



CHANGING PASSWORD TO ETOKEN/CARD 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
- On the computer you use to work, you have the SmartCard Toolbox ING software installed
- You know the password to the eToken/card, but you want to change it

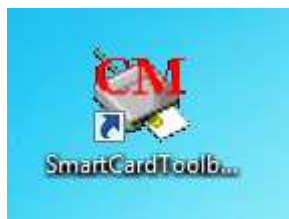
STEP 1

Plug the eToken or cryptographic card into a USB port. If there are a couple eTokens/cards connected to the computer, unplug them and connect only the carrier whose password you want to change.

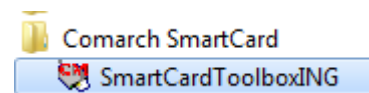
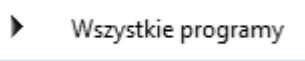
STEP 2

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

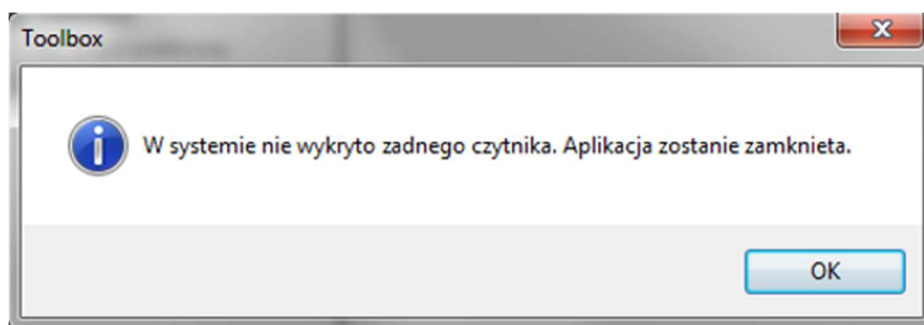
1. Click on the application icon on the computer desktop



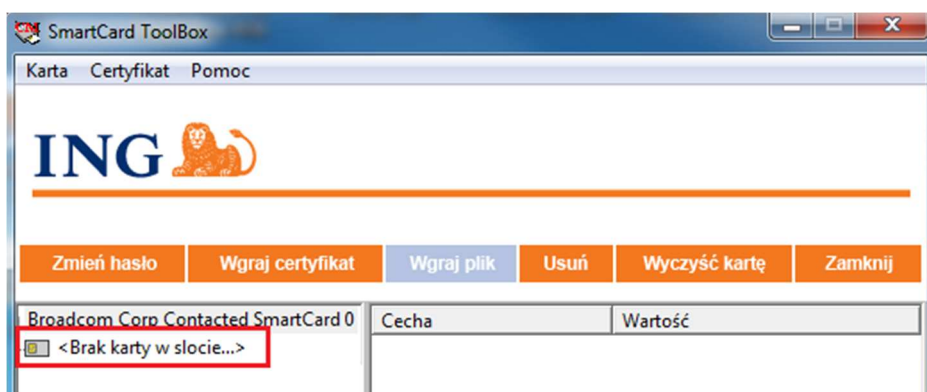
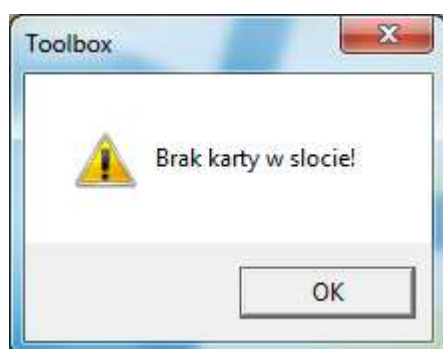
2. Launch the **Start** menu, then select **All applications**, find the **Comarch SmartCard** folder and run the **SmartCardToolboxING** application.



If you see a message informing about the lack of reader after launching the software, restart your computer with the eToken/card plugged into a USB port. Return to **Step 2**.



