



PHONE V-PIN & PRIVATE CODE REGISTRATION INSTRUCTIONS

Pick up the handset and follow the below steps to register for VPIN and establish your 4-digit private code:

1. Dial 1 for English or 2 for Spanish
2. Dial the number 111 to begin registration
3. Enter your 7-digit SID number
4. Say your first and last name
 - Speak directly into the phone
 - Speak in a clear and natural voice
 - You will have 2.5 seconds to say your name
5. Please confirm your first and last name by restating them after the tone
 - Speak directly into the phone
 - Speak in a clear and natural voice
 - You will have 2.5 seconds to say your name
6. If your VPIN registration is successful, your name will be repeated back to you
 - If you get a message that your voice did not match, do not hang up. You will be asked to restate your name up to 3 times
 - If you did not successfully register after your 3rd attempt, you will hear, "Your voice or name did not match. Please try your call again. Good bye." The system will hang up.
7. You will be prompted to register your secure 4-digit private code. Enter your 4-digit code on the telephone keypad
 - You will need to remember this code when making future calls!
 - Please don't share this code with anyone
8. You will hear "You entered (your private code). Press 1 to confirm. Otherwise, press 2.
 - You will hear "Your 4-digit code is registered"
 - If your code becomes compromised, please dial 112 to reset.

DIALING INSTRUCTIONS

1. Pick up phone. For English press 1, for Spanish press 2.
2. For a collect call press 0
3. To make a debit call press 1
4. Enter the 10-digit phone number you are attempting to call
5. Enter your 7-digit SID number
6. Say your first and last name
7. Enter your 4-digit private code