**How to reset your OceanPay PIN:**

- Visit www.oceanpay.com/card.
- Click the Customer Support tab.
- Complete the form to request a PIN reset.
- Your temporary PIN will be emailed within 24 hours.
- Once you have your temporary PIN, log into your account with the temporary PIN and create a new PIN.
- Success - PIN change complete!

**If you don't know your User ID:**

- Access the cardholder website and click “Forgot User ID?”
- Follow the onscreen prompts and enter your PIN (or temporary PIN if it was reset).
- Success - User ID recovered!

**If you don't know your Password:**

- Access the cardholder website and click “Forgot Your Password?”
- Follow the onscreen prompts to create a new password. Enter your User ID and PIN.
- Success – new password created!

**To create a new PIN:**

- Once you’ve logged in to your account, you must create a new PIN if you have received a temporary PIN.
- Log into your account and click “Change PIN”.
- Provide the temporary PIN.
- Create a new PIN.
- Success – PIN change complete!