



Forgot Your PIN #?

Pin Resets

How do I reset the personal identification number (PIN) on my TWIC?

*If you were issued a card **after** October 21st:*

- To reset your PIN, you must bring your TWIC card to an enrollment center, walk-ins are welcome. [Click here](#) to find the closest enrollment center.

*If you were issued a card **before** October 21st:*

- The power outage that disrupted TWIC activations on Oct. 21, 2008 permanently damaged the equipment used to reset TWIC PINs. No data or personal information was lost or compromised. As a result, if you were issued a TWIC prior to this date and forgot your PIN, you will be issued a replacement card free of charge. In order to do this, please contact the TWIC Help Desk (1-866-DHS-TWIC) to open a ticket and receive further instructions. Once your replacement card is ready for pick up, you will be notified via phone or email (the option you selected during enrollment). At that time, you make an appointment for activation at www.tsa.gov/twic.
- **Note:** In order to be reissued a TWIC, you are required to return your existing card. If the current TWIC is not returned, the request will be treated as a lost card which requires a payment of \$60.

Detailed information for Benicia

Address	Hours of Operation
TWIC Enrollment Center Suite E/2 785 Oak Grove Road Concord, CA 94518	Monday through Thursday: 9:00 AM - 5:00 PM Closed Friday