

Step-by-step guide – How to Reset your Pipeline PIN

Step 1

Open Hamline home page, go to login page at www.hamline.edu/logins and click on Pipeline.

Then provide your Hamline ID number and click on: **Forgot PIN?**.

The screenshot shows the 'User Login' page of Hamline University. At the top left is the Hamline University logo and name. At the top right is a 'HELP' link. Below the header is the title 'User Login'. A red horizontal line separates the header from the main content. Below the line is an information icon followed by the text: 'Please enter your Hamline ID Number and your Personal Identification Number (PIN). Case is sensitive, so be sure to type your PIN exactly as created. Do not include dashes or other punctuation. When finished, click Login.' Below this is a paragraph: 'To ensure successful navigation throughout the system, please use the available links. When you are finished, please Exit and close your browser to protect your privacy.' Below that is a bolded instruction: 'Never share your PIN with anyone!'. There are two input fields: 'Hamline ID Number:' followed by a text box, and 'PIN:' followed by a text box. At the bottom are two buttons: 'Login' and 'Forgot PIN?'.

Step 2

If you answer your security question correctly, you will be asked to create and enter a new PIN for yourself.

If you do not remember the response to your security question, click on: **Reset PIN**

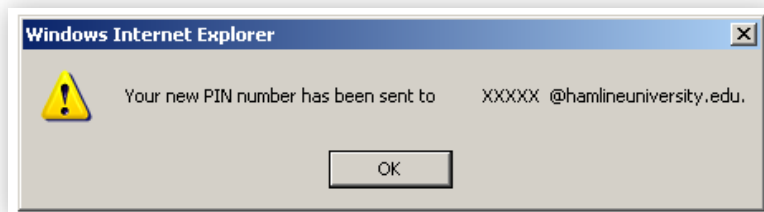
The screenshot shows the 'Security Answer' page of Hamline University. At the top left is the Hamline University logo and name. At the top right is a 'HELP' link. Below the header is the title 'Security Answer'. A red horizontal line separates the header from the main content. Below the line is an information icon followed by the text: 'Please provide the correct answer to your security question and then click Submit Answer.' Below this is a paragraph: 'You will then be asked to enter a new PIN for future access.' Below that is another paragraph: 'Please do not share your security answer with anyone.' There are three labels: 'Hamline ID Number:' followed by the text 'XXXXXXX', 'Question:' followed by the text 'What is the name of your first pet?', and 'Answer:' followed by a text box. At the bottom is a button labeled 'Submit Answer'. Below the button is a paragraph: '** If you do not remember the response to your question, you can use the Reset PIN functionality to reset your PIN.' At the very bottom is a button labeled 'Reset PIN'.

Step 3 BASIC RESET (with your Hamline email account)

Enter your Hamline ID number and your Hamline Email Address (username@hamlineuniversity.edu or username@hamline.edu), then click on: **Submit**.

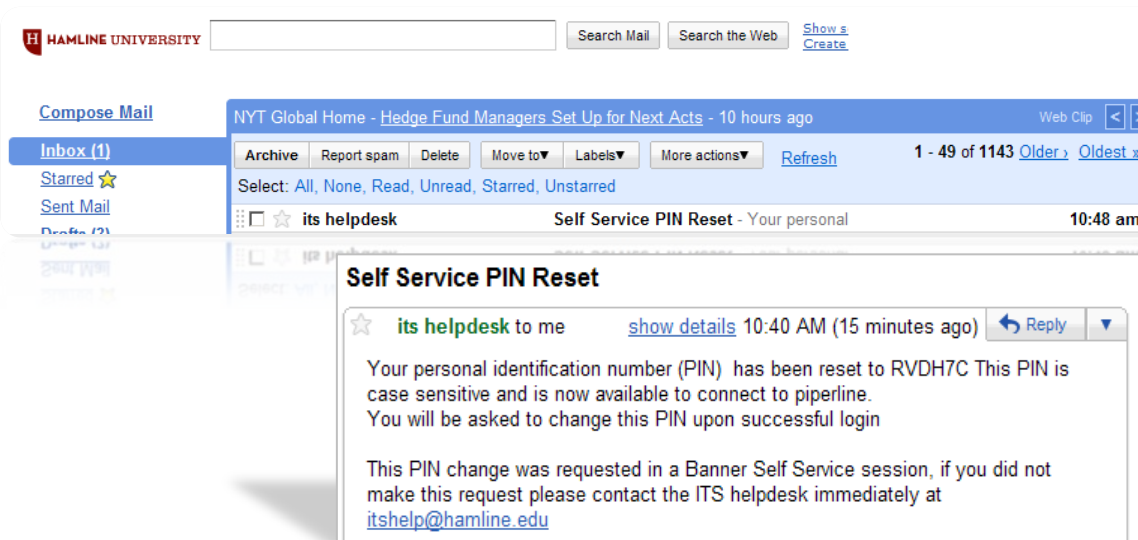
The screenshot shows the 'HAMLINE UNIVERSITY' logo at the top left. Below it, the title 'Hamline Reset Pin' is displayed. In the top right corner, there are links for 'HELP' and 'EXIT'. The main text reads: 'Use this page to reset your own Pipeline Pin. Click the "Help" link to view instructions.' Below this, a bold instruction states: 'To reset your PIN, enter your Hamline ID number and email address:'. There are two input fields: 'Enter your Hamline ID Number:' with a placeholder 'xxxxxxx', and 'Email Address:' with a placeholder 'your_username@hamlineuniversity.edu'. A note below the fields says: '*The entered email address must match the email address on file. The new Pipeline PIN will be sent to this address'. A 'Submit' button is located below the note. At the bottom, there is a footer: 'If you are having trouble, please contact the ITS Help Desk using the email link or call 651-523-2220' and a link: 'Email the ITS Help Desk for Assistance'.

