

When you received your Smartcard with QES, you were 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 chip of the Smartcard itself and cannot be retrieved from anywhere else. It is therefore important that these passwords are memorable to you.

The following is a guide on how to check what your PIN may be and change or even unlock it, if necessary. In order to go through the process, the card reader and your card manager application need to be installed. The manager app itself is not necessary to apply a signature, but it is essential to access the information on your Smartcard with QES.

Check your PIN

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 then stop at a steady green. This is normal and means that your card reader is connected.

1. Launch Card Manager

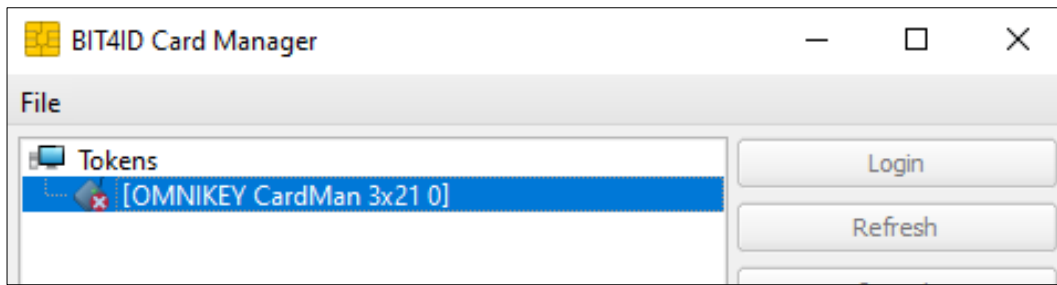


Double-click the icon that should be on the desktop of your computer or laptop. It appears after you installed the Card Manager as part of the installation process. On how to do this, please refer to the installation guide on the Law Society's website at www.lawscot.org.uk/smartcard.

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. The manager app is compatible with all types of card readers, so it will work with a built-in reader as well as another external card reader, like the one you picked up from the Law Society.

2. Check connections

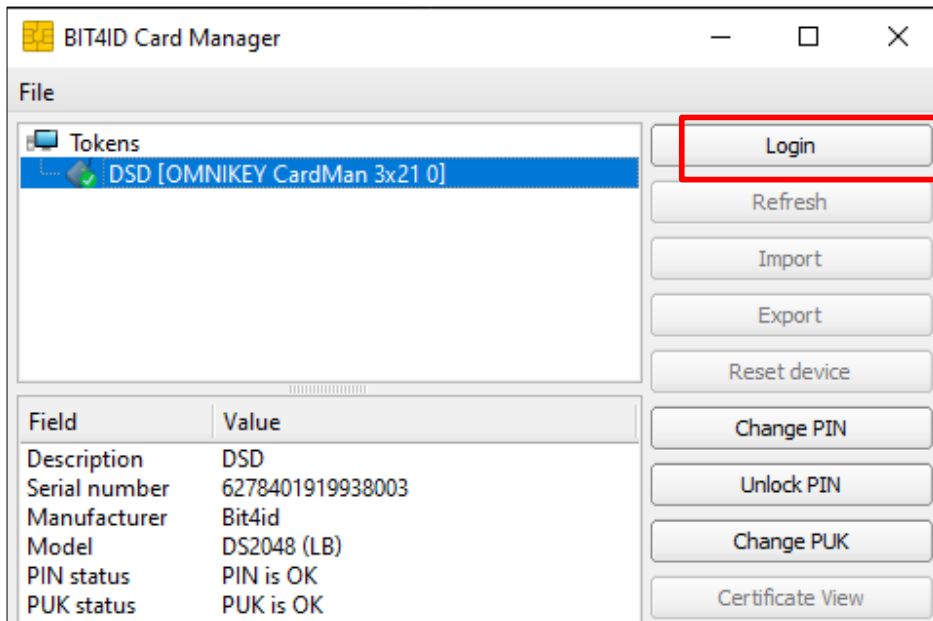
The Card Manager will show you all readers available on your workstation; you need to choose the one your Smartcard is inserted into. In case you are using the one given to you by the Law Society, it is called "Omnikey" and will show in the main window of the Manager.



