RENEWAL OF A CERTIFICATE WITH CHIP CARD REPLACEMENT

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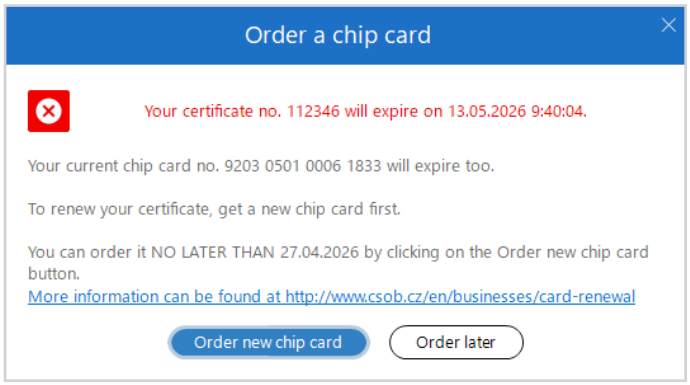
1 HOME – CONDITIONS FOR SUCCESSFUL CHIP CARD REPLACEMENT

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.

2 LOGIN TO THE ČSOB ELECTRONIC BANKING SERVICE

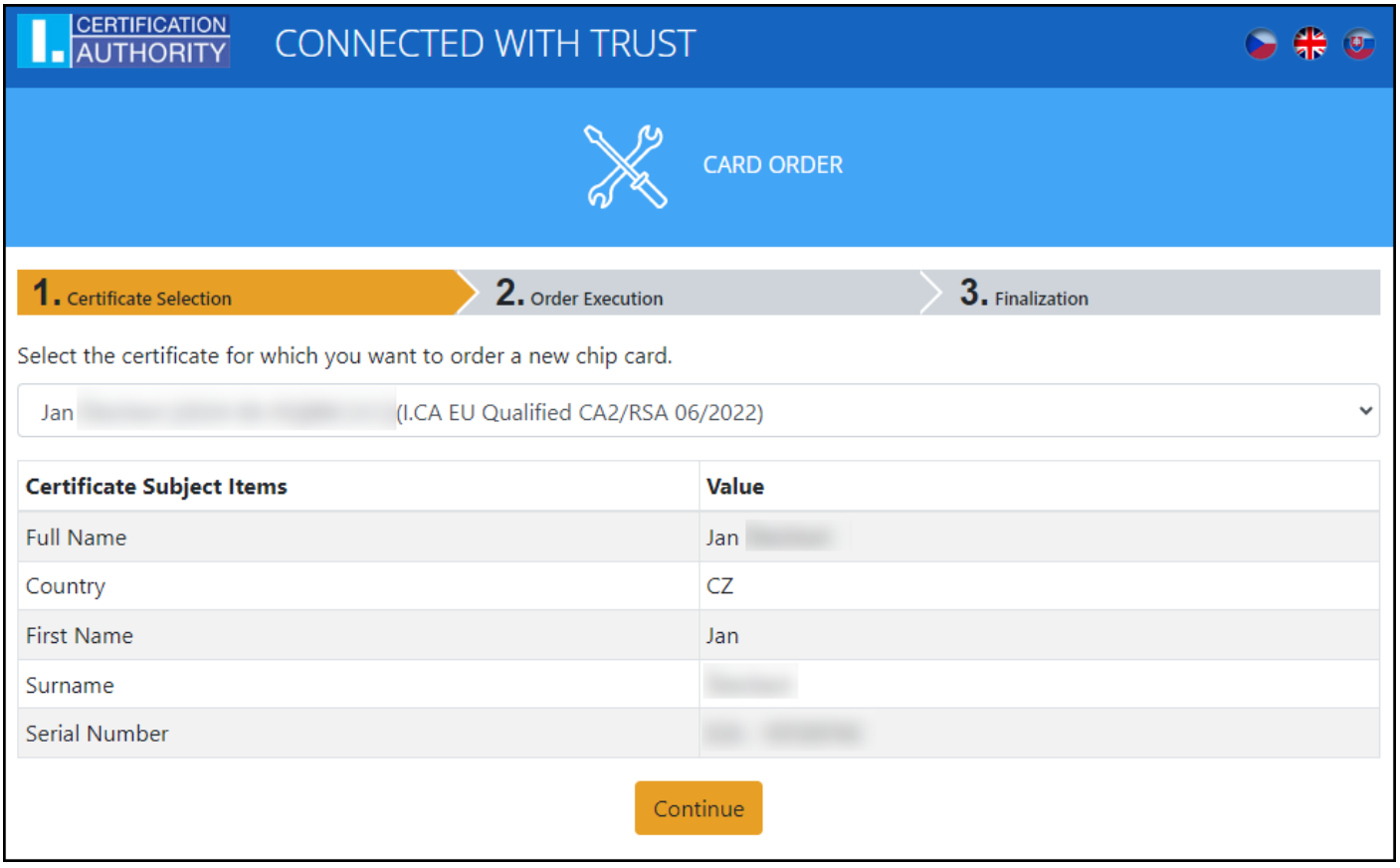
If you have an older type of chip card that is intended for replacement, you will be notified well in advance when you log in to the ČSOB electronic banking services that the certificate is about to expire and that you need to replace your chip card with a new one. You can place your order immediately 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.

