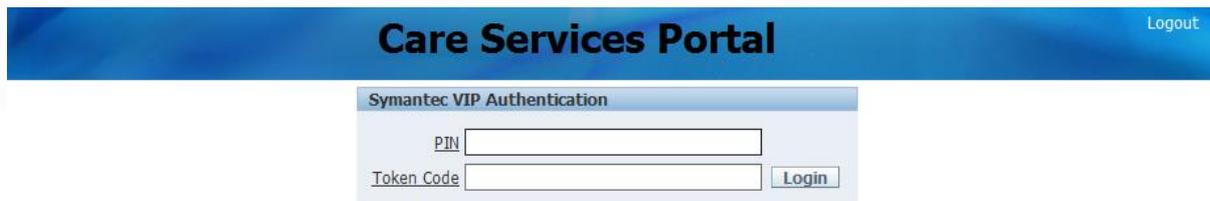
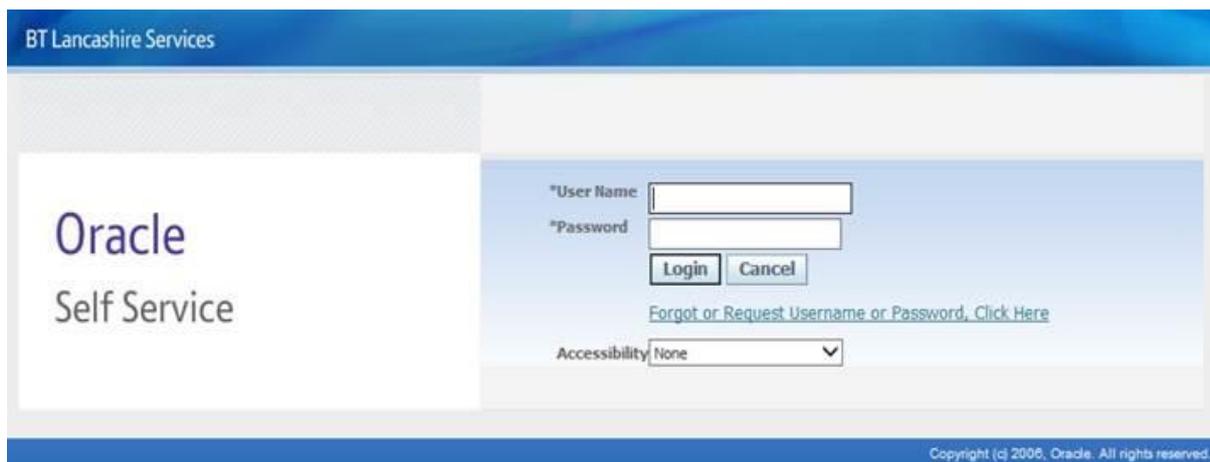


Care Provider Portal – Reset PIN for Soft Token / Credential I.D.

If you find that your PIN does not work when trying to access the Care Provider Portal (shown below), you can reset this yourself using the **Reset PIN** button in the iSupplier Portal.



To do this, first login to the Oracle Self Service with your registered username and password.



Now select the **LCC iSupplier Portal** from the Oracle Self Service Home Page.



Now select the **Admin** tab from the LCC iSupplier Home Page.

Lancashire
County Council

iSupplier Portal

Home Logout Preferences Help

Home Orders Shipments Finance **Admin**

Search PO Number Go

Notifications

Full List

Subject	Date
No results found.	

Orders At A Glance

Full List

PO Number	Description	Order Date
No results found.		

Orders

- Purchase Orders
- Purchase History

Shipments

- Delivery Schedules
- Overdue Receipts

Receipts

- Receipts
- On-Time Performance

Invoices

- Invoices

Payments

- Payments

Home Orders Shipments Finance Admin Home Logout Preferences Help

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Now select the **Contact Directory** link from the Admin screen.

Lancashire
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Home Logout Preferences

Home Orders Shipments Finance **Admin**

Profile Management

- General
- Company Profile**
- Organization
- Address Book
- Contact Directory**
- Business Classifications
- Banking Details

General

Organization Name	Taxpayer ID
Supplier Number	Country of Tax Registration
Alias	
DUNS Number	
VAT Registration Number	

Attachments

Search

Note that the search is case insensitive

Title Go

Show More Search Options

Add Attachment...

Title	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete
No results found.								

Home Orders Shipments Finance Admin Home Logout Preferences

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Now select the relevant user account you wish to reset by clicking the **Pencil Icon**.

The screenshot shows the Lancashire County Council iSupplier Portal. The 'Admin' tab is selected, leading to 'Profile Management' > 'Contact Directory : Active Contacts'. A table lists active contacts with columns for First Name, Last Name, Phone Number, Email, Status, Account, Remove, Addresses, and Update. The contact 'BEN PETTIT' is highlighted, and a red arrow points to the Pencil icon in the 'Update' column. Navigation links for 'Previous 15', '16-30', and 'Next 15' are visible.

Now select the **Reset PIN** button located in the top right of the Contact Details screen.

The screenshot shows the 'Update Contact' screen in the Lancashire iSupplier Portal. The breadcrumb trail is 'Admin: Profile Management: Contact Directory > Update Contact'. At the top right, there are 'Cancel', 'Save', and 'Reset PIN' buttons. A red arrow points to the 'Reset PIN' button. The form contains various fields for contact details, including 'First Name' (BEN), 'Last Name' (PETTIT), 'Phone Area Code', 'Phone Number', 'Phone Extension', 'Alternate Phone Area Code', 'Alternate Phone Number', 'Department', and 'Contact Email' (Ben.Pettit@lancashire.gov.uk). There are also sections for 'Care Portal Users Only' with 'Credential ID 1', 'Credential ID 2', and 'User Type' fields. At the bottom right, there are 'Cancel', 'Save', and 'Reset PIN' buttons.

Your new PIN will be emailed to you shortly via the **Secure Webmail** service.