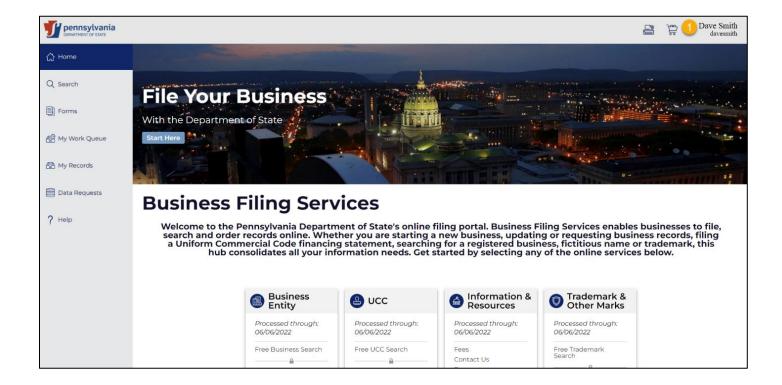# Customer PIN Overview

Contents

Why PINs?

Personal Identification Numbers (PINs) are used to verify access to Business Records. Users can gain access to records to make necessary changes by utilizing a PIN.

A customer must have a login to the Pennsylvania Portal to begin. The PIN will be sent to the email address associated with the login credentials. *Note, the PIN will remain **valid for only 2 hours***.
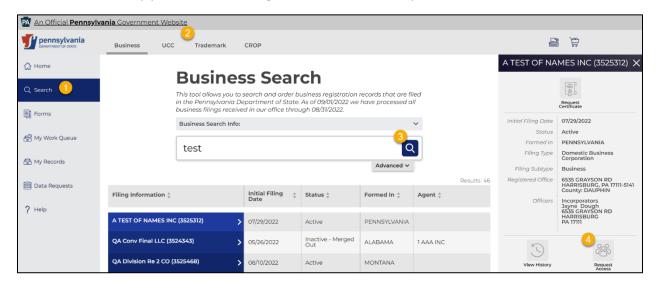
Locating the Business Record

To locate the desired business record, the customer must log into the Business Filing Services System. The **user's name** and **username**[1] will appear in the top right-hand corner.

![tecuity logo]

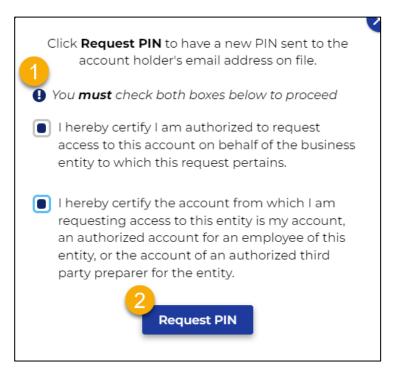Begin by selecting **Search¹** from the Navigation Pane on the left. Next, select the record type from the top of the **page²**. Enter the record name in the search bar and select the **Search³** icon. After selecting the desired record from the results, the slide out drawer will appear. Select **Request Access⁴** to request a PIN.
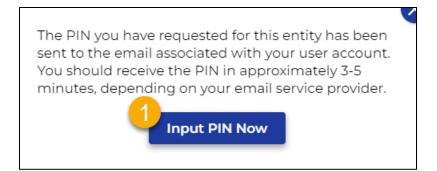

The customer must check both **boxes¹** and agree to the terms before selecting **Request PIN²**.
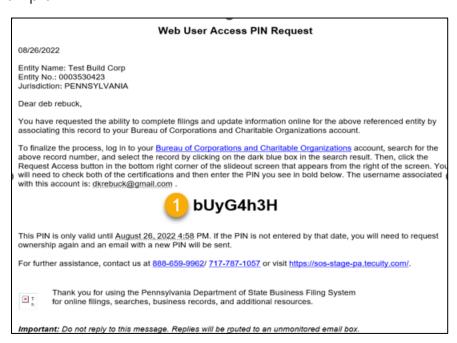
A message will appear asking the customer to **Input Pin Now¹**.
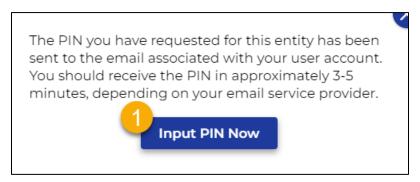
Email PIN Reply

The customer will receive an email from the PA Dept of State with the **PIN¹** included. The email will be sent from **no_reply@pa.gov**. The email sent will look like the following example:
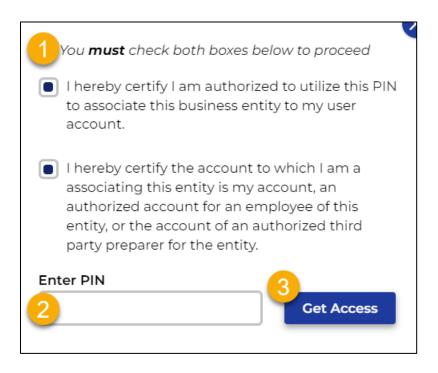
Web User Access PIN Request

08/26/2022

Entity Name: Test Build Corp
Entity No.: 0003530423
Jurisdiction: PENNSYLVANIA

Dear deb rebuck,

You have requested the ability to complete filings and update information online for the above referenced entity by associating this record to your Bureau of Corporations and Charitable Organizations account.