Should the Card Manager show the reader in use being crossed out, as pictured above, despite a Smartcard being inserted, it means the reader is not installed properly. It simply cannot read the chip, and the Card Manager thinks no card is present. Please check the connections (USB etc.) again, including your USB socket. In addition, please ensure that the reader driver is installed correctly.

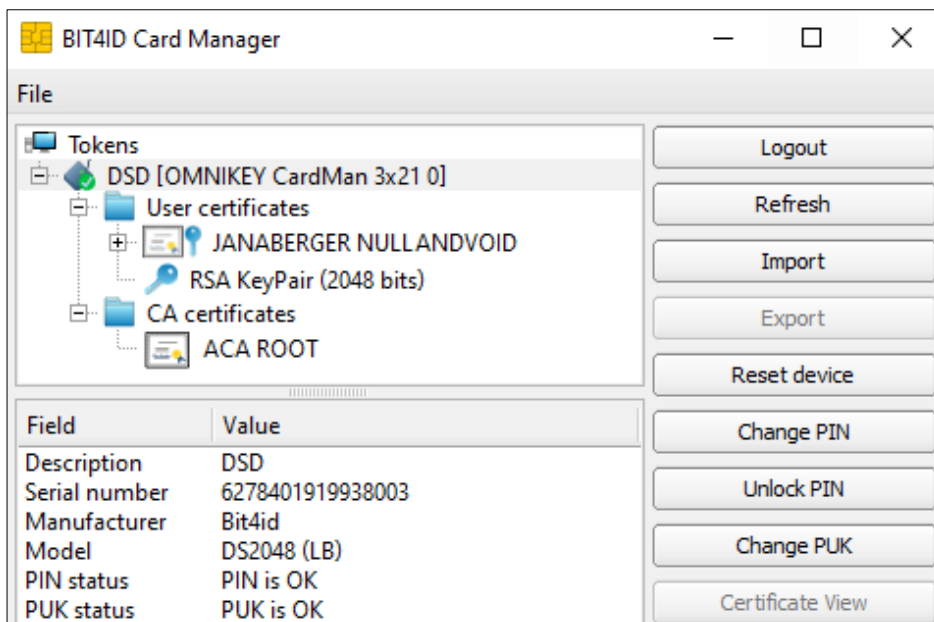
3. Check PIN

If the reader installation was successful, and all the connections are functioning, the menu on the right of the manager app lets you choose what to do; however, you need to **Log In** first to get access to the information on the chip.

