

## Smartcard and Cryptotoken PIN change through ActivClient

### How not to delete your certificates:

ActivClient has many options within it that will wipe the certificates from your card and reset your unlock code. **There is only one way to change your PIN correctly without deleting all your certificates.** If your certificates are deleted because you did not follow the instructions correctly you will not be able to reinstall the ID Certificate. Once it is deleted from your card it is permanent, you would need to purchase a new set of certificates. Please follow the instructions closely and **DO NOT CLICK** any other options within ActivClient. If at any point you are confused on how to proceed, please reach out to [WCSC.HELPDESK@WIDEPOINT.COM](mailto:WCSC.HELPDESK@WIDEPOINT.COM)

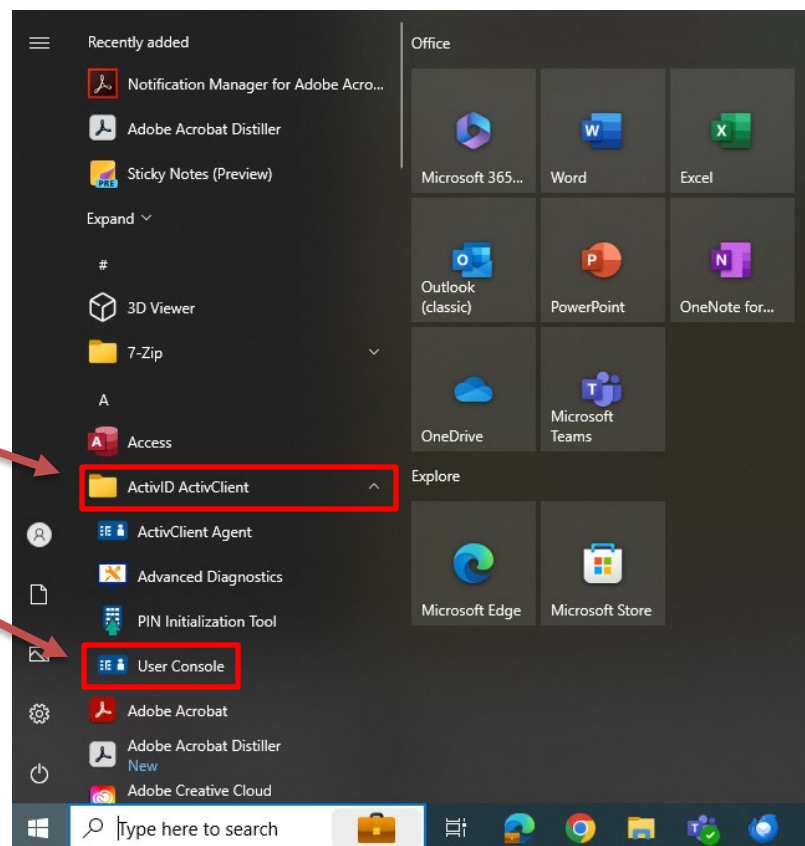
### What NOT to click:

