

ČSOB CEB CHIP CARD USER GUIDE FOR WINDOWS

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1 INTRODUCTION – REQUIREMENTS FOR SUCCESSFUL LOGIN TO THE SERVICE

To successfully log in to the service, first install the latest *SecureStore* (Chapter 2). To log in via Chrome and Opera, install the browser extension (Chapter 3).

2 INSTALLING SECURESTORE AND REGISTERING CERTIFICATES IN THE OS

If you have an old version of the *SecureStore* application, the new version will automatically uninstall the old version first and then the new version will be installed.

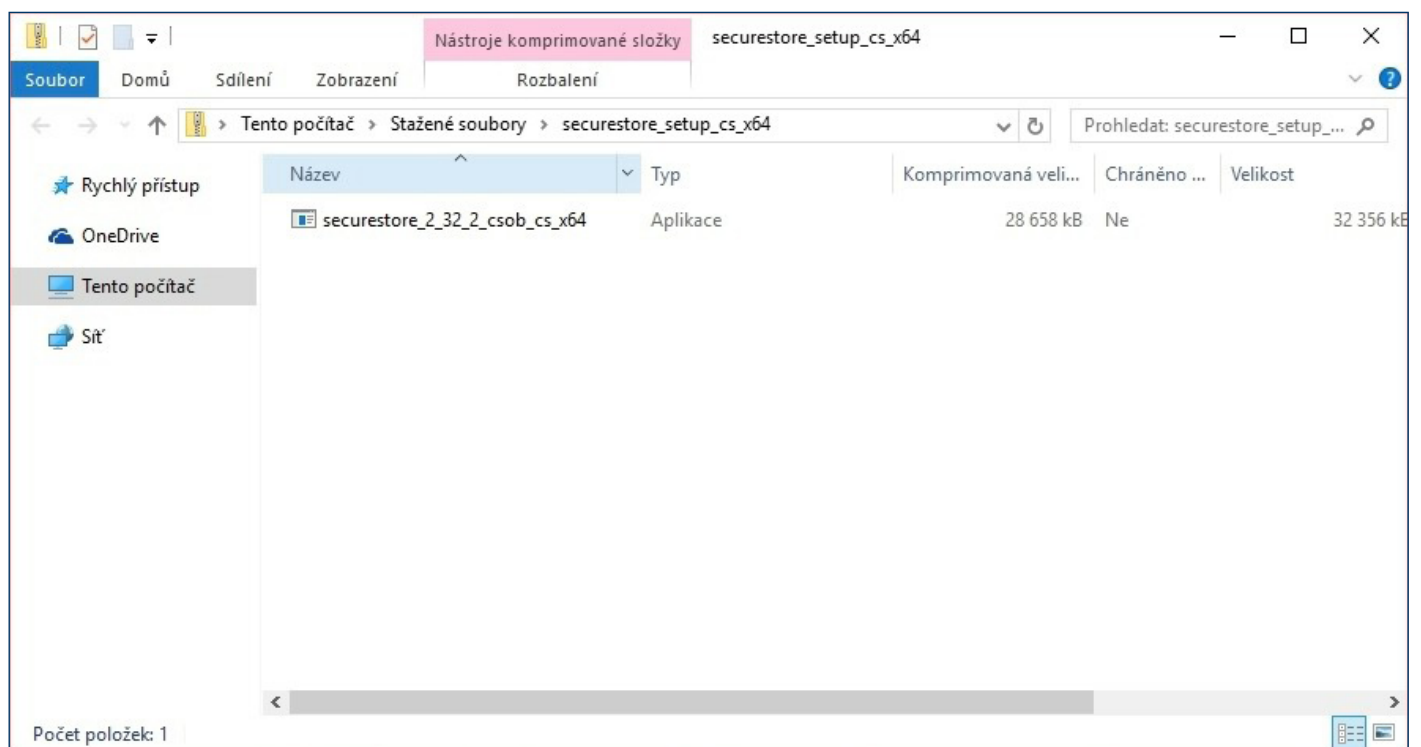
Installation packages are available in the Downloads section:

- [securestore_setup_csob_multi_x86 \(32bit\)](#),
- [securestore_setup_csob_multi_x64 \(64bit\)](#).

