ČSOB CEB CHIP CARD USER GUIDE FOR WINDOWS

CONTENT

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.
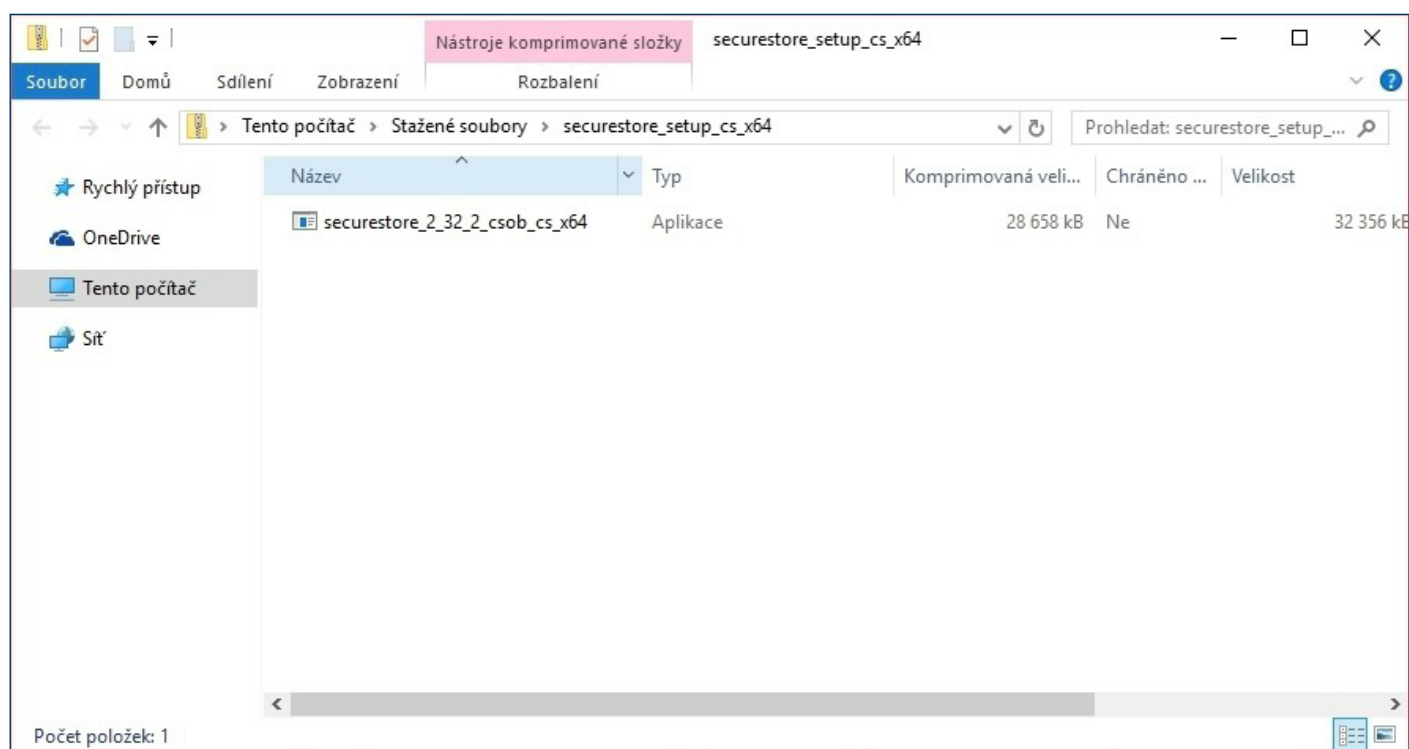
The installation process depends on the programs and libraries installed on your PC.
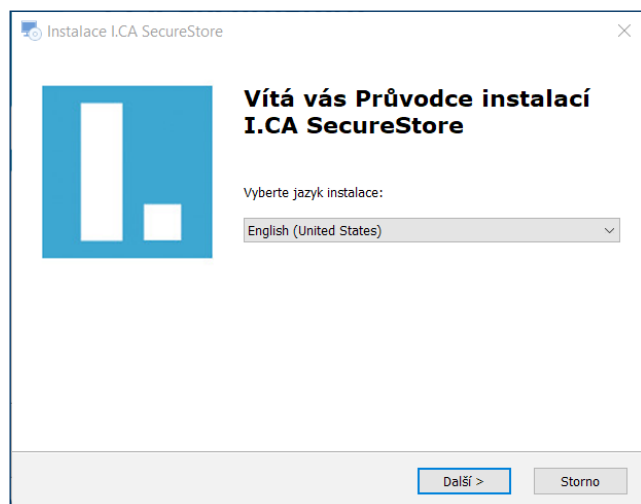
Select the desired language version and complete the installation according to the instructions in the wizard.

