



# **RENEWAL OF A CERTIFICATE WITH CHIP CARD REPLACEMENT**

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## 1 HOME – CONDITIONS FOR SUCCESSFUL CHIP CARD REPLACEMENT


This guide describes the process of renewing an electronic certificate with the replacement of expiring chip cards with a newer type. To successfully renew your certificate for a new type of chip card, you must first ensure that your computer meets the HW and SW requirements described in the CHIP Card User Guide, which can be found at [www.csob.cz/software](http://www.csob.cz/software).

## 2 LOGIN TO THE ČSOB ELECTRONIC BANKING SERVICE

If you have an older type of chip card that is intended for replacement, you will be notified well in advance when you log in to the ČSOB electronic banking services that the certificate is about to expire and that you need to replace your chip card with a new one. You can place your order immediately by pressing the **Order new chip card** button or you can postpone it for later by clicking the **Order later** button and continue to log in to the ČSOB e-banking service.

If there is no longer enough time to produce and mail a new chip card, you will not be able to place an order. In this case you must contact your ČSOB branch to obtain a new certificate for a new chip card.

Order a chip card



Your certificate no. 112346 will expire on 13.05.2026 9:40:04.

Your current chip card no. 9203 0501 0006 1833 will expire too.

To renew your certificate, get a new chip card first.

You can order it NO LATER THAN 27.04.2026 by clicking on the Order new chip card button.

[More information can be found at http://www.csob.cz/en/businesses/card-renewal](http://www.csob.cz/en/businesses/card-renewal)

Order new chip card




Order later


## 3 ORDERING SYSTEM

After clicking the button for ordering a new chip card, an order form will open in a new browser window, which must be filled in and sent according to the following instructions.

CERTIFICATION AUTHORITY

CONNECTED WITH TRUST





CARD ORDER

1. Certificate Selection

2. Order Execution

3. Finalization

Select the certificate for which you want to order a new chip card.


Jan




(I.CA EU Qualified CA2/RSA 06/2022)


| Certificate Subject Items | Value |
|---------------------------|-------|
| Full Name                 | Jan   |
| Country                   | CZ    |
| First Name                | Jan   |
| Surname                   |       |
| Serial Number             |       |

Continue

The first step is to select the certificate for which the chip card is to be ordered. Check that the entries are correct and proceed to the next step by clicking **Continue**. If any of the items listed in the certificate are incorrect (for example, last name or address), you cannot renew the certificate. Complete the process of ordering a chip card and contact your ČSOB branch to issue a new certificate. A new chip card will be issued to you at the branch.


CONNECTED WITH TRUST


CARD ORDER

1. Certificate Selection
2. Order Execution
3. Finalization

Zadejte adresu, na kterou požadujete zaslat novou kartu.

|   |  |   |
|---|--|---|
| <input type="text" value="Jan"/><br><small>Given Name</small> | <input type="text" value="Šleichert"/><br><small>Surname</small> | <input type="text" value="email@email.com"/><br><small>Email address (optional)</small> |
| <input type="text" value="Street"/><br><small>Street</small>  | <input type="text" value="51"/><br><small>no.</small>            | <input type="text" value="Company, s.r.o."/><br><small>Firm Name (optional)</small>     |
| <input type="text" value="Prague"/><br><small>City</small>    | <input type="text" value="10000"/><br><small>Postcode</small>    | <input type="text" value="Česko"/><br><small>Country</small>                            |


I confirm the validity of the above data and at the same time confirm that there have been no changes to the certificate items (personal data)\*.




I am definitely ordering a new chip card for the renewal of certificates No. 12305100.


☒ I agree to the above

[Order new card](#)

Fill in the address to which you want to send the new chip card and click the **Order new card** button. In this step the order form will be sent to the First Certification Authority (První certifikační autorita, a.s.), where the chip card will be produced and sent to the specified address.


CONNECTED WITH TRUST


CARD ORDER

1. Certificate Selection
2. Order Execution
3. Finalization

Your order has been successfully issued.

Entered data can be changed [here](#). Changes are not possible after production has started.

### SecureStore Update Recommendation:

Check that you are using the latest version of the SecureStore application, which is required for the new smart card to work properly. You can find the latest version of the application at [www.csob.cz/software](http://www.csob.cz/software).

### Recapitulation of entered data

**Given Name**

The last step is the order summary, where you can make and possibly additionally modify the shipping information. The chip card should be delivered to the specified address within one week.

