SMARTCARD INSTALLATION GUIDE
How to check your PIN & PUK

When you change firms and thereby email addresses, the certificate on the Smartcard needs to be amended in order to reflect that change. Without it, your current email and the one you registered your Smartcard with will obviously not match. These amendments need to be made by a certified Operator during a Smartcard meeting.

Booking your attendance for these meetings, we will always ask you whether or not you can remember your PIN - the 6-digit code you entered when you first activated your Smartcard. This code was chosen by you, you typed it in yourself, and we do not have a record of it. The PIN is necessary to amend the Smartcard certificate. You will also need it when you renew your Smartcard certificate at the end of its three-year cycle.

It might seem tedious, but it is another built-in security feature: It ensures that you have to be present and consent to any changes on your Smartcard. No one else can interfere with your electronic signature without your knowledge. Without your PIN, these changes are not possible.

If you are unsure about the PIN you chose, you can check it yourself. However, you need to have the card reader and the card manager software installed. These will enable you to access the information on your Smartcard.

Try your PIN:

Place your Smartcard in the reader. When opening up the Bit4ID Card Manager, you'll see the card reader (Omnikey) displayed in the main window. The menu on the right lets you choose what to do; however, you need to "Log In" first to get access to the information on your Smartcard.
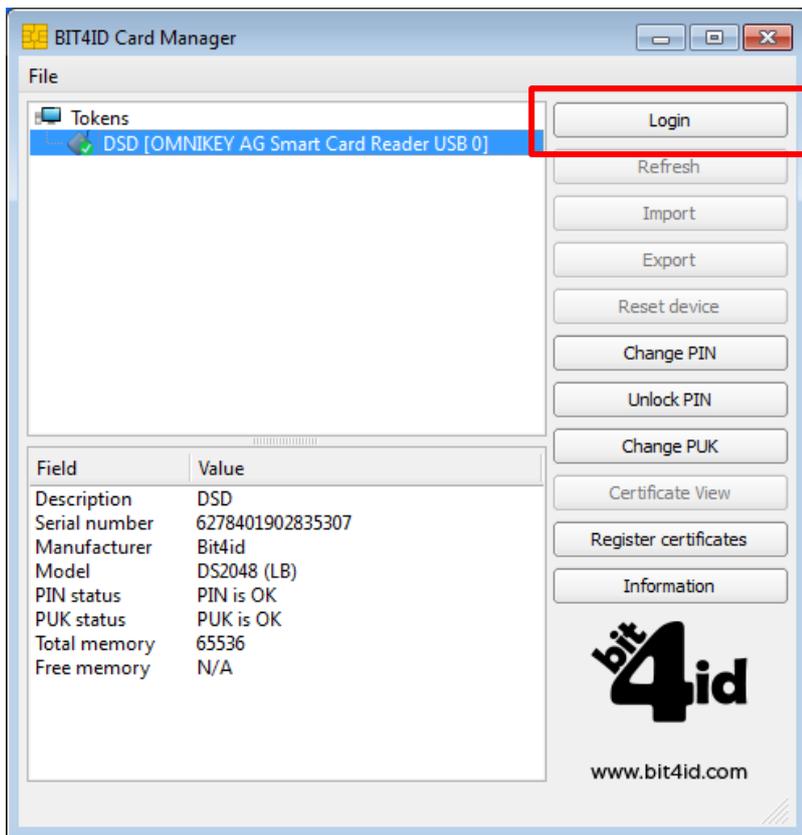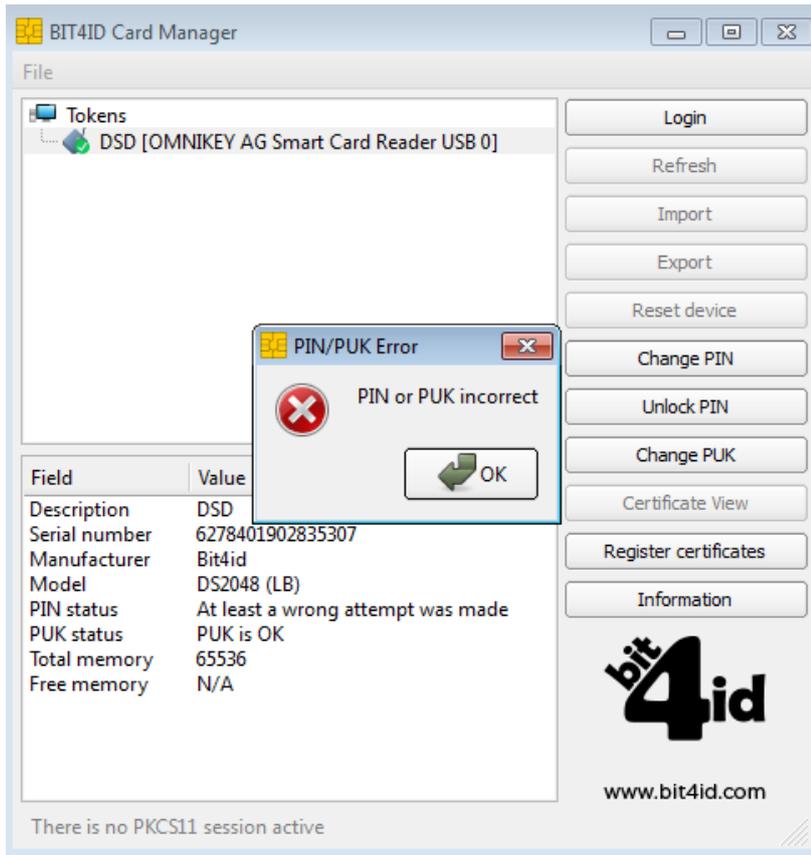
When you try to "Log In", the Card Manager will ask for your PIN. Enter the code you think is correct. (6 digits; letters, numbers, or a combination of both)

