

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.

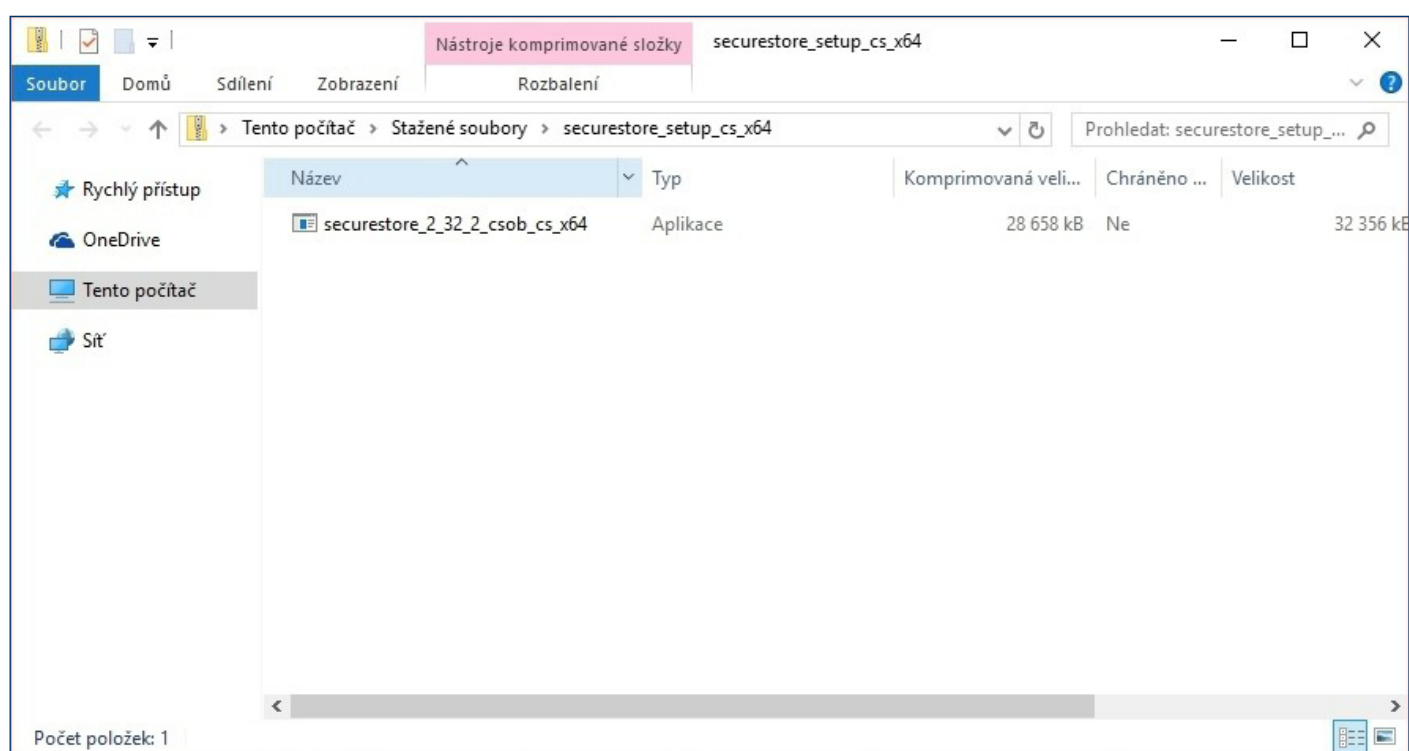
Installation packages are available in the Downloads section:

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

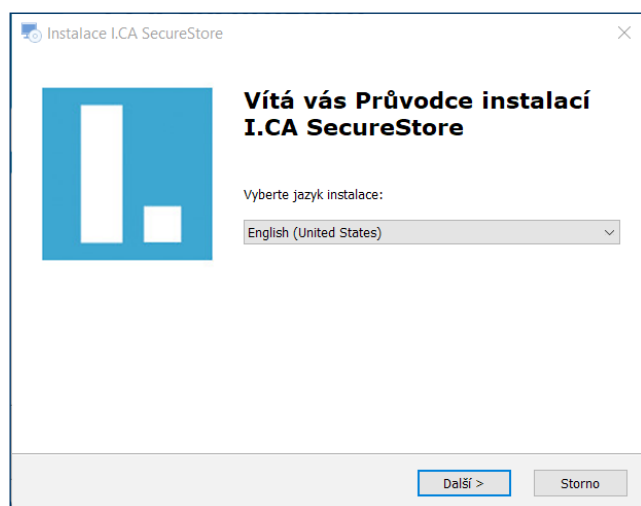
Use the installation package that corresponds to the version of Windows you are using. For instructions on how to determine your operating system version, click on <http://support.microsoft.com/kb/827218/cs>.