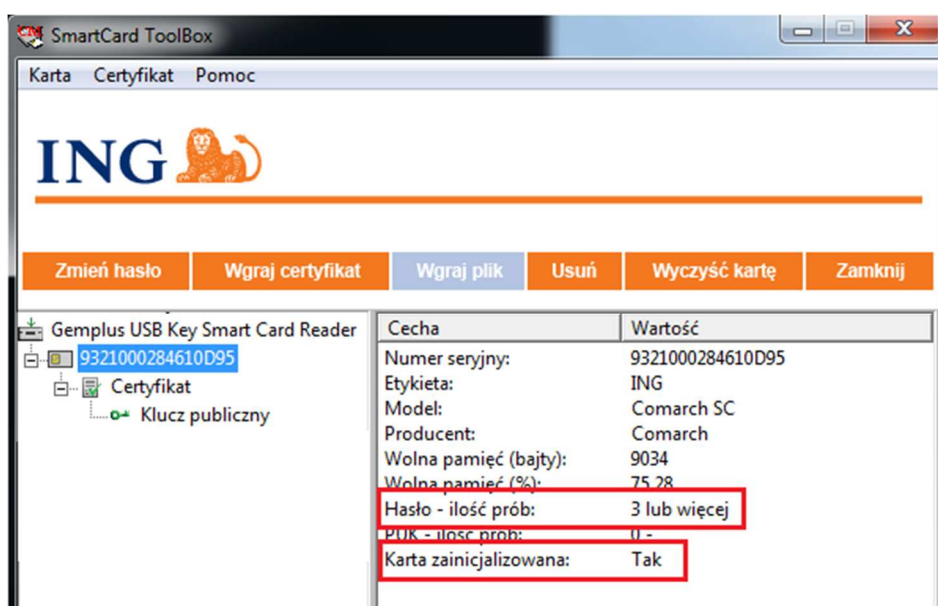
If you see the message **No card in the slot** after starting the software, use the instruction [SmartCard ToolBox does not read the card — No card in the slot](#).



STEP 3

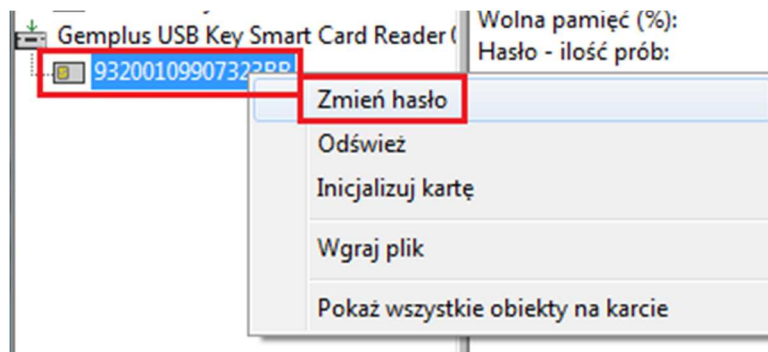
Click on the number in the left window of the application and check whether the value of two features in the right window:

- **Password — number of attempts** - is higher than **0**.
If the value is **0 card blocked**, go to the manual [Unblocking eToken/card](#).
- Value of the item **Card initialised** is **Yes** (card is initialised – eToken/card is protected with password)



STEP 4

Click with the right mouse button on the number in the left window of the application. Select **Change password** from the menu.



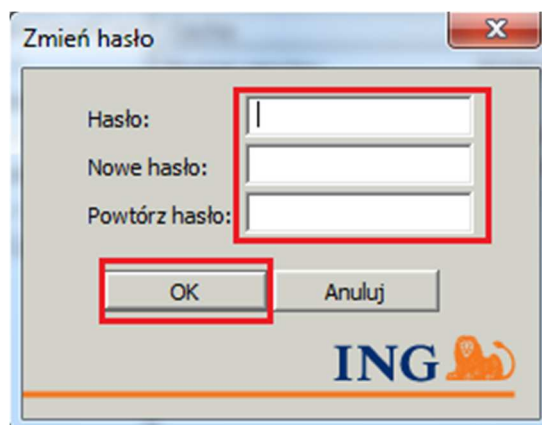
STEP 5

Make sure that Caps Lock is off.

Enter your existing password in the first field. In the second and third field, enter your new password to the eToken/card. Click **OK**.

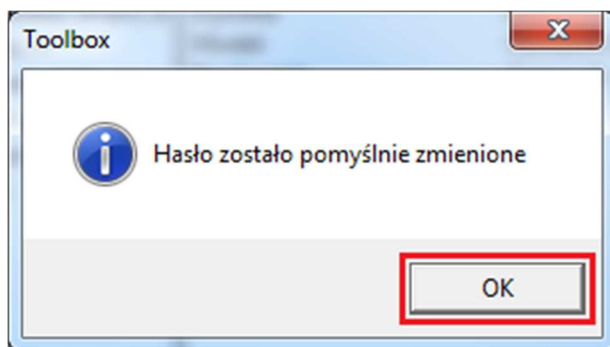
The password created by you should meet the following conditions:

- it should be significantly different than previous passwords
- contain between 8 and 16 characters
- contain an upper-case letter
- contain a lower-case letter
- contain a digit
- do not contain any Polish characters, or special characters



STEP 6

You will see a message that the password has been successfully changed. Click **OK** and do not forget your new password!



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.**