

# What are PIN codes and to change them?

Published: 13.10.2020.

## WHAT SORT OF INFORMATION IS INCLUDED IN THE PIN ENVELOPE?

Receiving a personal certificate, you will also receive a PIN envelope with the PIN codes included (PIN1 and PIN2), as well as a code to unblock the PIN or the PUK code.

PIN codes ensure that only the holder of the personal certificate who knows the corresponding PIN codes would use the functions of the personal certificate – authentication and electronic signature.

PIN1 code is a combination of four figures and it is used only in cases when you confirm your identity in an electronic environment, for example, when authenticating in order to use electronic services on the website [www.latvija.lv](http://www.latvija.lv).

PIN2 code is a combination of six figures and it is used only in cases when you want to sign an electronic document. Remember that an electronically signed document has the same force as a physically signed one, therefore use PIN2 with great care – before entering the PIN2 code, be sure about the document's to be signed content!

## Can I change my PIN and PUK codes?

Yes, you can change your PIN codes by using a Latvian eID middleware [PinTool](#). In order to change the PIN codes, choose the most appropriate PIN code at the authentication entry (PIN1 code) or at the signature certificate entry (PIN2 code) by clicking the button *Change PIN1* or *Change PIN2*. You will be asked to enter the existing PIN code, which is included in the PIN envelope, as well as the new PIN code (twice).

Remember that incorrectly entering three times a PIN code the corresponding function will be blocked! In order to unblock the corresponding PIN code by using [PinTool](#), you must click the button *Unblock PIN1* or *Unblock PIN2*. You will be asked to enter the PUK code, which is included in the PIN envelope, as well as the new PIN code (twice).

The service of PUK code change is currently not available. We are sorry for temporary inconvenience.

## What should I do if I have forgotten the PIN codes and have not saved the PIN envelope?

You can request to issue you a new PIN envelope at any territorial division of the Office of Citizenship and Migration Affairs or at the consular or diplomatic service of the Republic of Latvia in foreign countries by submitting the personal certificate and signing the corresponding application. The new PIN envelope and the new personal certificate with the new PIN codes you will be able to obtain within 5 working days (if the application has been processed at the territorial division of the Office of Citizenship and Migration Affairs), at the same territorial division of the Office of Citizenship and Migration Affairs, or at the service where the application has been processed. During the time, the functioning of the certificates included in the personal certificate is ceased, and the personal certificate is no longer valid for authentication or electronic signature.

<https://www.pmlp.gov.lv/en/what-are-pin-codes-and-change-them>