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.

Press the *Install* button.

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.

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.
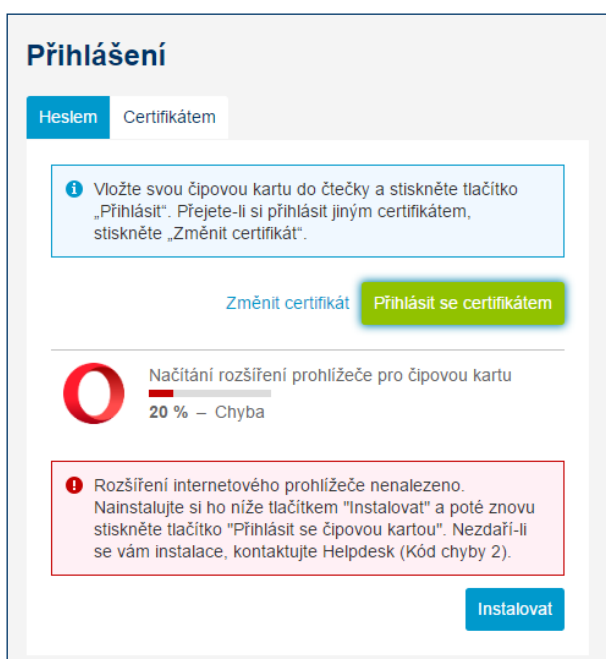

Press the *Install* button.

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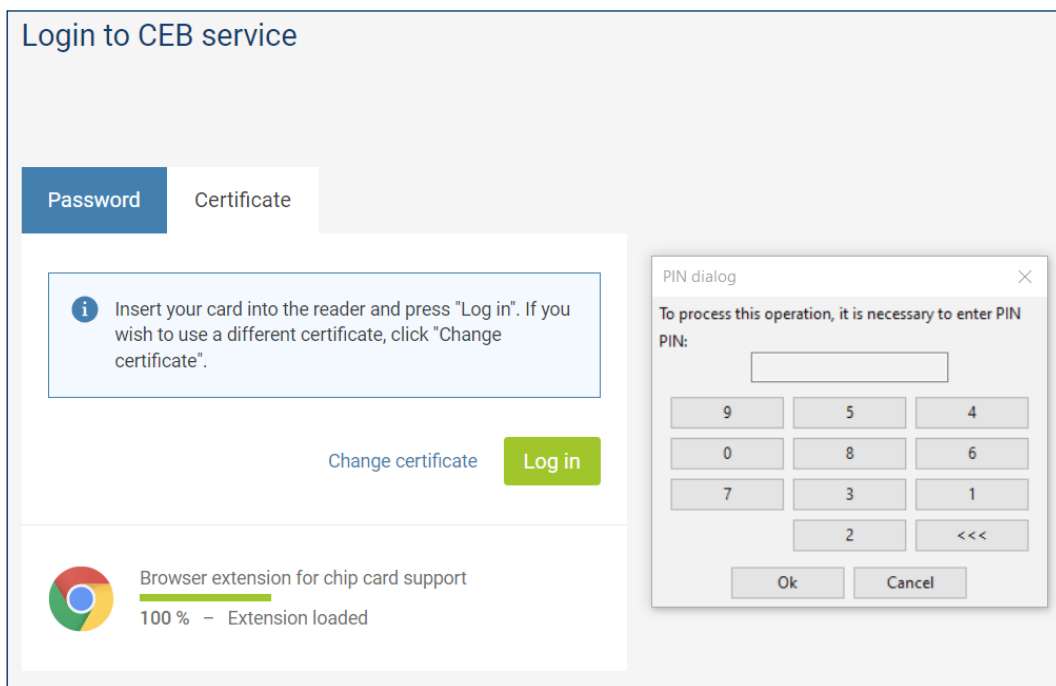
Enter your chip card PIN and press *OK*.

