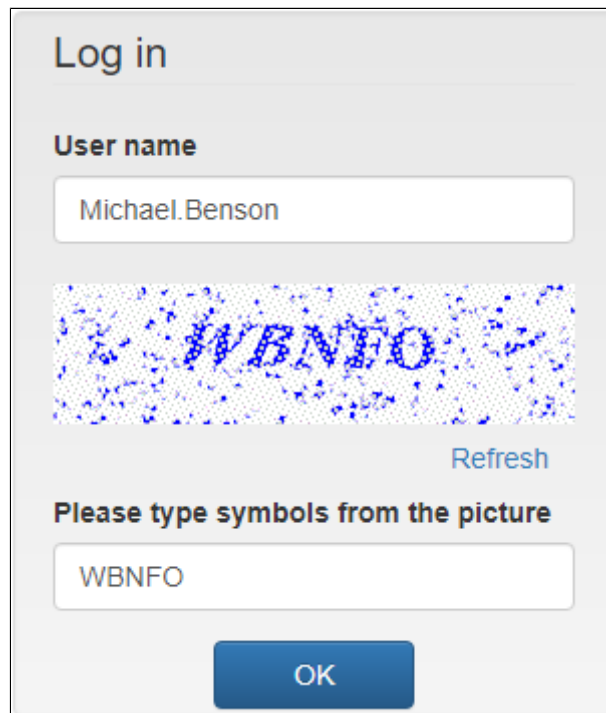


Remote Self-Service

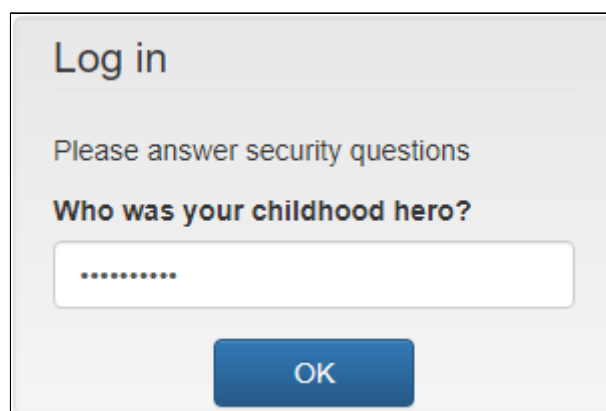
The application is intended to perform operations with the card (USB token and smart card) without connecting it to the user computer, except for the case of unlocking the device using the Indeed CM - Unblock utility.

It is available at <https://<Indeed CM Server FQDN>/icmremote> and can be published in order to provide for access from Internet. To use Remote Self-Service, a user has to specify their name (Logon Name or UPN) and characters from captcha.




The screenshot shows a web form titled "Log in". It contains a "User name" label followed by a text input field containing "Michael.Benson". Below this is a captcha image showing the letters "WBNFO" in a blue, pixelated font. To the right of the captcha is a "Refresh" link. Below the captcha is a label "Please type symbols from the picture" followed by a text input field containing "WBNFO". At the bottom of the form is a blue "OK" button.

To access the smart card operations, a user should perform authentication using security questions.



The screenshot shows a web form titled "Log in". It contains a label "Please answer security questions" followed by a question "Who was your childhood hero?". Below the question is a text input field with masked characters ".....". At the bottom of the form is a blue "OK" button.


In case the user provides correct answers to the security questions, he or she is allowed to manage the smart card.



Michael Benson

Logon name DEMO\Michael.Benson
E-mail m.benson@indeed.com
Phone +555 90524683735

Your cards

 eToken PRO Java 72K (SafeNet eToken 5105), 01dbb853

Issued

Temporarily disable card

Temporarily disable your card if it is not needed for an extended period

Report card as lost, damaged or compromised

Revoke your card to prevent using your credentials

Unlock card

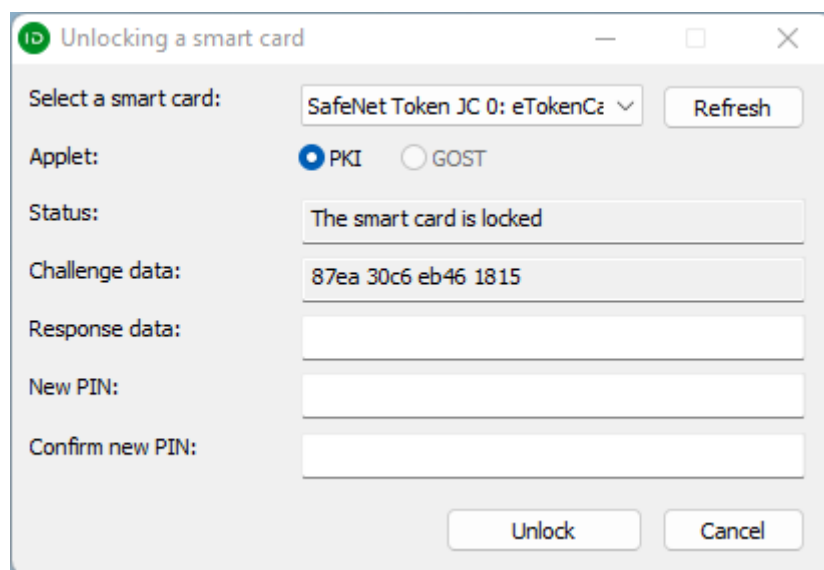
Get response code to unlock your card

The operations of [disabling](#), [enabling](#) and [revocation cards](#) are performed in the same way as in Self-Service.

To unlock the card, use the Indeed CM - Unblock utility.

1. Run the Indeed CM - Unblock utility (*Start – All Programs – Indeed*. Default path is %Program Files (x86)/Indeed CM/IndeedCM.Unblock.exe).

