Smartcard Troubleshooting – How to change your PIN and PUK

When you activate the Smartcard at one of the events, you are asked to enter 2 alphanumeric passwords – your PIN (6 characters) and your PUK (8 characters). The PIN (Personal Identification Number) is used in everyday transactions where you need to apply your digital signature to a document; it is the same principle as a bank card. The PUK (Personal Unlocking Key) will be needed in case you need to unlock or change your PIN.

Neither of these passwords is ever stored with the Law Society or ACA, the Certification Authority. They are only stored on the Smartcard itself and cannot be retrieved from anywhere else. It is therefore important that **only you** have access to these passwords and that they are memorable to you.

In case you entered the wrong PIN and need to unlock it, or want to change it altogether, these are the steps to take:

1) Checking connections

Make sure that the Smartcard is inserted in the card reader and the reader is connected via USB to your computer or laptop.

When you put your Smartcard into the reader, please remember to place it face forward and chip first into the reader. The moment the Smartcard is inserted, one of the lights will flash red and green and eventually stop at a steady green. This is normal and means that your card reader is working and connected.

2) Launching the Card Manager

This is the icon that should be on the desktop of your computer or laptop. It appears after you installed the Card Manager as part of the installation process. On how to install the reader, please refer to the guide on the Law Society's website at ww.lawscot.org.uk/smartcard.

If there is no icon on your desktop, please check under the "Start Button" and then in "All Programmes".
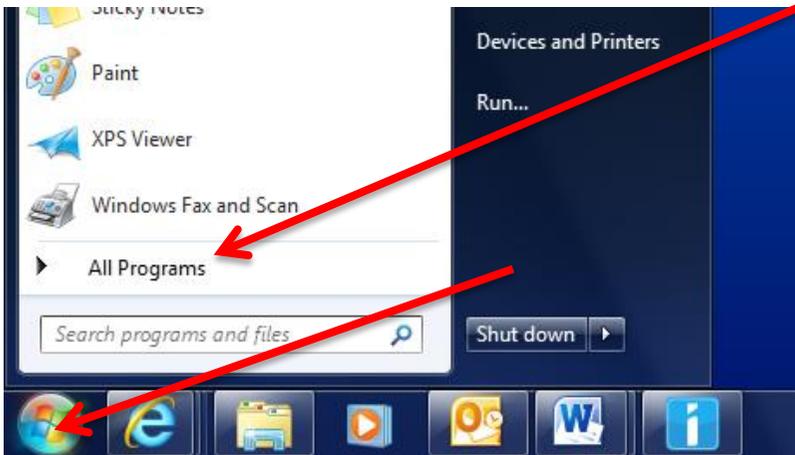
In the programmes list, a folder called "Bit4id" and a small icon for the card manager should come up:
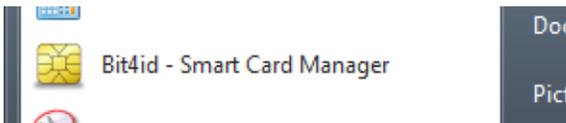
Click the small icon to launch the Card Manager.

3) Card Manager access

First of all, you need to make sure that the correct reader is selected. Some PCs and laptops have integrated card readers as an additional feature. The Card Manager will show you all readers available on your workstation; you need to choose the one your Smartcard is inserted into.