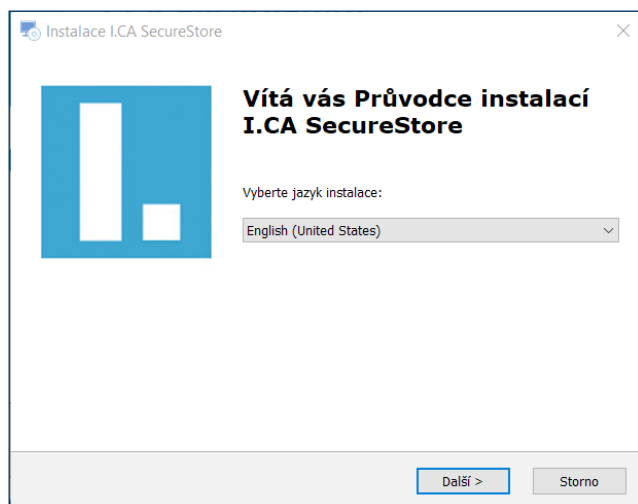
Use the installation package that corresponds to the version of Windows you are using. For instructions on how to determine your operating system version, click on <http://support.microsoft.com/kb/827218/cs>.

The screenshots have been created for Windows 10 (64bit). Installation steps in other versions of Windows may differ slightly from the example below.

After downloading the installation package, extract the installation file and start installation.



The installation process depends on the programs and libraries installed on your PC.



Select the desired language version and complete the installation according to the instructions in the wizard.

3 LOGGING IN TO ČSOB CEB FOR THE FIRST TIME

The ČSOB CEB service may be accessed via the homepage www.csob.cz or at:

- <https://ceb.csob.cz>.

3.1 Microsoft Edge

In order to successfully log in, you must have the browser extension installed. If you don't have the extension, you will be asked to install it after pressing the *Log in* button (the login process will stop at 20%). Follow the on-screen instructions.

Login to CEB service

Password Certificate

i Insert your card into the reader and press "Log in". If you wish to use a different certificate, click "Change certificate".

Change certificate Log in

Browser extension for chip card support
20 % - Error

i Browser extension isn't available. Install it by pressing "Install" below. If the installation fails, call our help desk (error code 2).

Install

Press the *Install* button.

Microsoft | Edge Add-ons ^{BETA} Menu ▾ All Microsoft ▾

Home / Productivity / ČSOB Electronic Signature

ČSOB Electronic Signature
Československá obchodní banka a.s.
★★★★☆ (2) | 10,000+ Users | Productivity

Get
Compatible with your browser


In the newly opened tab, press the *Get* button to install the extension, then go back to the login page and press the *Log in* button.

Login to CEB service

Password
Certificate

i Insert your card into the reader and press "Log in". If you wish to use a different certificate, click "Change certificate".

Change certificate
Log in


 Browser extension for chip card support
 100 % - Extension loaded

PIN dialog

To process this operation, it is necessary to enter PIN PIN:

0	7	3
6	2	4
5	1	8
	9	<<<

Ok
Cancel

Enter your chip card PIN and press *OK*.

3.2 Chrome


In order to successfully log in, you must have the browser extension installed. If you don't have the extension, you will be asked to install it after pressing the *Log in* button (the login process will stop at 20%). Follow the on-screen instructions.

Login to CEB service

Password
Certificate

i Insert your card into the reader and press "Log in". If you wish to use a different certificate, click "Change certificate".