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.

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

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**
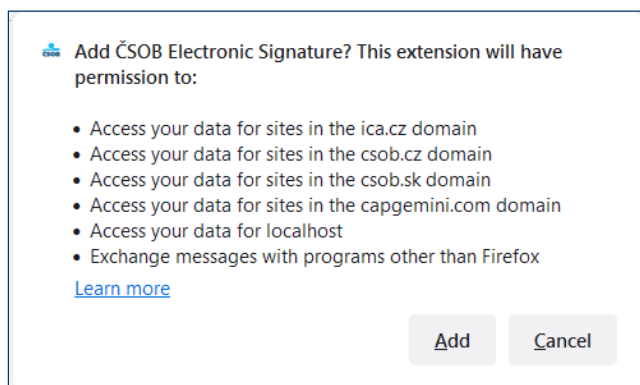- **Mozilla Firefox extension**
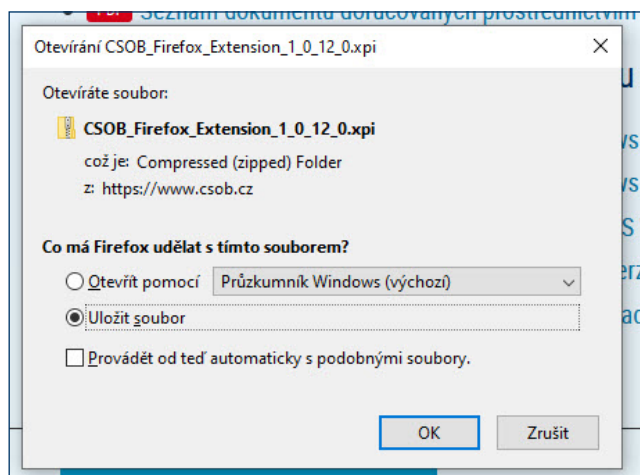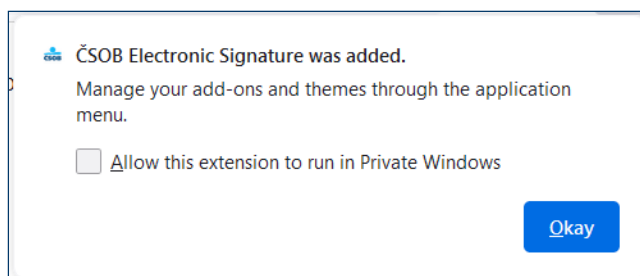
Go to the browser menu and select *Add-ons and themes*.