## 4 RENEWAL OF A CERTIFICATE WITH CHIP CARD REPLACEMENT

When you receive a new chip card, you can switch to certificate renewal after logging in to ČSOB e-banking services. When you log in, you will be reminded to renew your certificate by this message:

Order a chip card

Your certificate no. 112432 will expire on 20.05.2026 9:38:23; your chip card no. is: 9203 0501 0006 1833.

Dear client, a new smart card, which you can use to renew your qualified certificate, was sent to you on 27.05.2025 11:00. If you've received it already, please login to electronic banking and renew your certificate according to the displayed instructions.

Ok

### 4.1 Start of certificate renewal in the ČSOB CEB service

There are two ways to start the certificate renewal.

The screenshot shows the ČSOB CEB service interface. On the left-hand bar, the 'Settings' option is highlighted with a red box and a red circle with the number 1. In the top right corner, the user's name 'HQ 1U Prezentace EB, id:' is shown with a dropdown arrow. The dropdown menu is open, and the 'Identity and certificates' option is highlighted with a red box and a red circle with the number 2. Other options in the dropdown include 'ČSOB Internet banking' and 'Select ČSOB CEB Agreement'.

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       |                   |   |                                | <a href="#">Renewal of certificates on the ČSOB Identity portal</a> |
|--------------------|-------------------|---|--------------------------------|---|
| Issuer             | Type              | Serial number   | Valid till                     |   |
| Issuer<br>I. CA CZ | Type<br>Chip card | Serial number<br>12315940 (bbed24)   3291649 (323a01) | Valid till<br>31.05.2025 11:21 |   |

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

| Certificates <span>Help</span> |                                   |                             |                                  |                  |
|--------------------------------|-----------------------------------|-----------------------------|----------------------------------|------------------|
| <div>Install</div>             |                                   |                             |                                  |                  |
| Issuer<br>I. CA CZ             | Type<br>I.CA certificate on a ... | Serial number<br>[REDACTED] | Valid till<br>03. 01. 2023 12:23 | <div>Renew</div> |

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 [step 4.3](#).

## 4.2 Start of certificate renewal in ČSOB Internet Banking

12

Contacts

1

Name Surname

154 points

CZ

Sign out

Access to Portals

CSOB ID

Identity portal

3

Enter

CSOB

Investmen

Enter

CSOB

Insurance Zone

2

Enter

My profile

Limits

My Info

Access to Portals

Click on the down arrow next to your name, click on *Access to Portals*, and then click *Enter* on the tile labelled *Identity portal*.

| Certificates <span>Help</span> |                          |                             |                                  |                  |
|--------------------------------|--------------------------|-----------------------------|----------------------------------|------------------|
| <div>Install</div>             |                          |                             |                                  |                  |
| Issuer<br>I. CA CZ             | Type<br>I. CA commercial | Serial number<br>3256   122 | Valid till<br>14. 02. 2025 13:55 | <div>Renew</div> |

Certificate renewal request

Fee account

Accounts

Back

Confirm

In the *Certificates* section, click *Renew* to the right of the certificates you want to renew and select the fee account. You will then be redirected to the ICA Subsequent Certificate Issuance page.

### 4.3 Certificate renewal with chip card replacement

1. System Test

2. Certificate selection

3. Verification

4. Creating the request

5. Finalization

Verification - Check that the information is up to date

PERSONAL DATA

CERTIFICATE PROPERTIES

EDITABLE DATA

Card number

A request for a subsequent certificate will be created on a new smart card. Enter the smart card number you received.

Card number

9203
0701
0008
9809

I declare that I have checked the correctness of all data in the request for a subsequent certificate, I have received an undamaged chip card with the number 9203 0701 0008 9809, the card is in my exclusive possession and I am requesting the issuance of a subsequent certificate.

I agree with the declaration

Personal data

Full name

Jan Test

E-mail in the certificate extensions

kasa@ica.cz

Country

CZ

Other data

The data are still valid?

