SAN BERNARDINO COUNTY | Transitional Assistance

CHANGES ARE COMING TO YOUR INTERACTIVE VOICE RESPONSE SYSTEM!

Beginning Sept. 27

When calling the Interactive Voice Response (IVR) System, you will no longer be able to use your case number to authenticate yourself to access your case information.

Ways to authenticate will include using one of the following combinations below:

- Phone number and Social Security Number or,
- Date of Birth and IVR Personal Identification Number (PIN)

Any newly issued IVR PINs will be six digits instead of four.

There is no change if you are currently using a four digit PIN, however if you reset or request a new PIN, you will be required to select six digits.

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