

LUXTRUST

Enabling a digital world

How to unblock your PIN?

Windows | For Smartcard or Signing Stick



Before you start you will need:



LuxTrust device

Your Smartcard or your Signing Stick (with integrated chip)



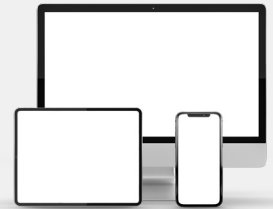
LuxTrust Codes*

Initial PIN, PUK Code and Challenge received by mail (*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

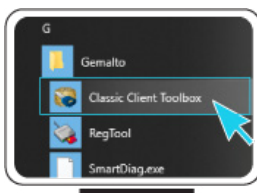
How to unblock your PIN in Windows?

1

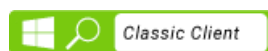


Connect the Signing Stick to a free USB port or insert the Smartcard into the card reader.

2



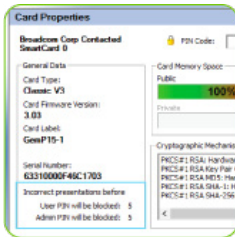
Run the Middleware **Classic Client Toolbox** located under Start (☰) in the folder Gemalto. You can also use the Windows Search Tool to find the application more easily.



3



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



B. Under General Data, the number of remaining attempts to unlock your PIN is displayed.

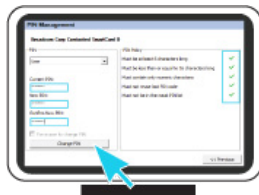
*This should display: User PIN will be blocked: 0
 Admin PIN will be blocked: 5*

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



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

B. Select the option **Unlock PIN** then click on **Next**.

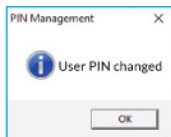


In the next window, you will be able to unblock your PIN.

- ▶ **Admin PIN:** Please enter the PUK code found on the document **LuxTrust Codes** that you received with the device.
- ▶ **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.



4

5



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, 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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