No, quit

Yes, continue

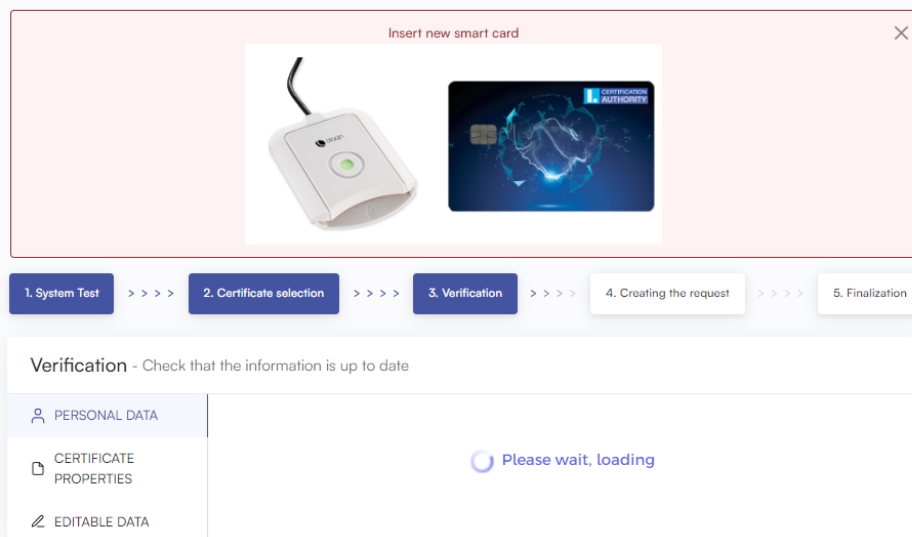
The certificate renewal form is divided into five steps, the first two of which are done automatically and require no user input. In the third step you need to recheck the certificate entries. You can only change your email address. If you need to change any of the items or if the envelope with the chip card has arrived in a damaged or otherwise broken condition, press the button *No, quit* and contact the Helpdesk of the First Certification Authority at +420 284 081 930.

If everything is in order, fill in the new chip card number in the marked field and proceed to the next step by clicking *Yes, continue*.

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www.csob.cz

## Creating a request for a subsequent certificate

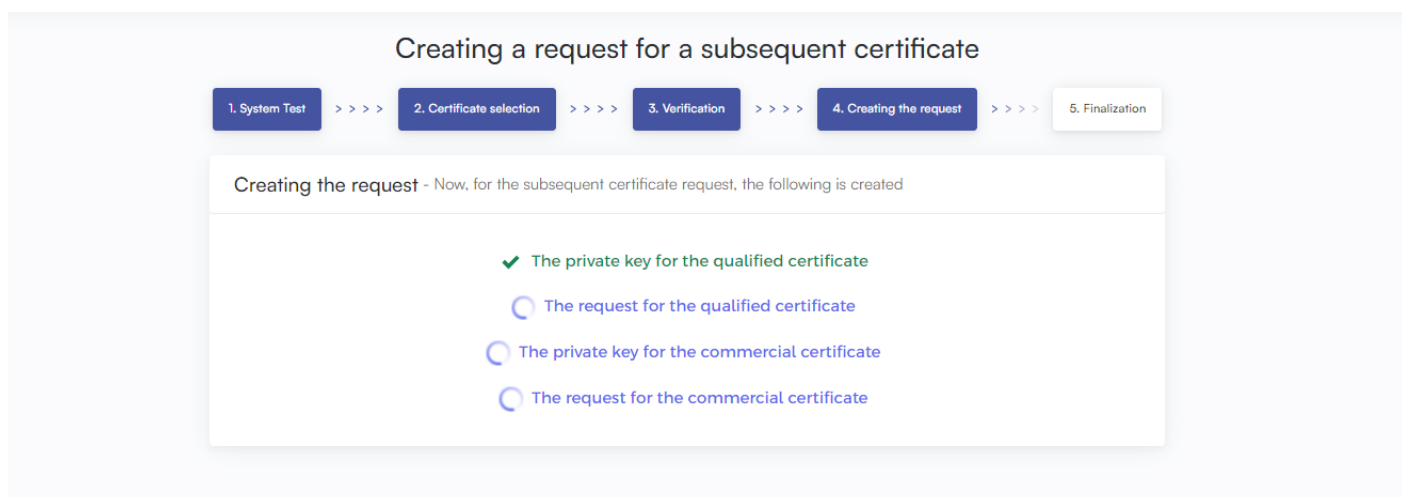


After entering your chip card PIN, you will be prompted to change chip cards in the reader. The steps for replacing the chip card in the reader differ depending on the type of reader. Each user is shown a corresponding image with instructions for replacement in the reader they are using. After replacing the chip card, insert the reader back into the PC.

