

# LUXTRUST

Enabling a digital world

## How to unblock your PIN?

🍏 macOS | For Smartcard or Signing Stick



### Before you start you will need:



#### LuxTrust device

Your Smartcard or your Signing Stick (with integrated chip)



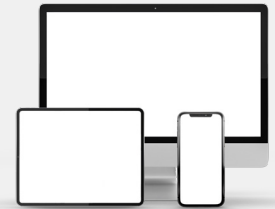
#### LuxTrust Codes

Initial PIN, PUK Code and Challenge received by mail



#### Smartcard Reader\*

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

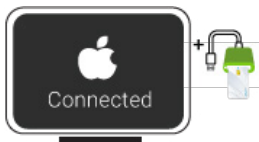


#### Middleware

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

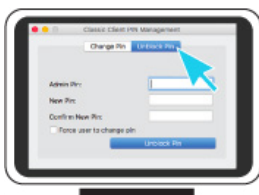
### How to unblock your PIN in macOS?

1



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

2

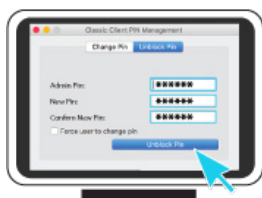


Launch the Middleware **Classic Client PIN Management** application from the folder **Gemalto** located in the folder **Applications**.



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



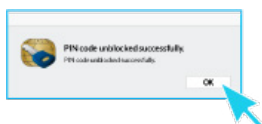
Before you begin, please make sure that the option **Unblock PIN** is selected. Continue with filling in the following fields:

- ▶ **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 between 6 and 8 digits long
- b) must be different from the last PIN code you used
- c) must not be on the list of weak PINs

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:

- Use an **8-digit** code (maximum allowed).
- 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 etc.
- Avoid using **well-known character sequences** such as 112112, 925925 etc.
- **Never disclose the PIN to anyone.**



### Support & Service

Monday to Friday  
From 8am to 6pm  
Phone: +352 24 550 550  
Email: [questions@luxtrust.lu](mailto:questions@luxtrust.lu)



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