

# CSOB Identity Help File

## CSOB Identity service

CSOB Identity is used **for verifying identity in the on-line world** – to be more specific, you can use it for registering and confirmation of payments entered in Open Banking. The service is a secure key to the digital services of the bank, government, and also with selected third parties. You can easily control it via the [portal](#).

## Single sign-on for many sites

- Single sign-on across the CSOB Group, as well as with [third parties and the government](#)
- Customisation of the user name and password
- Option to verify and check the history of CSOB Identity use at any time
- Secured personal data when using the web portal and mobile application services

You can use the following for registering and confirmation of payments within CSOB Identity:

- Username and password
- Username and password with an SMS key / Smart Key
- Digital certificate saved on a chip card

## Using the service

You can use CSOB Identity in the following cases:

- Logging in [third party applications](#) within open banking and state administration
- Settings and administration of user data or activation of the Smart Key (in the [CSOB Identity portal](#))
- Sign-on to CSOB electronic banking

We are planning to expand the use of the service (e.g. sign-on to our Internet banking).

**Important:** If you have any questions, or if you need any help with the portal, please contact the **CSOB Identity Helpdesk** at +420 499 900 222.

## Setting up CSOB Identity

### via point of sale

You can set up CSOB Identity at any CSOB branch or Poštovní spořitelna financial centre. We will **give you temporary data** for the first login and **set up everything you need**.

## First login with CSOB Identity

Use the following data for the first login:

- Identification number, which you will find in the *CSOB Identity Agreement* as the username and a single-use password that you have received via SMS (or post)
- **After sign-on with a certificate**, you will continue straight to the portal. You can then set your own username and password directly in the portal if you want to use it

## Login to CSOB Identity portal

Help

Password

Certificate

User name

Password

[Password recovery](#)

Log in

### Login to ČSOB Identity portal

This is your first time - you have not configured your login credentials, yet  
Please use the same credentials you use for Internet Banking, or your one-time credentials, if you got your Identity from a branch.

You have configured your credentials but would like to change something  
Just log in and you can easily edit the Identity settings anytime.

You do not have your Identity and need more info  
For details, please visit our [website](#) or call 499 900 222.

### How to set up your ČSOB Identity?

Your Identity can be easily activated in your Internet Banking: just go to ČSOB or Poštovní spořitelna and log in. Next you need to log in to the Identity portal and complete the process there – use the same credentials as in your Internet Banking the first time you log in. You can then configure your permanent login credentials in the portal.

If you have remotely set up CSOB Identity (the bank has set it up within the transition to the new version of the electronic banking services, or you wished to confirm documentation on the website when visiting the branch), we will ask you to confirm all the required contractual documents upon logging in.

## Credentials settings

Help

User name\*

KalamajkaAktualni



Password\*

.....



Repeat password\*

.....

E-mail\*

Kalamajka@emailprovider.zzz



Submit

User name must be 5-30 characters long.  
No special symbols or space are allowed.

Password must have at least 9 characters and contain at least three of the four following groups of characters: uppercase, lowercase, special symbols, numbers.

**You then set up the permanent username and password** that you will use to sign-on with CSOB Identity. **You will also set up your e-mail address** where we will send you a verification e-mail if you ever forget or block your password and need to have it renewed.

## Login with CSOB Identity

There are several CSOB Identity security components that you can use for the login. Normally you will either use the username and password or the certificate to login. If you have set up a username and password, as well as the issued certificate, it is up to you to decide what is more convenient for you.

### Login with a username and password

To log in with a username and password, **you will need the information set up during the first login.** If you have set up the information and forgotten the password, you can renew it using the link on the screen. If you do not remember your username, contact the **CSOB Identity Helpdesk** at +420 499 900 222.