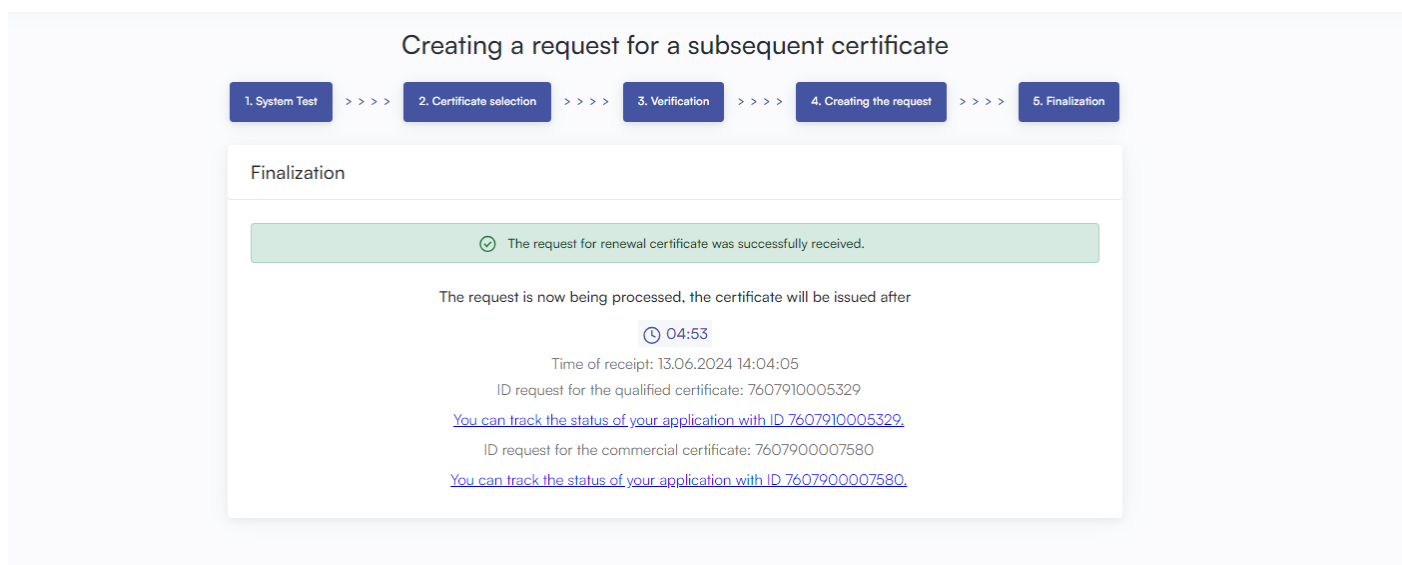
**NOTE:** for a convenient chip replacement in the MiniLector-S EVO reader, please follow the instructions in the image below. You can find a detailed procedure in the video here: [https://www.youtube.com/watch?v=Dh85yl6\\_ouU](https://www.youtube.com/watch?v=Dh85yl6_ouU).







You will be prompted to enter the PIN for the *new chip card* to create the necessary keys. The PIN information can be found on the cover letter in the envelope in which your chip card arrived.




At the fifth step the request for subsequent certificates is sent to the First Certification Authority. It usually takes up to 5 minutes to process your application, which is indicated by a timer on the page. After waiting for the timeout period, you will be redirected to the chip card certificate installation page.

## 4.4 Certificate installation

### Installation of certificates on the smart card

This is where you can install certificates issued by I.CA on your smart card.

#### Installation progress

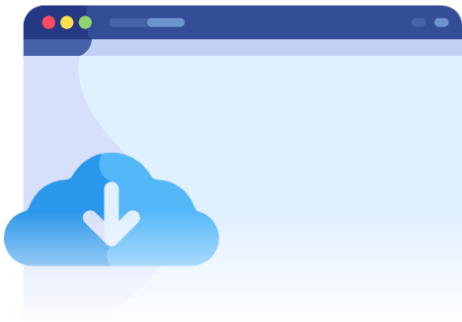
 Before starting the installation, insert the card into the reader and enter your PIN when prompted.

Press Install to begin installing certificates on your smart card. After pressing Install wait for the installation to complete.

☒ Set the signature format in Adobe according to EU legislation and verify it against the EU trusted list

[more information](#) →

- ✓ Reading the contents of the smart card...
- ✓ Communicating with the certification authority...
- ✓ Writing certificates on the smart card...
- ✓ Installation of certificates has been completed.



Install the subsequent certificates on the chip card. After installation the entire certificate renewal process with chip card replacement is complete. You can close the installation window and continue to log in to ČSOB e-banking.

## 5 SUPPORT

If you have any problems, please contact the First Certification Authority Helpdesk at +420 284 081 930. The Helpdesk's working hours are Monday to Friday from 8 a.m. to 5 p.m.