

IVR – How to Create a PIN for a Sponsor (Parent/Caregiver)

A **Sponsor** (parent/caregiver) needs to create a **PIN** before using the IVR system. To create an IVR **PIN**:

- A** Use the designated **Phone Number** to call the **IVR Phone Number** (713)242-1606.
- B** After the initial greeting,
 - Press 1 for English
 - Press 2 for Spanish
- C** Follow the instructions to enter the **Sponsor** personal **Phone Number** and **PIN** to confirm identity. If there are multiple Sponsors who share a telephone number, the system may prompt you to select your name from a list. If there is no **PIN** registered for that **Sponsor** account, IVR prompts you to tap **#** (numerical sign).
- D** Follow the instructions to create a new **PIN**. IVR repeats the newly entered **PIN** to verify.
 - Press 1 to accept
 - Press 2 to re-enter
- E** Upon acceptance of the new **PIN**, the system verbally confirms that the **PIN was successfully changed** and prompts the **Sponsor** to re-start the login process.

Note: Parents who never set up an account in KinderSign will have to contact their associated Board if they forgot their PIN.