The screenshot shows the CSOB Identity login portal. At the top left is the CSOB ID logo. At the top right are links for 'Contacts 499 900 222' and 'CZ'. The main heading is 'Login to CSOB Identity portal' with a 'Help' icon. Below the heading are two tabs: 'Password' (selected) and 'Certificate'. The 'Password' tab contains three input fields: 'User name', 'Password', and 'Password recovery'. A green 'Log in' button is positioned to the right of the 'Password' field. To the right of the login form is a help section with three paragraphs: 'Login to ČSOB Identity portal' (explaining first-time login), 'You have configured your credentials but would like to change something' (explaining how to edit settings), and 'You do not have your Identity and need more info' (providing contact information). At the bottom of the page are the copyright notice '© Československá obchodní banka, a. s.', the CSOB logo, and a link to 'Terms and Conditions'.

### Two-factor login

**We recommend that you always use a two-factor login.** It means that **one more verification components** in addition to the username and password is used to log in to the portal. Use the SMS key, or the Smart Key. Similarly to the user password, the Smart Key application may be renewed using the link on the confirmation screen. We will call the CSOB Identity phone number to handle your request.

**i** We have sent an SMS code to your mobile phone. You have ten minutes to enter it.

Transaction ID      200929921515555

Time remaining      8:58


SMS code\*       **?**

Cancel
New SMS code
Log in

**i** Confirm the authentication in CSOB Smart Key app. If off-line, scan the QR code. In case of trouble, you can [reset the Smart Key app](#) on your device.

Transaction ID      200930107354813

Time remaining      9:28



QR code for offline verification


Enter the six-figure code generated by your Smart key device.\*


**?**

Cancel
Log in

## Certificate login

It is possible to login with a digital certificate by selecting “Certificate” on the login screen – **insert the chip card with the certificate in the reader and enter the PIN number to your chip card** after clicking on “Login”.



 **Contacts**  
499 900 222

**CZ**

### Login to CSOB Identity portal **?** Help

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

**Login to ČSOB Identity portal**

**This is your first time - you have not configured your login credentials, yet**

Please use the same credentials you use for Internet Banking, or your one-time credentials, if you got your Identity from a branch.

**You have configured your credentials but would like to change something**

Just log in and you can easily edit the Identity settings anytime.

**You do not have your Identity and need more info**

For details, please visit our [website](#) or call 499 900 222.

**How to set up your ČSOB Identity?**

Your Identity can be easily activated in your Internet Banking; just go to [ČSOB](#) or [Poštovní spořitelna](#) and log in. Next you need to **log in to the Identity portal** and complete the process there – use the same credentials as in your Internet Banking the first time you log in. You can then **configure your permanent login credentials** in the portal.

© Československá obchodní banka, a. s.

**ČSOB**

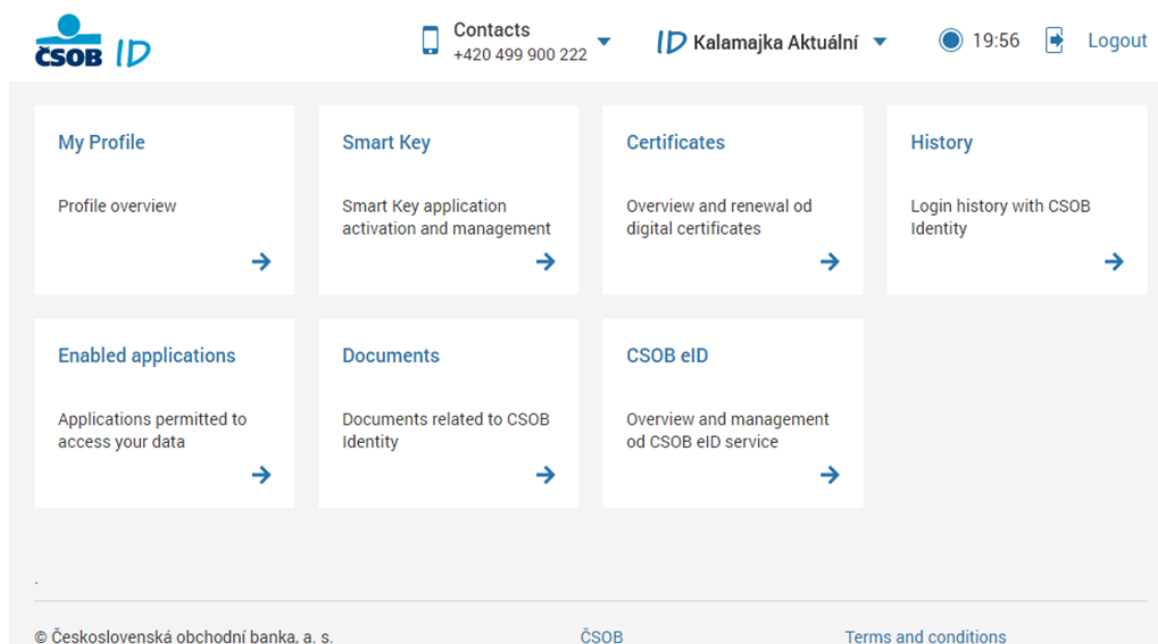
[Terms and Conditions](#)