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

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

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.


Page 3

www.csob.cz

Login to CEB service

Password

Certificate

 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

 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



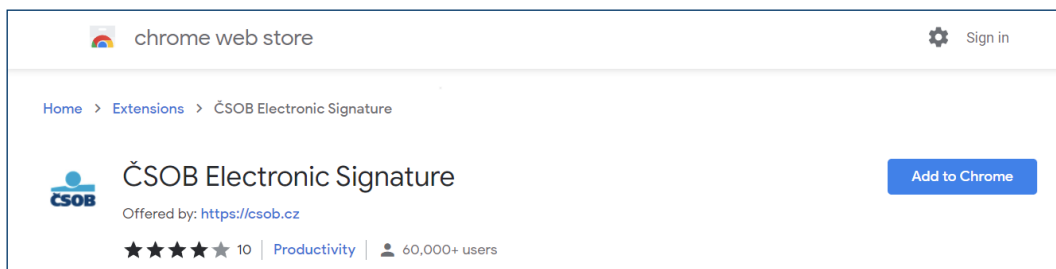
Browser extension for chip card support

20 % - Error

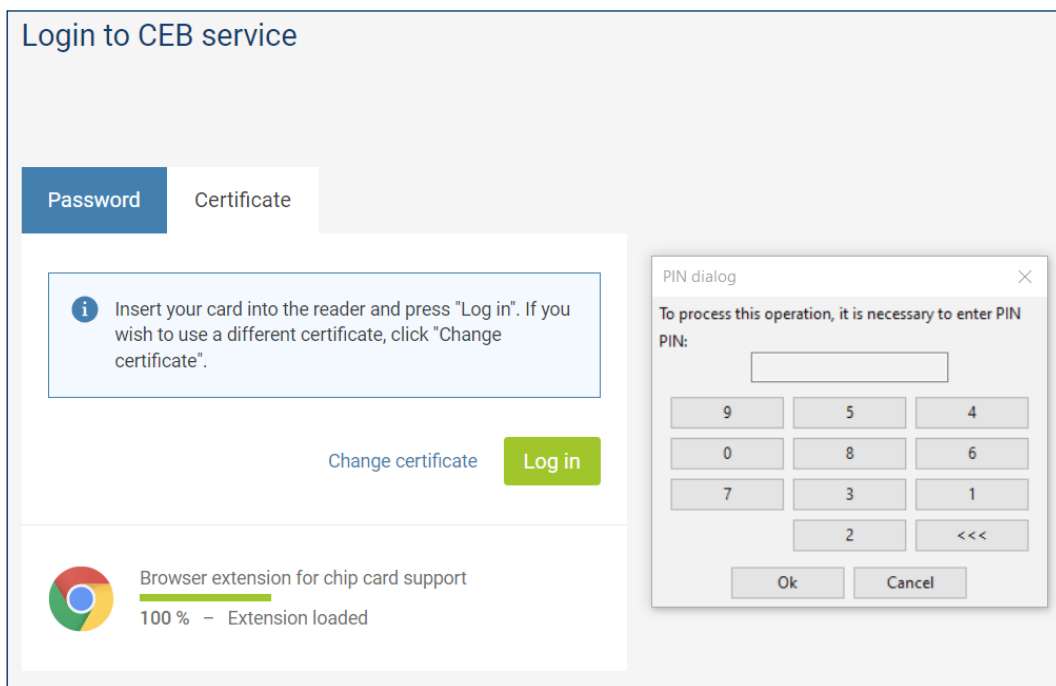
 Browser extension isn't available. Install it by pressing "Install" below. If the installation fails, call our help desk (error code 2).

Install

Press the **Install** button.