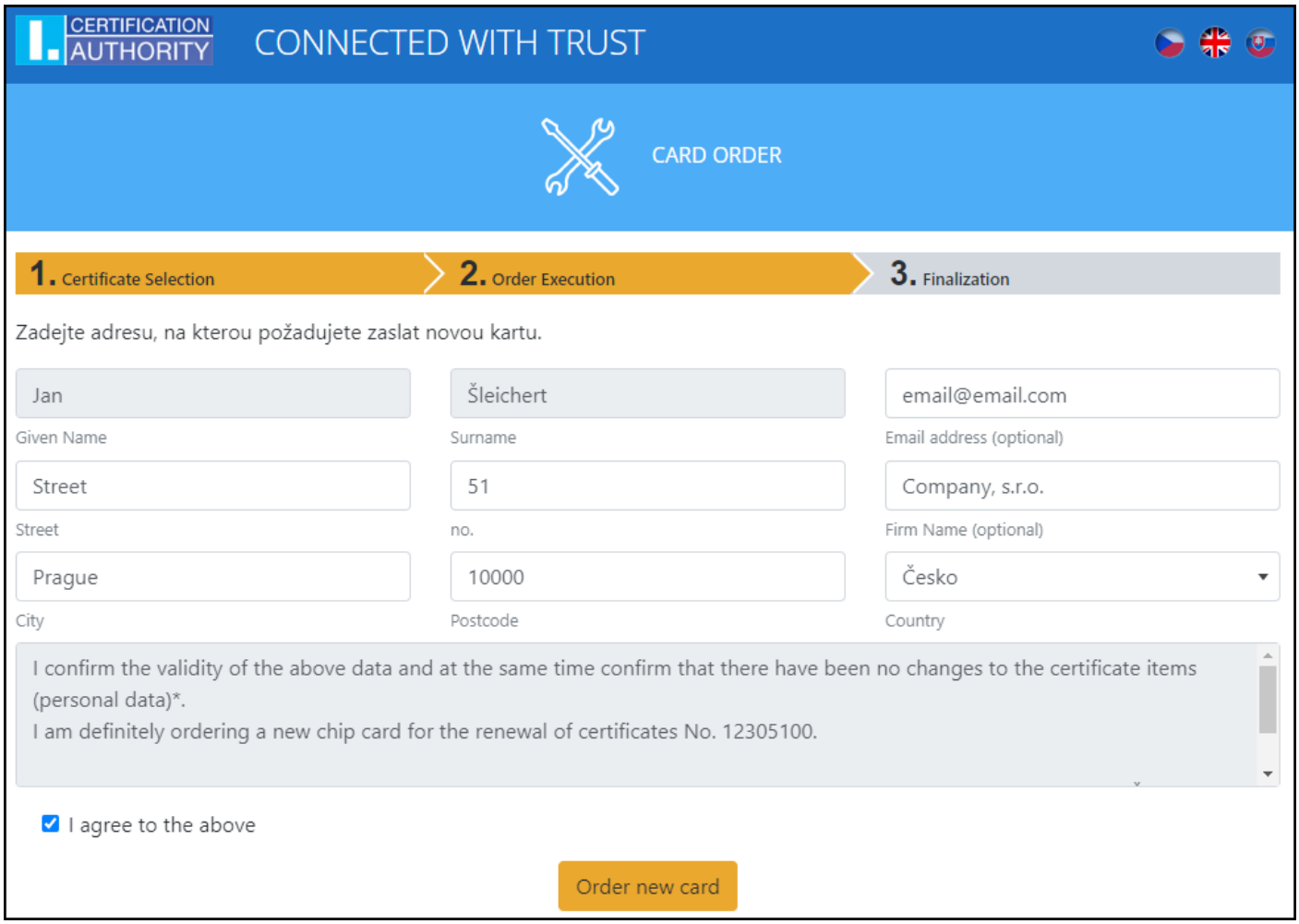


3 ORDERING SYSTEM

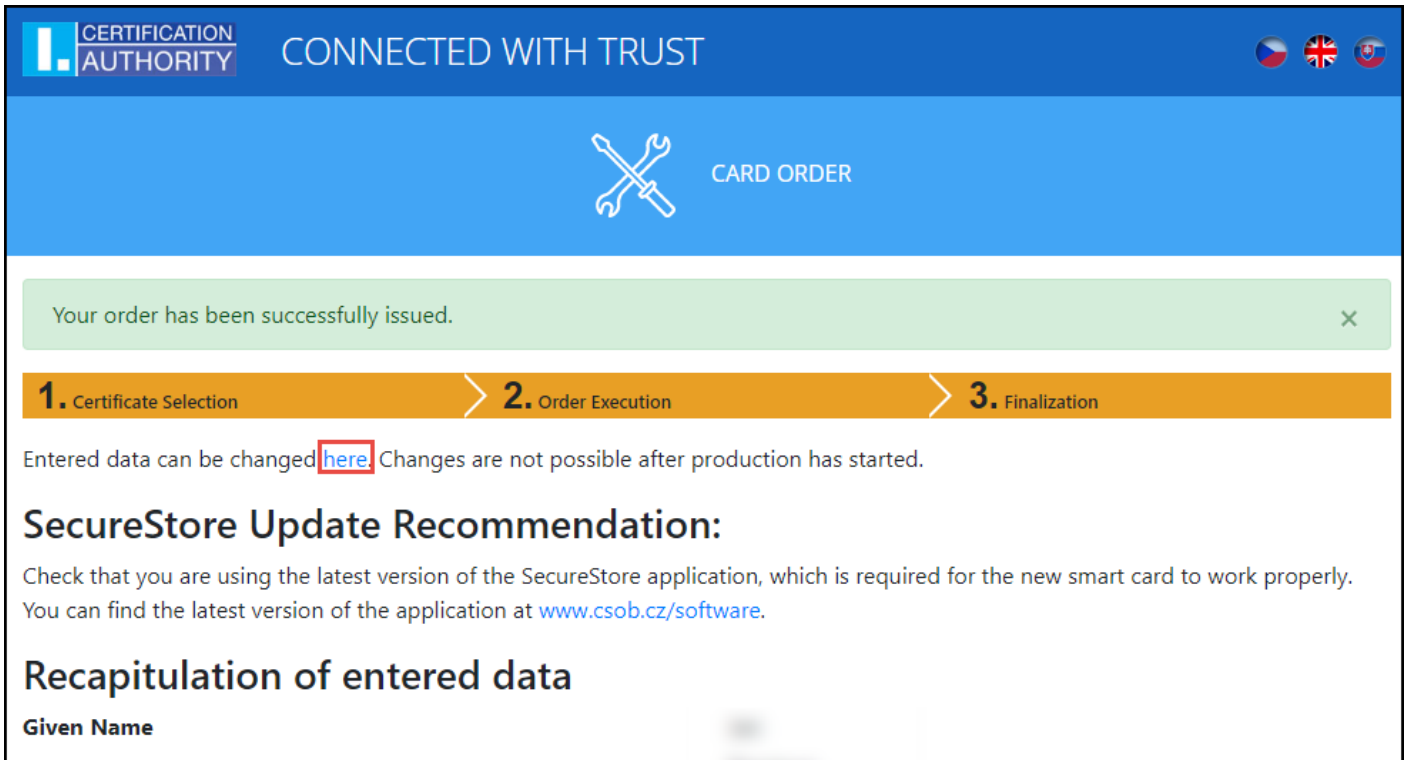
After clicking the button for ordering a new chip card, an order form will open in a new browser window, which must be filled in and sent according to the following instructions.



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.



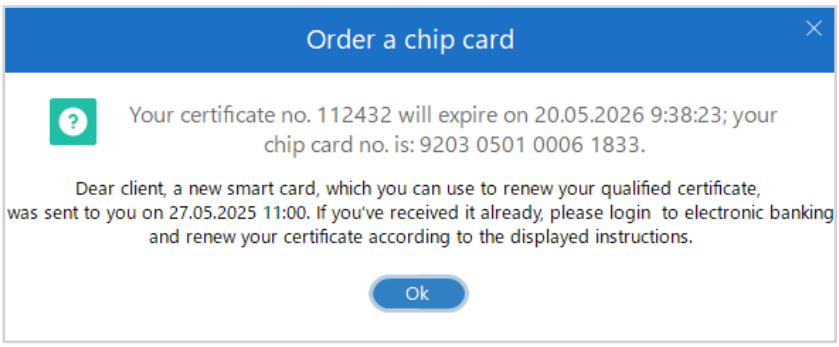
Fill in the address to which you want to send the new chip card and click the *Order new card* button. In this step the order form will be sent to the First Certification Authority (První certifikační autority, a.s.), where the chip card will be produced and sent to the specified address.



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.

