



How to unblock your PIN?

macOS | Unblock PIN for Smartcard (Signing Stick)

Before you start you will need



LuxTrust device
Your Smartcard or your Signing Stick (with integrated chip)



LuxTrust Codes
Initial PIN, PUK Code and Challenge received by mail



Smartcard Reader *
An electronic device that reads Smartcards (external or built-in) (*if needed)

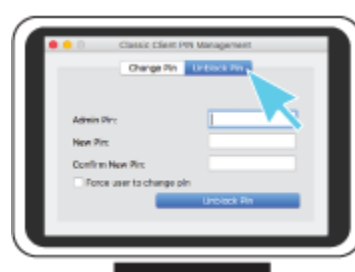


Middleware
A desktop computer or laptop with the latest version of the LuxTrust Middleware for macOS installed

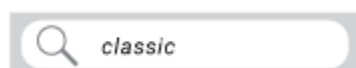
How to unblock your PIN in macOS?



1. Connect the Signing Stick to a free USB port or insert the Smartcard into the card reader.



2. Launch the Middleware "Classic Client PIN Management" application from the folder "Thales" located in the folder "Applications".



To locate the Middleware, you can also use the "Spotlight" tool at the top right of the screen. Type in "classic". One of the first posted results is the "Classic Client PIN Management".



3. Before you begin, please make sure that the option **Unblock PIN** is selected. Continue with filling in the following fields:

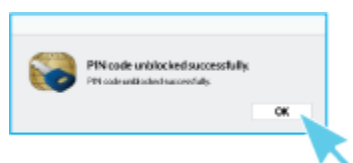
Admin PIN: Enter the PUK code (=Admin PIN) from the LuxTrust Codes Document.

New PIN: Enter a new PIN respecting the PIN Policy instructions.

Confirm New Pin: Enter the new PIN to confirm.

Your new PIN must meet the following requirements:

- a) must be at least 6 characters long
- b) must be less than or equal to 8 characters long
- c) must contain only numeric characters
- d) must not reuse the last PIN code
- e) must not be in the weak PIN list



4. Click on **UNBLOCK PIN** to confirm. A message will inform you if the PIN has been changed successfully.

Some advice on choosing a suitable PIN:



- The more characters you use, the more secure the PIN will be.
- Avoid using a combination of numbers that can be easily guessed, for example, your date of birth, telephone number etc.
- Avoid using logical sequences such as 123456, 12131415, 102030 etc.
- Avoid repeating the same number several times such as 222888, 55555555 etc.
- Avoid using repetitive or symmetrical number patterns such as 01010101, 45674567, 8091908, etc.
- Avoid using well-known character sequences such as 112112, 925925, etc.
- Never disclose the PIN to anyone.



Support & Service

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