



UNBLOCKING ETOKEN/CARD / I DO NOT KNOW THE 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, and
- On the computer you use to work, you have the SmartCard Toolbox ING software installed; and
- You have permissions of a local administrator on the computer you use to work; and
- eToken/card has been blocked (you have entered the password incorrectly 5 times in a row); or
- You do not know or remember the password to eToken/card

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 you want to unblock.

STEP 2

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

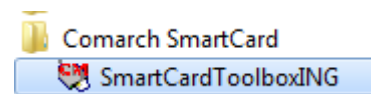
1. Click on the application icon on the computer desktop



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



▶ Wszystkie programy



STEP 3

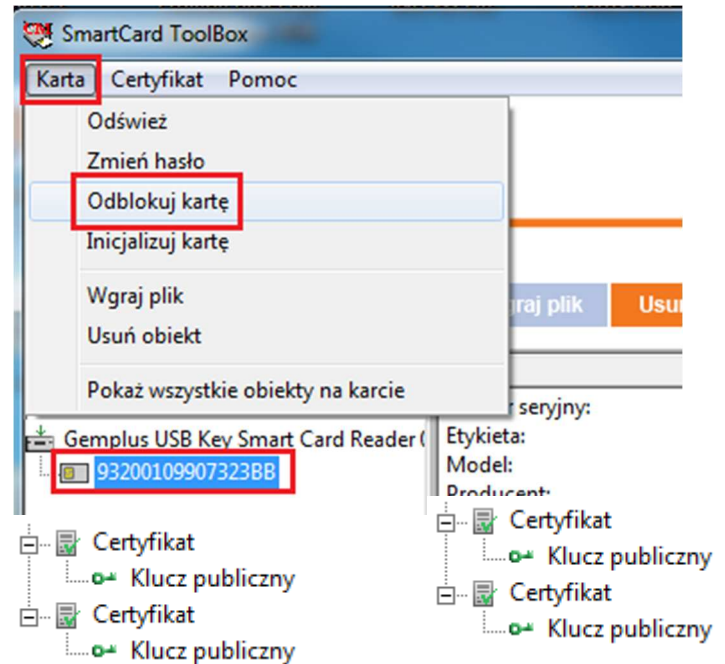
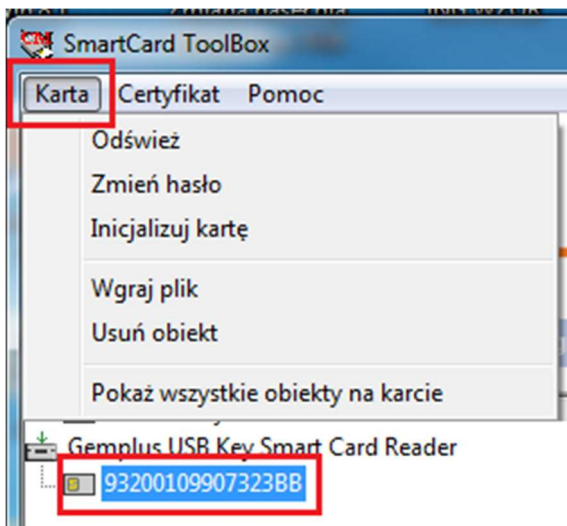
Click the card number in the left window of the application. If you have blocked the eToken/Card — you have tried to sign in to the etoken/card and entered the password incorrectly more than 5 times — the feature **Password — number of attempts** in the window on the right will have the following value: **0 — password blocked**.

Cecha	Wartość
Numer seryjny:	93200109907323BB
Etykieta:	ING
Model:	Comarch SC
Producent:	Comarch
Wolna pamięć (bajty):	11998
Wolna pamięć (%):	99.98
Hasło - ilość prób:	0 - Hasło zablokowane!
PUK - ilość prób:	0 -
Karta zainicjalizowana:	Tak

