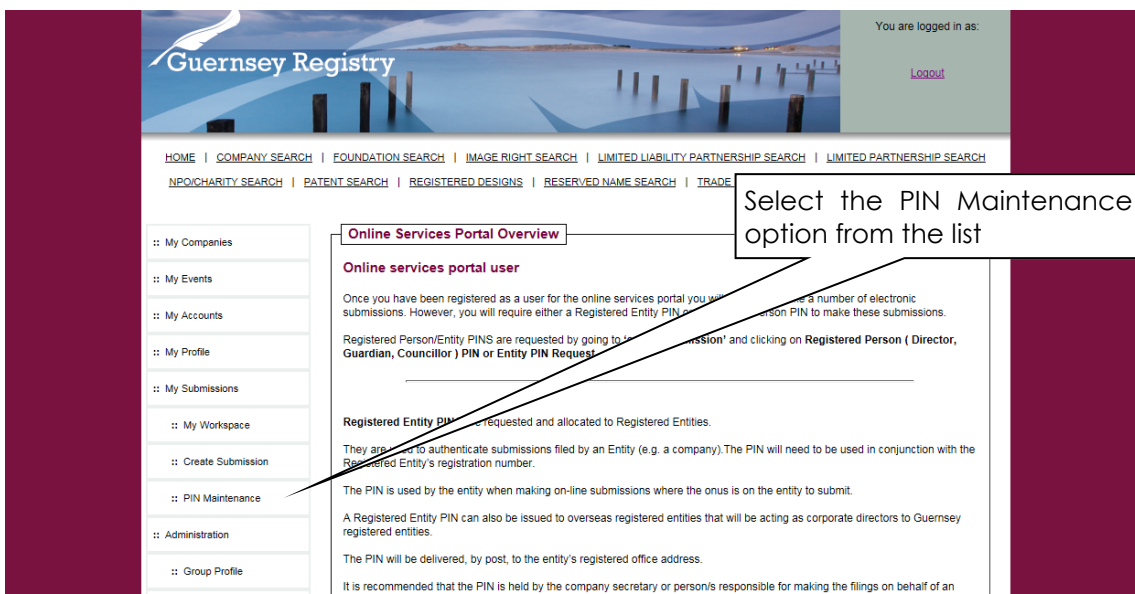
The purpose of this guidance note is to take the user step by step through changing a person or entity PIN using the Registry on-line services portal.

You will need:

- Email address and password to log onto the online services portal
- Person Identification Number or Entity Number
- Person or Entity PIN (this would have been issued by the Registry on Registry headed paper)

### How do I change my Entity or Person PIN?

1. Log into [www.greg.gg](http://www.greg.gg) and select 'PIN Maintenance':



The screenshot shows the Guernsey Registry Online Services Portal. The user is logged in as 'You are logged in as: [Name]'. The navigation menu includes: HOME | COMPANY SEARCH | FOUNDATION SEARCH | IMAGE RIGHT SEARCH | LIMITED LIABILITY PARTNERSHIP SEARCH | LIMITED PARTNERSHIP SEARCH | NPO/CHARITY SEARCH | PATENT SEARCH | REGISTERED DESIGNS | RESERVED NAME SEARCH | TRADE MARK SEARCH. The 'PIN Maintenance' option is highlighted in the navigation menu. A callout box points to the 'PIN Maintenance' option in the navigation menu and says 'Select the PIN Maintenance option from the list'. The main content area shows the 'Online Services Portal Overview' for an 'Online services portal user'. It explains that once registered as a user, the user can make a number of electronic submissions. However, they will require either a Registered Entity PIN or a Registered Person PIN to make these submissions. Registered Person/Entity PINs are requested by going to 'My Submissions' and clicking on 'Registered Person ( Director, Guardian, Councillor ) PIN or Entity PIN Request'. The Registered Entity PIN is requested and allocated to Registered Entities. They are used to authenticate submissions filed by an Entity (e.g. a company). The PIN will need to be used in conjunction with the Registered Entity's registration number. The PIN is used by the entity when making on-line submissions where the onus is on the entity to submit. A Registered Entity PIN can also be issued to overseas registered entities that will be acting as corporate directors to Guernsey registered entities. The PIN will be delivered, by post, to the entity's registered office address. It is recommended that the PIN is held by the company secretary or person/s responsible for making the filings on behalf of an entity.