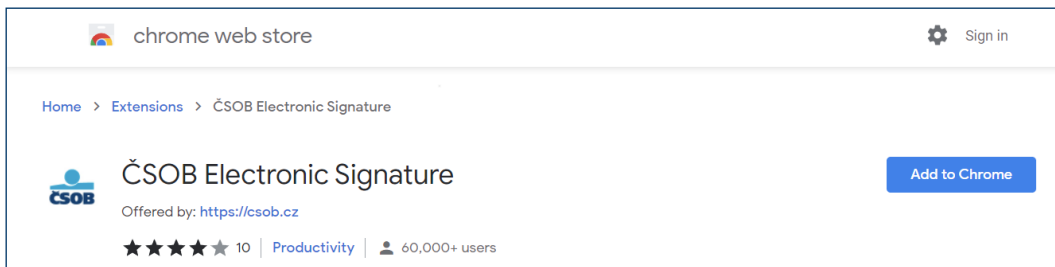
Change certificate
Log in


 Browser extension for chip card support
 20 % - Error

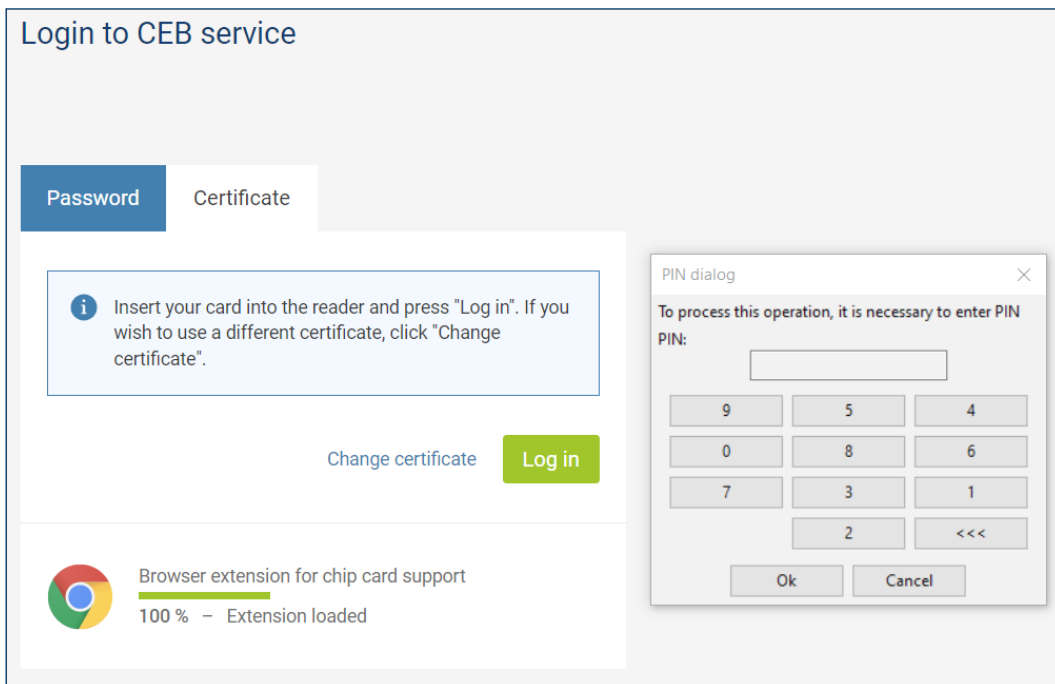
i Browser extension isn't available. Install it by pressing "Install" below. If the installation fails, call our help desk (error code 2).

Install

Press the *Install* button.



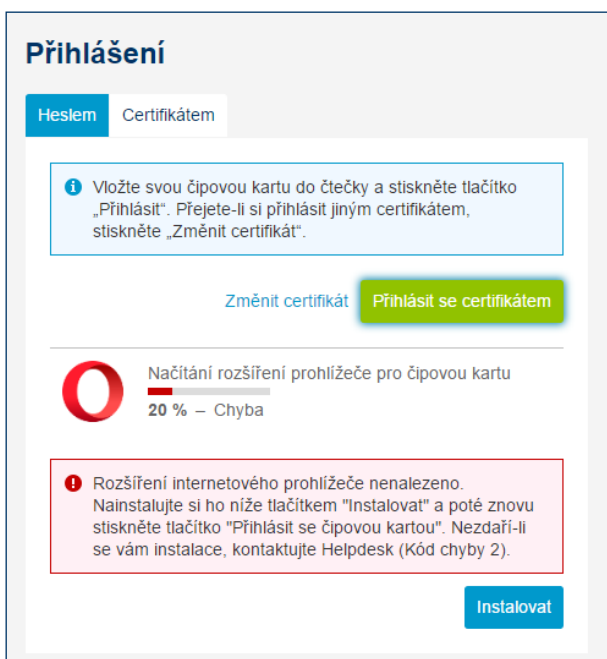
In the newly opened tab, press the **Add to Chrome** button to install the extension. Then go back to the login page and press the **Log in** button.



Enter your chip card PIN and press **OK**.

3.3 Opera

In order to successfully log in, you must have the browser extension installed. If you don't have the extension, you will be asked to install it after pressing the **Log in** button (the login process will stop at 20%). Follow the on-screen instructions.



Press the **Install** button.

The screenshot shows the Opera addons page for the 'ČSOB Electronic Signature' extension. At the top left is the Opera addons logo. Below it, the breadcrumb path is 'Home > Extensions > Accessibility > ČSOB Electronic Signature'. A search bar is located at the top right. The extension's name 'ČSOB Electronic Signature' is displayed in large text, with 'by csob' underneath. To the right is a green 'Add to Opera' button. Below the name, there is a star rating of 4.1/5 and a 'Your rating' section with five empty stars. At the bottom left, it says 'Total number of ratings: 1'.

Confirm the installation by pressing the *Add to Opera* button. Then go back to the login page and press the *Log in* button.