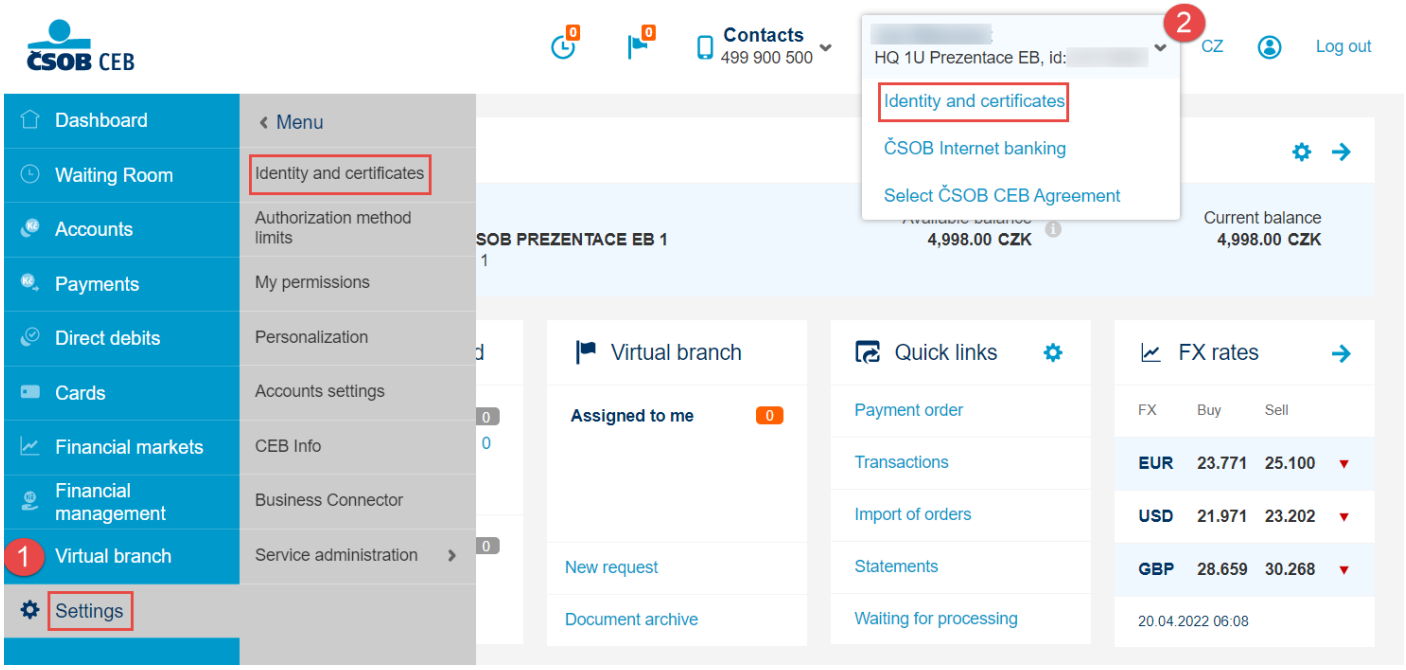
4 RENEWAL OF A CERTIFICATE WITH CHIP CARD REPLACEMENT

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:

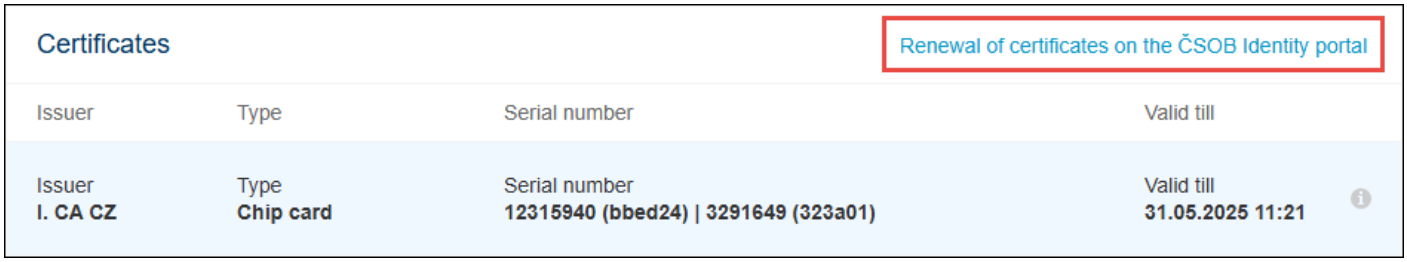


4.1 Start of certificate renewal in the ČSOB CEB service

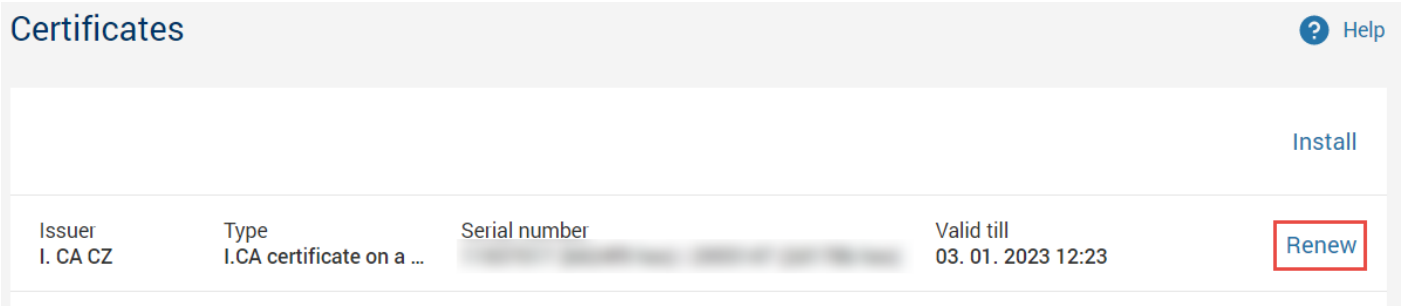
There are two ways to start the certificate renewal.

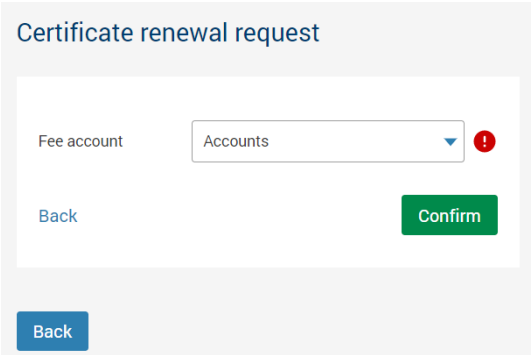


1. On the left-hand bar, select *Settings* and then *Identity and certificates*.
2. Click on the down arrow next to your name and then select *Identity and certificates*.