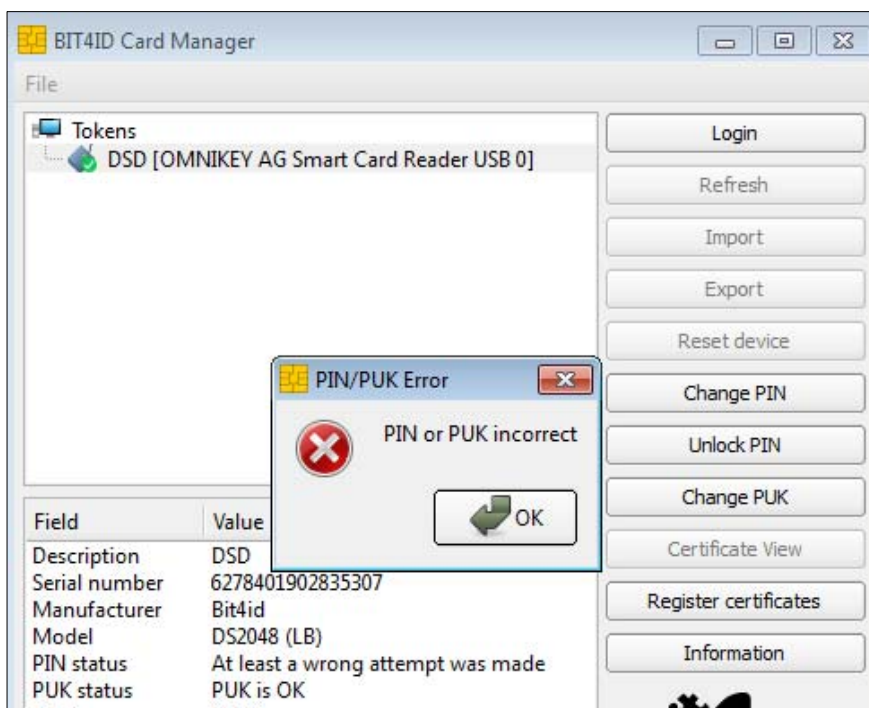


When you try to **Log In**, the Card Manager will ask for your PIN. Enter the code you think is correct. (6 digits; letters, numbers, or a combination of both)

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 your PIN.

Change your PIN

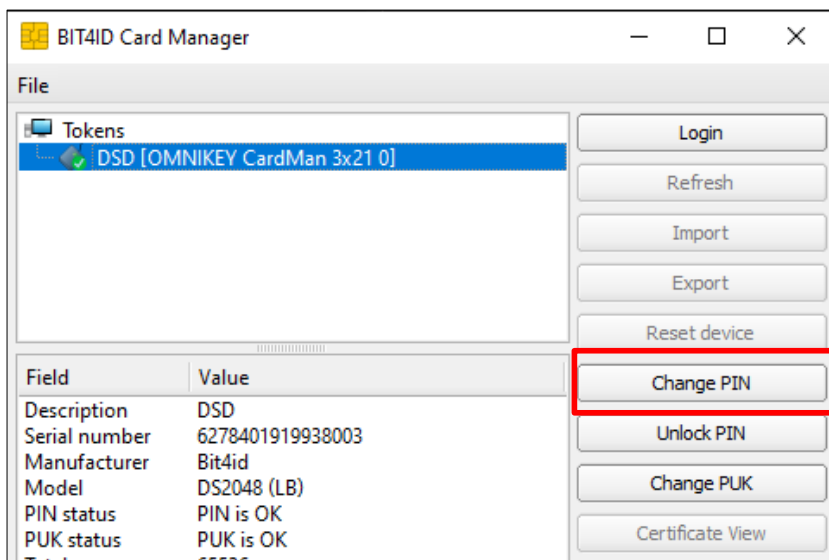
Changing your PIN might become necessary if you want to use a more memorable code than the one you entered upon activation, or if you want to change the PIN regularly for security reasons. As before, you need to **launch** the Card Manager for this. You also need to **check** your **connections** are working properly.

1. Optional log-in

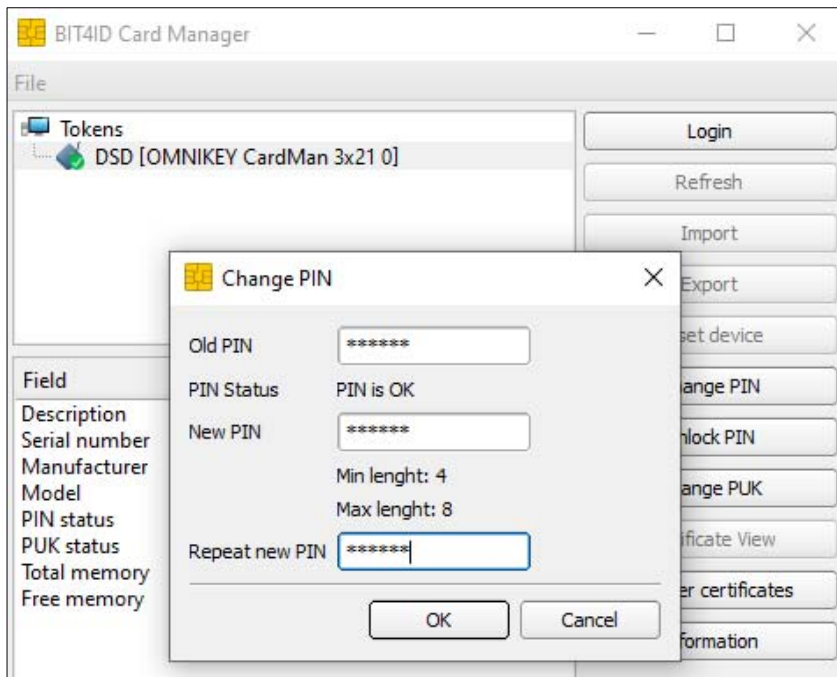
You do not need to log into the manager application with your old PIN. You can access the available menu regardless.

