How to Generate/Use the Support Pin
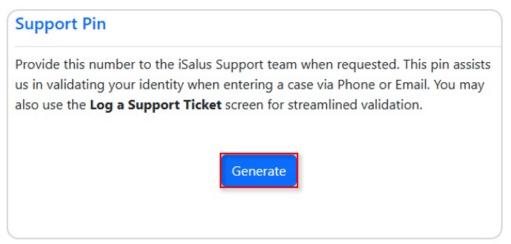
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When contacting support to create a ticket via phone or email, you will be required to provide a 6-digit PIN to validate your identity during the Support process. This user-level Support PIN is generated within the application and is good for 24 hours.
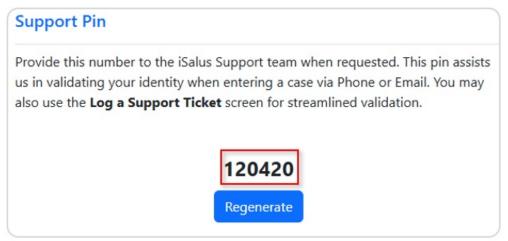
Generating a Support Pin

1. Access the **iSalus Support Pin** option by clicking on the 'keypad icon' in the upper right corner of the application.

2. When the "Support PIN" window opens, Click **Generate**.

3. Provide the 6-digit PIN to the support representative when requested. Alternatively, include the pin # on the email request.

Please be aware that clicking "Regenerate" will generate a new pin. The newly generated pin will be the active pin for validation. Validation is required for tickets created by calling the Support Team at

877.280.6640 or by emailing **support@isalushealthcare.com**. Please note that generated PINs are valid for only 24 hours. You may also use the "Log a Support Ticket" screen for streamlined validation.