

Online unlocking on the Windows login screen

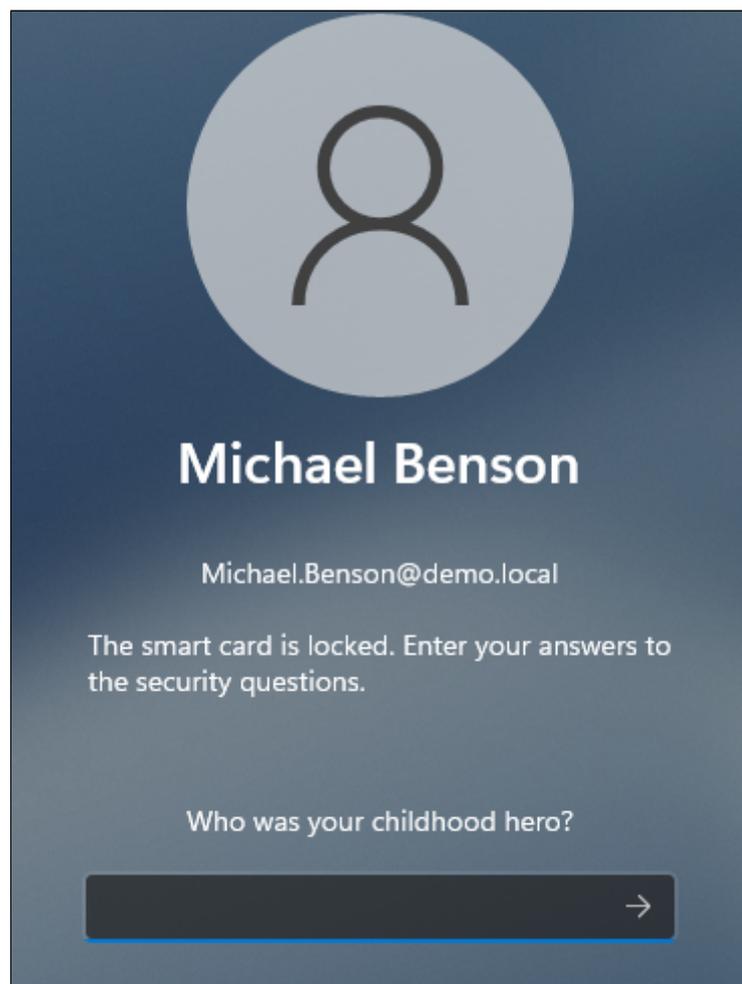
Online unlocking is performed by the user in the operating system interface. The user must answer the security questions, define and confirm the new PIN. After that, the card is unlocked.

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

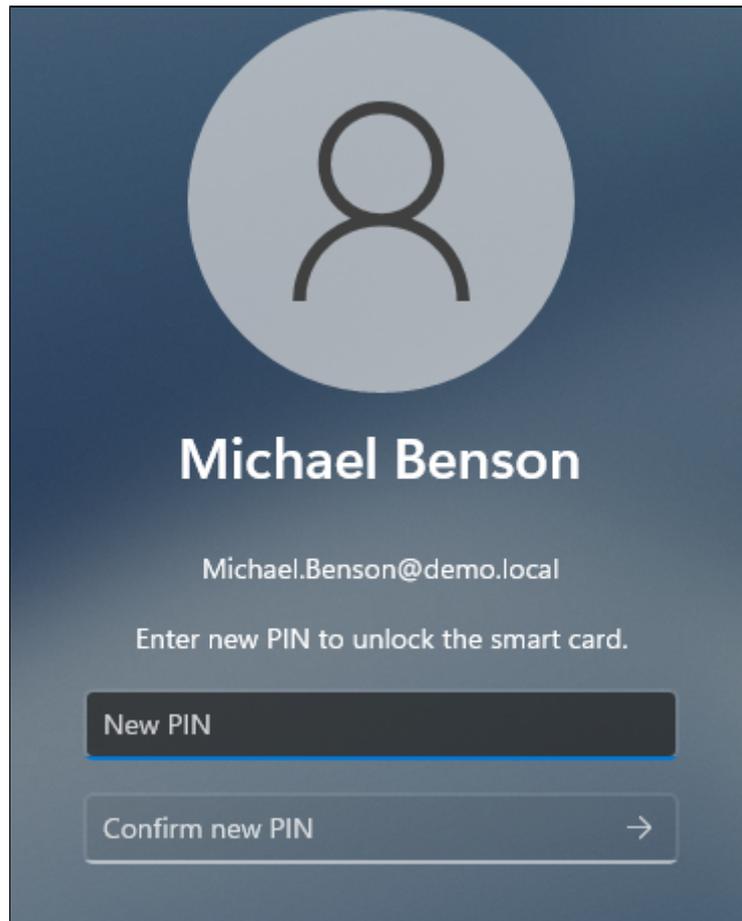
If the user has no security questions defined, then online unlocking is not available. In this case, card can be unlocked in **offline mode** only.