The system will show you a message confirming that your new PIN has been sent to your Hamline email.




Step 4

Login to your Hamline email account and open the message from the **ITS Helpdesk**: You have received a new PIN you can use to log into Pipeline at <http://www.hamline.edu/pipeline>. This new PIN is case sensitive, and you will be asked to change this PIN upon successful login



Step 5: ADVANCED RESET (with any email account)

If you do not remember your Hamline email address, enter your Hamline ID number and click on **Submit**. The system will show you an **Advanced Reset** button that will allow changing your PIN by answering a few questions regarding your Hamline history as a student or former student.


HAMLINE UNIVERSITY

[HELP](#) [EXIT](#)

Hamline Reset Pin

Use this page to reset your own Pipeline Pin. Click the "Help" link to view instructions.

❗ No Self Service account was found for the ID and email address
To reset your PIN, enter your Hamline ID number and email address:

Enter your Hamline ID Number:

Email Address:

*The entered email address must match the email address on file. The new Pipeline PIN will be sent to this address

*The Advanced Reset will allow you as a student or former student the option of changing your PIN by answering a few questions regarding your Hamline history.

If you are having trouble, please contact the ITS Help Desk using the email link or call 651-523-2220
[Email the ITS Help Desk for Assistance](#)

Step 6

Click on the **Advance Reset** button. **You must answer all questions correctly** to reset your Pipeline PIN.

Pipeline Pin Reset -Self Service

Use this page to reset your own Pipeline Pin. Click the "Help" link to view instructions.

To reset your PIN, complete all of the fields below:

Your Hamline ID Number: 9975831

Birth Date: (Format MM/DD/YYYY)

Last Name:

Middle Initial: (Leave blank for no middle name)

Email Address:

*Enter the email address that you would like your new PIN sent to. This email address does not need to be your Hamline email address.

Choose your first term taking a class

Choose your most recent student level

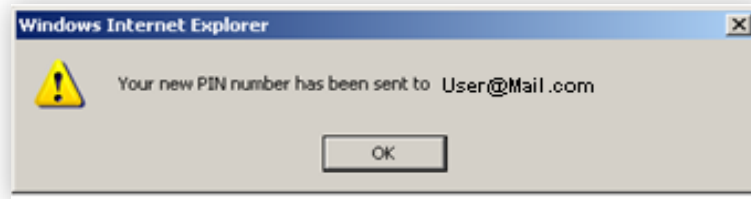
Choose the correct course you have taken

Choose the correct student housing

*All Fields are required

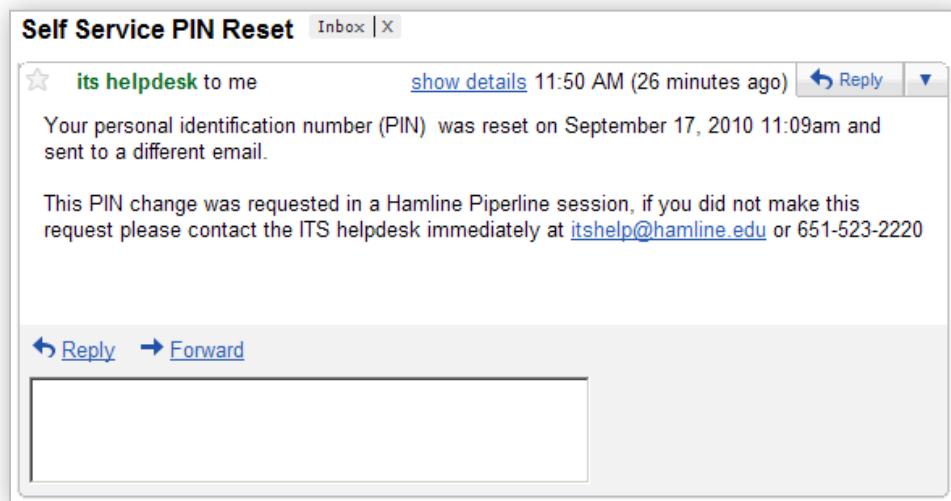
This time you can use any personal email address where you would like your new PIN sent to. If you don't have middle name, please use the space bar in that field. Then, click on: **Submit**. Remember, all fields are required.

The system will show you a message confirming that your new PIN has been sent to your personal email.



Check your personal email account and open the message from the **ITS Helpdesk**: use the PIN you received to log into Pipeline at <http://www.hamline.edu/pipeline>. Remember this new PIN is case sensitive. You will be asked to change this PIN upon successful login.

Note: For your security, a simultaneous email will be sent to your Hamline email account to inform you that your personal identification number (PIN) was reset and sent to a different email.



Step 7

If you have any problem during this process, please contact the ITS Helpdesk for assistance.

If you were not successful while trying to reset your Pipeline PIN, contact the ITS Helpdesk. A service ticket will be created and a staff member will contact you to reset your Pipeline PIN. This process requires verifying your identity so you will need to answer specific questions regarding your history as a student at Hamline as well as some personal questions. The staff member will contact you during regular working hours, Monday to Friday, from 8am to 5:45pm.

You can contact the ITS Helpdesk by phone at **(651) 523.2220** or by email to **itshelp@hamline.edu**.