- RESET CARD
- NEW CARD
- PIN INITIALIZATION TOOL

### How to change your PIN correctly:

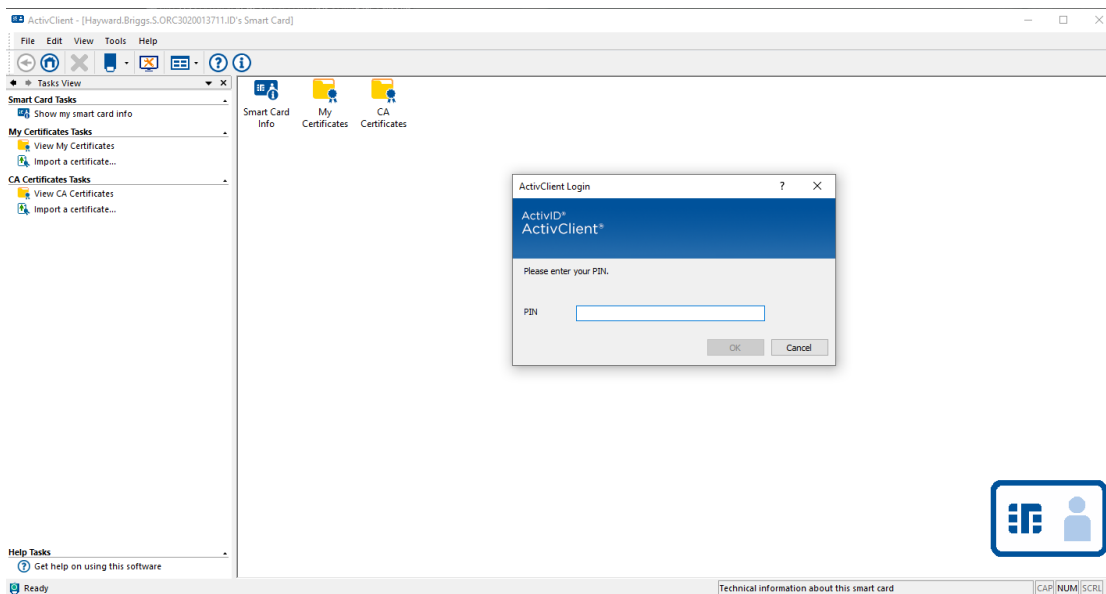
1: Open ActivClient. Click the windows button on your desktop, select the folder labeled “**ActivID ActivClient**” and then select the 4<sup>th</sup> option in that folder labeled “**User Console**”.

You can also use the search bar  
To search for “User Console”.