The SecureStore application must be installed on the computer used for the login in order for the certificates to work properly. The installation package and instructions for use can be found at our [website](#).

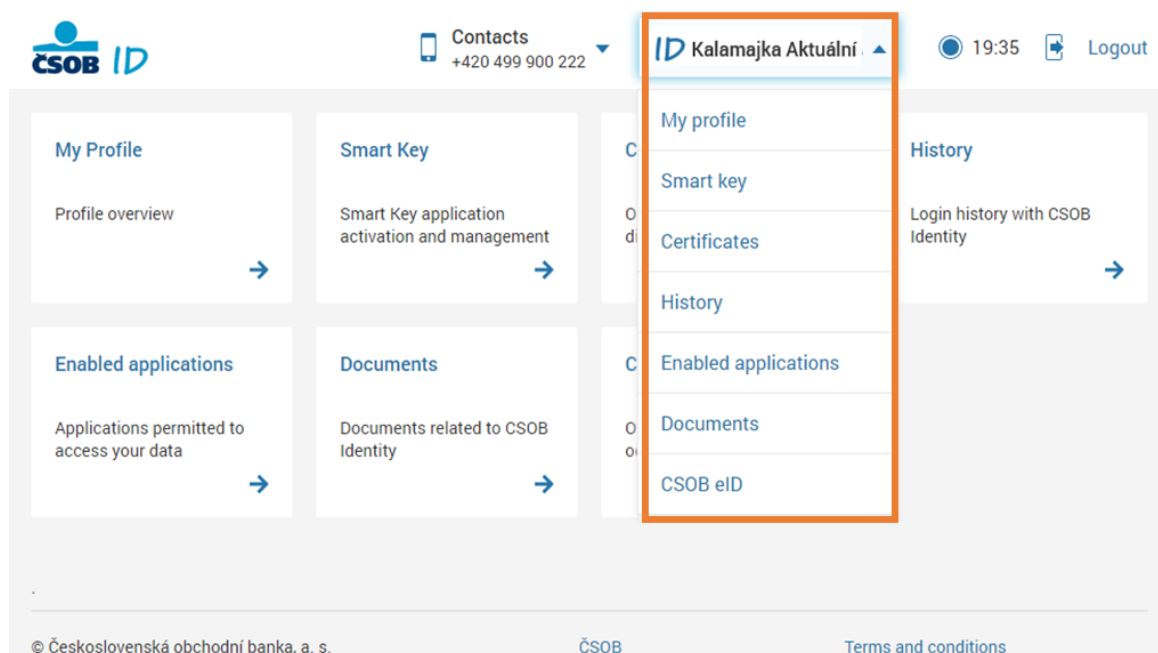
You can have several certificates on your chip card. Use “Change Certificate” to open a list of certificates available for the login. Then choose the certificate you want to use from the list.

## CSOB Identity user functions

The portal provides an **overview of the current settings** of your CSOB Identity and you can also **change the settings** there. After the login, you will get to the hub where you can choose what type of settings you are interested in.