The screenshot shows the 'Login to CEB service' page. There are two tabs: 'Password' and 'Certificate'. The 'Certificate' tab is active. A blue information box contains the text: 'Insert your card into the reader and press "Log in". If you wish to use a different certificate, click "Change certificate".' Below this box are two buttons: 'Change certificate' and a green 'Log in' button. At the bottom left, there is a status bar with the Opera logo, the text 'Browser extension for chip card support', and a progress indicator showing '100 % - Extension loaded'. On the right side, a 'PIN dialog' window is open, displaying the message: 'To process this operation, it is necessary to enter PIN PIN:'. Below the message is a text input field and a numeric keypad with buttons for digits 0-9, a '<<<' button, and 'Ok' and 'Cancel' buttons.

Enter your chip card PIN and press *OK*.

3.4 Firefox

Download and save the Mozilla Firefox extension file from www.csob.cz/software.

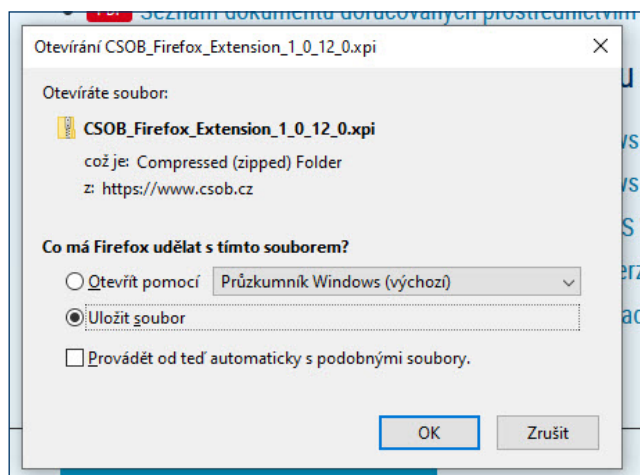
ČSOB CEB

Manuals

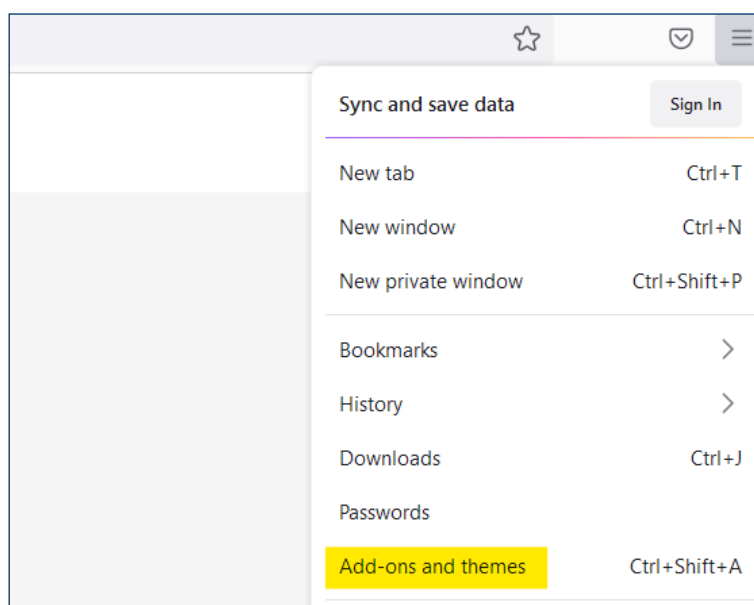
- PDF ČSOB CEB – user manual
- PDF List of documents delivered through ČSOB CEB

Software and manuals for clients with a chip card

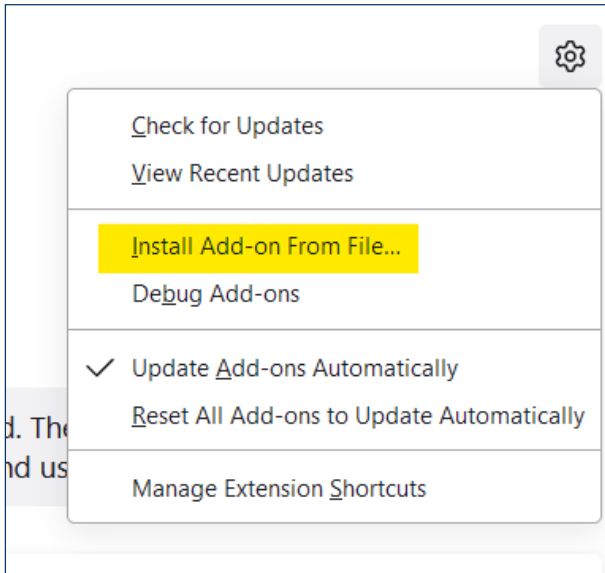
- ZIP SecureStore chip card manager (MS Windows 32-bit), version 6.15
- ZIP SecureStore chip card manager (MS Windows 64-bit), version 6.15
- PDF Manual for users of CEB with a chip card – MS Windows (available in Czech only)
- ZIP SecureStore chip card manager – macOS, version 6.12
- PDF Manual for users of CEB with a chip card – macOS (available in Czech only)
- PDF Procedure for Firefox extension installation
- Mozilla Firefox extension**



