



## How to Request a Personal Identification Number (PIN)

### What is a PIN?

At the start of your account you are asked to provide a 4 – digit personal identification number (PIN) to ensure privacy and protection of your account. To enroll accounts online you will need your 10-digit account number and the 4-digit security PIN of the main account holder.

### Need your PIN?

Call PHX Customer Services automated phone system at: 602.262.6251 and say “PIN”. **OR**

1. Locate **two** of the following items currently on file for account verification:
  - Phone number on file
  - Last payment amount
  - Date account started: Month and Year
  - Email Address (if on file)
2. **Visit:** <https://www.phoenix.gov/AtYourService> and click “PHX PAY ONLINE HELP”.
3. Sign in if you already have an account or create an account for new users.
4. Use the drop down at “How May We Assist You” and select “Don’t Have A PIN/Forgot PIN”
5. Once you have entered your information, your PIN will be provided immediately.

**RECOMMENDATION:** To better assist with account verification in the future, authorize PHX Customer Service to add your email address to your account.