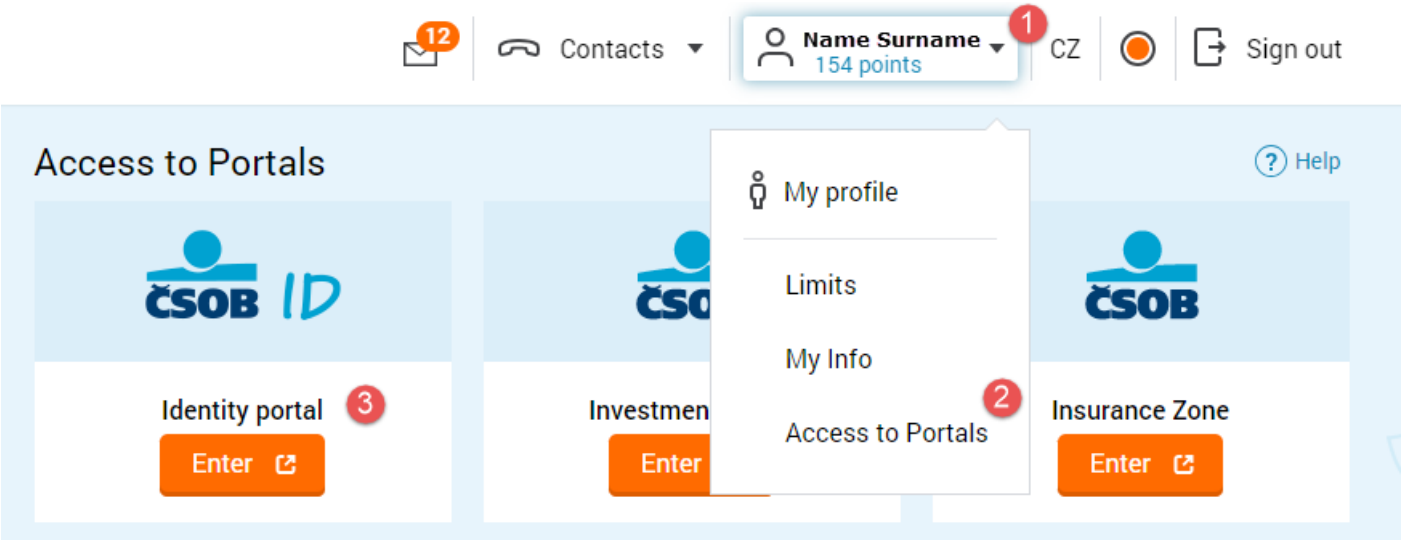
In the *Certificates* section, click on *Renewal of certificates on the ČSOB Identity portal*.



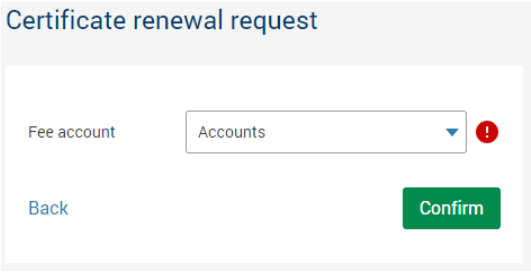


In the *Certificates* section, select the certificate you wish to renew and click on *Renew*, then select the fee account. You will be redirected to the I.CA subsequent certificate issuance page step 4.3.