To finalize the process, log in to your Bureau of Corporations and Charitable Organizations account, search for the above record number, and select the record by clicking on the dark blue box in the search result. Then, click the Request Access button in the bottom right corner of the slideout screen that appears from the right of the screen. You will need to check both of the certifications and then enter the PIN you see in bold below. The username associated with this account is: dkrebuck@gmail.com .

① bUyG4h3H

This PIN is only valid until August 26, 2022 4:58 PM. If the PIN is not entered by that date, you will need to request ownership again and an email with a new PIN will be sent.

For further assistance, contact us at 888-659-9962/ 717-787-1057 or visit https://sos-stage-pa.tecuity.com/.

Thank you for using the Pennsylvania Department of State Business Filing System for online filings, searches, business records, and additional resources.

Important: Do not reply to this message. Replies will be routed to an unmonitored email box.

Inputting PIN

Return to the Pennsylvania Portal and select **Input PIN Now**[1]. If needed, the customer can perform the search for the business record again and will then be prompted to input the PIN. *Note the PIN is case sensitive. Copying the PIN from the email directly will help to eliminate an error.*

The PIN you have requested for this entity has been sent to the email associated with your user account. You should receive the PIN in approximately 3-5 minutes, depending on your email service provider.

[1] **Input PIN Now**

The customer must agree to the terms and check both **boxes**[1]. Next enter the **PIN**[2] received and select **Get Access**[3].

[1] You **must** check both boxes below to proceed

☑ I hereby certify I am authorized to utilize this PIN to associate this business entity to my user account.

☑ I hereby certify the account to which I am a associating this entity is my account, an authorized account for an employee of this entity, or the account of an authorized third party preparer for the entity.

Enter PIN

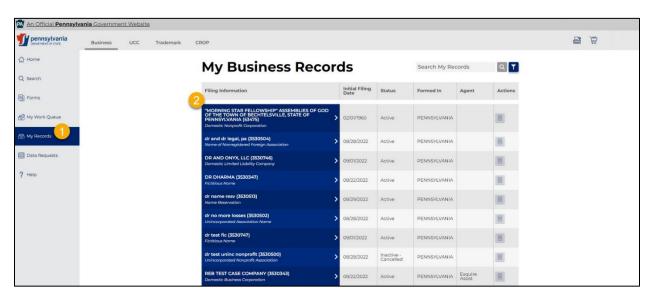[2] [   ]   [3] **Get Access**

After entering the PIN, the **Manage User Access** window will display customers that have access to the selected record. From this screen, the customer can revoke access to the business record for any user. Select **Revoke¹**, to revoke the access for a user. *Note, customers will be notified via email when their access is revoked, or if another customer requests access to a record they manage.*

From the navigation pane, select **My Records¹**. The requested **record²** is now available for the customer to view or update.
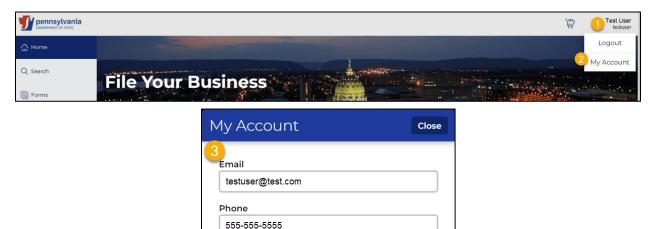
Troubleshooting – PIN not received

If the PIN was not received:

- Look for an email from **no_reply@pa.gov**, with the subject line: **Web User Access Pin Request**
- Allow at least five minutes to receive the email
- Check **Spam** or **Junk** folders
- Verify the email address within the Pennsylvania Portal is associated with the username. Select the **customer name**[1] from the top-right of the page. Next select, **My Account**[2]. The **email address**[3] registered will be shown on the **My Account** window.

After performing the steps above, if everything appears correct notify the **PA Keystone Help Desk**.

The Help Desk can be reached by phone at: 877-328-0995, or by email at: KeystoneLoginSupport@randstadusa.com.