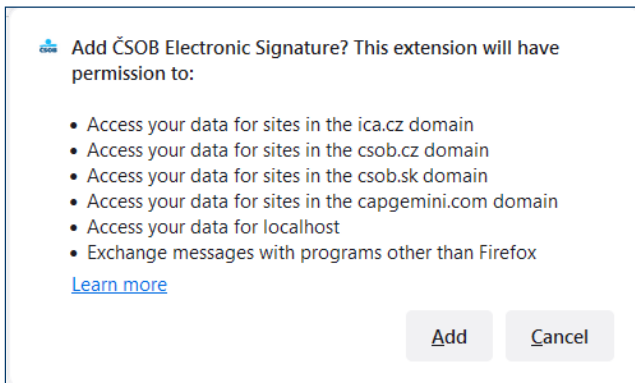
Go to the browser menu and select *Add-ons and themes*.



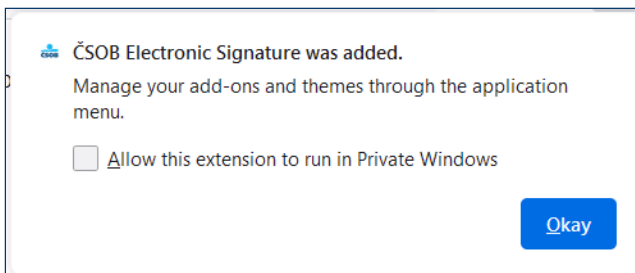
Click on the puzzle-shaped icon on the left side of the screen. Then open the **Tools menu** at the top of the window, select **Install Add-on From File...** and locate the file you saved to your computer in the previous step.

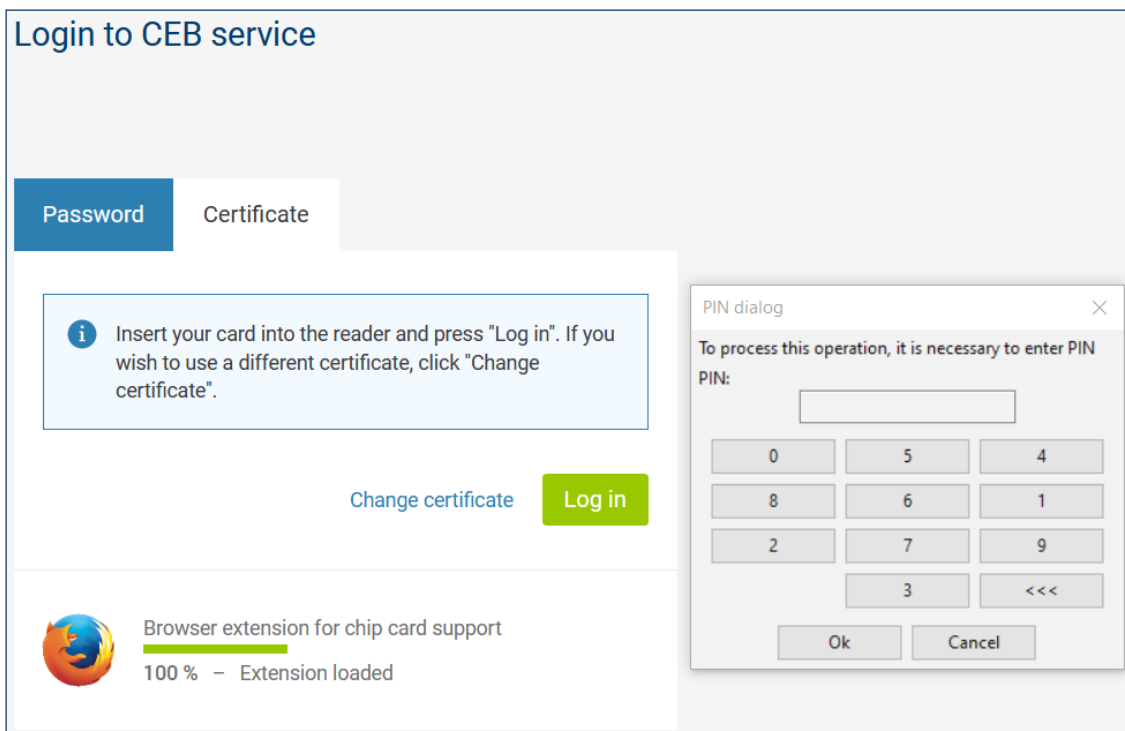


Then confirm the installation of the add-on.