2. Change PIN

Change PIN is an option in the commands list of the Card Manager.



You need to enter your old PIN first, and then your new one.



Enter your **new PIN** the second time to confirm it, click **OK**. You can now use the new PIN with your Smartcard when creating digital signatures.

Unlock your PIN

Just like a bank card, the PIN for your Smartcard with QES is personal to you and the card itself. 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. As mentioned before, the PIN and PUK are stored only on the chip of your card – we cannot reset them remotely. When you are absolutely certain that you cannot recall your PIN, or have entered incorrect codes 3 times in a row, you will have to unlock your PIN.

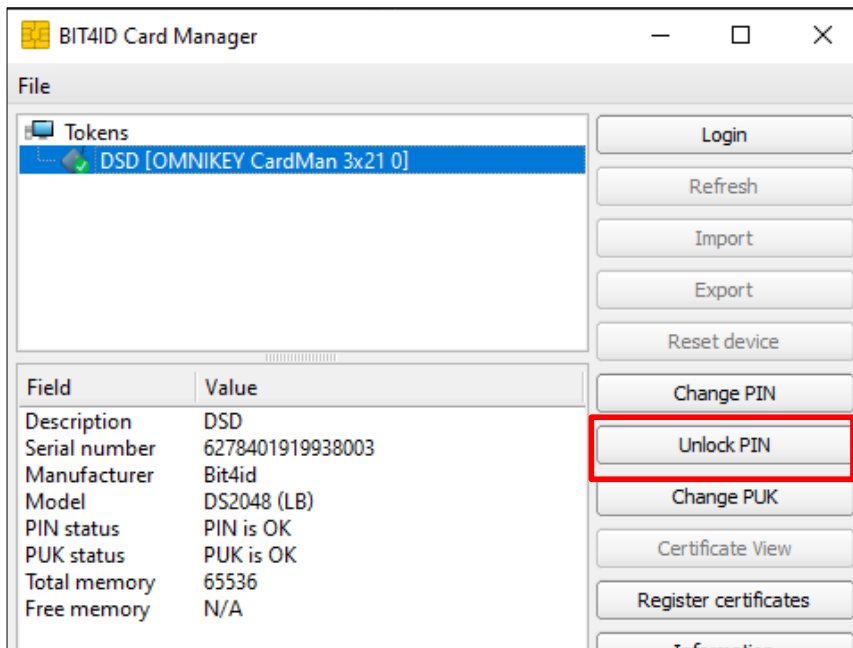
As before, you need to **launch** the Card Manager for this. You also need to **check** your **connections** are working properly. In addition, you need your **PUK** for this. The PUK is a recovery key; with it, you can change and unlock your PIN. As with the PIN, your PUK is a code that you chose yourself. It has 8 digits (letters, numbers, or a combination of both), you entered it yourself when you activated your Smartcard with QES.

