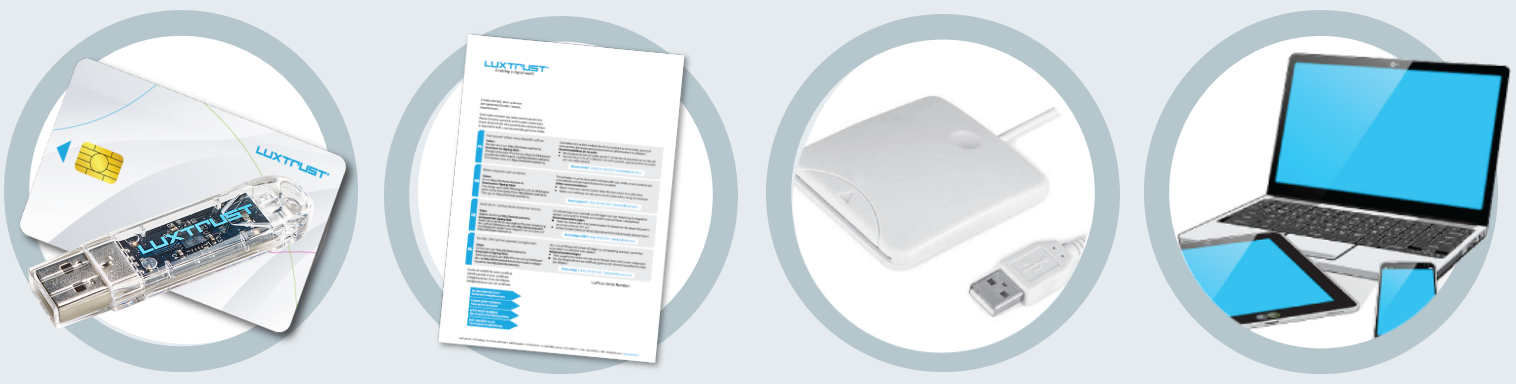
LUXTRUST®
Enabling a digital world

How to unblock your PIN?

Windows | Unblock PIN for Smartcard (Signing Stick)

Before you start you will need



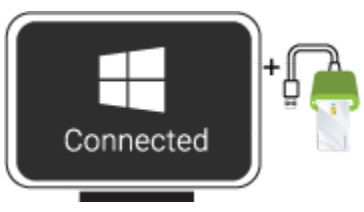
LuxTrust device
Your Smartcard or your Singning Sick (with integrated chip)

LuxTrust Codes *
Initial PIN, PUK Code and Challenge received by mail (*if needed)

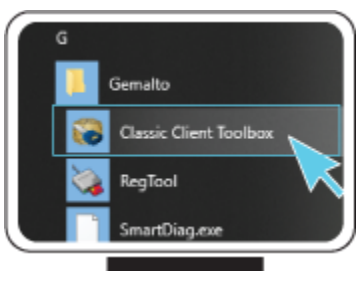
Smartcard Reader *
An electronic device that reads Smartcards (external or built-in) (*if needed)

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

How to unblock your PIN in Windows?



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



2. Run the Middleware "**Classic Client Toolbox**" located under Start ( ) in the folder Gemalto. You can also use the Windows Search Tool to find the application more easily.

3a. In the Classic Client Toolbox, please check first if the PIN is actually blocked. Click on **CARD CONTENTS** then on the **CARD PROPERTIES** icon and **NEXT**.

3b. Dans la rubrique General Data s'affiche le nombre restant d'essais pour le débloquer votre code PIN.

Celui-ci doit afficher: *User PIN will be blocked: 0*
Admin PIN will be blocked: 5

If this is the case, you can move onto the next step, if not please contact our support.

4a. In the Classic Client Toolbox, first click on **Card Administration**, then on the **PIN Management** icon.

4b. Select the option **Unblock PIN** then click on **Next**.

4. Please make sure that the first box shows **USER** (not Admin).

Admin PIN: Please enter the PUK code from the document LuxTrust Codes.
New PIN: Enter a new PIN respecting the PIN Policy instructions.
Confirm New PIN: Enter the new PIN to confirm.

The new PIN must respect the conditions shown on the right side of the screen. To change the PIN, all the conditions must be met (if so, they will appear in green).

Click on **UNBLOCK PIN** to confirm. A message will let you know 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.

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