We recommend you use the card reader given to you by the Law Society when you collected your Smartcard. This model has been tested for functionality and compatibility and fulfils all requirements. It's called "Omnikey" and will show in the main window of the Manager.
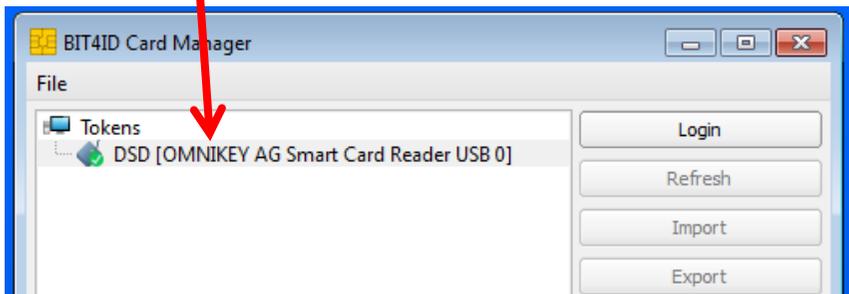
The Card Manager will show you whether or not a Smartcard is present. No card in the reader will show as the command buttons on the right hand side blanked out and a red cross at the icon:
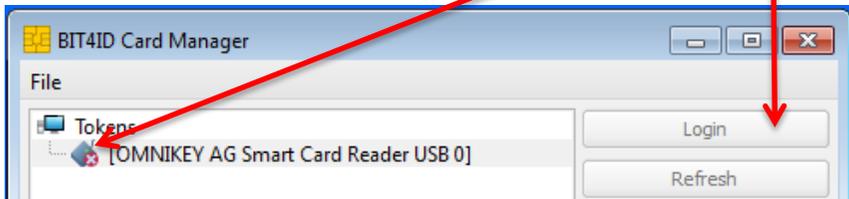
If a Smartcard is present in the reader, it will show as a green tick and additional information about the card will be visible in the window below:
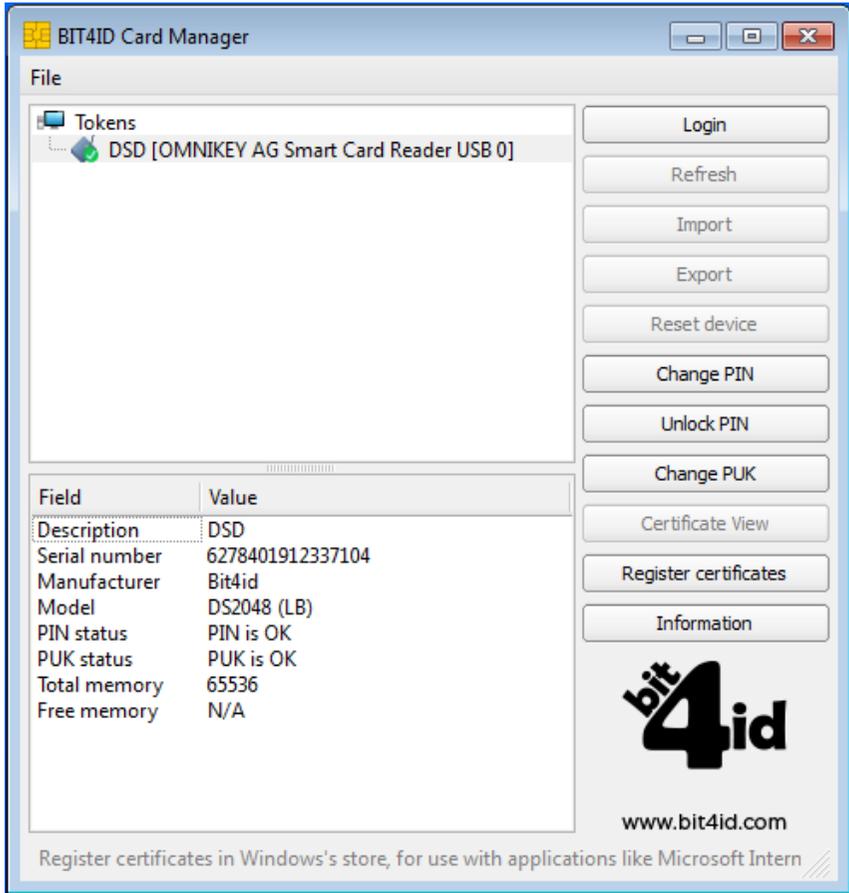
4) Basic Card Manager features

Several features of the Card Manager can be accessed straight away; for others you will need to enter your PIN first. The basic functions, like

changing your PIN, unlocking your PIN and changing the PUK, can be done immediately.