1. Optional log-in

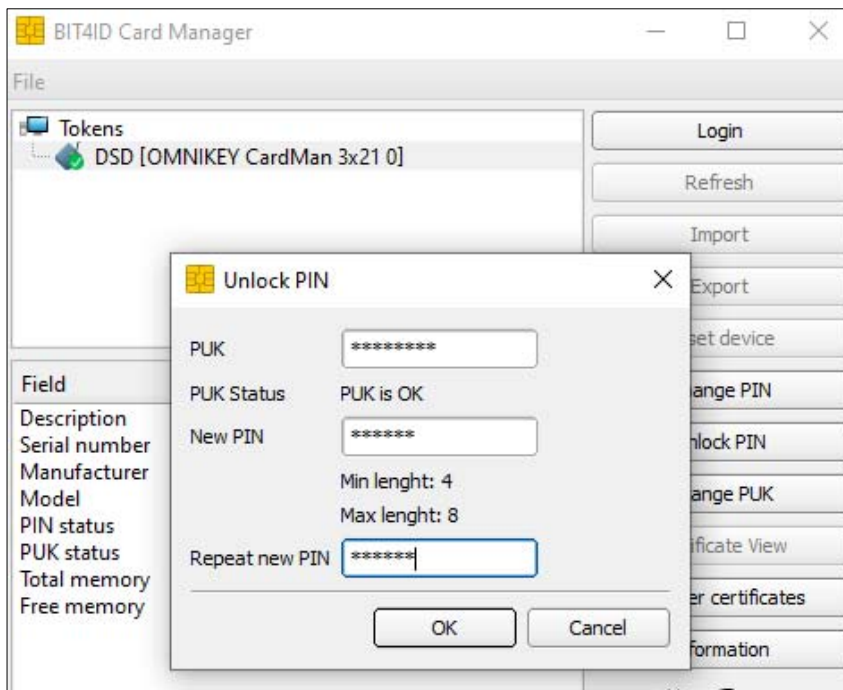
You do not need to log into the manager application with your old PIN. You can access the available menu regardless.

2. Unlock PIN

Unlock PIN is an option in the commands list of the Card Manager.

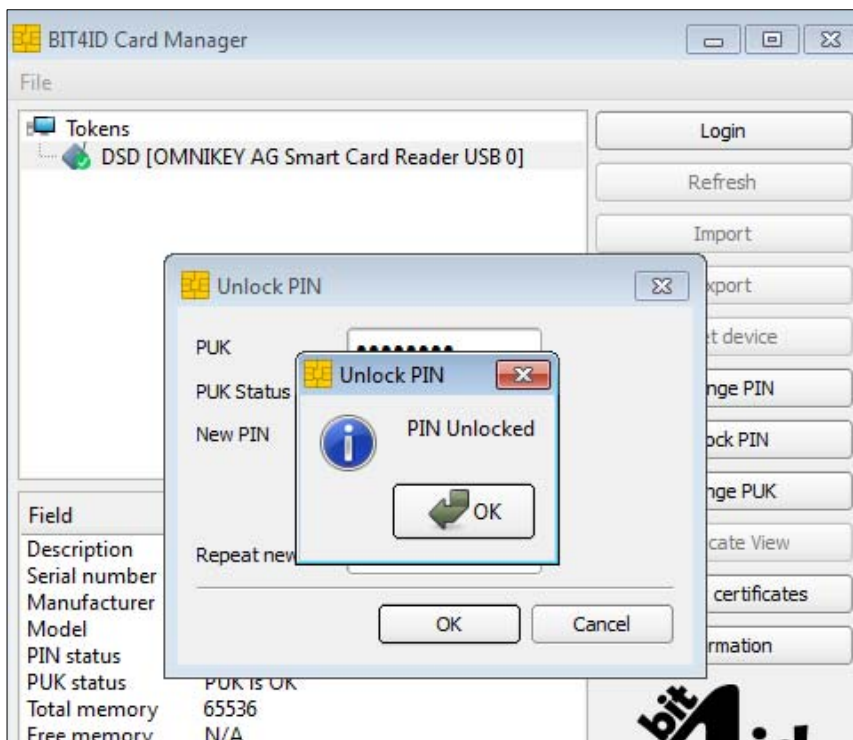


In the following window, you need to **enter** your **PUK**, the 8-digit code, first. This is to make sure that it is really you who is unlocking the PIN and not someone else who just happens to have your Smartcard.



