

	<b>How to change your EBIS PIN using the IVR System</b>
Step 1	<p>Call the following phone number;</p> <p style="text-align: center;">Local: (210) 527-2378 External: (800) 997-2378</p>
Step 2	Press “2” For Benefits & Entitlements
Step 3	Press “1” for Current Employee
Step 4	<p>Press “2” If you have forgotten your Pin You will need the following information which is provided on your latest leave and earnings statement.</p> <p>Your Social Security Number: Your Date of Birth: Your Service Computation Date for leave: Your Pay Plan: Your Grade: Your Step:</p>
Step 5	Press “1” to enter this information
Step 6	Please enter your social security number
Step 7	Please enter your date of birth in the following format; 2 digit month, 2 digit day, 4 digit year. (12151957)
Step 8	Please enter your service computation date of leave in the following format; 2 digit month, 2 digit day, 4 digit year. (08171987)
Step 9	<p>Enter your civilian pay plan using the 2 digit numeric key that correspond to your 2 digit alphabetic pay plan abbreviation” Example: 47 for “GS” matched 8 pay plans</p> <p>Because your pay plan contained letter you will then hear the list of all 8 pay plans.</p>

	<p>Press 1 after you hear your pay plan.  Hear “GP” wait  Hear “GS” (Press 1)</p>
Step 10	<p>Please enter the 2 digit Pay Grade,  Example grade 9 enter as “09”  Enter your grade:</p>
Step 11	<p>Please enter the 2 digit Step,  Example step 2 enter as “02”  Enter your step:</p>
Step 12	<p>You will then listen to what information  the system collected from you. After listening  to this information you will be as  If this is correct, Press 1 if not Press 2”  If all of your information is correct  Press 1:</p>
Step 13	<p>You will hear a message about DOD guide lines on  Changing your pin. Then you will be asked to  Enter your pin.  Please enter your new 6 digit pin:  Please reenter your new 6 digit pin for validation:</p>
Step 14	<p>The system will then voice to you your current Duty Phone.  If this is correct press 1, else Press 2.  Press 1 if it is OK.</p>