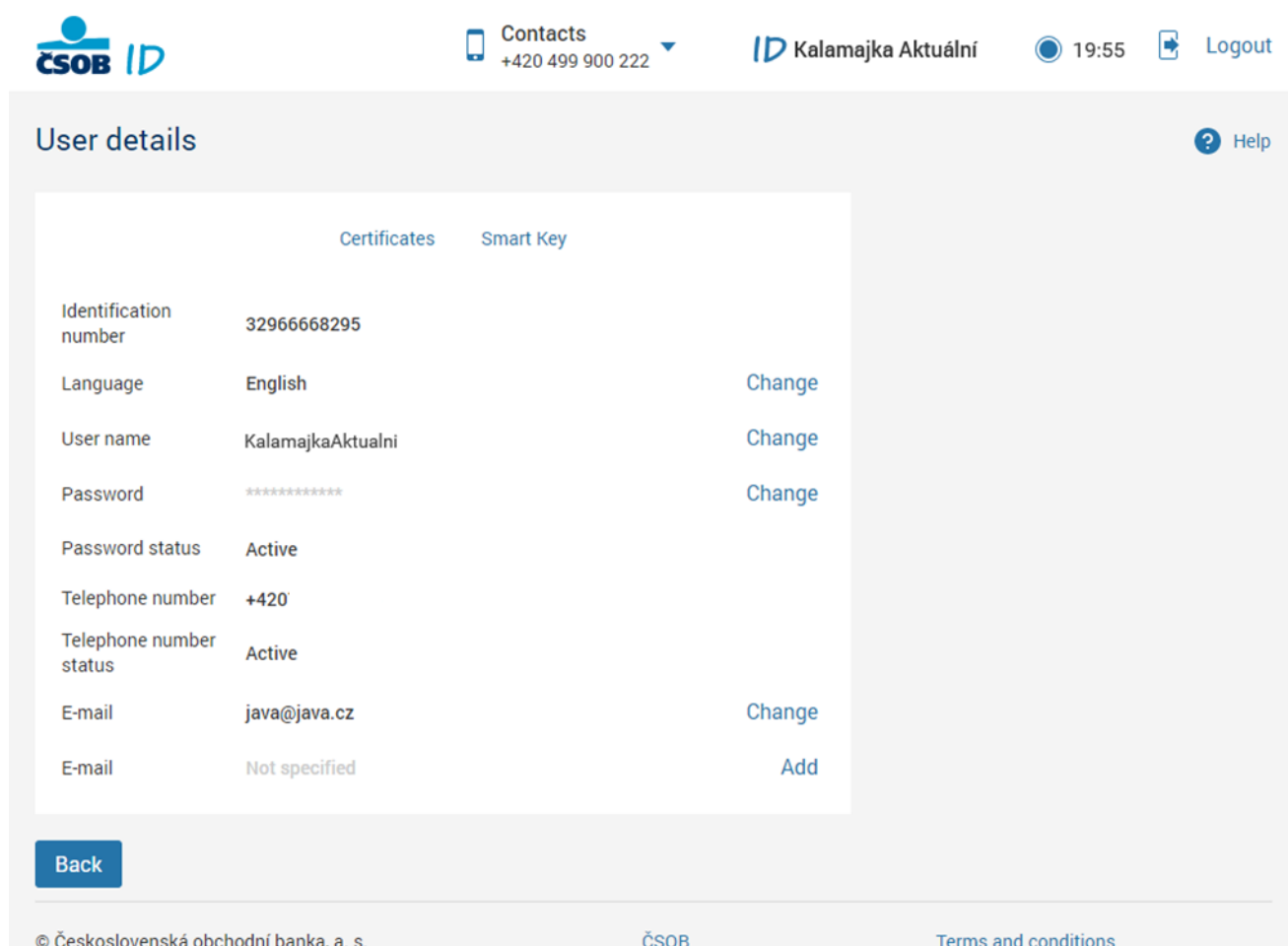
You can also switch to another section of the settings from any portal page using the drop-down menu below your name in the header. You can go back to the initial hub by clicking the CSOB Identity logo.



The button for logout can also be found in the header on the very right. **Always use the logout button to end the service.** If you have to suddenly leave the computer for a longer period of time in an emergency situation and fail to logout, we will automatically log you out after 20 minutes. The remaining time for the automatic logout is displayed in the header of the portal, next to the logout button.

