



02.12.2024

## Quick Guide

# PIN Reset - Resetting the PIN for Class B Smartcard

Status: released

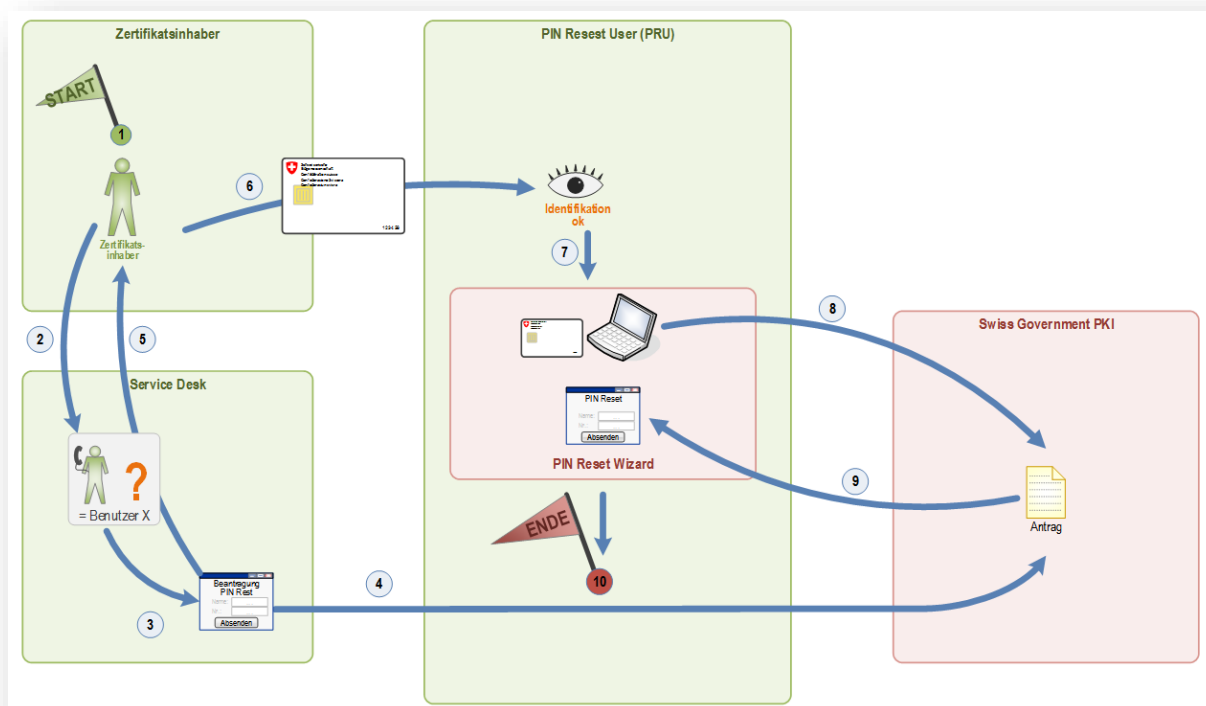
V2.0



If you enter your PIN for the Class B certificate incorrectly four (4) times, it will be blocked. You can unblock your PIN again using the “PIN Reset Wizard” tool.

You can find [training videos](#) and a [process description](#) on our [PKI homepage](#).

PIN Reset - Resetting the PIN for Class B Smartcard



## Notes

Item	Explanations
1	The smartcard is blocked.
2	The certificate holder contacts the service desk (or a PIN reset superuser) by telephone
3	The service desk verifies the identity of the caller using the personal 'magic questions' stored at the service desk.
4	The service desk uses the PKI web application to generate the PIN reset ticket. To do this, the serial number of the blocked smartcard
5	The person holding the certificate is instructed by the service desk to contact the nearest PIN Reset User (PRU).
6	The certificate holder takes the blocked smartcard to the PRU.
7	<b>The PRU* identifies the certificate holder, either because they know them personally or have checked a valid form of identification.</b>
8	After the locked smartcard has been introduced, the wizard searches for the corresponding ticket in the PKI system.
9	The required PUK is transmitted from the PKI system to the Wizard in encrypted form. The certificate holder enters the new PIN and the Wizard unlocks the card with the PUK and simultaneously sets the new PIN.
10	The card is unblocked and ready for use again.

### \* Who is a PRU?

- **Each and every** person holding a smartcard with a class B certificate is an 'PRU (PIN Reset User)'.
- No special authorisation is required in the PKI system for this.
- Details of the PIN reset process can be found on the [PKI homepage](#).

## Procedure for 'PIN Reset Superuser/Service desk'

Authorisation for the 'PIN reset superuser/service desk' function is issued by the Swiss Government PKI on the personal class B certificate. This authorisation can be requested using the '[PIN Reset für Superuser/Service desks](#)' application form.

Start the URL for creating an **eTicket** in the PKI system

Search for the user

- using '**name\***' (important: enter \* after the user's name)

or

- using the serial number of the user's smartcard.

If there are several options, click on the correct user and start the request with the "**Anfrage**" button.

### Information:

The **name of the policy** is displayed in addition to the user's name. This can help you to select the correct user.