STEP 4

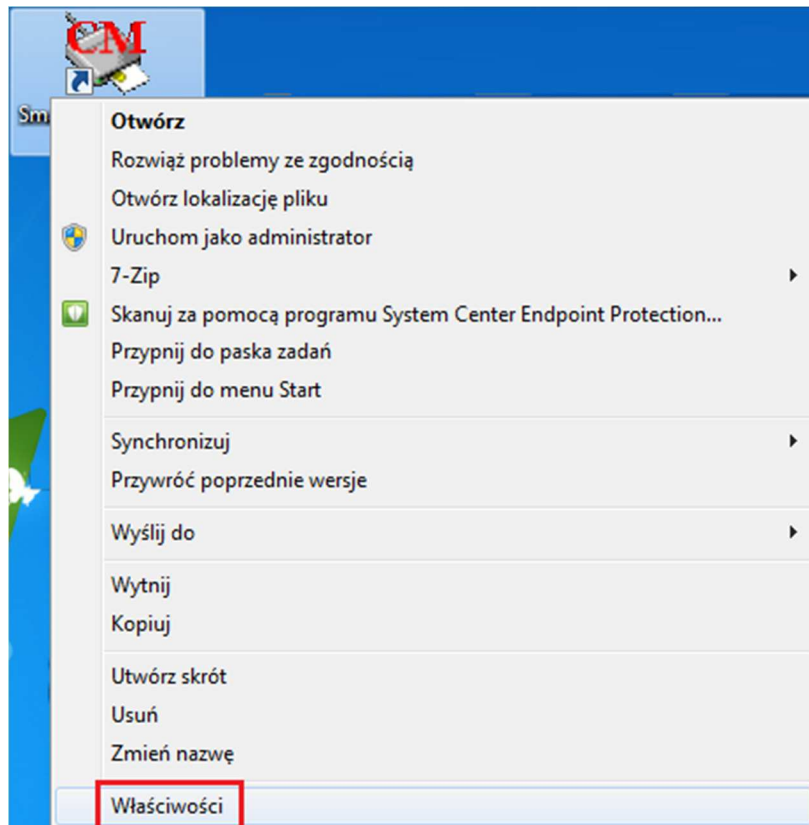
In the left window of the application, click on the **card number** and then in the top menu click **Card** and check if the item **Unblock card** is available.

- If you do not see this item on the list, go to **Step 5**.
- If you see the item **Unblock card** on the list, go to **Step 7**.



STEP 5

Close the SmartCard Toolbox ING software. Click with the right mouse button on the shortcut icon of the SmartCard ToolBox ING software on the desktop. Select **Properties**.

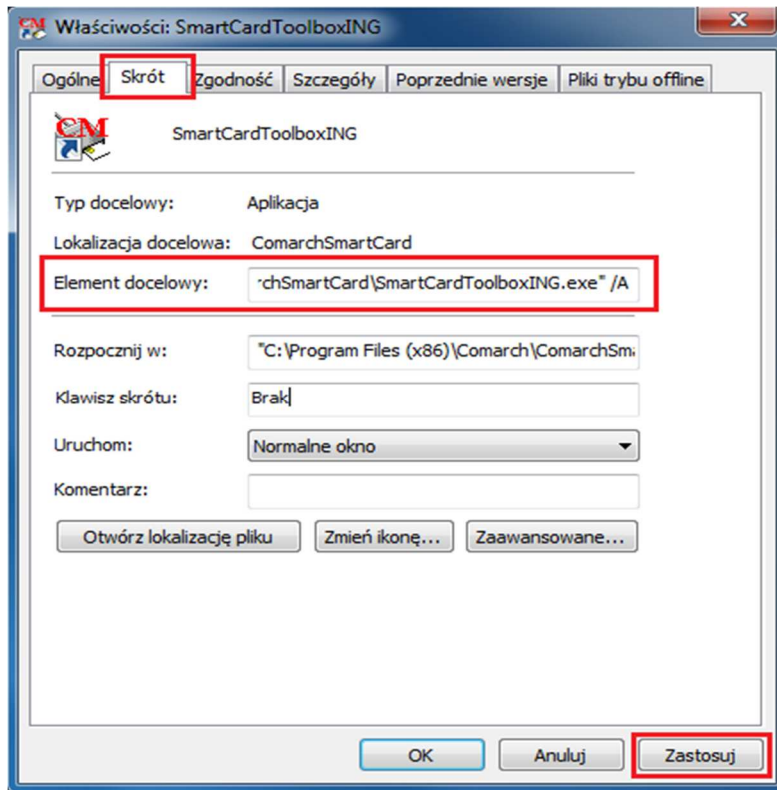


STEP 6

In the tab **Shortcut**, in the item **Target element**, set the cursor at the end of the currently entered path and add three characters after a quotation mark: space, common slash, and upper-case A; The path should look as follows:

```
"C:\Program Files (x86)\Comarch\ComarchSmartCard\SmartCardToolboxING.exe" /A
```

Click **Apply** and **OK**.

