

Conditions for the Use of PIN

1. The PIN code is linked exclusively to the user in the portal and can only be provided to the user with the appropriate portal account.
2. The user selects their PIN code via the portal platform. The PIN is not sent in printed form by mail or by means of electronic communication.
3. Only the user of a given portal account can select or change a new PIN code.
4. The user is obliged to prevent revealing the PIN code. In particular, it is forbidden to have your PIN code written down in your wallet or any other item (including mobile phone, computer or similar device – except for the designated ones), or to tell the PIN code to other persons, including family members. Violation of this provision by the user, whether fraudulent, intentional or negligent, is considered a gross violation of the Terms of the PIN code use and the user bears full responsibility for any loss incurred.
5. The user has the right to change the PIN code. You can change the PIN code selected via the portal directly in the portal. If the user forgets the PIN code, he/she shall verify himself/herself in one of the following ways:
 - Video verification with a Glocin HelpDesk employee (Skype, Messenger)
 - Appears for verification at a branch office in person
 - Verifies himself/herself at the nearest DŠO
 - Verifies himself/herself using CzechPoint
6. Fee for verification and resetting of a forgotten PIN code is TRN 10 (Teuron).
7. The PIN is used by Glocin to authenticate the user in on-line communication when setting or resetting key user parameters such as password, Two Factor Authentication, address, surname change, and so on.
8. For security reasons, Glocin strongly recommends that the user does not choose numbers that are easily discoverable and deductible for the PIN code, e.g. part of his/her Glocin ID number, four identical digits or digits in succession, the date of birth of the user or his/her family members.