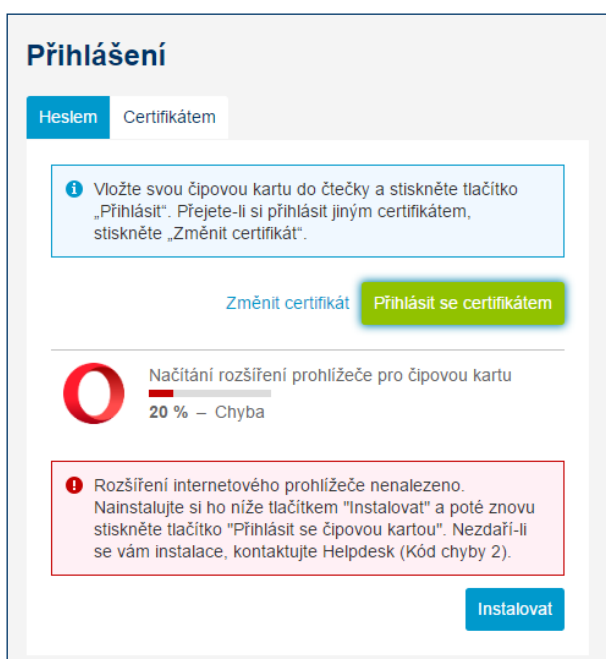
In the newly opened tab, press the **Add to Chrome** button to install the extension. Then go back to the login page and press the **Log in** button.




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.



[Home](#) > [Extensions](#) > [Accessibility](#) > ČSOB Electronic Signature



ČSOB Electronic Signature
by [csob](#)
★ 4.1 / 5 | Your rating: ★★★★★
Total number of ratings: 1

+


Add to Opera

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

Login to CEB service

Password


Certificate



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:

5

6

0

1

3

8

4

2

9

7

<<<

Ok

Cancel

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

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www.csob.cz

3.4 Firefox

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

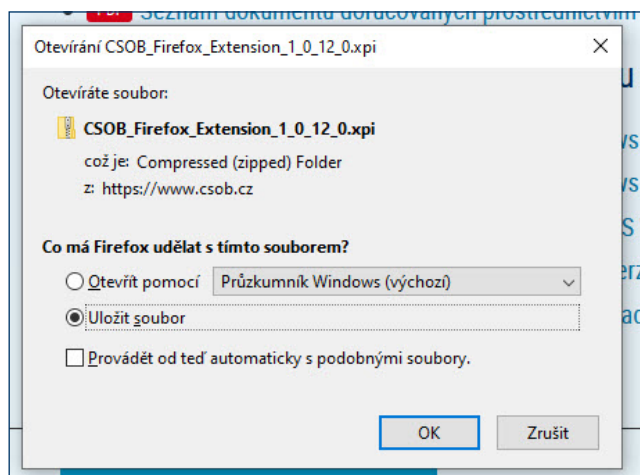
ČSOB CEB

Manuals

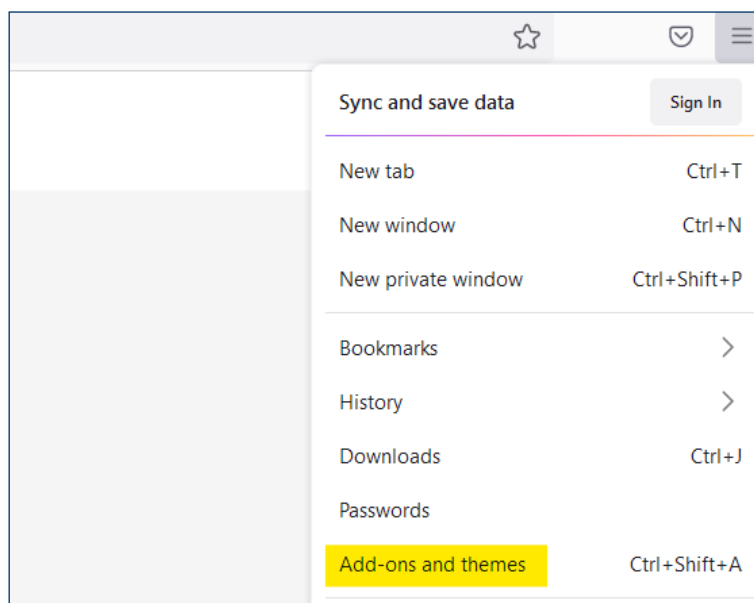
- **PDF** ČSOB CEB – user manual
- **PDF** List of documents delivered through ČSOB CEB