## My Profile tab

All the basic data about your CSOB Identity can be found under My Profile. It is where you can also **change your username, password or e-mail address for password renewal.** You can use two addresses for the password renewal (e.g. when using CSOB Identity at work for CEB and at home to manage your personal finances). On this screen, you can also add another address, or remove one of the two registered addresses when you no longer use it (one e-mail address has to be specified at all times).



The screenshot shows the CSOB ID user profile page. At the top, there is a header with the CSOB ID logo, a contact number (+420 499 900 222), the current username (Kalamajka Aktuální), the time (19:55), and a Logout button. Below the header, the page is titled "User details" and includes a Help icon. The main content area is a table with two tabs: "Certificates" and "Smart Key". The table lists various user details and their corresponding actions:

		Certificates	Smart Key
Identification number	32966668295		
Language	English		<a href="#">Change</a>
User name	KalamajkaAktualni		<a href="#">Change</a>
Password	*****		<a href="#">Change</a>
Password status	Active		
Telephone number	+420		
Telephone number status	Active		
E-mail	java@java.cz		<a href="#">Change</a>
E-mail	Not specified		<a href="#">Add</a>

At the bottom left of the main content area, there is a "Back" button. The footer contains the copyright information (© Československá obchodní banka, a. s.), the CSOB logo, and a link to "Terms and conditions".

The telephone number for receiving SMS keys may only be changed personally at a CSOB branch or in a Poštovní spořitelna financial centre.

## Changing username

When changing the username, remember that the **username must have at least five characters** (no more than 30). The username may contain capital and lower case letters of the English alphabet, numbers and some special symbols.

Always choose a username that is different to your password! If the selected username is already taken, we will suggest similar names that are available. Confirm the username change with an SMS key or Smart Key, or with a certificate. Remember the new username – you will use it for any of the following CSOB Identity logins.

## Changing password

Change your password if you have a suspicion that someone else might know it. The password must have at least nine characters (no more than 30 characters) and it must contain at least three characters from the following groups: 1) capital letters of the English alphabet, 2) lower case letters of the English alphabet, 3) numbers, 4) special characters.

Always choose a password that is different to your username (and naturally the e-mail address or its part before “@”). **The new password must not be the same as your current password**, or the last password you used before that. Confirm the change of the password with an SMS key or Smart Key, or with a certificate.

## Changing, adding or removing an e-mail address

If you need to change the e-mail address for the password renewal, **enter a different address to the one you are currently using** and confirm the change with the SMS key or Smart Key, or with a certificate. **We will send a verification e-mail to the new address.** Click on the link in the e-mail and we will start using your new address for verification when renewing the password.

Proceed in the same way **when you would like to add another address** to the one that has already been set up. You can set up two addresses (e.g. private and professional) and we will send the verification e-mails and notifications to both addresses. You can also remove any of the addresses in your profile.

## Smart key tab

The administration of the Smart Key allows you **to activate this component** if you have not yet done it, and **subsequently to manage the devices** that can be used for login and authorisation with the Smart Key.

CSOB ID

Contacts +420 499 900 222

ID Kalamajka Aktuální

20:00 Logout

### Devices with activated Smart Key

Help

New activation code

Name	Device	Activation date	Status
Můj chytrý telefon	PERF-SOTP-DEVICE Android ...	30. 09. 2020 14:25	Active

Smart Key

Smart Key is an application for simple, yet secure authentication in electronic banking services and for transaction authorization. It is connected to your CSOB Identity. This screen lists your devices where you've activated the application.

From here you can:

- activate another Smart Key using a new activation code (e.g. on a new device),
- complete Smart Key activation using the Complete activation button,
- unblock a Smart Key device, if you have blocked it by accident,
- deactivate a Smart Key device (should you suspect it may get misused or if you've got a new physical device and don't use the old one anymore).

Back

© Československá obchodní banka, a. s. ČSOB Terms and conditions

A list of available actions for the device can be found in the three dots menu. Device can be deactivated or renamed there.

The list of devices shows **all the devices where the application has been activated**. The list also includes devices we have automatically deactivated because you have not used them for a long period of time (two years).

