

Soft PIN Expiration Notification

What is a Soft PIN?

Your Soft PIN is a personal security code you use when contacting ServiceNow support. It verifies your identity and helps us securely assist you. You don't need it for everyday portal access—only when you call our support team.

Why Did I Get This Email?

If your account was set up before May 2026, you received a notification that your Soft PIN will expire on **July 6, 2026**. This is a routine security reminder triggered automatically by our system for PINs expiring within 10 days.

Important: This email does not affect your ability to log in or use the Partner Portal. It's simply a heads-up that your Soft PIN is about to expire.

Do I Need to Do Anything Right Now?

No. You can:

- Ignore the notification and update your PIN later when it's convenient
- Reset your PIN now if you prefer (see steps below)

Either way, your access and login remain unchanged.

How to Reset Your Soft PIN

If you'd like to update your PIN now, follow these steps:

1. Log in to the Partner Portal
2. Go to **Admin > Profile > Security Settings**
3. Enter the validation code you received in the email
4. Select **Edit Caller PIN** and create your new PIN
5. Save your changes

That's it—your new PIN is active immediately.

Questions?

- **The email link didn't work?** No problem. Just follow the steps above to reset directly from your profile.
- **I didn't receive the validation code email?** Check your spam folder. Due to high email volume, the validation code may take a few additional hours to arrive. If you don't receive it within 24 hours, contact partnernow@servicenow.com for assistance.
- **I'm not sure if this email is legitimate?** Yes, it's valid. It comes from our IT system and is sent to all partners with expiring Soft PINs. Your access and login are not at risk.

Note: As of now, these notifications have been disabled, so you won't receive any further reminders. You can reset your PIN at any time before it expires.