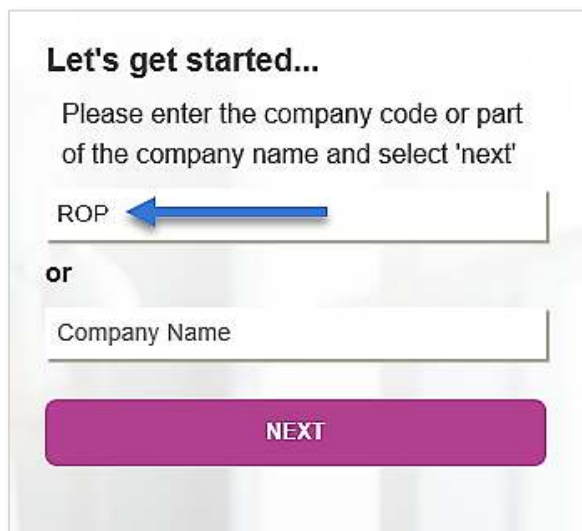# Didn't receive your PIN in the mail?

No problem! Simply follow the below steps to access Computershare online and retrieve your PIN electronically.

1. Navigate to Computershare online at https://www-us.computershare.com/employee/ and enter "ROP" in the Company Code field.
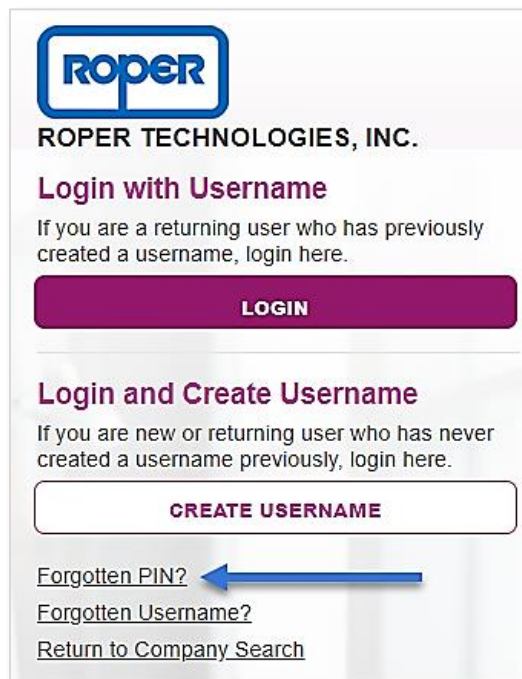
2. Click **Forgotten PIN?** from the login screen
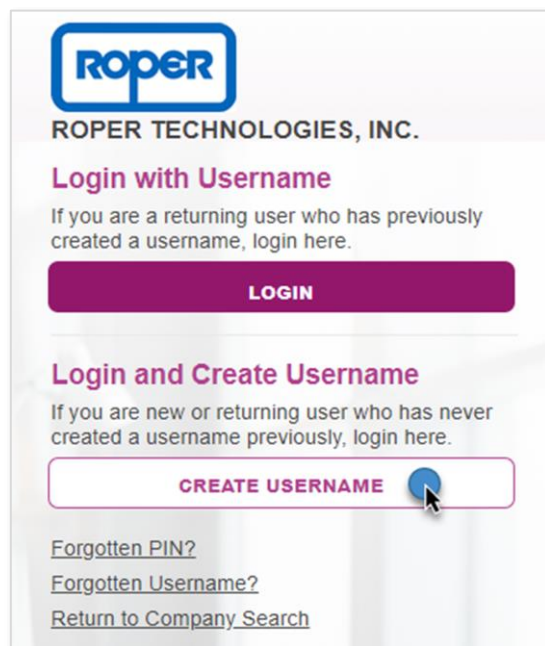
3. Select **Social Security Number** from the dropdown menu and enter your full SSN (no dashes) in the **User ID** field. Enter the Captcha code.

4. Select the *"Via email…."* option to indicate that the PIN should be sent to the email address Computershare has on file for you (your work email address) and click **Next**.

5. You will quickly receive an email from Computershare with your PIN information like the one shown below:
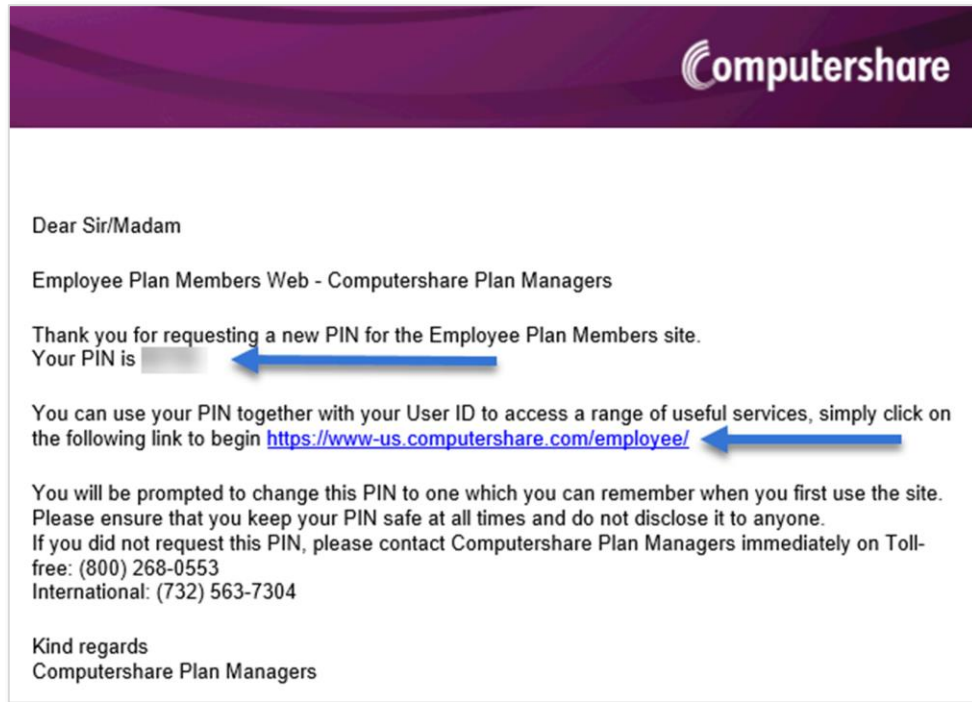
6. After receiving the email, click on the link to navigate back to the Computershare login page and select **Create Username**.

7. Select **Social Security Number** from the dropdown, enter your SSN (no dashes), and then enter the PIN provided in the email you received.

8. On your first login, you will be prompted to read and agree to the Computershare **Terms and Conditions & Privacy Statement**.

9. You will then be prompted to create a new PIN. The PIN you create is required to be a **number** containing **5 -11 characters** in length. You will also be prompted to create an **alpha-numeric** username containing **6 – 30 characters** in length.

10. Next, create your **security questions and answers** which are used to validate your identity should you need to reset your PIN or retrieve your User ID in the future.

11. Enter your **Email Address** and click **Next**.

12. From the confirmation page, confirm that your details are correct. If updates are needed, use the **Previous** navigation button to go back to prior pages and update accordingly. If everything is correct, select **Next**.