How to change my card PIN?

While viewing your PIN in Shell Fleet Hub, you may want to change it. Note: If PIN is sent by email or SMS, then the recipient can change the PIN after viewing it. If you do not want cardholders to be able to change the PIN when receiving it, please contact the customer services so they can disable this feature for your account.

1. Select **Cards** from the menu in the top left corner of the page.



2. Click on the card you wish to view the PIN from the list.

CARS Card list This is a list of all your cards and their statuses. From here you can select individual cards to view their datales or porform other useful actions.							→ ±
274	23 Active >	6 NOCKED >	O Extring >		136 cancelled >		
Cards for All accounts			Search			Q #	≡ J↑
DOHN 1	u	LST USED EX	KPIRES 1/03/24	STATUS Active			

3. Click on the **Details**.

← CARD LIST					
Card ending	4621				
	Shell	Card	Status Active		
	*****************4 <u>6219</u> 7		Vehicle size	Block	→
			Smaller vehicles	Cancel	→
		0CT 26	Purchase category	Other actions	
CARD ACTIVITY	PRICED TRANSACTIONS	RESTRICTIONS	LS		

4. Click on View/Change PIN

Card details		
۵	ISSUE DATE	18.11.22
4	EXPIRY DATE	30.11.27
☐ 140241	REGION	International
	NETWORK	Shell sites
	DRIVER ID	
	PIN	Self-assigned
		View/Change Pin
		Send Pin

5. A popup will appear, you will be able to see your PIN one digit at a time. Hover over the padlock below the green circle to see the digit behind. If you are using a mobile device, press and hold.





7. Enter the strong PIN you wish. Shell Fleet Hub will validate it via the different dots under. If a dot is red, it means that the PIN is considered as weak and should be changed.



8. Click **Confirm** to send the PIN change request. The request is automatically and immediately processed, and the cardholder will need to enter the new PIN during next transaction.

6. Scroll down and see the Change PIN button