

We are currently updating the OP Help Center content for the release of OP 14.19 or OP 19. OP 19 is a member of the certified OP 14 family of products (official version is 14.19.1), which you may see in your software (such as in Help > About) and in the Help Center tabs labeled 14.19. You may also notice that the version number in content and videos may not match the version of your software, and some procedural content may not match the workflow in your software. We appreciate your patience and understanding as we make these enhancements.

## What's the best way to generate a PIN for a parent on the phone?

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The best way to generate a PIN when a parent is on the phone is to start the PIN generation from the OP Practice Portal. This will generate a Welcome email to the parent. The Easy Button in OP does not generate an email to the parent.