### First, check the information:

- Token serial number
- CN (Common Name)
- Status

### Identify the customer based on

- telephone number
- face-to-face with ID/passport
- you may know the person

### AND

- With the revocation passphrase (ask question) in the box.

Click the box to confirm **successful identification**,

### OR

if **not successful**, cancel the process.

**PIN Reset Anfrage**

Token Seriennummer 7E9FE65ED0C33E44

Zertifikat 2E98E8198DB7CA5BA9BFD9FEA829F09  
 cn: Enke Felix TEST TR8P8CV  
 Gültig ab: 2024/02/27 15:00:34 UTC  
 Gültig bis: 2027/02/27 15:00:34 UTC  
 Status: valid

Zertifikat 6A8F5DAB88D672F91BA74F5F67904279  
 cn: Enke Felix TEST TR8P8CV  
 Gültig ab: 2024/02/27 15:00:34 UTC  
 Gültig bis: 2027/02/27 15:00:34 UTC  
 Status: valid

Zertifikat 281D4927D326F289D396C5A6173BA133  
 cn: Enke Felix TEST TR8P8CV  
 Gültig ab: 2024/02/27 15:00:34 UTC  
 Gültig bis: 2027/02/27 15:00:34 UTC  
 Status: valid

Richtlinie: Class B pre-staged (EnhancedCA02) BIT

**WARNUNG:** Es gab mehr als eine Richtlinie für diese Suche. Vergewissern Sie sich, dass es die richtige ist.

Bevor eine PIN Reset Anfrage gestartet werden kann muss die Identität des Anwenders anhand der Revokationsfrage / Antwort geprüft werden.

Frage: Test  
 Antwort: Test

☐ Ich habe die Identität des Anwenders anhand der Revokationsfrage / Antwort verifiziert.

Richtlinie: Class B pre-staged (EnhancedCA02) BIT

**WARNUNG:** Es gab mehr als eine Richtlinie für diese Suche. Vergewissern Sie sich, dass es die richtige ist.

If the *identification is successful*, the 'Start PIN reset request' button (in green) will appear after the checkbox has been set.

Click on this button to open the ticket.

**PIN Reset Anfrage**

Token Seriennummer 01EE9ED8

Zertifikat 73B173C99A272A3B34A7F176E91BC007  
 cn: PKI Test-LZPPS-41 8JHLFP  
 Gültig ab: 2016/05/20 06:52:52 UTC  
 Gültig bis: 2019/05/20 06:52:52 UTC  
 Status: valid

Zertifikat 14233021213912270D2978CD659AC7A4  
 cn: PKI Test-LZPPS-41 8JHLFP  
 Gültig ab: 2016/05/20 06:52:52 UTC  
 Gültig bis: 2019/05/20 06:52:52 UTC  
 Status: valid

Zertifikat 6B3D9FF7C771583348DA2C6DC2EFDE83  
 cn: PKI Test-LZPPS-41 8JHLFP  
 Gültig ab: 2016/05/20 06:52:52 UTC  
 Gültig bis: 2019/05/20 06:52:52 UTC  
 Status: valid

Bevor eine PIN Reset Anfrage gestartet werden kann muss die Identität des Anwenders anhand der Revokationsfrage / Antwort geprüft werden.

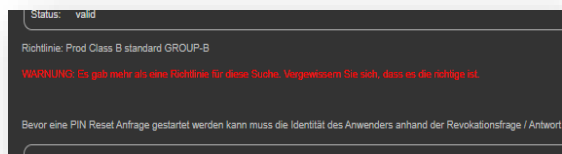
Frage: Test  
 Antwort: Ja

☒ Ich habe die Identität des Anwenders anhand der Revokationsfrage / Antwort verifiziert.

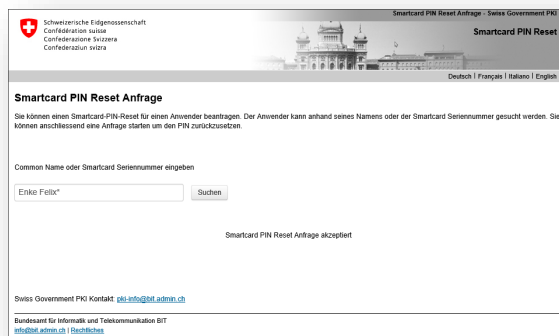
Abbrechen **PIN Reset Anfrage starten**

The name of the certificate's policy is recalled.

You may receive a warning message if the users you are looking for have certificates issued by several different policies. This is how you can verify that it is the right person and/or smartcard.