4.2 Start of certificate renewal in ČSOB Internet Banking

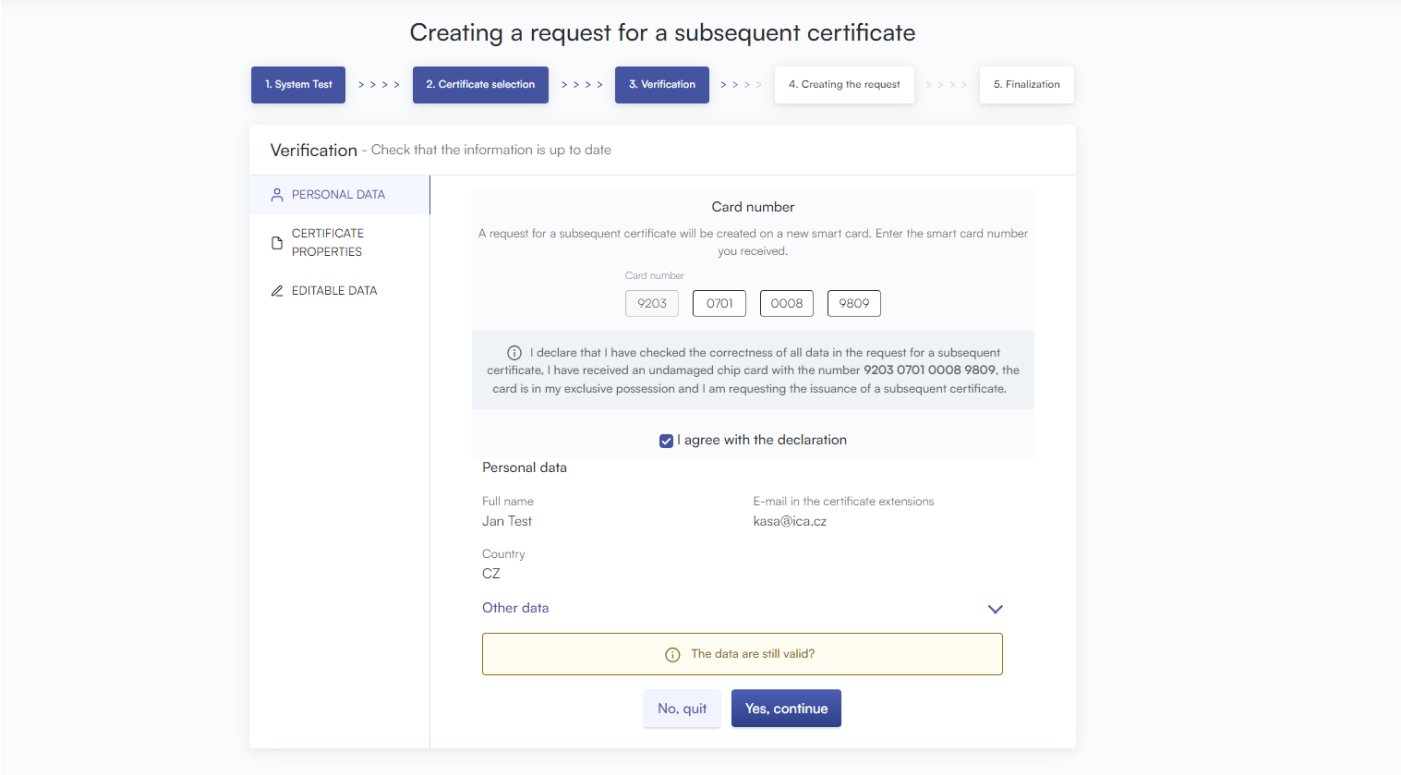


Click on the down arrow next to your name, click on *Access to Portals*, and then click *Enter* on the tile labelled *Identity portal*.



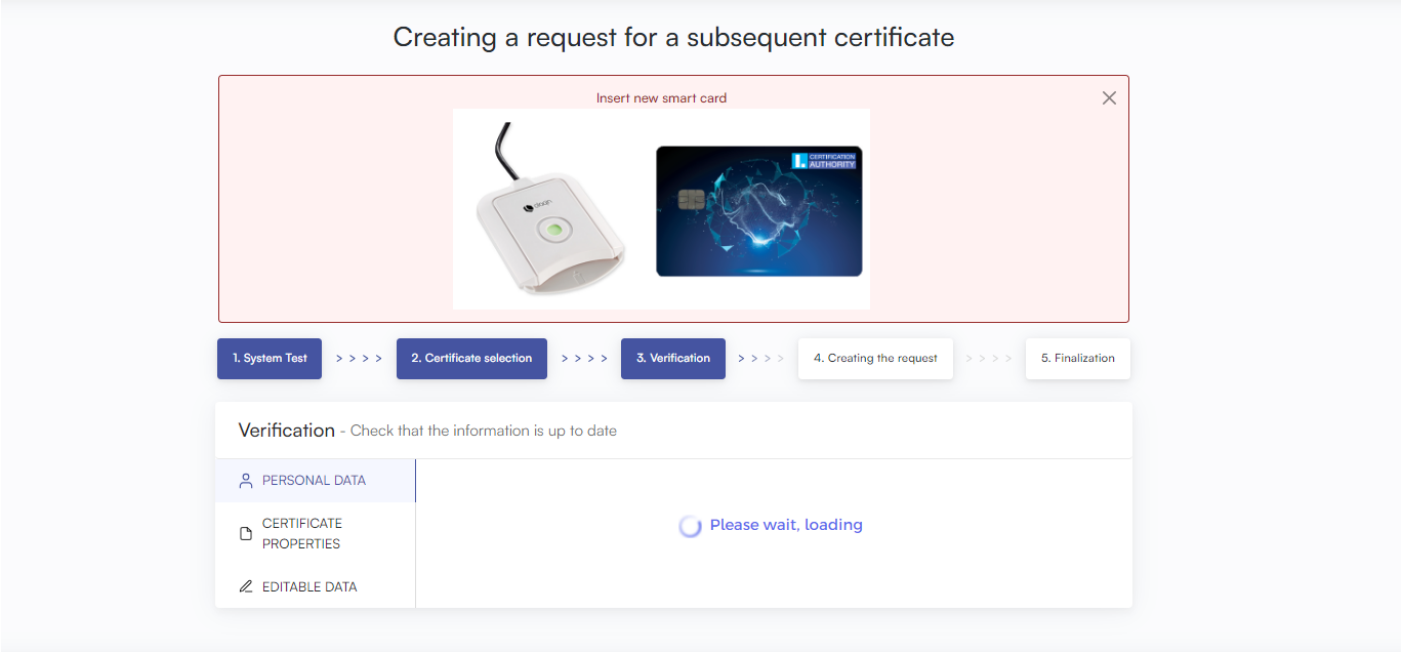
In the *Certificates* section, click *Renew* to the right of the certificates you want to renew and select the fee account. You will then be redirected to the I.CA Subsequent Certificate Issuance page.

