



SMARTCARD TOOLBOX ING SIGN-IN METHOD: CERTIFICATE

Use this manual, if:

- You use the sign-in method based on a certificate saved on an eToken or cryptographic card; and
- On the computer you use to work, you have the SmartCard Toolbox ING software installed; and
- You want to check parameters of the certificate and the eToken/card

STEP 1

Plug the eToken or cryptographic card into a USB port. If there are a couple of eTokens/cards connected to the computer, unplug them and connect only the device with the certificate you want to check.

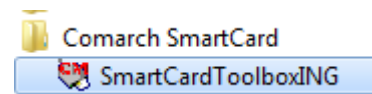
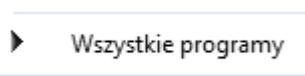
STEP 2

Launch the SmartCard Toolbox ING software. You can do this in two ways:

1. Click on the icon of the application on the computer desktop.



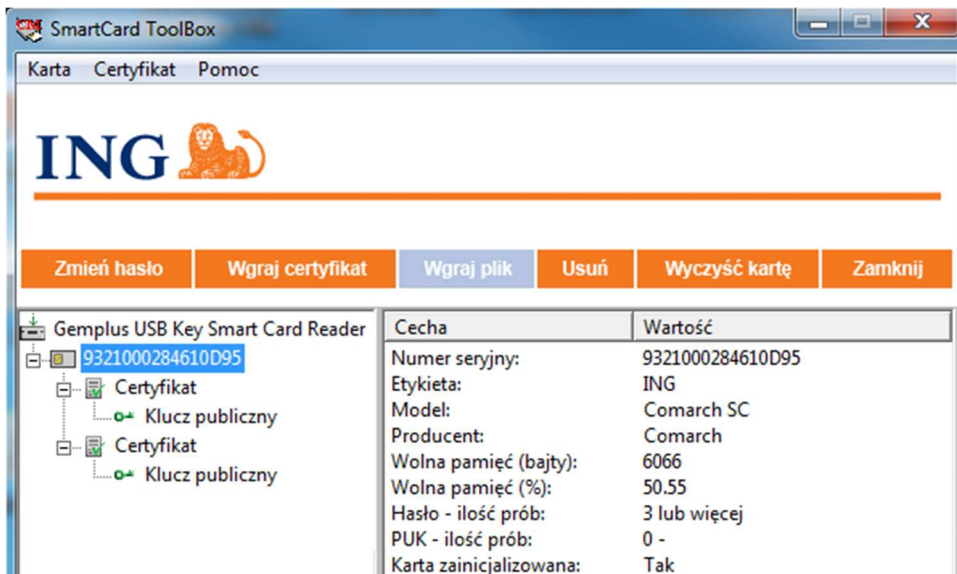
2. Launch the **Start** menu, then select **All applications**, find the **Comarch SmartCard** folder and run the **SmartCardToolboxING** application.



You will see the application window.

STEP 3 IS THERE A CERTIFICATE SAVED ON THE ETOKEN/CARD?

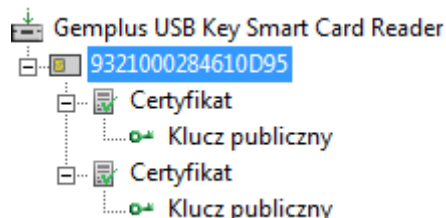
In the left window of the application, you will see whether there is a certificate saved on the eToken/card.



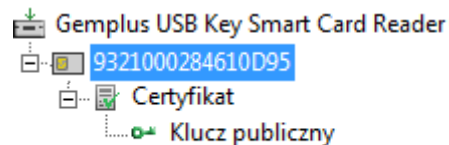
Click the plus sign next to the card number. If the card number expands together with a Certificate connection, it means that the certificate is saved on the eToken/card.

An eToken/card may store two certificates at most.

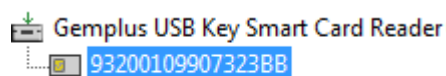
- This is how the description of an eToken/card with two saved certificates looks like:



- This is how the description of an eToken/card with one saved certificate looks like:

