



# Parents: Resetting your ATS PIN

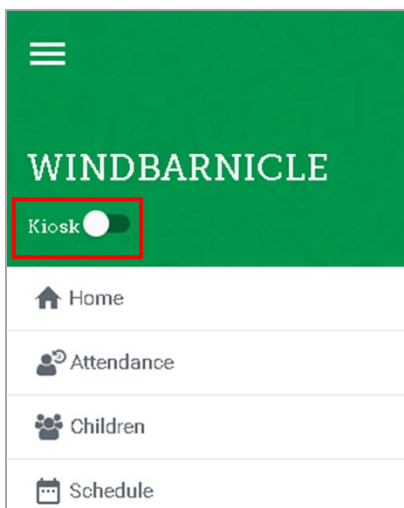
## Introduction

Each CCCAP parent/caregiver or delegate must have their own unique eight-digit personal identification number (PIN) to check children in and out of care using ATS. **You shall not share your PIN with anyone, including the child care provider.**

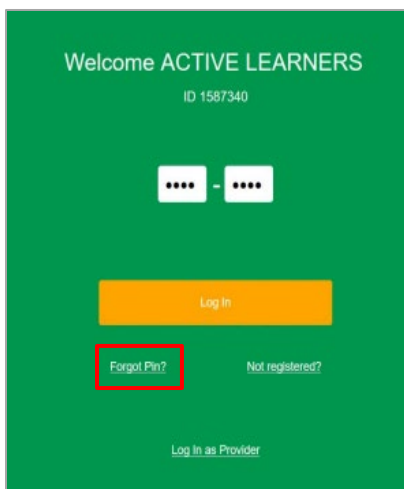
If you forget your PIN, follow these instructions to reset your PIN.

### To reset your PIN:

1. From the provider location and provider device, the provider will access ATS and switch to KIOSK mode.

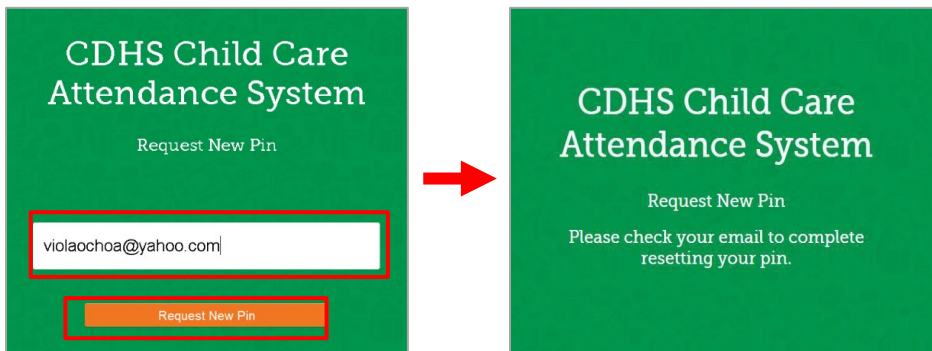


2. On the Welcome screen, select **Forgot PIN?**

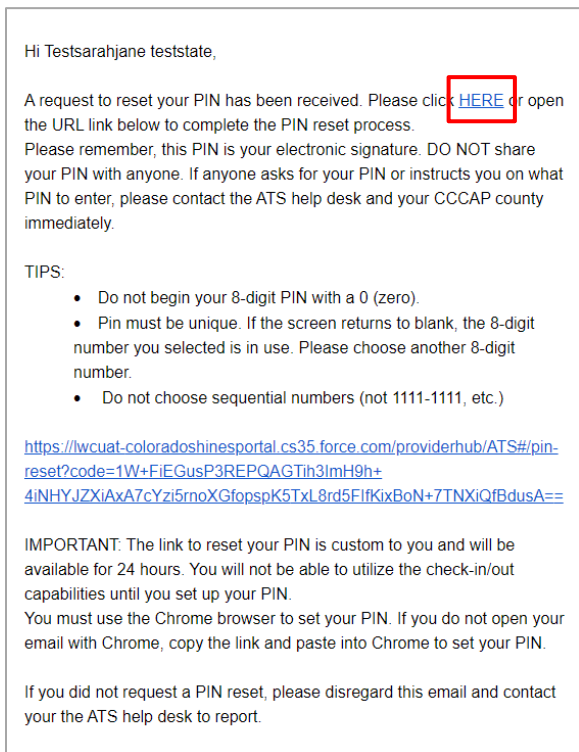




3. Enter the email address that you use with your county CCCAP case and select **Request New PIN**. You will be instructed to check your email to complete resetting your PIN.



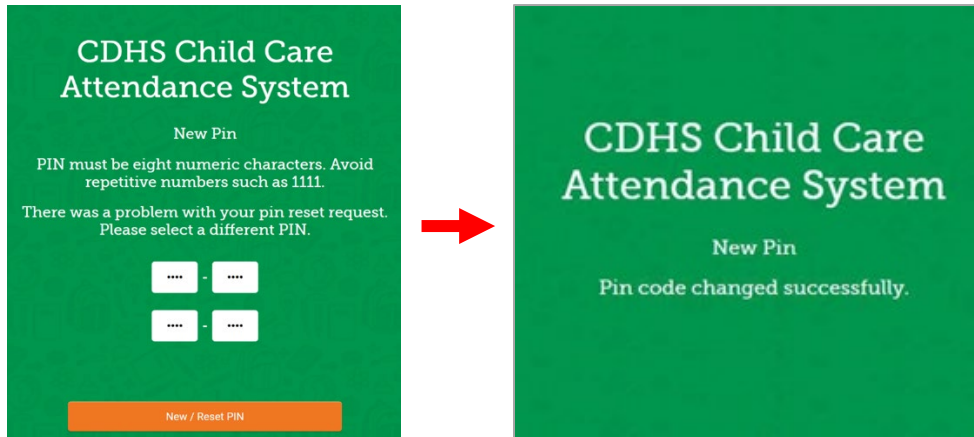
4. Check your email inbox for an email to complete the PIN reset process. If you don't see the email in your inbox, check your spam and junk folders for the email sent from [cdhs\\_ats\\_helpdesk@state.co.us](mailto:cdhs_ats_helpdesk@state.co.us). The link will be active for 24 hours from when the email was sent.



Read the email for tips to successfully set your PIN. Select the **HERE** link to complete the PIN reset process. The link will expire after 24 hours. If do not set your PIN within 24 hours, you will receive a reminder email with a new link.



On the New PIN screen, enter an eight-digit number, four digits in each box, in the first row. Enter it again in the second row. NOTE: ATS will present a clear understanding of the reason why the PIN entered is not accepted.



5. Click **New/Reset PIN** to save the PIN. You will receive a message that your PIN was successfully changed.

Once you have set the PIN, you can use it to access the ATS at a provider facility. Go to the device that your provider makes available to use for ATS, enter Kiosk mode, enter your new PIN and select Log In to check your children in and out of care.