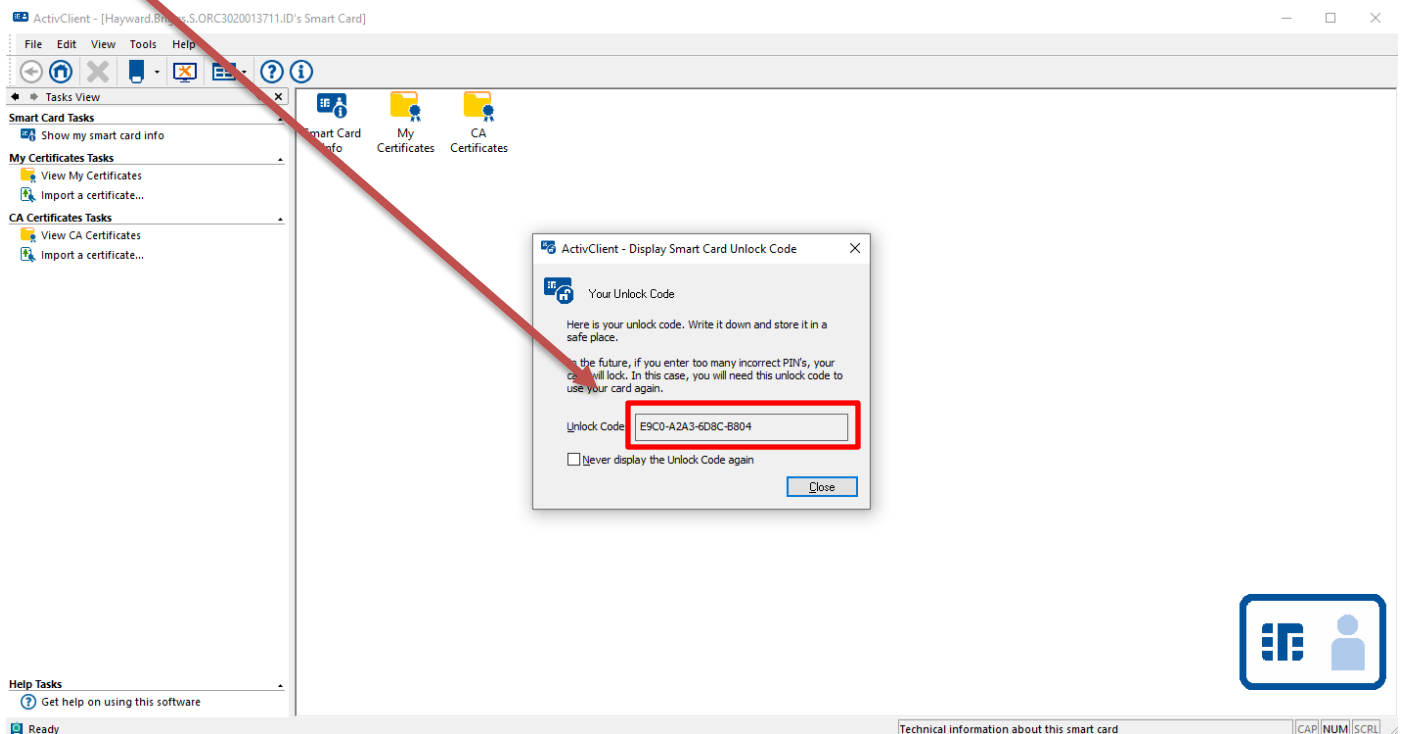


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2: ActivClient will ask you for the PIN to the card, after typing the current PIN to the card (Either default or custom) it will bring a popup window to the front that has your Unlock Code. The Unlock Code is what is used to change the PIN to your card. The Unlock Code was also provided to you on a piece of paper when you received the hardware in the mail.

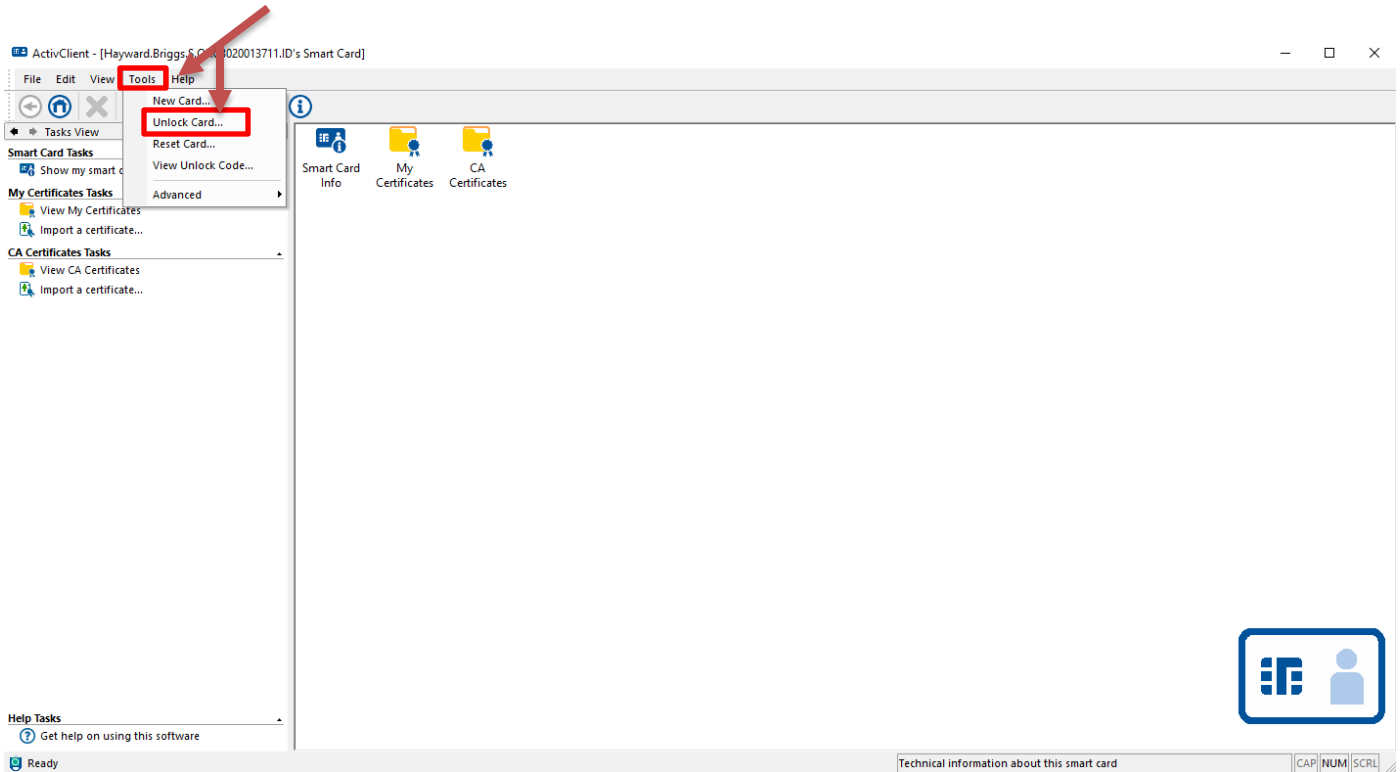


3: Highlight the Unlock Code and copy it to your clipboard. (Highlight the text, right click on it, then select "Copy"). After copying the Unlock Code, select "Close" on the popup window.