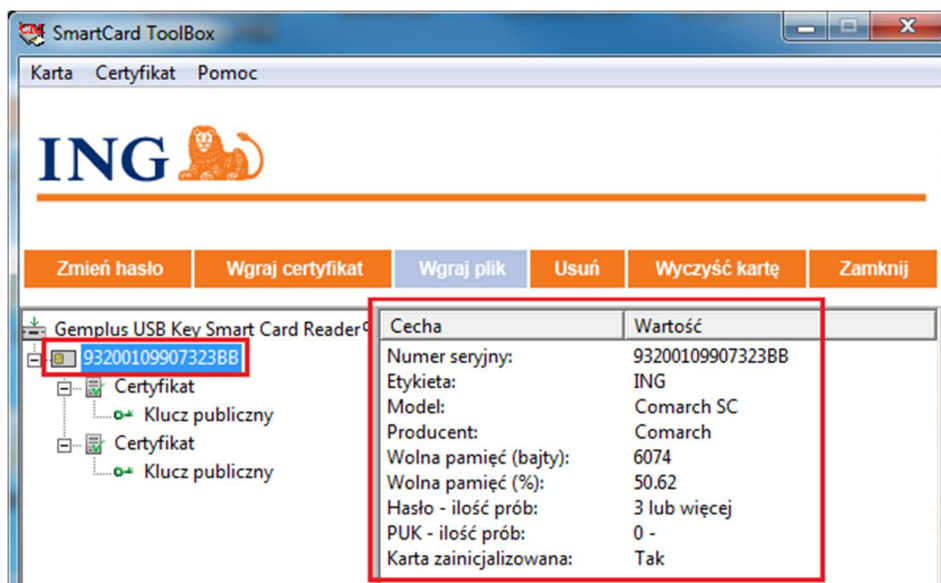


- This is how the description of an eToken/card without any certificates saved looks like:



STEP 4 IS A PASSWORD ASSIGNED TO THE CARD? HAVE I BLOCKED THE CARD?

Click **Card number** in the left window of the application. Here, both eToken as well as cryptographic card is called "card". In the right window, you will see, among other things:



- **Number of password attempts** – eToken/card is blocked after five unsuccessful attempts to enter the password. If this value is higher than 0, the eToken/card is not blocked. If you enter an incorrect password 5 times in a row, the value will be **0 - Password blocked**. In such a situation, use the instruction [Unblocking eToken/card](#).

| Cecha | Wartość |
|---------------------|------------------------|
| Hasło - ilość prób: | 0 - Hasło zablokowane! |

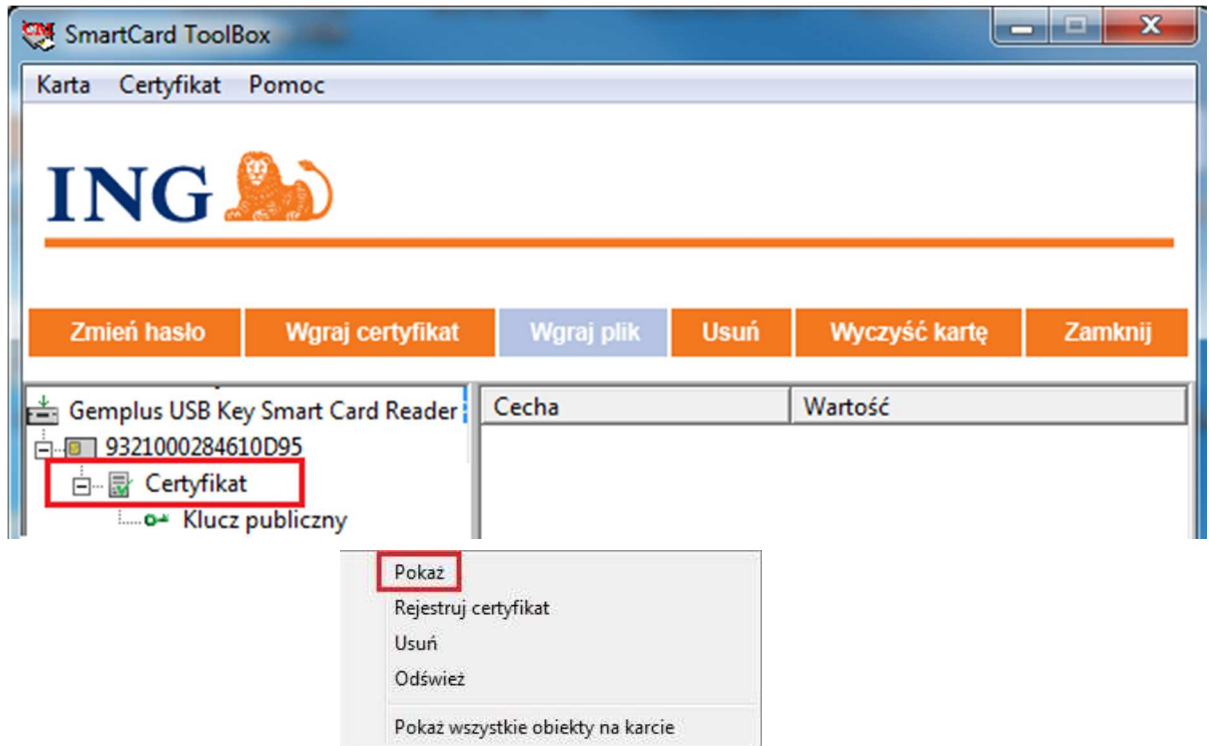
- **Card initialised** – if the value of this variable is **Yes**, it means that the eToken/card is secured with a password. If you do not know the password, use the manual [Unblocking eToken/card](#). If you use a new device, this variable should be set to **No**. In such a situation, use the instruction [Assigning password to a new carrier \(eToken/card\)](#).