If you are correct, then the information that is contained on the chip in the Smartcard will be displayed in the main window.
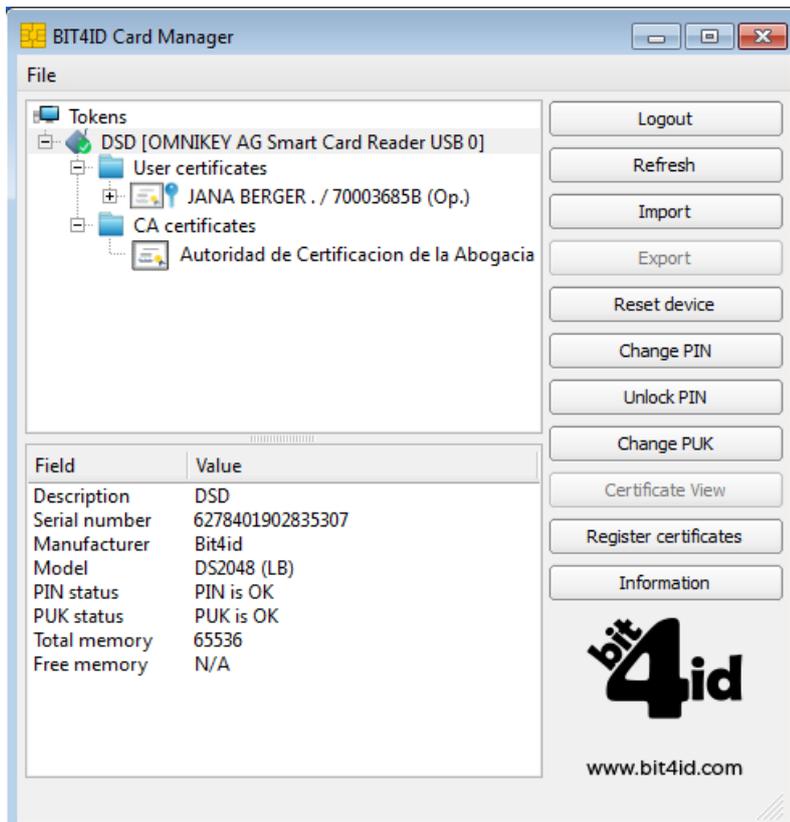
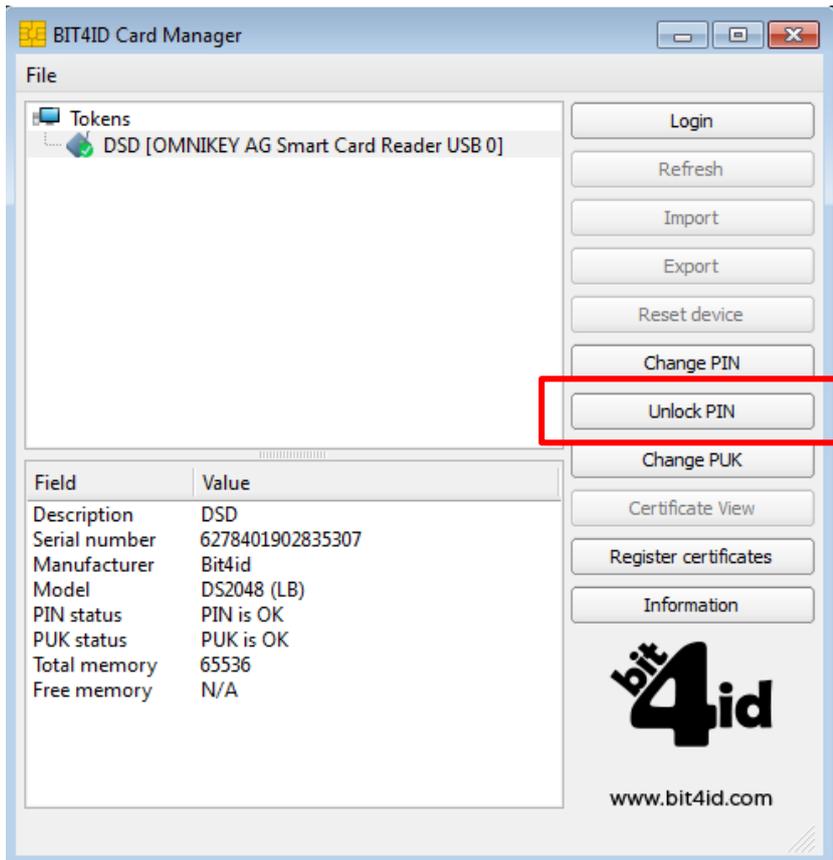If you're wrong, the software will let you know.

