

Online unlocking on the Windows login screen

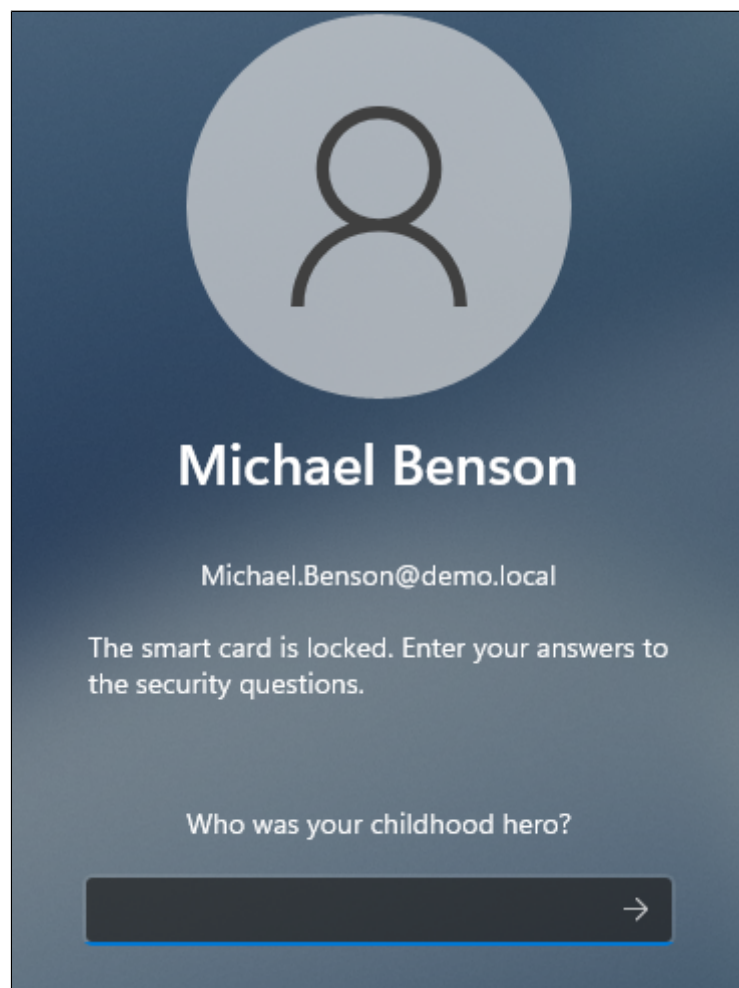
Online unlocking is performed by the user in the operating system interface. The user must answer the security questions, define and confirm the new PIN. After that, the card is unlocked.

❗ Card unlocking in online mode requires that the user workstation, the locked card is connected to, is connected to the Indeed Certificate Manager server.

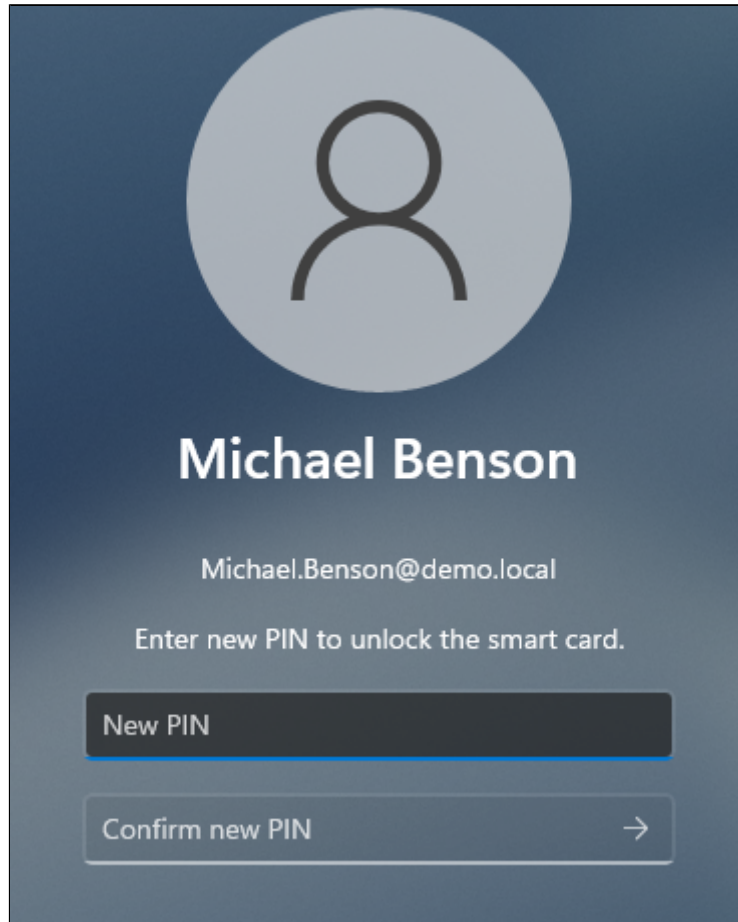
If the user has no security questions defined, then online unlocking is not available. In this case, card can be unlocked in **offline mode** only.