4.3 Certificate renewal with chip card replacement



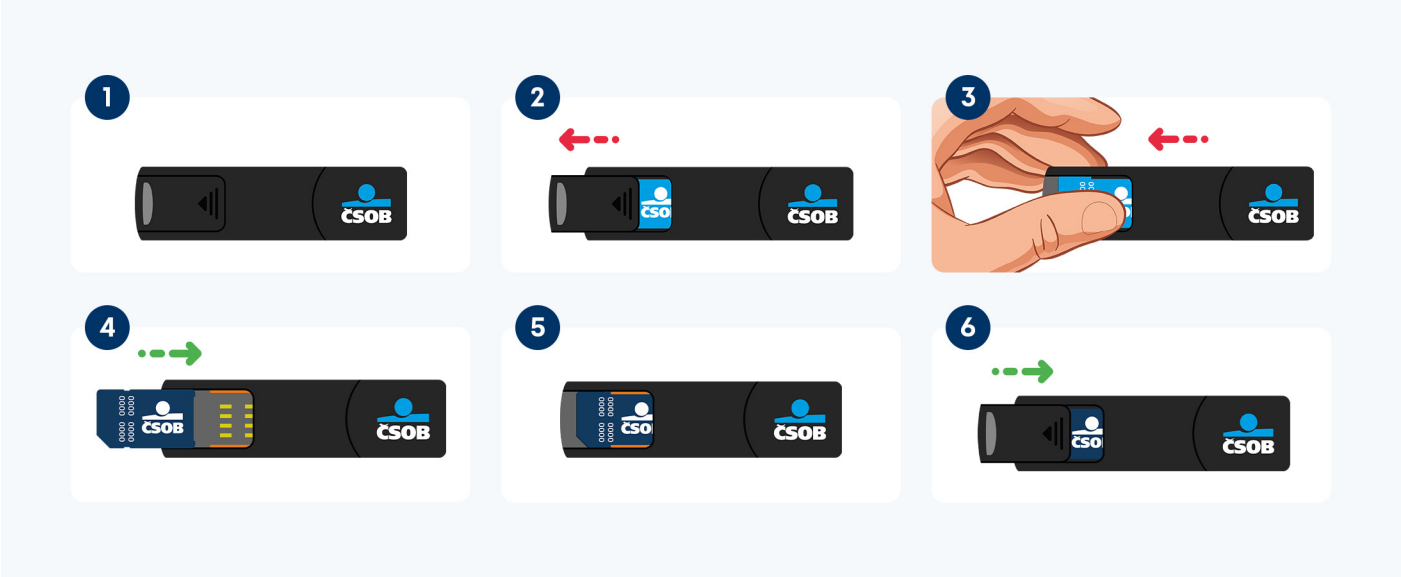
The certificate renewal form is divided into five steps, the first two of which are done automatically and require no user input. In the third step you need to recheck the certificate entries. You can only change your email address. If you need to change any of the items or if the envelope with the chip 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.

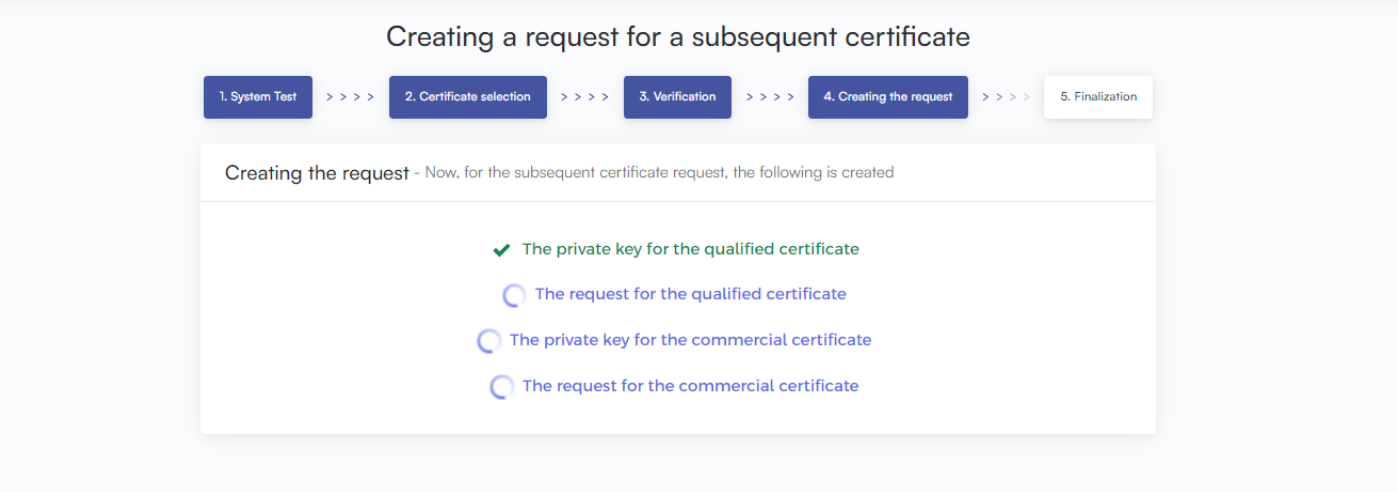
If everything is in order, fill in the new chip card number in the marked field and proceed to the next step by clicking ***Yes, continue***.