**If you would like to add a new device, generate an activation code** using “New Activation Code”. Download the application to the device, scan the activation QR code in the application, and then go back to the portal to confirm the activation with the SMS key, another device of the Smart Key, or with a certificate.

You can simply activate the Smart Key if you are still using the SMS key by adding the first device.

**Attention: The Smart key replaces the SMS key in all CSOB services that support the Smart key.**

You can also get the activation code in any of our points of sale or ATMs – the activation with such a code does not need to be confirmed on the portal. You can also deactivate the individual devices in the list using the menu for the specific device.

**Attention: You will not be able to continue using the Smart key when you deactivate the last device.** If you deactivate the last device by accident, your Helpdesk will help you with the new activation.

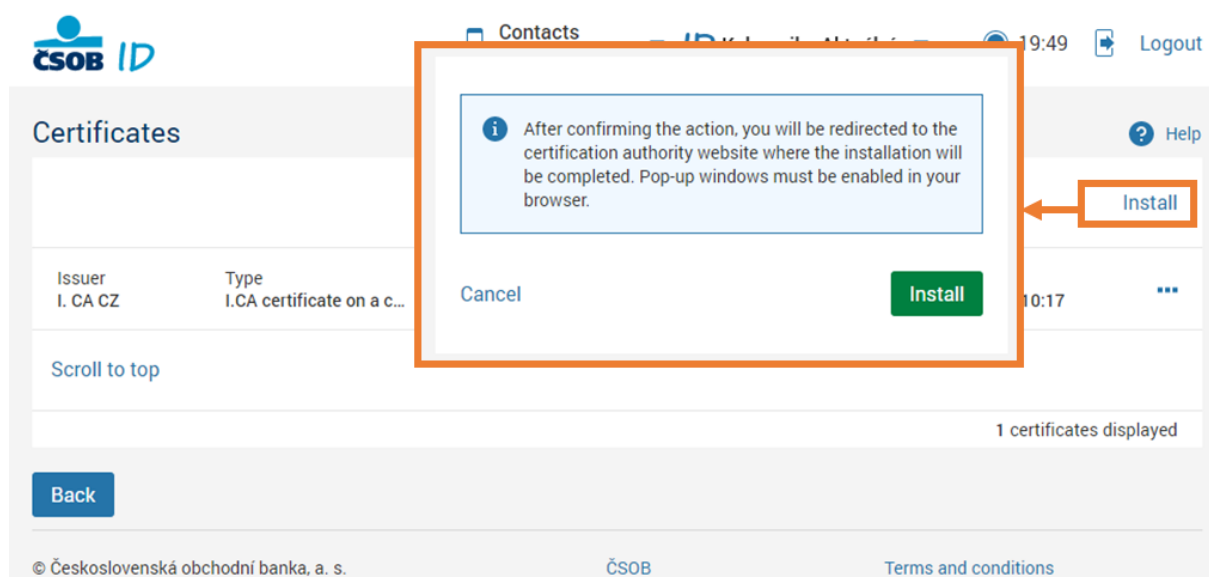
You can use the menu for the individual devices to **name the devices for easier orientation**.

## Certificates tab

Digital certificates enable login, authorisation of transactions and signing of documents with the highest possible level of security. If you have a certificate for your CSOB Identity, it is displayed on the portal in the overview.

When the certificate issued by the First Certification Authority (I.CA) is about to expire, you can request its renewal using the menu for the certificate in question. After selecting the account that will be charged with the **fee for the issuance of a new certificate**, we will redirect you to the I.CA website where you can finish the request (pop-up windows must be permitted in your browser for the redirecting).

**It usually takes a few minutes to issue a new certificate.** As soon as the certificate is prepared, it is automatically downloaded to your chip card upon your next login. You can also download it to your card from the I.CA website where you will be redirected after pressing “Install”.



