

The online PIN [add to favourites](#)

How to request the PIN to access INPS services for residents abroad without identification documents?

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Things

The [PIN \(Personal Identification Number\)](#) is the **personal identification code** that allows access to **INPS online services**, based on the user's personal details and other data in the archives. Thanks to this recognition system, each user can take advantage of the services dedicated to him.

[Read more](#) 

Who is it for?

The service is aimed exclusively **at citizens residing abroad who do not have an Italian identification document**.

How does it work

The **PIN** can be **ordinary**, to consult data on one's social security contributions or pension, or **device**, to request the services and economic benefits to which one is entitled.

[Read more](#) 

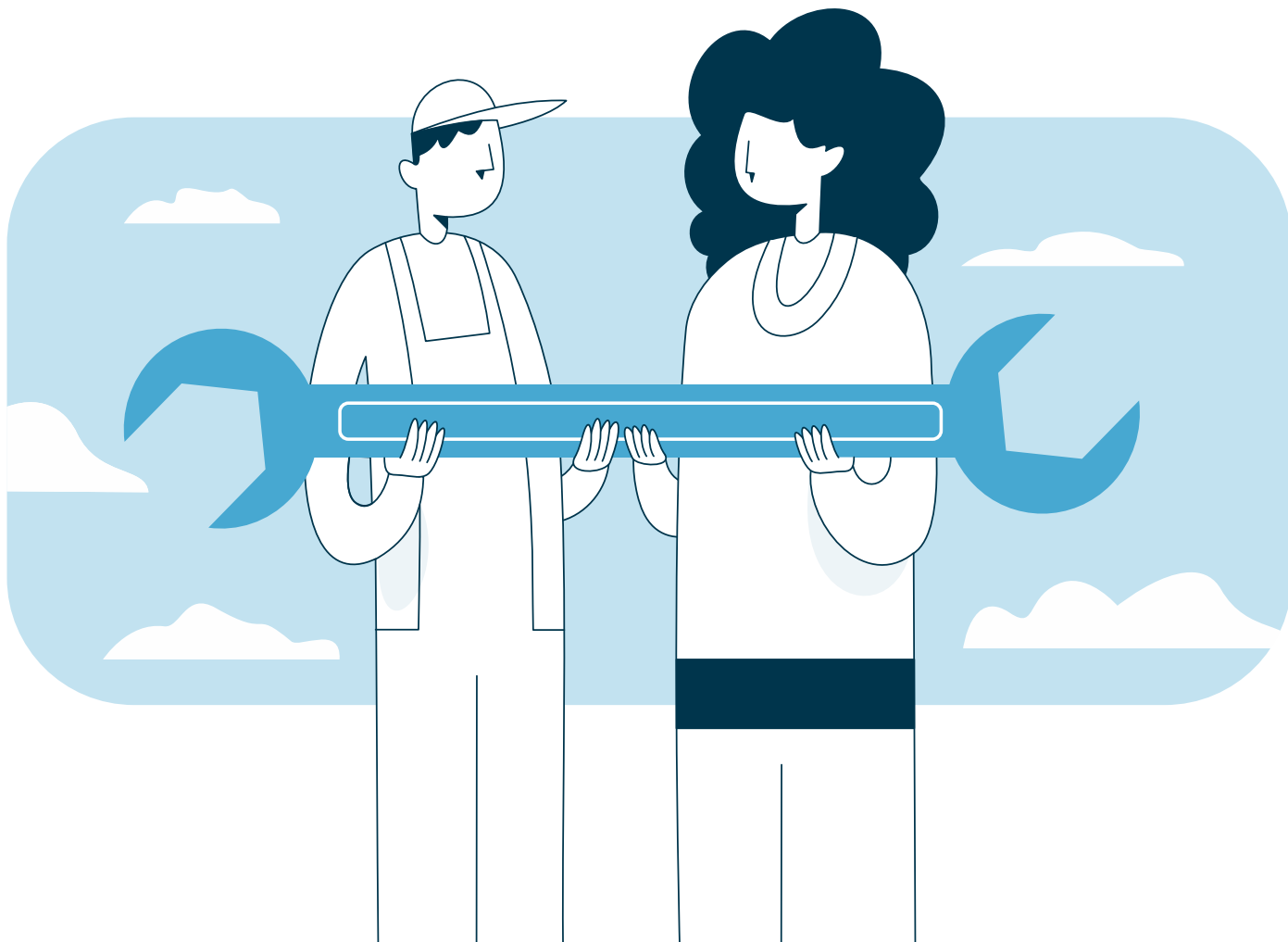
Request

The **request for the PIN** by citizens **residing abroad without identity documents issued in Italy** can be requested with the "Request PIN" function of the online PIN service, or **at the reference INPS office with the [MV35 form](#)** available in the "Forms" of the INPS portal, by booking an appointment at the office desk.