Software and manuals for clients with a chip card

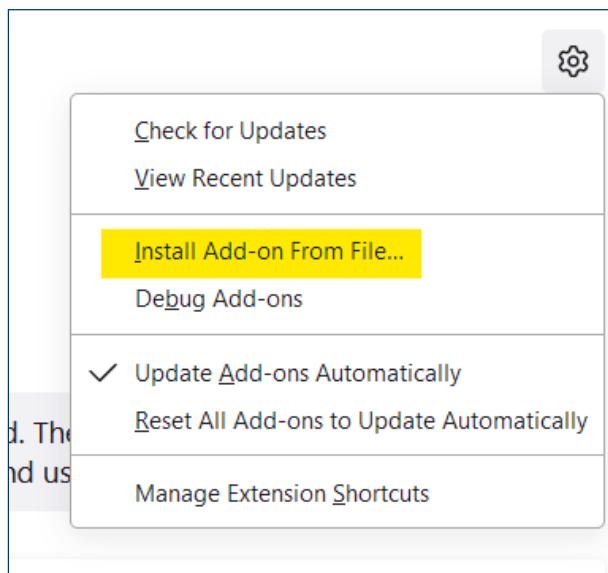
- **ZIP** SecureStore chip card manager (MS Windows 32-bit), version 6.15
- **ZIP** SecureStore chip card manager (MS Windows 64-bit), version 6.15
- **PDF** Manual for users of CEB with a chip card – MS Windows (available in Czech only)
- **ZIP** SecureStore chip card manager – macOS, version 6.12
-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



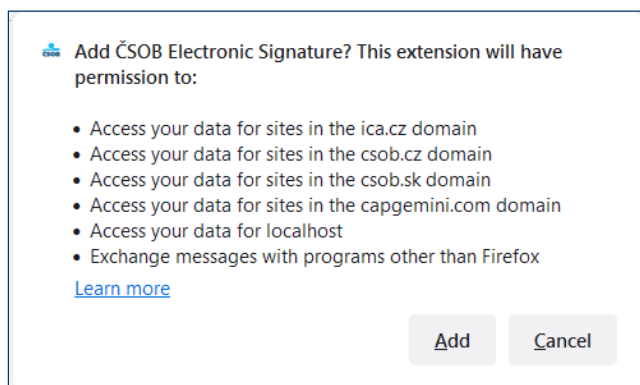
Go to the browser menu and select *Add-ons and themes*.



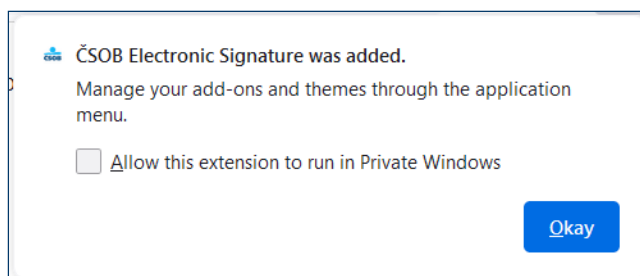
Click on the puzzle-shaped icon on the left side of the screen. Then open the **Tools menu** at the top of the window, select **Install Add-on From File...** and locate the file you saved to your computer in the previous step.



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.



The screenshot shows the 'Login to CEB service' interface. At the top, there are two tabs: 'Password' and 'Certificate'. Below the tabs, 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".' To the right of this box are two buttons: 'Change certificate' and 'Log in'. At the bottom left, there is a status bar for a browser extension, showing a globe icon and the text 'Browser extension for chip card support' with a progress bar at '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:' followed by a numeric keypad with digits 0-9, a '<<<' button, and 'Ok' and 'Cancel' buttons.

