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

Step 1
Open Hamline home page, go to login page at [www.hamline.edu/logins](http://www.hamline.edu/logins) and click on Piperline. Then provide your Hamline ID number and click on: **Forgot PIN?**

![Login page](image)

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**

![Security answer page](image)
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 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 Piperline at http://www.hamline.edu/piperline. 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.

Step 6
Click on the Advance Reset button. You must answer all questions correctly to reset your Piperline PIN.

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 Piperline at http://www.hamline.edu/piperline. 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 Piperline PIN, contact the ITS Helpdesk. A service ticket will be created and a staff member will contact you to reset your Piperline 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 its@hamline.edu.**