4) 1. Changing your PIN

Changing your PIN might become necessary if you want to use a more memorable code than the one you entered upon activation or if you want to change the PIN regularly for security reasons. Click the "Change PIN" button on the Commands List.
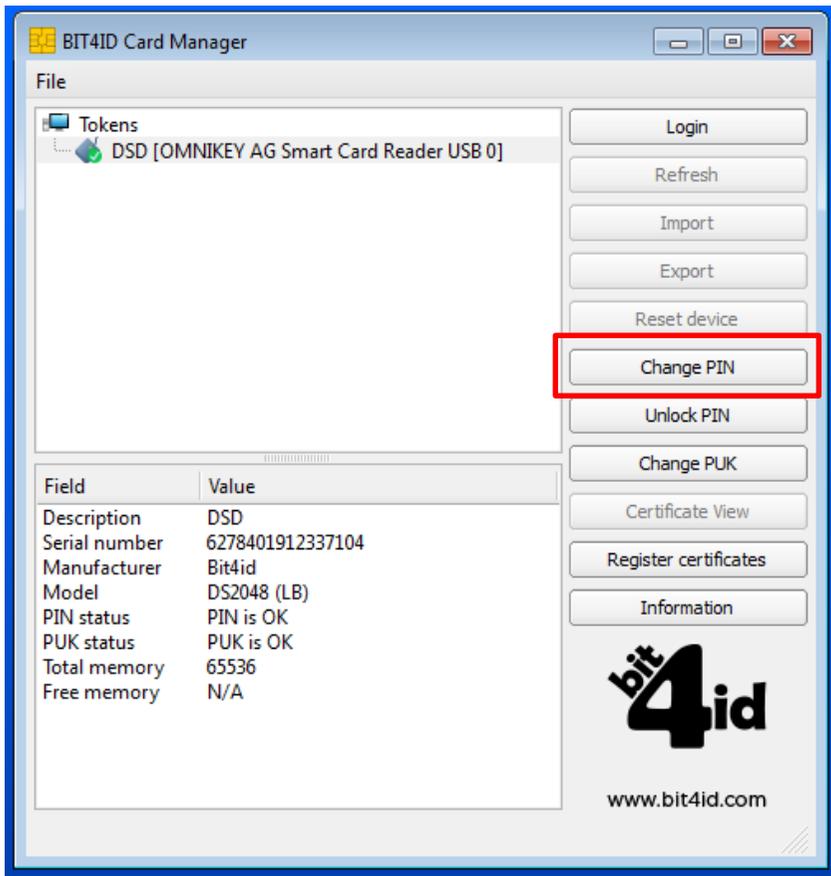
The "Change PIN" screen will appear:
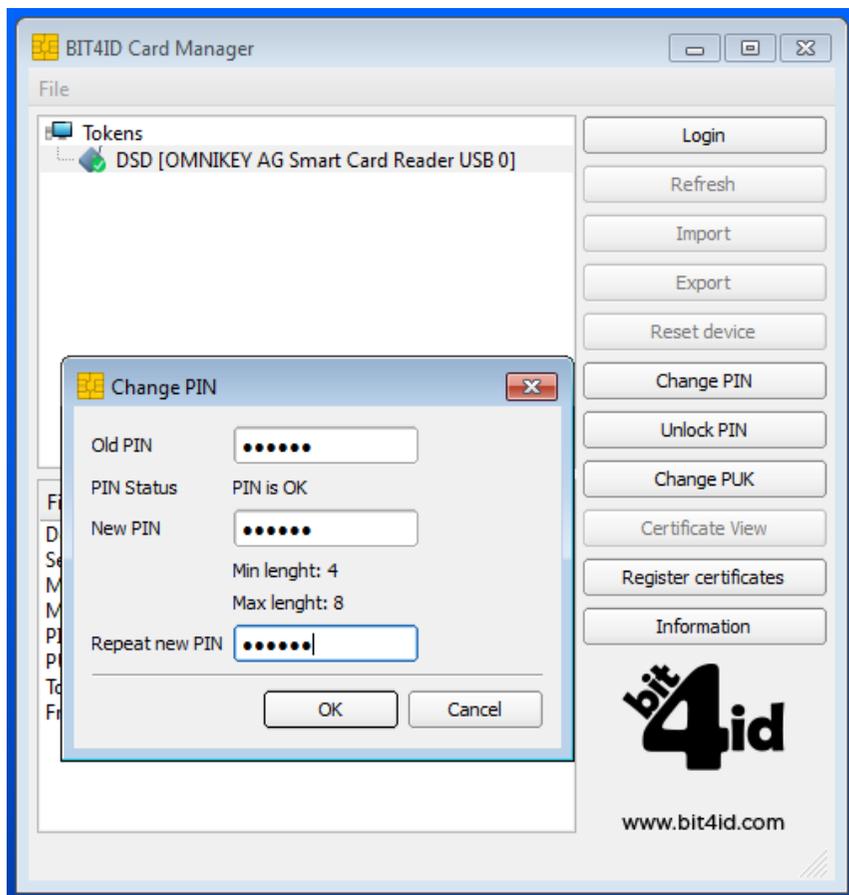
You need to enter your old PIN first, and then your new one.

Once you have entered your new PIN the second time to confirm it, you can use it with your Smartcard when creating digital signatures.

4) 2. Unlocking your PIN

Just like a bank card, the PIN for your Smartcard is personal to you and the Smartcard. You have 3 attempts to enter it in any given transaction; if you enter your PIN incorrectly 3 times in a row, it will be locked and you will not be able to use your Smartcard.