The add-on is now ready for use. You can log in to ČSOB electronic banking services using your chip card.





On the login page, press the *Log in* button, enter your chip card PIN and press *OK*.

4 CERTIFICATE RENEWAL BY ISSUING A SUBSEQUENT CERTIFICATE

In order to get a subsequent certificate for logging in and authorizing transactions in ČSOB internet banking services, use the web interface. Requests are handled by I.CA. The issuance of a subsequent certificate takes 20–30 minutes.

Please note:

- You can request a subsequent certificate only during the validity period of the original certificate.
- If the original certificate expires or your identification data (name, postal address, email address) change, you'll need to request a new certificate at a ČSOB registration point.

4.1 Software requirements

The computer you want to use to request a subsequent certificate must meet the specified [software requirements](#); see the description of electronic banking services on the ČSOB website.

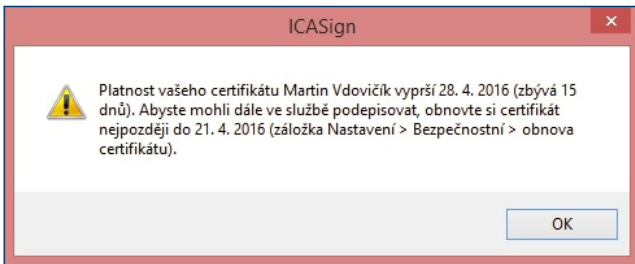
4.2 The process of requesting a subsequent certificate

The request for a subsequent certificate consists of the following steps:

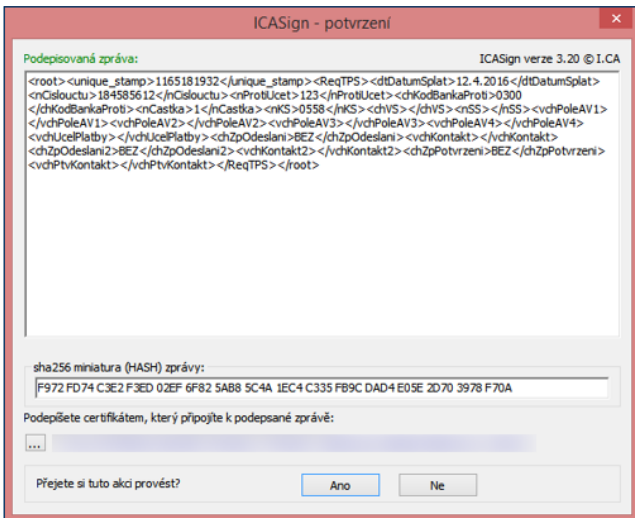
1. Certificate expiry notification.
2. Start of renewal in the ČSOB internet banking.
3. Certificate data check.
4. Generating a renewal request.
5. Signing and sending a subsequent certificate request.
6. Confirmation of receiving the request from the remote party.
7. Automatic installation of the subsequent certificate.