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

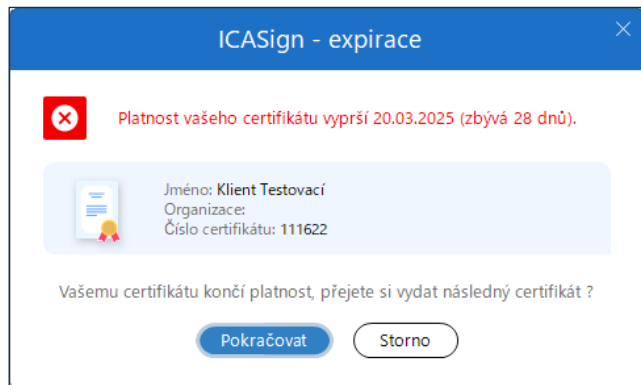
The request for a subsequent certificate consists of the following steps:

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

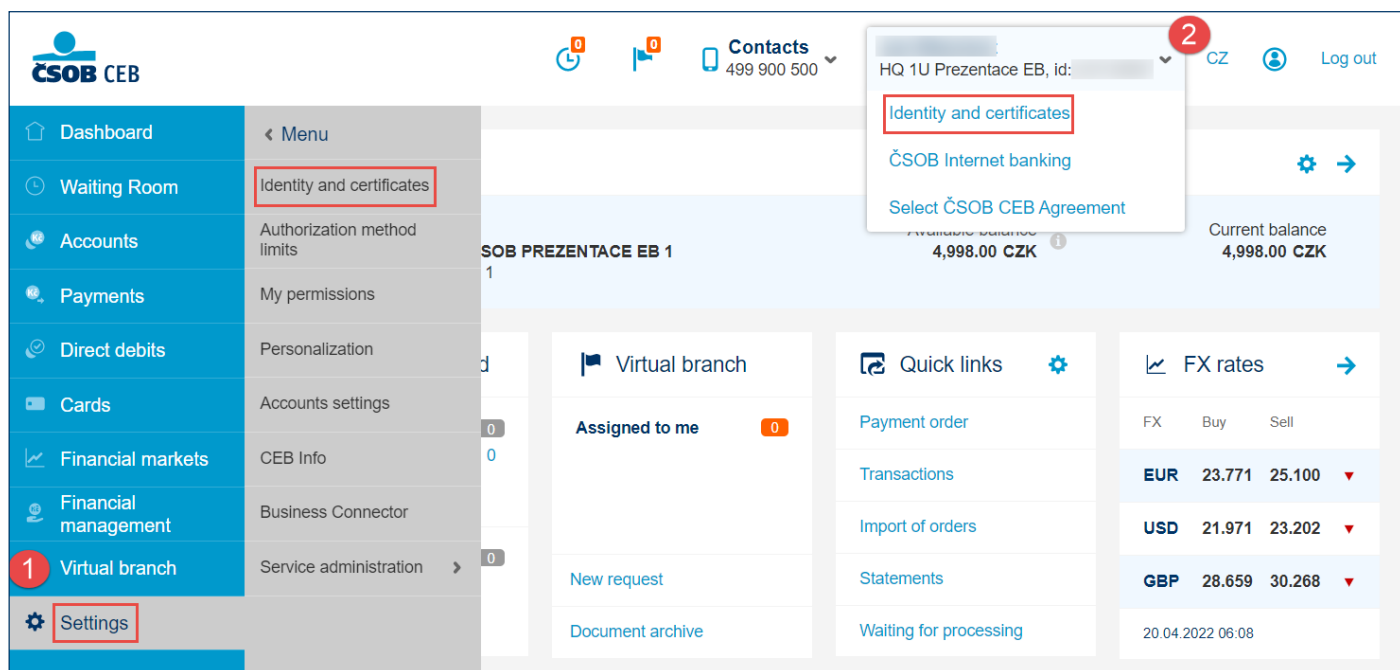
You will be notified 21 days before the certificate expires. The notification will appear when you log in with a chip card to the service and will offer an immediate certificate renewal. If you wish to renew the certificate in this convenient way, click "Continue" and follow the on-screen instructions. During the certificate renewal process, you will be prompted several times to enter the PIN for your chip card. If you wish to renew the certificate later, close the notification by clicking "Storno" and continue logging into the service.

Note: The above procedure does not apply to clients who need to renew certificates with a chip card replacement (more information at www.csob.cz/vymenakaret) and to clients with Gemalto Idbridge CT710 and ACS APG8201-B2 button card readers.