In case you locked your PIN, you can unlock it via the Card Manager. Click the "Unlock PIN" button on the Main Screen:
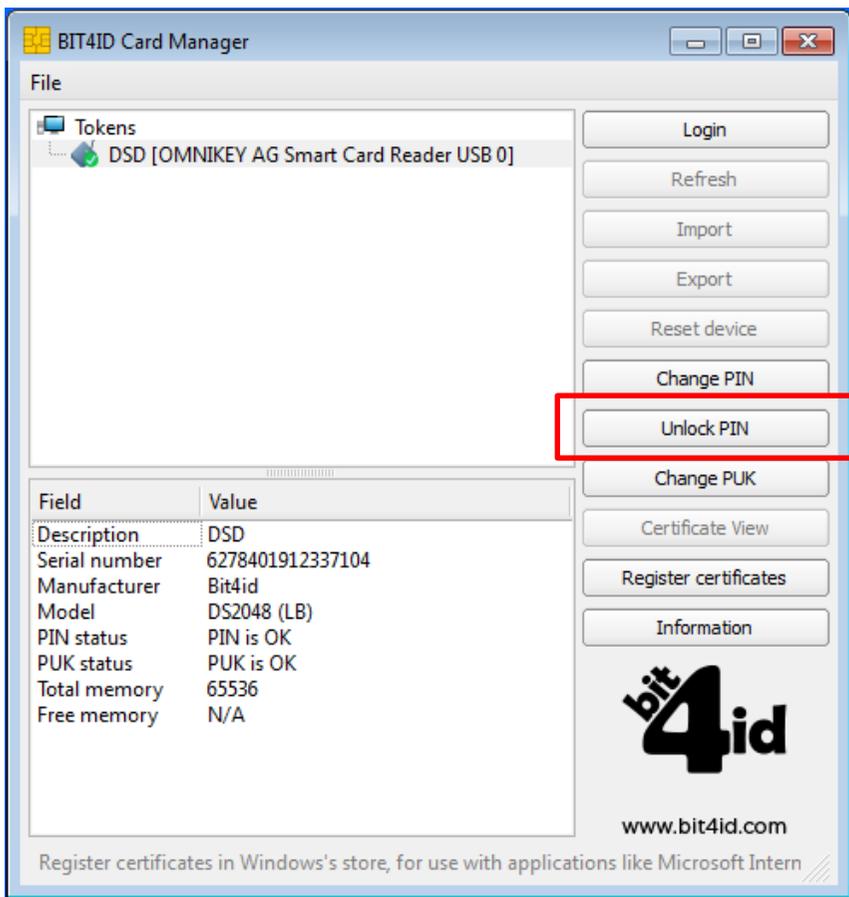
The "Unlock PIN" screen will appear:

You need to enter your PUK, the 8 digit code, first. This is to make sure that it is really you who is unlocking the PIN and not someone else who just happens to have your Smartcard.

Then you can enter your correct PIN to unlock it or enter a completely new PIN. You will have to enter it a second time to confirm. Click "OK" and your Smartcard is ready for use again.