The screenshot shows the CSOB ID portal interface. At the top left is the CSOB ID logo. The main heading is "Certificates". Below it is a table with columns "Issuer" and "Type". The first row shows "I. CA CZ" and "I.CA certificate on a c...". Below the table is a "Scroll to top" link and a "Back" button. On the right side, there is a "Logout" button and a "Help" icon. A pop-up window is centered on the screen, containing an information icon and the text: "After confirming the action, you will be redirected to the certification authority website where the installation will be completed. Pop-up windows must be enabled in your browser." Below the text are "Cancel" and "Install" buttons. The "Install" button in the background is also highlighted with an orange box.



**We will notify you of the upcoming expiry of the certificate by e-mail.** The overview will also include a timely notification to renew the certificate. One week prior to the expiry of the certificate, you will no longer be able to use it for authorisation of transactions or signing of documents; you can only use it for login.

CSOB ID

Contacts +420 499 900 222 ID Kalamajka Aktuální 20:00 Logout

### Certificates

Install

Issuer	Type	Serial number	Valid till
I. CA CZ	I.CA certificate on a c...	10083111 (99db27 hex)   92943 (16b0f hex)	03. 07. 2021 10:17

Scroll to top

1 certificates displayed

Back

© Československá obchodní banka, a. s. ČSOB Terms and conditions

**When the certificate has expired, it is no longer possible to renew it on-line** and you will need to have a new certificate issued at one of the CSOB branch offices.

## History tab

The login history provides an **overview of your use of the identity**. There are three sections on the screen:

CSOB ID

Contacts +420 499 900 222 ID Kalamajka Aktuální 19:59 Logout

### History

Help

Login

Consents Authorisations

Login via All Application All Search

Date/App	Channel/Insta...	Method	OS/Browser
30. 09. 20	CSOB ID portal	Username and Password + Smart key	
30. 09. 20	CSOB ID portal	Username and Password + Smart key	Windows 10 Chrome 83
30. 09. 20	Open Banking	Username and Password + Smart key	

Back

© Československá obchodní banka, a. s. ČSOB Terms and conditions

1. The Login section displays all logins, including the method used for the login (Method column) and the operating system and browser used. You can also check the IP address that was used for the login (in some cases the address of your Internet service provider may be displayed, or one of the technical components between your computer and the bank). The **login history may be filtered** by the electronic channel used for the login with your CSOB Identity, and by a third-party application used for the login with CSOB Identity (the field is blank when a bank application was used).

- The Approvals section shows all the cases when we disclosed your personal data to third parties based on your consent. The information provided includes the date and time of data disclosure, third-party application in which the disclosure took place, and the name of the third party. There is also a list of all the disclosed data in the detail of each record, accessible via the ellipsis.

The screenshot shows the CSOB ID interface. At the top, there is a header with the CSOB ID logo, contact information (+420 499 900 222), a dropdown menu for 'ID Kalamajka Aktuální', a clock showing 19:09, and a 'Logout' button. Below the header is a 'History' section with a 'Help' icon. There are three tabs: 'Login', 'Consents', and 'Authorisations'. The 'Authorisations' tab is active. A table displays a single record:

Date and time	Application/Third party	
13. 07. 2020 16:13	IDC Test Firma ACC s.r.o.	...

Below the table, there is a detailed view of the application:

- Application: IDC Test
- Third party: Firma ACC s.r.o.
- Date: 13. 7. 2020
- Authorisation: IDC-AGREEMENT
- Authorisation detail: Shared personal information
- Name: Politically exposed person
- NO

At the bottom right of the record, it says '1-1 of 1 records displayed'. A 'Back' button is located at the bottom left of the record area. The footer contains '© Československá obchodní banka, a. s.', 'ČSOB', and 'Terms and conditions'.

- The Authorisation section displays all the cases when you authorised a third-party application to access the electronic channels of CSOB. The structure of the records is the same as in the other sections. The current authorisations can be managed under Permitted applications.

The screenshot shows the CSOB ID interface. At the top, there is a header with the CSOB ID logo, contact information (+420 499 900 222), a dropdown menu for 'ID Kalamajka Aktuální', a clock showing 19:45, and a 'Logout' button. Below the header is a 'History' section with a 'Help' icon. There are three tabs: 'Login', 'Consents', and 'Authorisations'. The 'Authorisations' tab is active. A table displays two records:

Date and time	Application/Third party	Action	
19. 11. 2019 12:59	PSD2 TEST Firma PSD2	Authorisation creation	...
22. 07. 2019 12:44	PSD2 application us Firma PSD2	Authorisation revocation	...