4.3 Certificate expiry notification

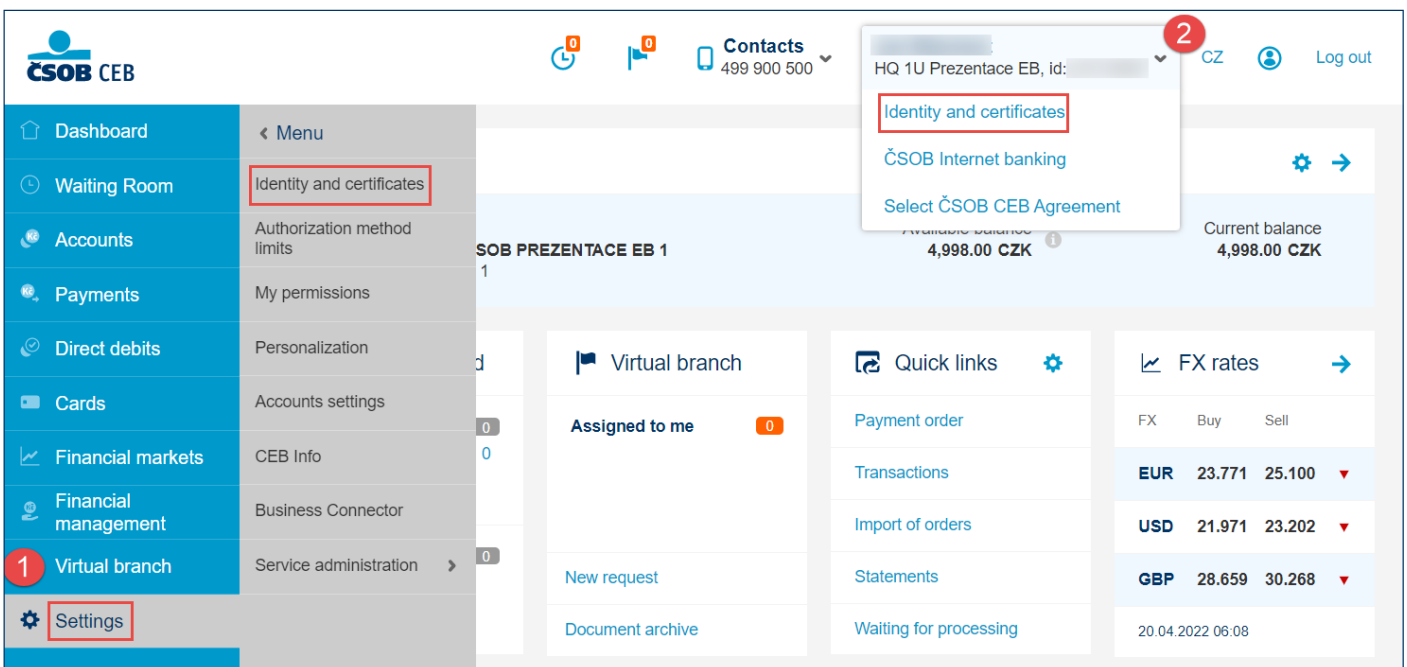
You will be notified 21 days prior to the expiration of your certificate. The notification will be displayed when you log in to the service with your chip card.



If your certificate expires in less than 7 days, you can only log in. You'll need to send a subsequent certificate request to be able to authorize payment transactions.



There are two ways to start the certificate renewal.



1. On the left-hand bar, select *Settings* and then *Identity and certificates*.
2. Click on the down arrow next to your name and then select *Identity and certificates*.


Certificates			
Issuer	Type	Serial number	Valid till
I. CA CZ	Chip card	[REDACTED]	03.01.2023 12:23

[Renewal of certificates on the ČSOB Identity portal](#)

In the *Certificates* section, click on *Renewal of certificates on the ČSOB Identity portal*.

Certificates				Help
Issuer	Type	Serial number	Valid till	
I. CA CZ	I.CA certificate on a ...	[REDACTED]	03. 01. 2023 12:23	Install Renew

Certificate renewal request

Fee account: 

[Back](#) [Confirm](#)

[Back](#)

In the *Certificates* section, select the certificate you wish to renew and click on *Renew*, then select the fee account. You will be redirected to the I.CA subsequent certificate issuance page.

4.4 Certificate data check

1. System Test > 2. Certificate selection > 3. Verification > 4. Signing a Request > 5. Finalization

Your data

Full name	Jan Novák
E-mail in the certificate extensions	test@test.cz
Country	CZ

Show více >>

Data that can be edited


Revocation password	*****
Certificate sent in the ZIP format	Yes
Key Repository Type (CSP)	Microsoft Smart Card Key Storage Provider


Edit data

I agree I disagree, close the request

Check the certificate data and start generating a subsequent certificate request by clicking on *I agree*.

The data cannot be changed. If any item is out of date, terminate the subsequent certificate request and visit the nearest ČSOB branch to request a new certificate.

CERTIFICATION AUTHORITY SPOJENÍ S DŮVĚROU 

 VYTVORENÍ ŽÁDOSTI O VYDÁNÍ NÁSLEDNÉHO CERTIFIKÁTU

1. Test systému > 2. Kontrola údajů > 3. Rekapitulace > 4. Podpis žádosti > 5. Dokončení

Upozornění na platné certifikáty

CERTIFIKÁT JSME VÁM JIŽ VYSTAVILI

Vaši žádost o certifikát jsme již vyřídili a můžete si jej nainstalovat přímo z následujícího odkazu:
https://s.ica.cz/cgi-bin/igetcert4card2_gui/igetcert4card2_gui.cgi

Toto okno nyní můžete zavřít.