4) 3. Changing your PUK

Just like with your PIN, changing the PUK (Personal Unlocking Key) might become necessary if you want to use a more memorable code than the one you entered upon activation or if you want to change the PUK regularly for security reasons. Click the "Change PUK" button on the Commands List:
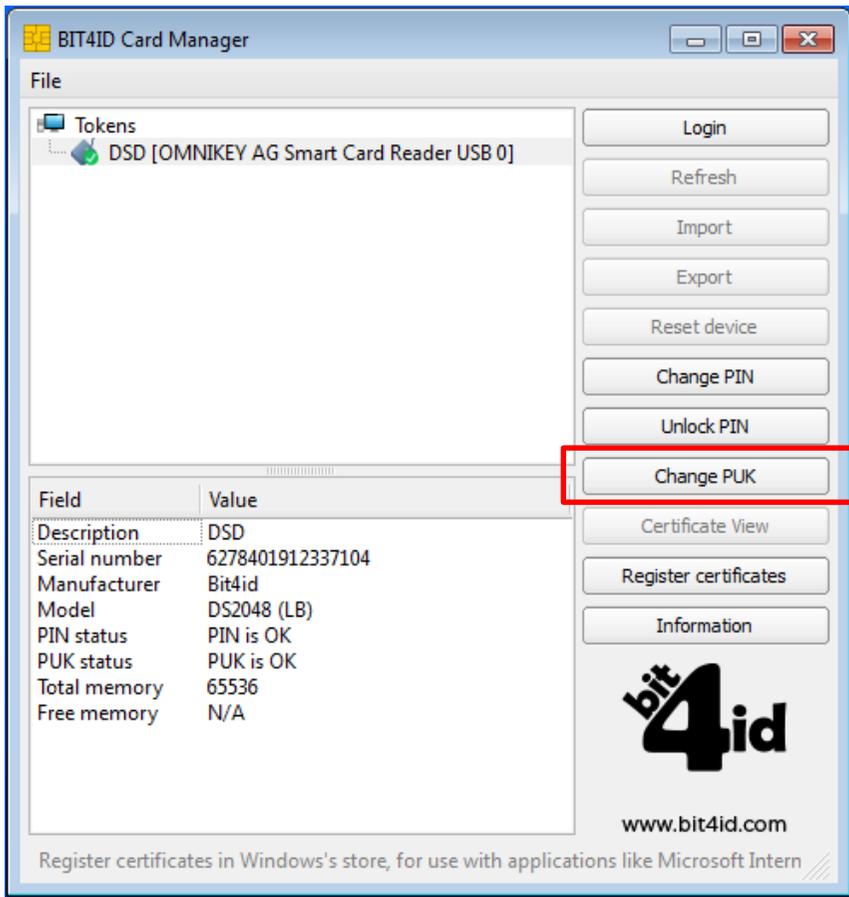
The "Change PUK" screen will appear:
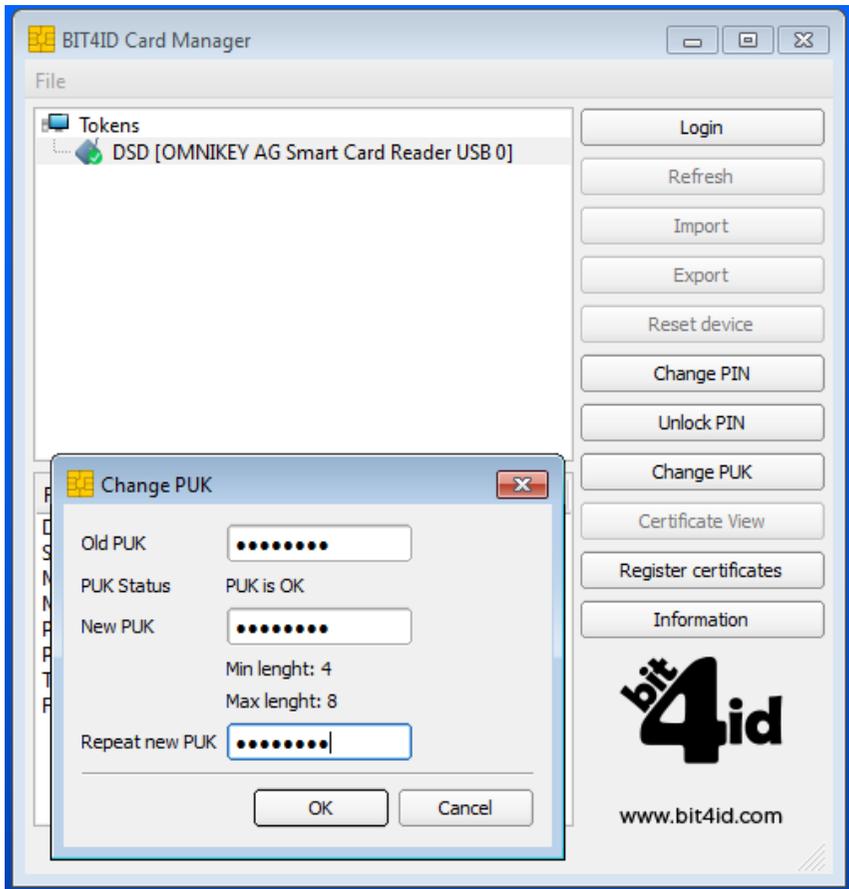
Again, as with the PIN, you need to enter your old PUK first, and then the new code twice. Click "OK" and your new PUK is stored on your Smartcard.

However, unlike your PIN, there is no unlocking your PUK. Should you enter the wrong PUK 3 times in a row, your card will be locked for

good. As mentioned before, your codes are only stored on your card, they cannot be retrieved elsewhere – if your PUK is locked, you will have to replace your card.

FINISH FURTHER

In order to access all other features available, you will need to log into the application with your PIN. In order to access all other features available, you will need to log into the application with your PIN.

7) Other Functions of the Card Manager

For all the other functions of the Card Manager, please refer to the Installation Guide.