2. Select whether you want to change an Entity or Person PIN from the menu:

The screenshot shows the Guernsey Registry website's 'PIN Maintenance' page. The page header includes the Guernsey Registry logo and navigation links such as HOME, COMPANY SEARCH, FOUNDATION SEARCH, IMAGE RIGHT SEARCH, LIMITED LIABILITY PARTNERSHIP SEARCH, LIMITED PARTNERSHIP SEARCH, NPO/CHARITY SEARCH, PATENT SEARCH, REGISTERED DESIGNS, RESERVED NAME SEARCH, TRADE MARK SEARCH, LEGISLATION, and CONTACT US. A sidebar on the left contains a menu with options like My Companies, My Events, My Accounts, My Profile, My Submissions, My Workspace, Create Submission, PIN Maintenance (highlighted), Administration, Group Profile, Group Users, Group Events, Group Workspace, Group Portfolio, and Logout. The main content area is titled 'PIN Maintenance' and contains instructions: 'Users of the online service need an ID and PIN in order to make submissions. This ID and PIN is your electronic signature for validation of submissions made to the registry. This page allows you to:'. Below the instructions are two bullet points: 'Request a new Entity or Person PIN (if the Entity or Person does not already have a PIN or the PIN has been lost you will need to select this option)' and 'Change a Person or Entity PIN (if you already have a valid Person or Entity PIN you can change it to something more memorable)'. The form includes fields for ID Type (a dropdown menu with '-- Select --' selected), ID Number, PIN, Enter New PIN, and Confirm New PIN. A 'Change Pin' button and a link 'Request new Entity or Person PIN' are also present. A callout box with the text 'Select Entity or Person PIN' points to the ID Type dropdown menu.

3. Enter the Person ID number or Company Registration number, and the current PIN:

This screenshot shows the same 'PIN Maintenance' page as above. A callout box with the text 'Enter Person ID number or Company Registration number' points to the ID Number input field. Another callout box with the text 'Enter current PIN' points to the PIN input field. The rest of the page content, including the sidebar and instructions, remains the same as in the previous screenshot.

4. Enter a new PIN and confirm, then click 'Change PIN':

The screenshot shows the Guernsey Registry website interface. At the top, there is a navigation menu with links for HOME, COMPANY SEARCH, FOUNDATION SEARCH, IMAGE RIGHT SEARCH, LIMITED LIABILITY PARTNERSHIP SEARCH, LIMITED PARTNERSHIP SEARCH, NPO/CHARITY SEARCH, PATENT SEARCH, REGISTERED DESIGNS, RESERVED NAME SEARCH, TRADE MARK SEARCH, LEGISLATION, and CONTACT US. The main content area is titled 'PIN Maintenance'. It contains a form with the following fields: ID Type (a dropdown menu), ID Number, PIN, Enter New PIN, and Confirm New PIN. Below these fields is a 'Change Pin' button and a link for 'Request new Entity or Person PIN'. A callout box on the left side of the form contains the text: 'Enter a new PIN and enter it again below to confirm. The PIN must be a 4 digit number'. Another callout box points to the 'Change Pin' button with the text: 'Click 'Change PIN' to confirm the change.' The left sidebar of the website lists various navigation options such as My Workspace, Create Submission, PIN Maintenance, Administration, Group Profile, Group Users, Group Events, Group Workspace, Group Portfolio, and Logout.

## What if I have forgotten my current Entity or Person PIN?

If you have forgotten your current Entity or Person PIN you can click the 'Request new Entity or Person PIN' link below the 'Change PIN' button to request a new PIN.

Details of how to complete the request are available at the link below:

Registered Person PIN or Entity PIN Request guidance note:

<http://guernseyregistry.com/CHttpHandler.ashx?id=1603&p=0>