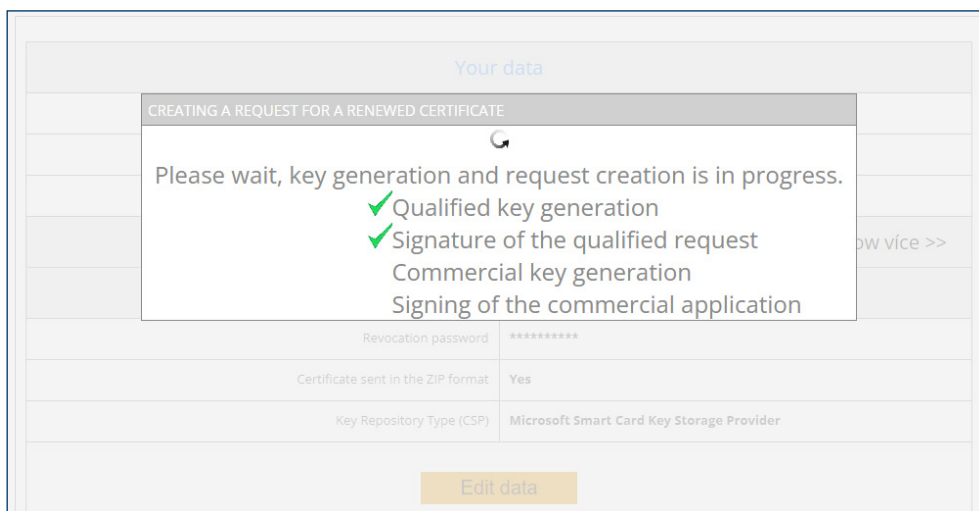
Sériové číslo	Celé jméno	Platnost od	Platnost do
11738492	JAN [redacted]	15.10.2020 13:29:38	15.10.2021 13:29:38
2784332	JAN [redacted]	15.10.2020 13:29:39	15.10.2021 13:29:39

Ukončit průvodce

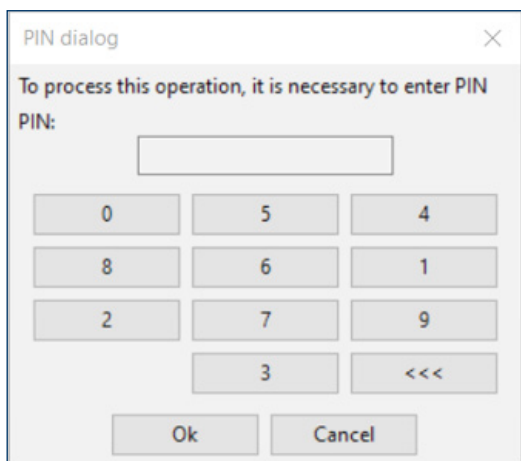
Copyright I.CA All Rights Reserved | První certifikační autorita, a.s. | Kontakty | 9.08.04

Please note: If you've already requested a subsequent certificate, you will be notified on your next attempt. You cannot continue with the renewal. If you need to renew your certificate prematurely (earlier than 30 days before the certificate expires), you can contact the CEB helpdesk at the phone number listed at the foot of this document.

4.5 Generating a subsequent certificate request



The generation of a subsequent certificate request usually takes several tens of seconds, after which you will be asked to enter your *PIN*.



Enter your chip card PIN.



1. System Test

2. Certificate selection

3. Verification

4. Signing a Request

5. Finalization

The request for renewal certificate was successfully received.

ID request for the qualified certificate: 7607910005096

You can track the status of your application with ID 7607910005096.

ID request for the commercial certificate: 7607900007357

You can track the status of your application with ID 7607900007357.

Time of receipt: 14.12.2023 14:13:09

Your subsequent certificate request has been successfully received and is now being processed. Wait for the subsequent certificate to be issued.

After **04:43** minutes at the latest, you will be automatically redirected to the page for installing the subsequent certificate on the chip card.

Copyright I.CA All Rights Reserved | První certifikační autorita, a.s. | Contacts | 9.18.03
For further questions, please contact technical support I.CA.

This screen informs you that the request has been successfully sent. The certificate will be installed on the chip card on the next page after the countdown expires or on the CSOB ELB login pages after pressing the *Login* button.

5 SUPPORT

If you experience any troubles, contact our helpdesk at helpdeskCEB@csob.cz or call **499 900 500**. The helpdesk is available from Monday to Friday 7:00 AM to 8:00 PM.

For more information about ČSOB electronic banking services, visit www.csob.cz.