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 [REDACTED]	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	Type	Serial number	Valid till
Issuer I. CA CZ	Type I.CA certificate on a ...	Serial number [REDACTED]	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.

Creating a request for a subsequent certificate

1. System Test

> > >

2. Certificate selection

> > >

3. Verification

> > >


4. Creating the request

> > >

5. Finalization

System Test

Now a test of the readiness of your personal computer to create a request for issuing a subsequent certificate will take place.

 Your computer is being tested

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.

Creating a request for a subsequent certificate

1. System Test >>>>

2. Certificate selection >>>>

3. Verification >>>>

4. Creating the request >>>>

5. Finalization

Certificate selection - Select the first certificate

SMART CARD I.CA
OTHER STORAGE

THE PERSONAL
STORE WINDOWS

Full name	Certificate number	Valid until	Certificate type
<input checked="" type="checkbox"/> Test Tester	10100059	15.11.2024	Kvalifikovaný twin certifikát CZ
<input type="checkbox"/> Petr Novák	10100060	15.11.2024	Kvalifikovaný twin certifikát CZ
<input type="checkbox"/> Jan Obrusník	10101194	01.03.2025	Kvalifikovaný twin certifikát CZ
<input type="checkbox"/> Jan Test	10102051	13.06.2025	Kvalifikovaný twin certifikát CZ

Continue

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..

Creating a request for a subsequent certificate

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

Personal data

Full name
Jan Test

E-mail in the certificate extensions
kasa@ica.cz

Country
CZ

Other data

Given name
Jan

Surname
Test

IK MPSV
1234567890

The data are still valid?