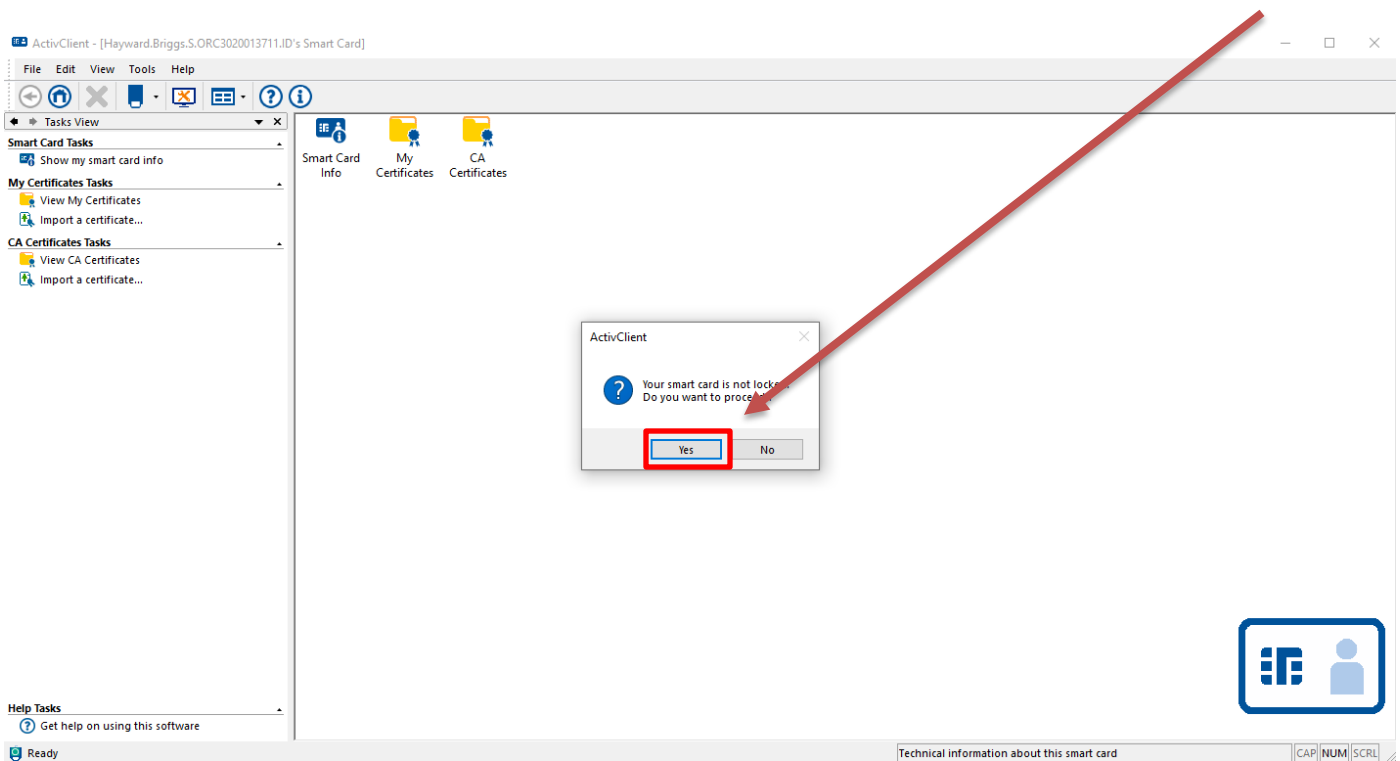


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4: Select “Tools” in the top left corner of ActivClient’s User Console and then select “Unlock Card”.  
**PLEASE MAKE SURE TO ONLY SELECT “UNLOCK CARD”. DO NOT SELECT ANY OTHER OPTION.**