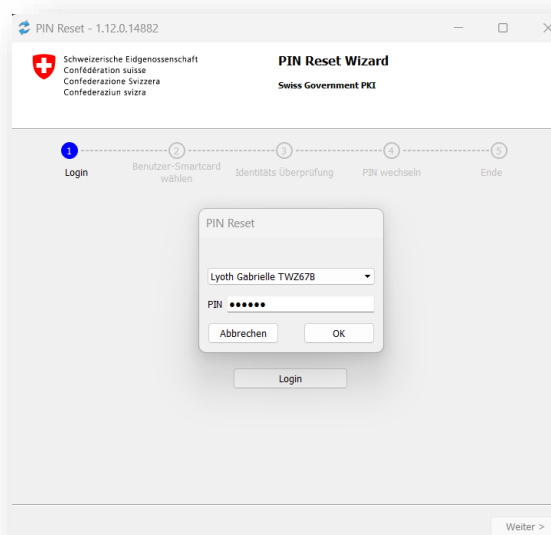
Close the browser **or** proceed with another eTicket for a new PIN reset.



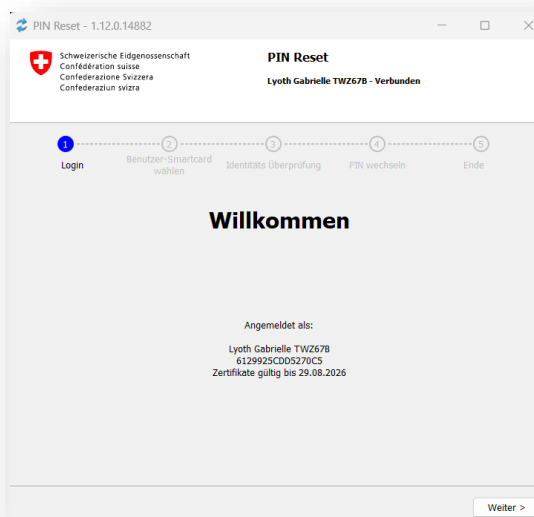
## Procedure for the PRU (PIN Reset User)

**Important:** an additional smartcard reader is required.

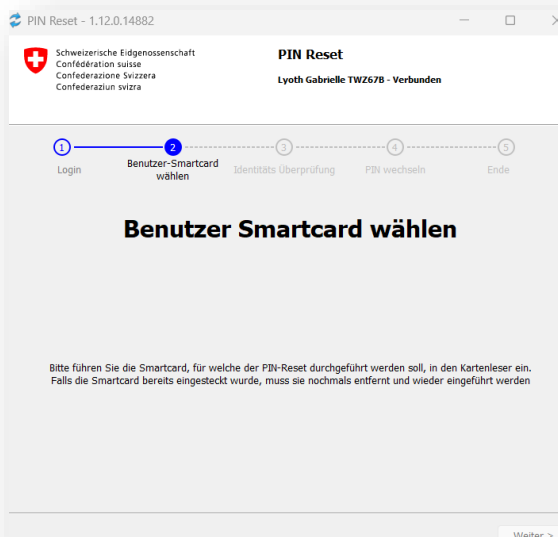
As **PRU**, open the **PIN Reset Wizard** and log in with your class B certificate.



Click 'Weiter'.



Now insert the **blocked smartcard** into the additional reader.



As the PRU, **you now** identify the person who requires the PIN reset.

The identity is verified by means of an ID/passport, or you know the person personally.

Confirm successful identification. The 'Weiter' button is activated. Continue with this.

### Important:

If you are **unable to clearly identify** the person, the process **must be cancelled** at this point.

PIN Reset - 1.12.0.14882

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**PIN Reset**  
Lyoth Gabrielle TWZ678 - Verbunden

1 Login 2 Benutzer-Smartcard wählen 3 **Identitäts Überprüfung** 4 PIN wechseln 5 Ende

### Benutzer Identifikation

**Smartcard Informationen**  
Smartcard Label: Swiss Government PKI  
Seriennummer: C085FB3898C54978  
Ausgestellt für: Enke Felix R8P8CV (FELIX.ENKE@BIT.ADMIN.CH)  
eTicket: ePRST-41CE-8641-55E4-1070

Sie müssen die Identität des Benutzers prüfen, bevor der Prozess weitergeführt werden kann.  
☐ Ich habe die Identität des Benutzers geprüft.

Weiter >

The smartcard information is displayed.

The person with the smartcard that was previously blocked can now enter the new PIN.

After that, click on 'Weiter'.

PIN Reset - 1.12.0.14882

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**PIN Reset**  
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1 Login 2 Benutzer-Smartcard wählen 3 Identitäts Überprüfung 4 **PIN wechseln** 5 Ende

### Change Smartcard PIN

**Smartcard Informationen**  
Smartcard Label: Swiss Government PKI  
Seriennummer: C085FB3898C54978  
Ausgestellt für: Enke Felix R8P8CV (FELIX.ENKE@BIT.ADMIN.CH)  
eTicket: ePRST-41CE-8641-55E4-1070

**Neuen Smartcard-PIN eingeben**  
..... ✓

**Neuen Smartcard-PIN bestätigen**  
..... ✓

**PIN-Anforderungen:**  
- min. 6, max. 14 Zeichen  
- rein numerisch oder Buchstaben kombination mit mindestens einer Ziffer (keine Trivalkombinationen)  
Keine Zeichen, die mehr als 3 Mal wiederholt werden  
Nicht mehr als 3 verschiedene Zeichen werden wiederholt

Weiter >

The PIN has been changed.

Close the PIN Reset Wizard.