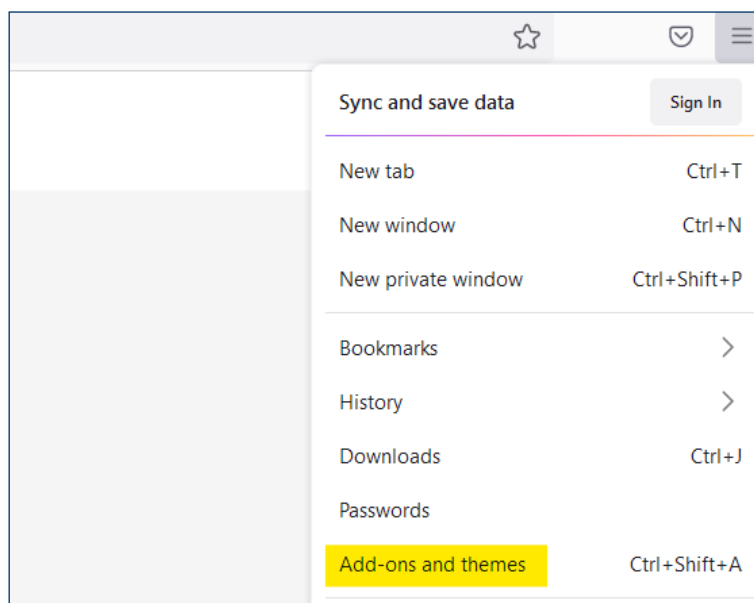
Click on the puzzle-shaped icon on the left side of the screen. Then open the *Tools menu* at the top of the window, select *Install Add-on From File...* and locate the file you saved to your computer in the previous step.
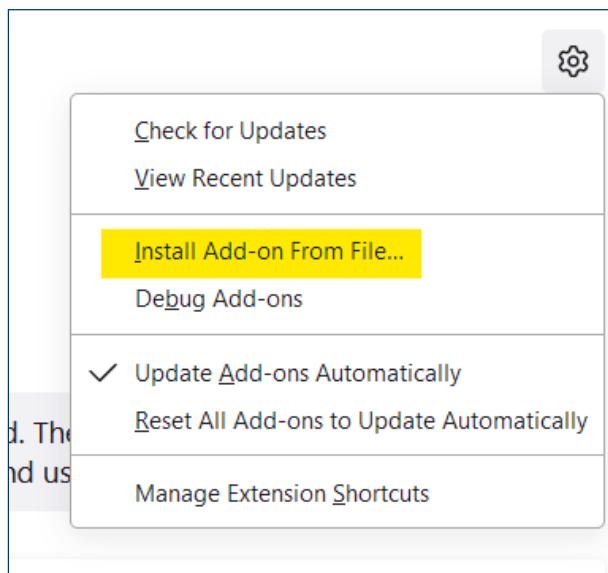
Then confirm the installation of the add-on.