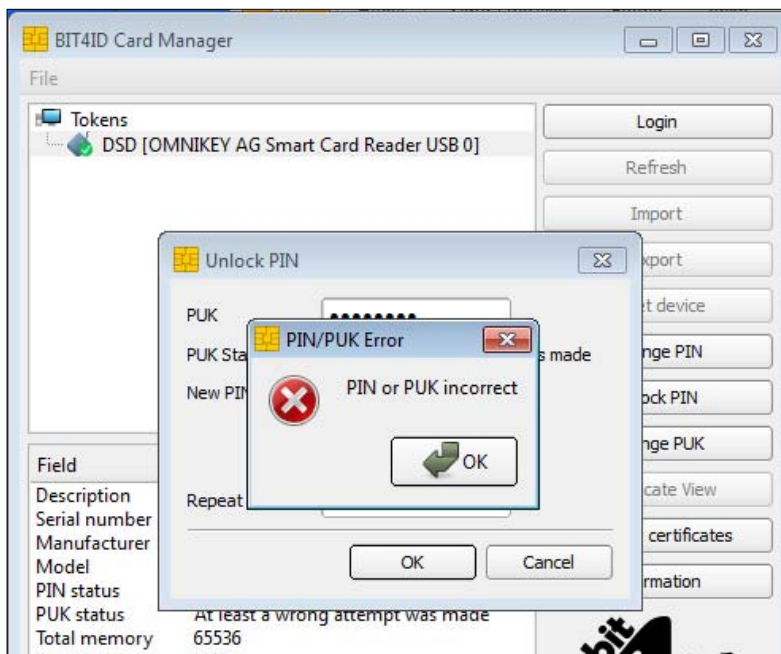
3. Enter new PIN

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**.



The Card Manager will let you know if the process was successful and your Smartcard with QES is ready for use again.

However, as mentioned, the above requires you to recall your 8-digit PUK. If you enter the wrong PUK, changing or unlocking your PIN will not be possible.



You can try 2 more times with a code you think might be the correct PUK. But 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 with QES at another Signature Session.

Change 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.

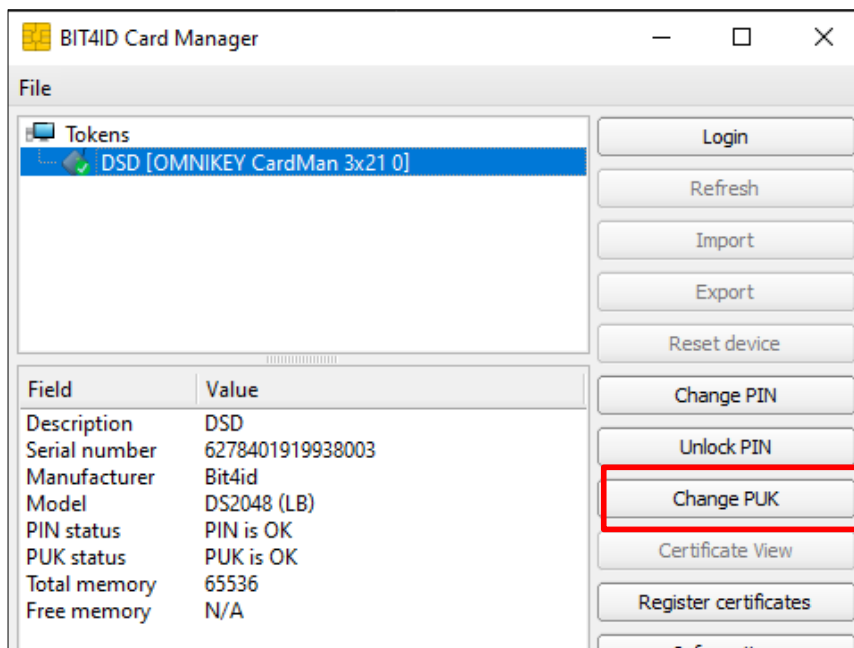
As before, you need to **launch** the Card Manager for this. You also need to **check** your **connections** are working properly.