Below the first record, there is a detailed view of the application:

- Application: PSD2 TEST
- Third party: Firma PSD2
- Date: 19. 11. 2019
- Action: Authorisation creation
- Authorisation: PISP
- Authorisation detail: The application can submit transaction orders on your behalf. Each such transaction requires your authorization using the appropriate method.
- Authorisation: AISP
- Authorisation detail: The application can receive information about your account balances or your transaction history.
- Authorisation: CISP
- Authorisation detail: The application can check the availability of funds in your account for the purposes of card-based transactions using cards from the particular provider (issuer).


A 'Back' button is located at the bottom left of the record area. The footer contains '© Československá obchodní banka, a. s.', 'ČSOB', and 'Terms and conditions'.

## Permitted applications tab

The overview displays a **list of third-party applications with set access to your bank data**. The **provided consent may be immediately cancelled** by clicking “Remove” in the overview menu.

Contacts +420 499 900 222 ID Kalamajka Aktuální 19:57 Logout

### List of consents

Application / Third party	Consent given on
 PSD2 TEST Firma PSD2	19. 11. 2019

**PISP**  
The application can submit transaction orders on your behalf. Each such transaction requires your authorization using the appropriate method.

**AISP**  
The application can receive information about your account balances or your transaction history.

**CISP**  
The application can check the availability of funds in your account for the purposes of card-based transactions using cards from the particular provider (issuer).

[Revoke all consents](#)

[Back](#)

© Československá obchodní banka, a. s. ČSOB Terms and conditions

## Documents tab

The tab provides an overview of all documents related to the contractual arrangements between you and the bank in an electronic form, such as contracts signed in a biometric manner or on-line, as well as the terms of trade. You can view and download the documents and filter them by category and date of origination.

Contacts +420 499 900 222 ID Kalamajka Aktuální 20:00 Logout

### Documents

Category  ? Period  ? [Filter](#)

Category	Document name	Period
Electronic banking	Recapitulation of changes on ČSOB Identity	1. 10. 2020
Electronic banking	Agreement on ČSOB identity	1. 10. 2020
Electronic banking	Agreement on ČSOB identity	18. 9. 2019

[Save/View](#)

Up [Next 20](#) Document can be downloaded by clicking on this button. 1 2 >

Displayed 1-20 of 24 in total


[Back](#)

© Československá obchodní banka, a. s. ČSOB Terms and conditions

## CSOB eID page

CSOB eID is an electronic identification service, thanks to which you can also use CSOB Identity login data for digital state services, e.g., to the Citizen Portal. To ensure that it is really you who is using it, we verify your identity with the Resident Registry via the National Identification and Authentication Point – for this purpose, we provide only the most necessary data about you.

On this page, you can turn the CSOB eID service on or off and find out the status of electronic identification and what data we used to identify you in relation to the aforementioned National Point, so that we can provide you with this service.

Contacts  
+420 499 900 222ID Kalamajka Aktuální19:56Logout

### CSOB eID Help

**i** Please check that the personal information below are true and current. In case of inconsistency, contact the Helpdesk.

CSOB eID is on. Switch CSOB eID off

#### Methods

Level of assurance	Method	State	
Substantial	Username and password with Smart Key application	On	<span data-bbox="1350 1010 1445 1037">Switch off</span>
Low	Username and password	On	<span data-bbox="1350 1077 1445 1104">Switch off</span>

#### EN: Údaje zapsané v prostředku pro elektronickou identifikaci

EN: Jméno a příjmení	KalamajkaAktualni
EN: Datum narození	25
EN: Občanství	Czech Republic
EN: Místo narození	Karviná
EN: Typ dokladu	Identity card
EN: Číslo dokladu	111111931

Back

© Československá obchodní banka, a. s. ČSOB Terms and conditions