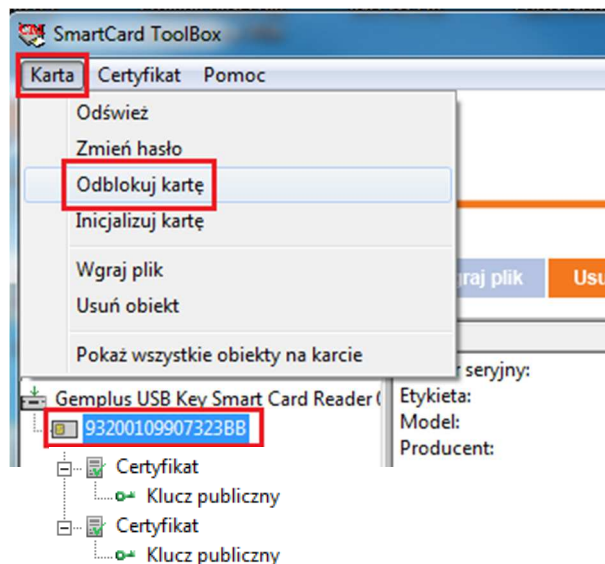


If you cannot click **Apply**, you probably do not have administrator permissions on the computer. Ask a person who has **local administrator permissions on your computer** for help.

STEP 7

Run the SmartCard Toolbox ING software once again.

In the left window of the application, click on the **card number** and then in the top menu expand **Card** and click the item **Unblock card**.



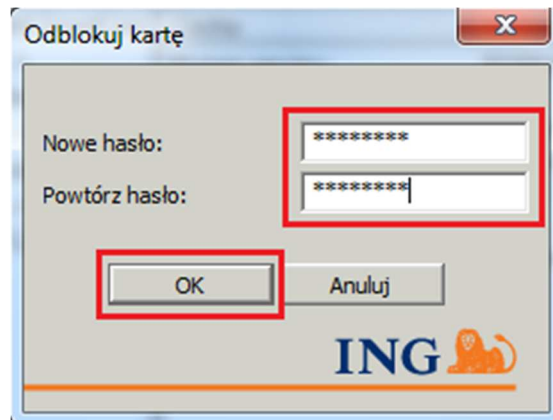
Unblocking the card means that all certificates stored on the device and the existing password will be erased.

STEP 8

In the first field, enter your new password to the eToken/card. Confirm it in the second field. Click **OK**. Make sure that Caps Lock is off.

Create a password that meets the following requirements:

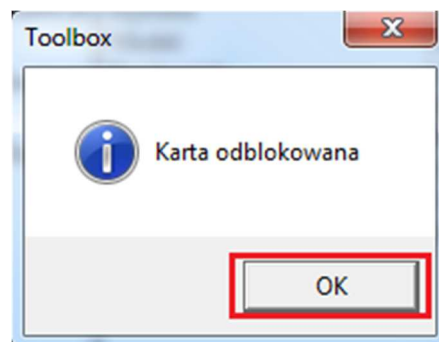
- it should be significantly different than previous passwords
- contain between 8 and 16 characters
- contain an upper-case letter
- contain a lower-case letter
- contain a digit
- do not contain any Polish characters, or special characters



The screenshot shows a dialog box titled "Odblokuj kartę" (Unlock card). It has two text input fields. The first field is labeled "Nowe hasło:" (New password) and the second is labeled "Powtórz hasło:" (Repeat password). Both fields contain a series of asterisks, indicating that the password is hidden. Below the fields are two buttons: "OK" and "Anuluj" (Cancel). The "OK" button is highlighted with a red rectangle. At the bottom right of the dialog box is the ING logo.

STEP 9

You will see a confirmation that the eToken/card has been unlocked. Click **OK**. From that moment you will sign in to the system with the password created in **Step 8**.



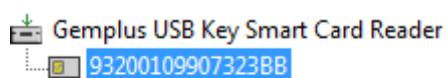
The screenshot shows a dialog box titled "Toolbox". It contains an information icon (a lowercase 'i' inside a blue circle) and the text "Karta odblokowana" (Card unlocked). At the bottom right of the dialog box is an "OK" button, which is highlighted with a red rectangle.

Unlocking of the card is confirmed by the information in the right window, where the item **Password — number of attempts** should show **3 or more**.

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Producent:	Comarch
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Wolna pamięć (%):	99.98
Hasło - ilość prób:	3 lub więcej
PUK - ilość prób:	0 -
Karta zainicjalizowana:	Tak

STEP 9

In the left window you will see the number assigned to the eToken/card, but you will not see any certificate on the card.



Go to the manual [Ordering starter package in electronic version](#) or [in paper version](#), and then to the manual [Certificate generation](#).

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.**