| Cecha | Wartość |
|-------------------------|---------|
| Karta zainicjalizowana: | Nie |

STEP 5

FOR WHOM AND BY WHOM HAS THE CERTIFICATE BEEN ISSUED AND WHAT IS ITS EXPIRY DATE

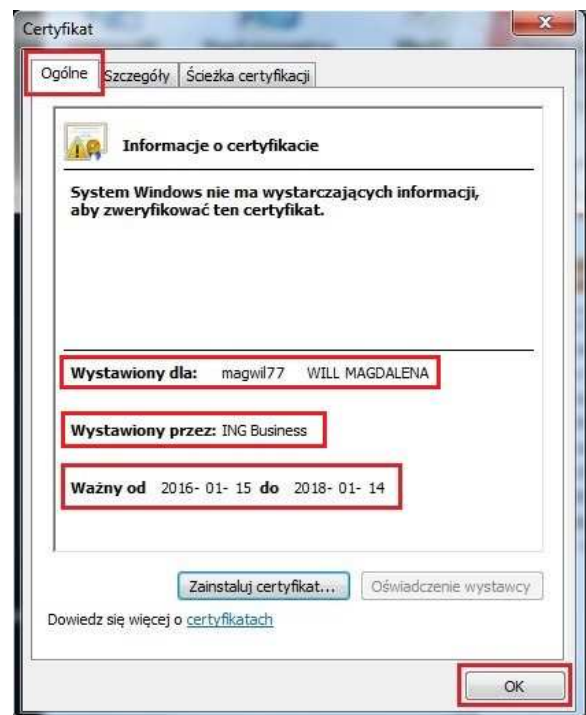
Click with the right mouse button on the **Certyfikat** button in the left window of the application and select **Show**.



In the **General** tab, you will check:

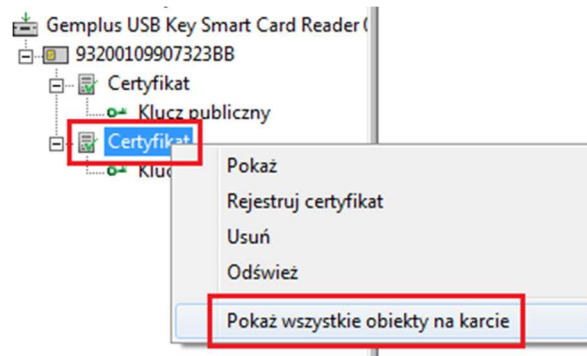
- for whom the certificate has been issued
- by what system it has been issued
- when it was issued and when it expires

Click **OK**.



STEP 6 SPLIT OF CERTIFICATE KEYS — I CANNOT SIGN IN TO ING BUSINESS

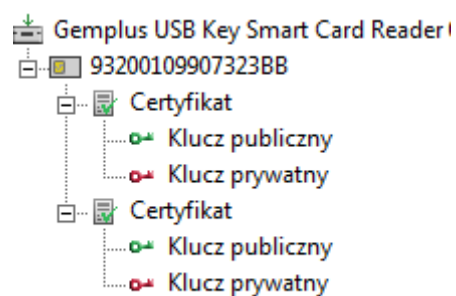
Click with the right mouse button on the certificate in the left window of the application and select **Show all objects on the card**.



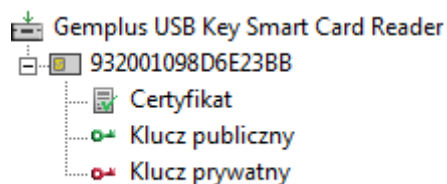
Enter the password to the eToken/card.



Check whether both certificate keys — **public and private one** — are directly connected to the **certificate**, as it is shown on the figure:



If at least one of them is directly connected to the card number, it means that the keys have split — and a new certificate must be generated.



In such a situation, use the instruction:

1. [Removal of unnecessary certificate](#), to ensure space for a new certificate;
2. [Ordering starter package in electronic version](#) or [in paper version](#), to order new starter login and starter password;
3. [Certificate generation](#), which will help you save a new certificate on the eToken/card.

Close the SmartCard Toolbox ING software.

Should you have any questions, please call **ING Business Centre: 32 357 00 24** or **801 242 242** or send e-mail to: bc@ingbank.pl. Our consultants are at your service on working days from Monday to Friday, **8:00 a.m. to 6:00 p.m.**