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.
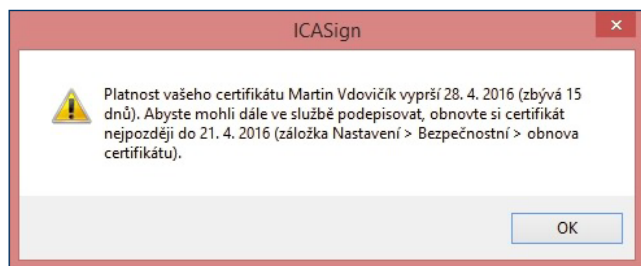
If your certificate expires in less than 7 days, you can only log in. You'll need to send a subsequent certificate request to be able to authorize payment transactions.
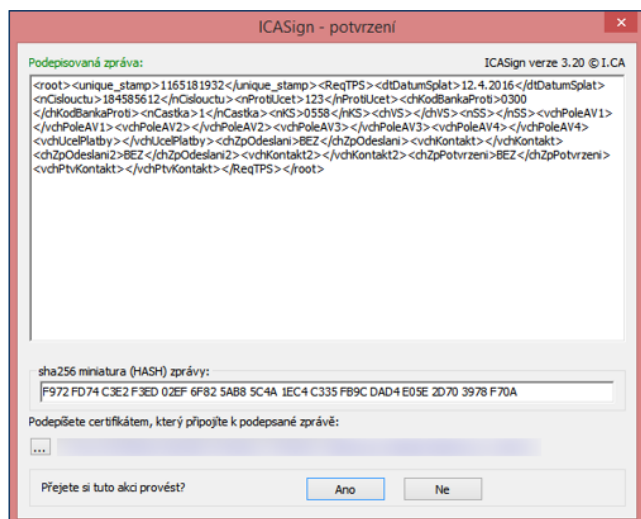
There are two ways to start the certificate renewal.
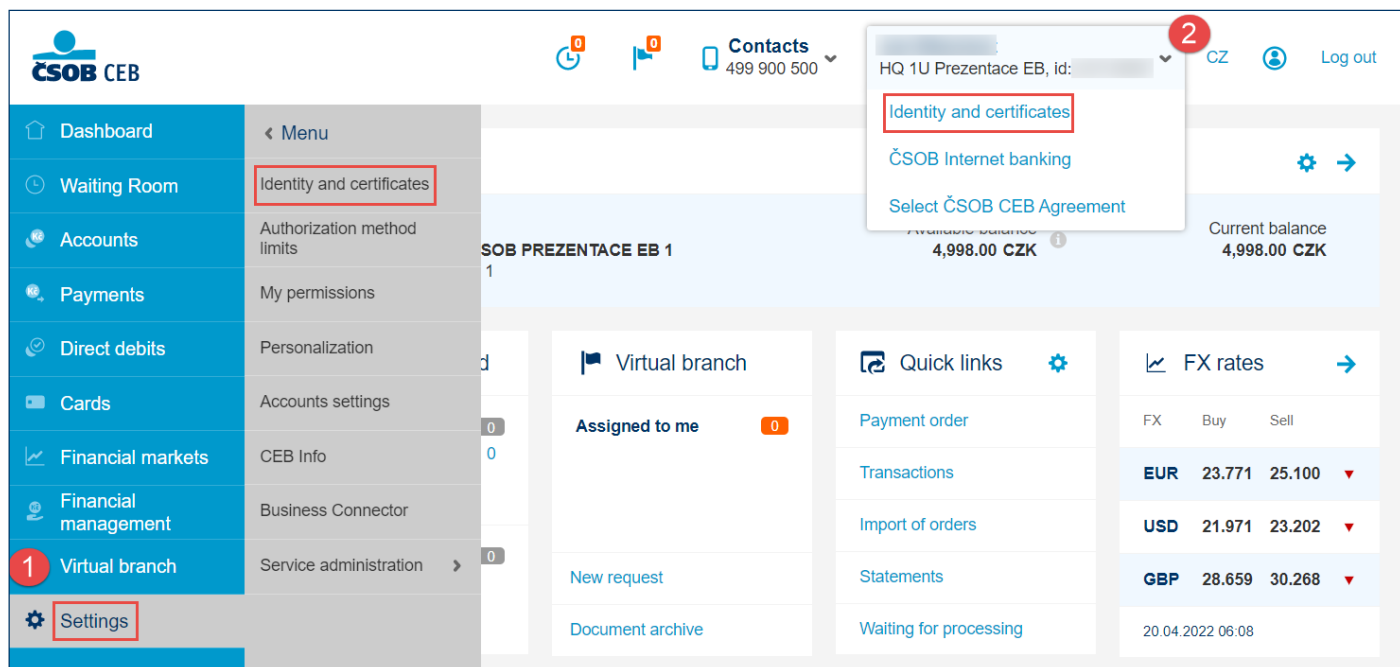
1. On the left-hand bar, select *Settings* and then *Identity and certificates*.