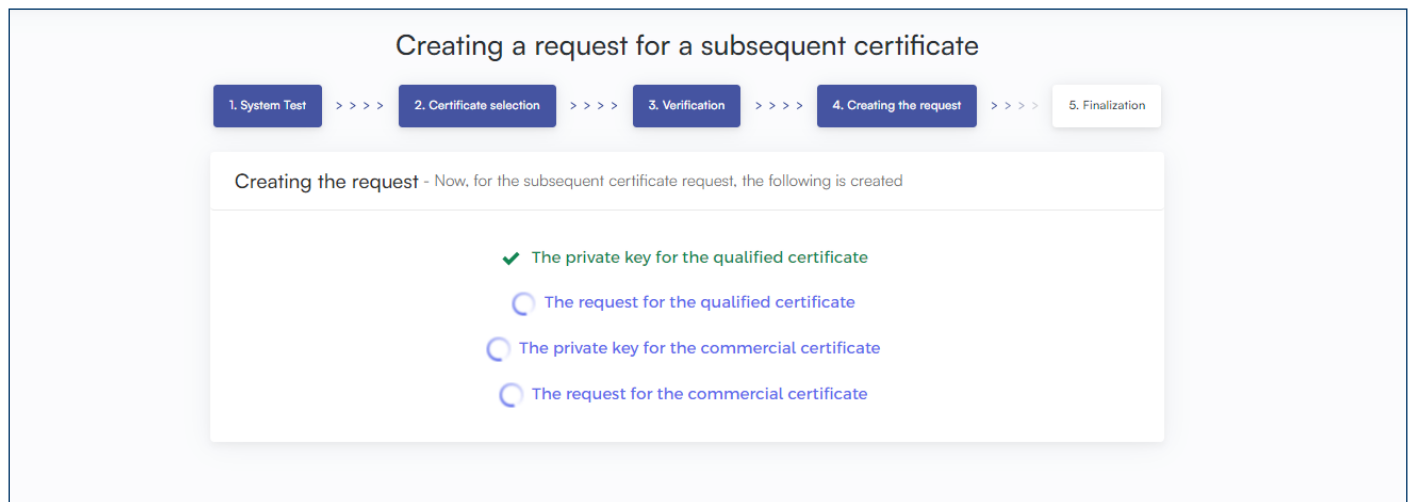
No, quit

Yes, continue

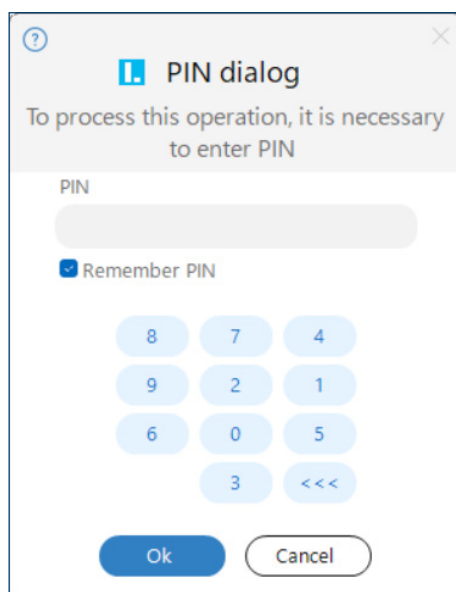
Check the certificate data and start generating a subsequent certificate request by clicking on **YES, continue**.

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

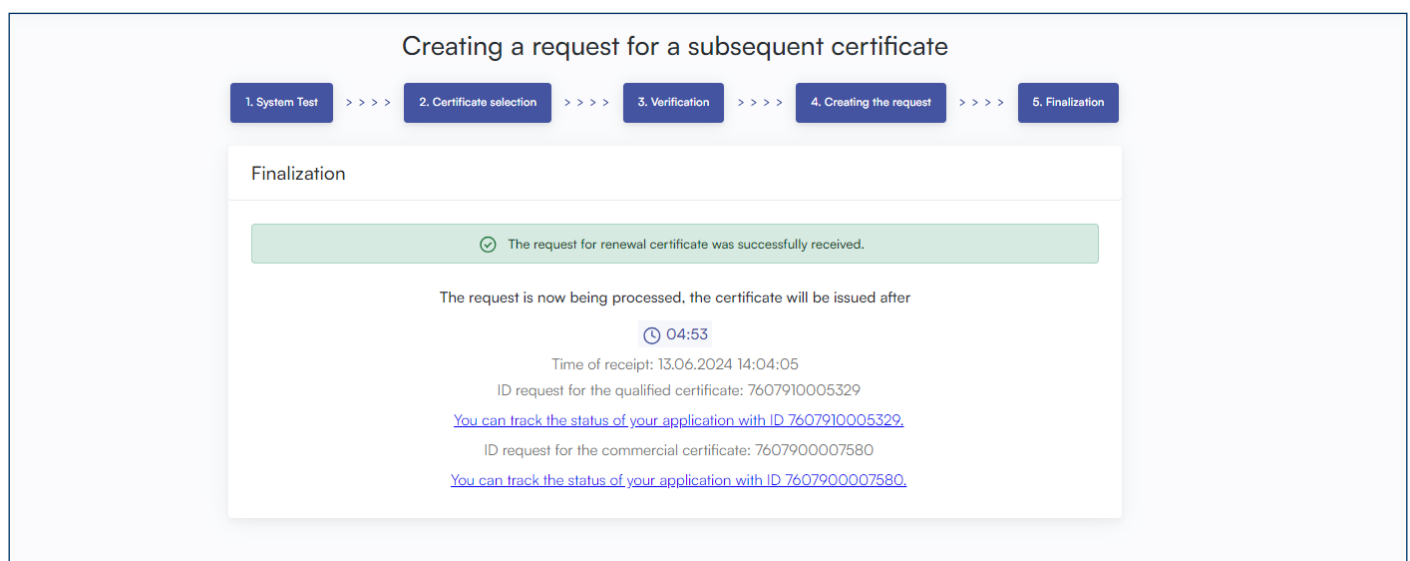


The generation of a subsequent certificate request usually takes several tens of seconds, after which you will be asked to enter your *PIN* twice.



Enter your 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.

Installation of certificates on the smart card

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

Installation progress

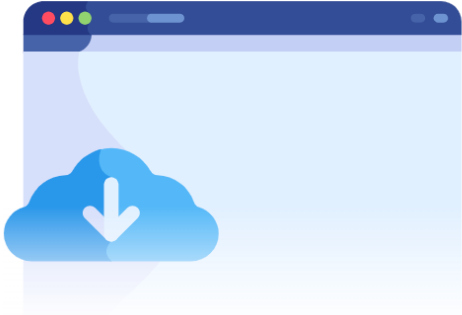
 Before starting the installation, insert the card into the reader and enter your PIN when prompted.

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.



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.