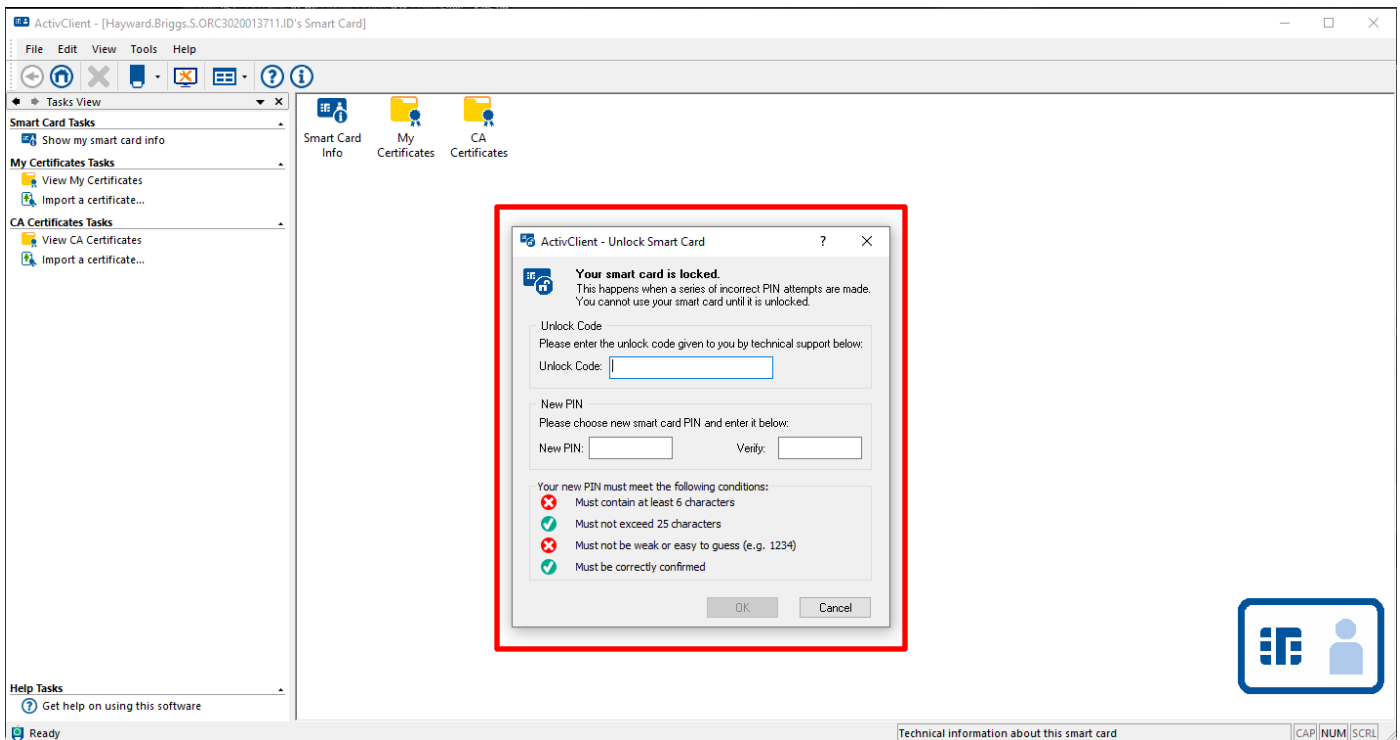


5: If your card has not been locked, then you will see the screen below. Select “Yes” to continue.



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6: Left click on the empty field labeled “Unlock Code” and either manually type in your unlock code from the paper you were sent with the hardware, or right click the field and select “Paste” to copy and paste it from the screen that showed up earlier in step 3. After typing in your Unlock Code, create your new PIN in the two text fields at the bottom of the popup window. Once all fields have been set, select “Ok” on the bottom of the popup window.



7: Once you select “Ok” on the previous step you will be given a message that says “Your smartcard has been unlocked successfully”. At that point, unplug your smartcard or cryptotoken from the computer and plug it right back in. ActivClient will ask you to type in the PIN to the hardware. Type in the new PIN to make sure that the process completed successfully.