1. Optional log-in

You do not need to log into the manager application; you can access the available menu regardless.

2. Change PUK

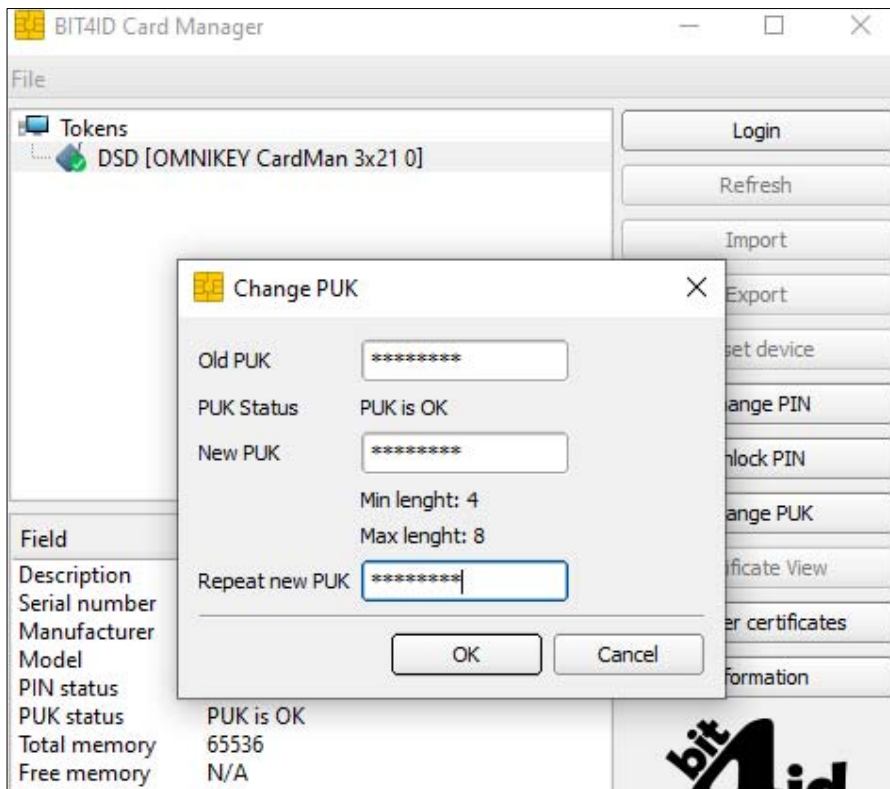
Change PUK is one of the commands available in the Card Manager's menu



NB: Changing your PUK requires that you definitely know your current PUK. You need to enter it to start the process. Without the “old” PUK, you cannot change the code.

Enter a new PUK (8 digits; letters, numbers, or a combination of both), repeat the new code and click **OK**. Your PUK is now changed.

Just like any new PIN, your new PUK is stored only on the chip of your Smartcard with QES. None of your (new) codes are transmitted to the Law Society or ACA; no-one else has access to them.



If you enter the wrong original PUK, the system will let you know. If you enter the wrong original PUK 3 times in a row, your PUK will be permanently locked.

Unlock your PUK

It is not possible to unlock a PUK, neither by you nor by us.

If your PIN is still working, you can continue to use your Smartcard with QES – a locked PUK does not interfere with entering a PIN. That is, as long as you enter the **correct** PIN when needed. However, if you now lock the PIN as well, you will no longer be able to change it and we will have to issue you a completely new Smartcard with QES at another Signature Session.