You can try 2 more times with a code that you think might be the correct one. However, if you enter a wrong 6-digit code three times in a row, your PIN will be locked. You will now need your PUK to unlock and change your PIN.

Try your PUK:

The PUK is a recovery key; with it, you can change and unlock your PIN. As with the PIN, your PUK is a code that you chose yourself when you activated your Smartcard the first time. It has 8 digits (letters, numbers, or a combination of both), you entered it yourself, and we do not have a record of it.

When you are absolutely certain that you cannot recall your PIN, or have entered incorrect codes 3 times, you can unlock your PIN:
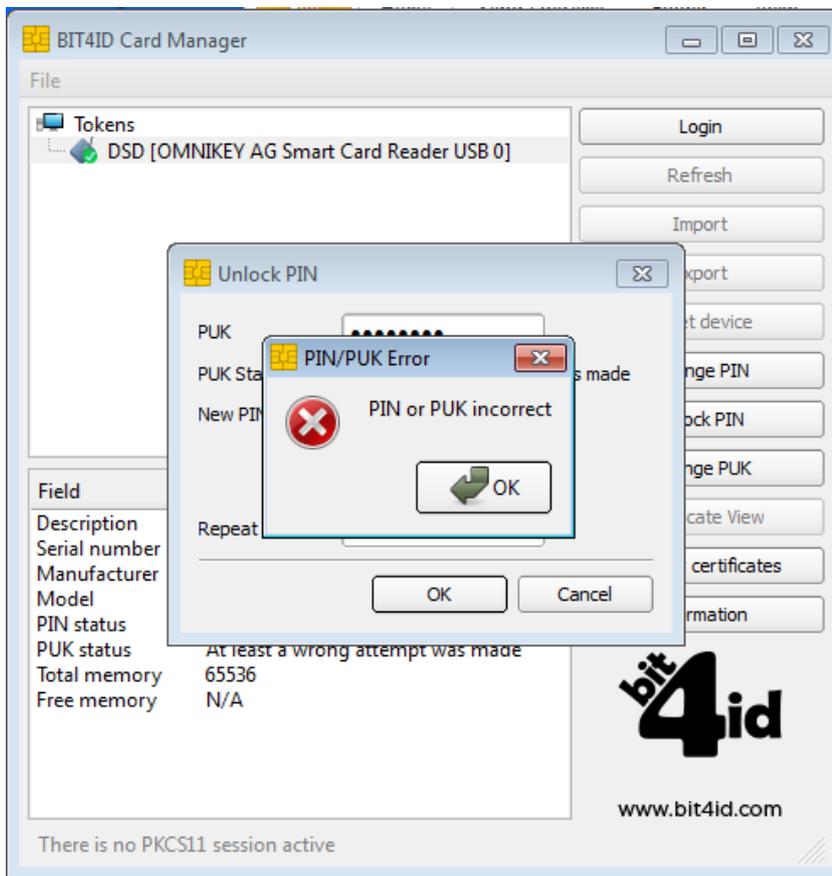

This feature requires you to enter the 8-digit PUK code first. Then you can choose a new PIN (again, 6 digits) to use with your Smartcard. You need to enter the new code a second time.

If your PUK was correct, the PIN will have changed to the new code and your Smartcard is ready again.
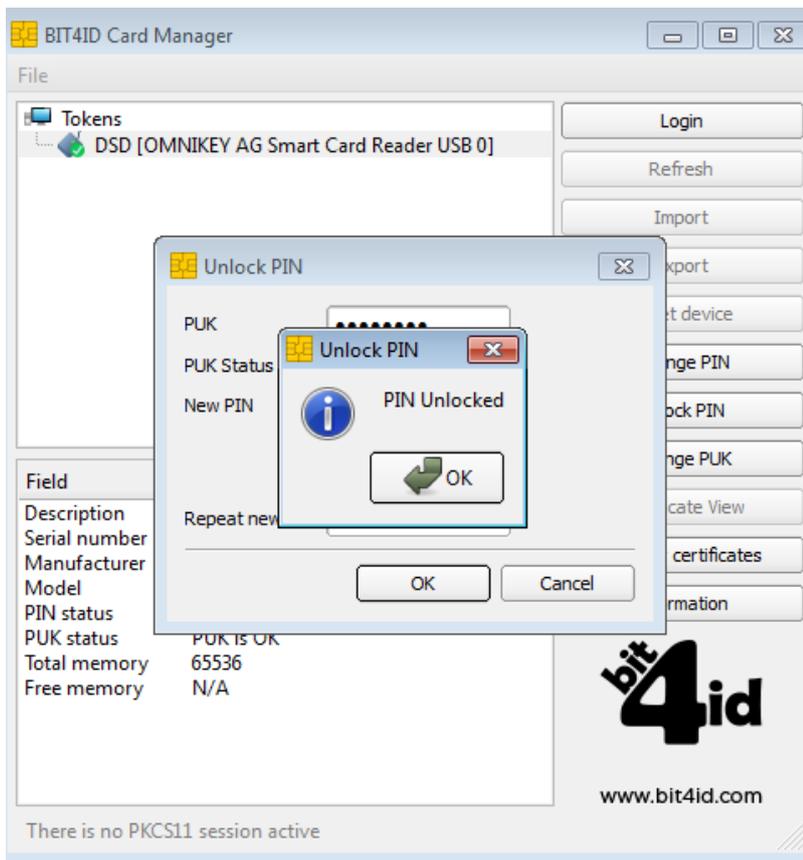
If your PUK was wrong, the software will let you know.

You can try 2 more times with a code you think might be the correct PUK.

However, if you enter the wrong 8-digit code three times in a row, your PUK will be locked.

This means, you will not be able to change your PIN and we will have to issue you a completely new Smartcard at the next Smartcard meeting.