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 .

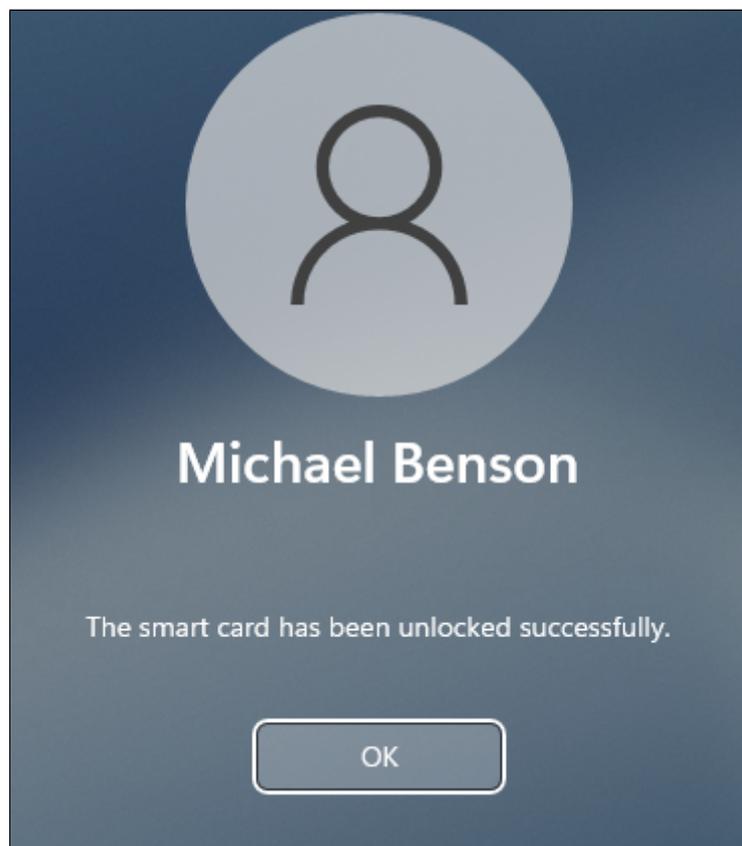


2. Enter a **New PIN** and **Confirm** it.



A dark blue rectangular screen with a circular grey placeholder for a profile picture at the top center. Below the placeholder, the name "Michael Benson" is written in white. Underneath the name, the email address "Michael.Benson@demo.local" is displayed. A white instruction "Enter new PIN to unlock the smart card." is centered. Below this are two input fields: a dark grey field labeled "New PIN" and a white field labeled "Confirm new PIN" with a right-pointing arrow icon.

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



A dark blue rectangular screen with a circular grey placeholder for a profile picture at the top center. Below the placeholder, the name "Michael Benson" is written in white. Underneath the name, the message "The smart card has been unlocked successfully." is displayed in white. At the bottom center, there is a white rounded rectangular button with the text "OK" inside.