The figure shows an example of smart card online unlocking in Windows 11 interface. Smart card unlocking procedure in other Windows versions is similar to that one.

1. Enter the answers to the security questions and click .



2. Enter a **New PIN** and **Confirm** it.



A screenshot of a smart card unlock interface. At the top is a circular placeholder for a profile picture with a person icon. Below it is the name "Michael Benson" in large white text. Under the name is the email address "Michael.Benson@demo.local" in smaller white text. A message "Enter new PIN to unlock the smart card." is displayed. There are two input fields: the first is labeled "New PIN" and the second is labeled "Confirm new PIN" with a right-pointing arrow icon.

Michael Benson

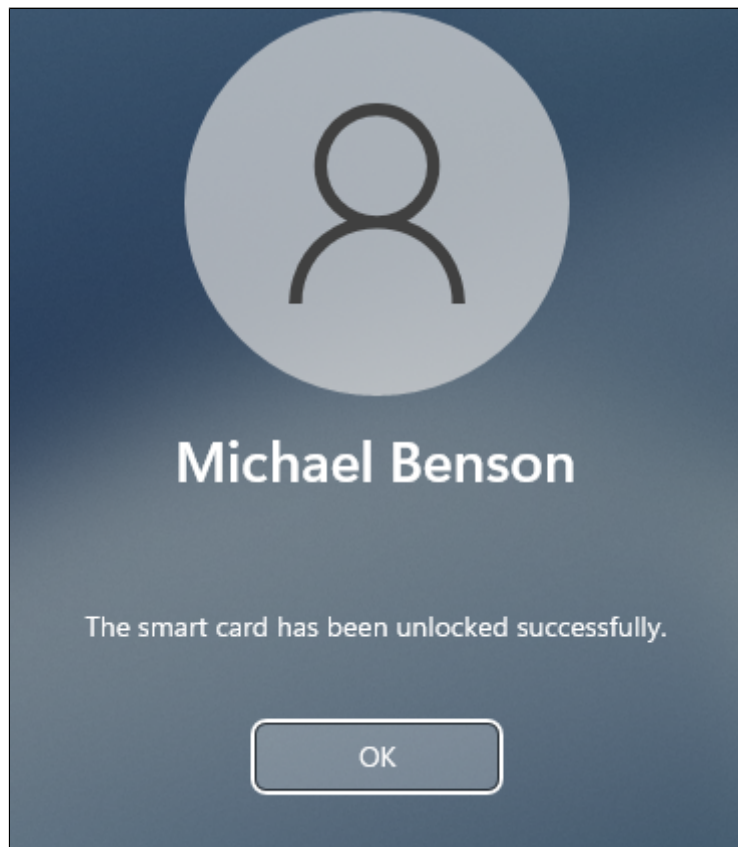
Michael.Benson@demo.local

Enter new PIN to unlock the smart card.

New PIN

Confirm new PIN →

3. If the card is successfully unlocked, a corresponding message will appear.



A screenshot of a smart card unlock success interface. It features the same profile picture placeholder and name "Michael Benson" as the previous screen. Below the name is the message "The smart card has been unlocked successfully." in white text. At the bottom is a single button labeled "OK".

Michael Benson

The smart card has been unlocked successfully.

OK