[Read more](#) 

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Can I help you
access
INPS services?

Get and manage your PIN



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What is PIN

The PIN (Personal Identification Number) is the personal identification code that allows access to the INPS online services. Thanks to this recognition system, each user can take advantage of the services dedicated to him.

From 1 October 2021, INPS issues the PIN as a credential for accessing services **only to citizens residing abroad who do not have an Italian identification document**.

Ordinary PIN and Device PIN

The PIN can be **ordinary**, to consult data on one's contributory position or pension, or **device**, to request the services and economic benefits to which one is entitled. The latter was set up to ensure greater security on the applicant's identity: to obtain it, you must send the request form online or by fax, which can be downloaded from the [Online Pin Request](#) service > [Do you want the device PIN](#)? specifically filled in together with a copy of your identity document or go personally to an INPS office, booking an access to the fast counter, independently through the [INPS offices service](#), through the "Sportelli di sede" function of the INPS Mobile app or by calling the Contact Center on 803164 from a landline (free of charge) or 06164164 from a mobile (with the rates of your mobile offer). The service is active from Monday to Friday, from 8 to 20, and on Saturday from 8 to 14.

In any case, it is possible to submit a service request also with the ordinary PIN, to block the possible expiry of the terms. The application will be processed as soon as the user converts the ordinary PIN into a device PIN.

The initial PIN consists of 16 characters. At the first access with this PIN, a wizard assigns the user an eight-character PIN, with which to subsequently access the services.

Who can request the PIN

Only foreign residents without identity documents issued in Italy can request the PIN using the "Request PIN" function of the online PIN service.

Phone PIN

Users who access INPS services using SPID, CNS or CIE credentials, to avail themselves of the support of Contact Center operators in accessing online services, can obtain a **temporary telephone PIN**. By accessing the MyINPS area with your credentials, you can use the "telephone PIN" function to generate a temporary PIN, which can be valid for one day, one week, one month or three months.

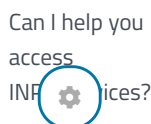
Credentials to access INPS online services: SPID, CNS and CIE.

Citizens can access online services with second level SPID, with the **Electronic Identity Card (CIE)** or through the **National Services Card (CNS)**.

Delegation of digital identity

Citizens who are unable to use the INPS online services independently can [delegate a trusted person](#) to exercise their rights towards the Institute.

The [INPS circular of 12 August 2021, n. 127](#) provides all the useful information **for issuing proxies to access online services**.



Convert PIN to Device PIN



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From 1 October 2021, INPS issues the PIN as a credential for accessing services **only to citizens residing abroad who do not have an Italian identification document**.

The ordinary PIN obtained online or through the Contact Center does not allow you to submit applications for services and benefits. To use these services, it is necessary to convert the ordinary PIN into a device PIN using the [online procedure for converting the PIN](#).

By accessing the online procedure, once the ordinary PIN has been entered, the user must print and sign the request form, scan the signed form and an identification document and upload them online as required by the procedure "Do you want the device PIN? ".

Alternatively, the signed form and a copy of the document can be sent to the Contact Center via the fax number 800 803 164 or delivered by going to an INPS office by reserving access to the Fast Desk autonomously via the INPS offices service, [using](#) the "Sportelli di sede" of the INPS Mobile app or by calling the Contact Center on 803164 from a landline (free) or 06164164 from a mobile (with the rates of your mobile offer). The service is active from Monday to Friday, from 8 to 20, and on Saturday from 8 to 14.

Once the checks are completed, the ordinary PIN is converted into a device PIN.

Can I help you
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INPS services?



Retrieve your lost PIN



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Reset your PIN

If you lose your PIN, you can use the [online PIN reset procedure](#) to get a new one.

To use the restore procedure it is necessary to indicate the tax code and, for security reasons, at least two of the contacts entered at the time of registration between mobile phone, email and PEC (Certified Electronic Mail). To confirm the operation, the user receives an email or certified email with the link to follow. Half of the new PIN (16 characters) is sent to the mobile number via SMS and half to the email address or PEC.

If you have already provided at least one reference between mobile phone, email and PEC, you can add another by calling the Contact Center on the toll-free number 803 164 (free from a landline) or 06 164 164 from a mobile network (for a fee based on the rate plan of the telephone operator).

However, it is recommended to keep your personal contacts updated through the online procedure for changing PIN contacts, accessible with your PIN.

Revoke PIN

If you have lost your PIN and cannot restore it, you can proceed with revoking it to prevent it from being used by third parties.

The PIN can be revoked through the [online procedure for revoking the PIN](#) , providing the tax code, health card data and an email or PEC address. Alternatively, you can call the Contact Center on the toll-free number 803 164 (free from a landline) or 06 164164 from a mobile network (for a fee based on the telephone operator's rate plan).

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