2. Click on the down arrow next to your name and then select *Identity and certificates*.

Certificates			Renewal of certificates on the ČSOB Identity portal
Issuer	Type	Serial number	Valid till
Issuer **I. CA CZ**	Type **Chip card**	Serial number	Valid till **03.01.2023 12:23**

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

Certificates
⏺ Help

Install

Issuer I. CA CZ	Type I.CA certificate on a ...	Serial number	Valid till 03. 01. 2023 12:23	Renew

Certificate renewal request

Fee account [Accounts ▾] ⛔

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 View the review page

First, the PC test will start automatically. If a major problem is not detected, the next step called Check Data is displayed. Otherwise, you'll see information describing the problem and how to fix it.

4.5 Certificate data check

If the PC test has been successful, the screen that shows your existing certificate will be displayed. The data from the certificate are used to generate a new request.

Press the *Continue* button.

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 60 days before the certificate expires), you can contact the CEB helpdesk at the phone number listed at the foot of this document..

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Check the certificate data and start generating a subsequent certificate request by clicking on *YES, continue*.

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

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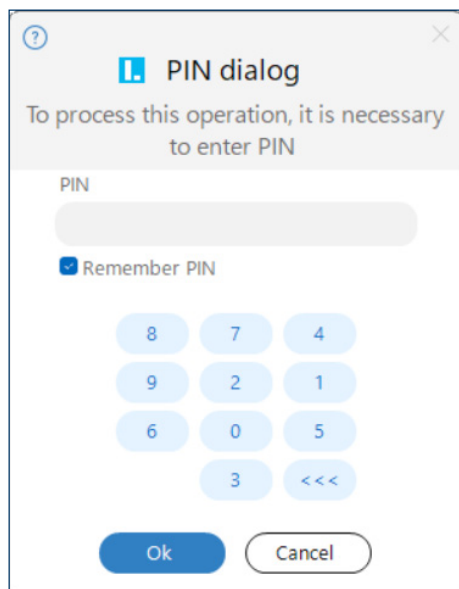
The generation of a subsequent certificate request usually takes several tens of seconds, after which you will be asked to enter your *PIN* twice.
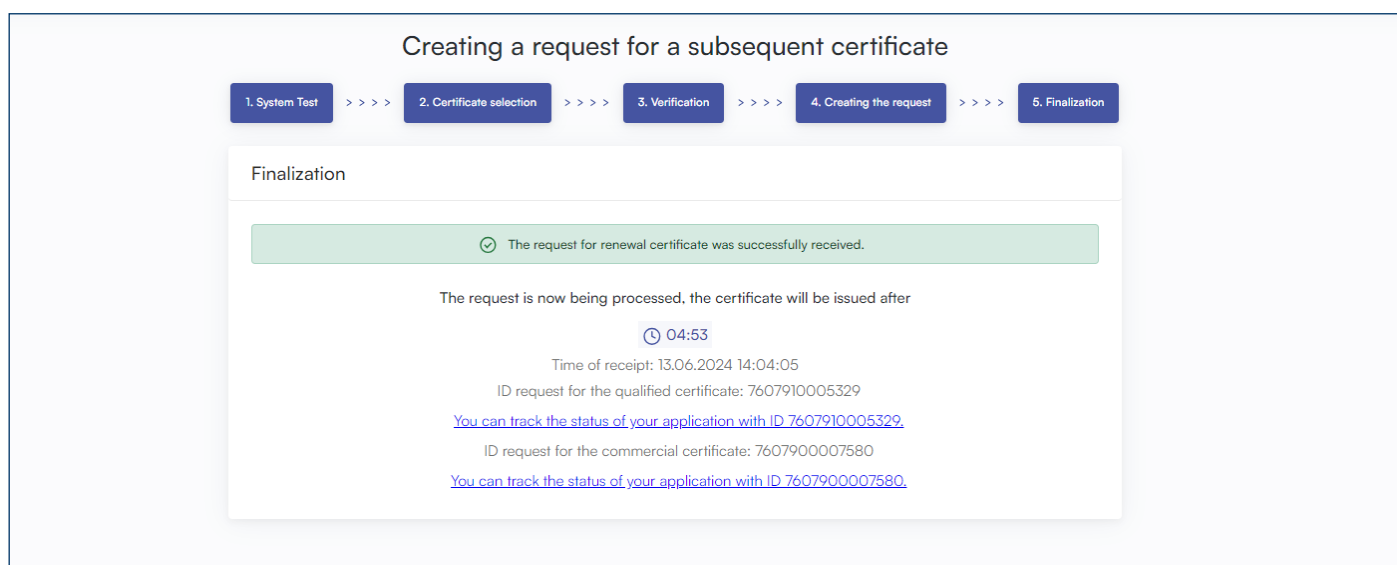
Enter you chip card PIN.

4.7   Completion of the application and subsequent installation

This screen informs you that the request has been successfully sent.

4.8 Installing the Certificate

In the fifth step, a request for subsequent certificates will be sent to První certifikační autorita, a.s. It usually takes up to 5 minutes to process your request, which is indicated by the countdown on the page. After waiting for the time period, you will be redirected to the page of installing certificates on the smart card.

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 6:00 PM.

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