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 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.

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.

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 Screen](image)

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 identity verification.

![PIN Request Approved Screen](image)

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 or (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.

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.
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).