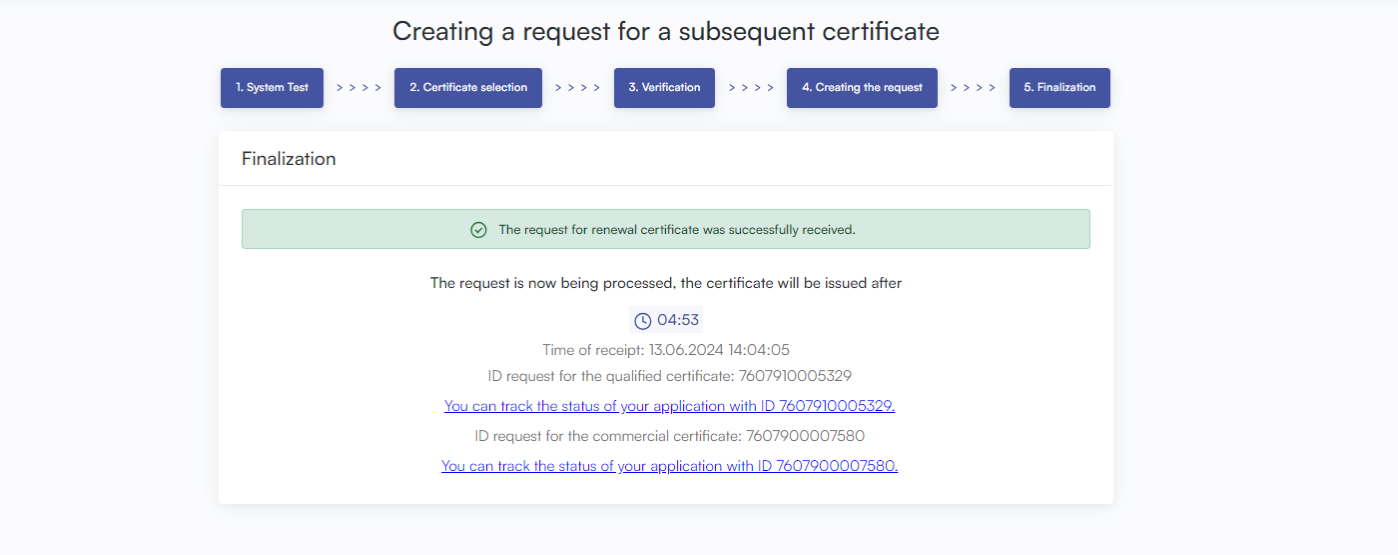
After entering your chip card PIN, you will be prompted to change chip cards in the reader. The steps for replacing the chip card in the reader differ depending on the type of reader. Each user is shown a corresponding image with instructions for replacement in the reader they are using. After replacing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



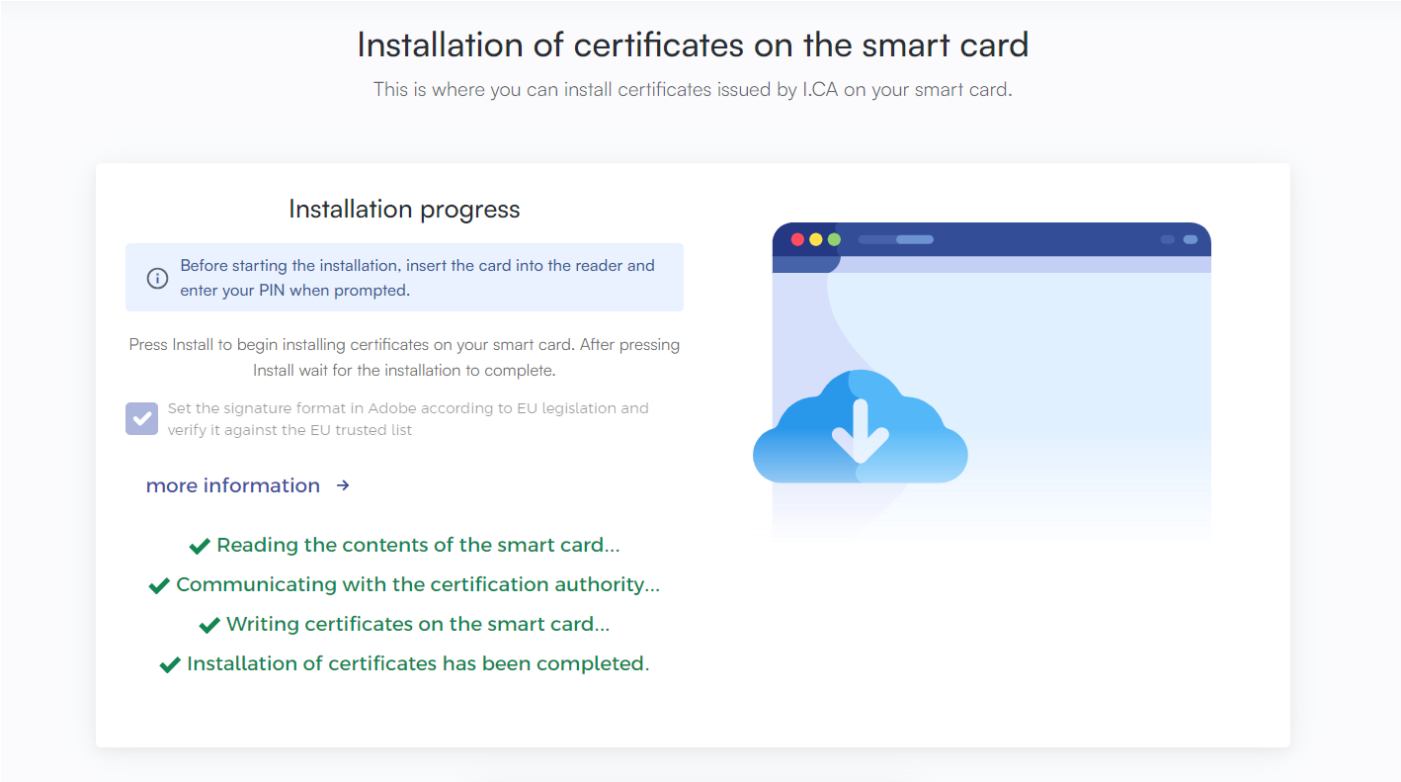


You will be prompted to enter the PIN for the ***new chip card*** to create the necessary keys. The PIN information can be found on the cover letter in the envelope in which your chip card arrived.



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



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.