

# LUXTRUST

Enabling a digital world



## How to change 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)



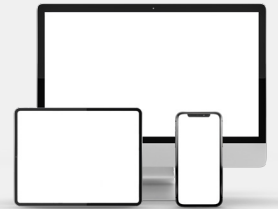
#### LuxTrust Codes\*

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

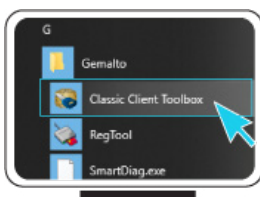
### How to change your PIN in Windows?

1



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

2



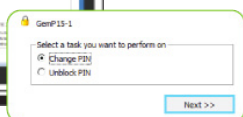
Run the Middleware **Classic Client Toolbox** located under Start (■) in the folder Gemalto. You can also use the Windows Search Tool to find the application more easily.



3

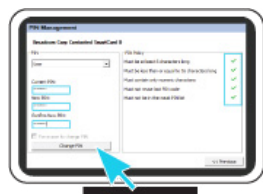


**A.** In the **Classic Client Toolbox**, first click on **Card Administration**, then on the **PIN Management** icon.



**B.** Select the option **Change PIN** then click on **NEXT**.

4



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

- ▶ **Current PIN:** Enter your current PIN (if you have never changed your PIN before, you must use the Current PIN received by mail, in the **LuxTrust Codes** Document).
- ▶ **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 **CHANGE PIN** to confirm. A message will let you know if the PIN has been changed successfully.



## Some advice on choosing a suitable PIN:

- Use a **16-digit** code (maximum authorised).
- 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



## Address

LuxTrust S.A.  
IVY Building | 13-15, Parc d'activités  
L-8308 Capellen | Luxembourg