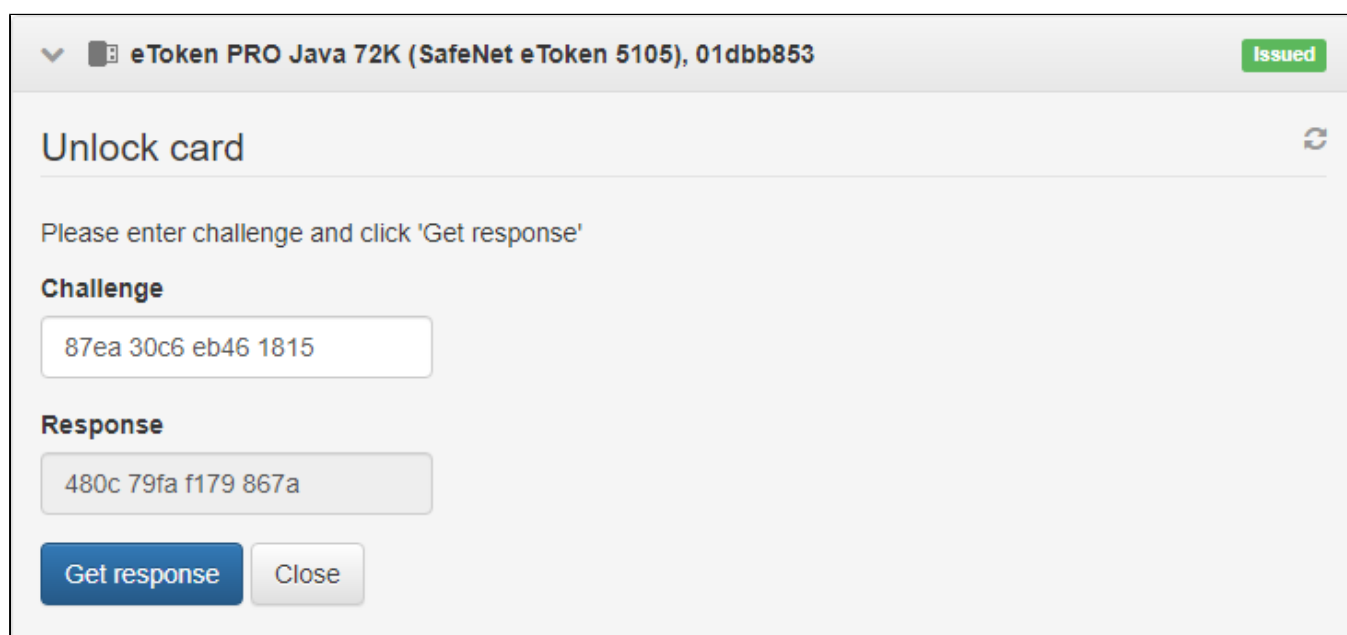
2. Select the smart card from the list in the utility interface and copy the unlock code from the **Challenge data** field.



The screenshot shows a window titled "Unlocking a smart card". It contains the following fields and controls:

- Select a smart card:** A dropdown menu showing "SafeNet Token JC 0: eTokenCa..." with a "Refresh" button to its right.
- Applet:** Two radio buttons, "PKI" (selected) and "GOST".
- Status:** A text field displaying "The smart card is locked".
- Challenge data:** A text field displaying "87ea 30c6 eb46 1815".
- Response data:** An empty text field.
- New PIN:** An empty text field.
- Confirm new PIN:** An empty text field.
- At the bottom right, there are "Unlock" and "Cancel" buttons.

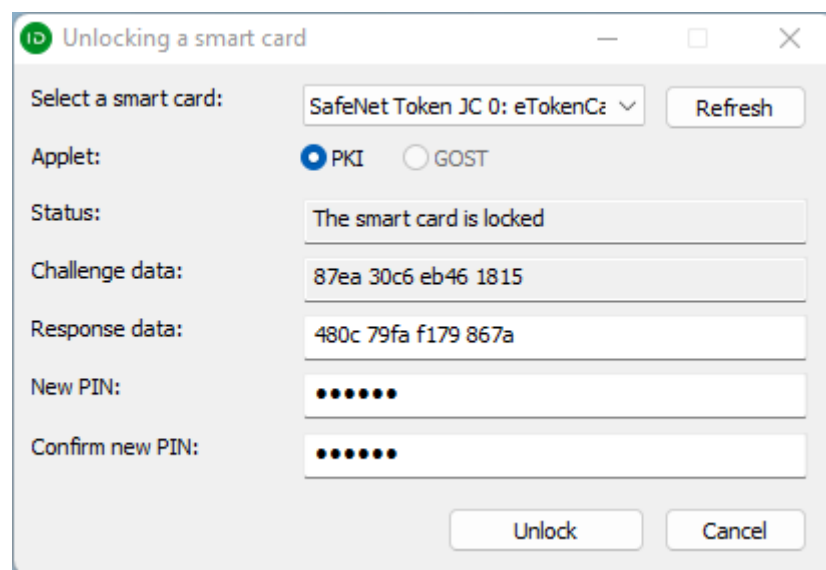
3. Select the card and press **Unlock card**, enter the card unlock code from the utility in the **Challenge** field and click **Get response**.



The screenshot shows a window titled "Unlock card" with a header bar displaying "eToken PRO Java 72K (SafeNet eToken 5105), 01dbb853" and a green "Issued" status button. The main content area includes:

- A message: "Please enter challenge and click 'Get response'".
- Challenge:** A text field containing "87ea 30c6 eb46 1815".
- Response:** A text field containing "480c 79fa f179 867a".
- At the bottom, there are "Get response" and "Close" buttons.

4. Enter the received response code in the Utility's **Response data** field, enter a **New PIN**, confirm it, and click the **Unlock** button.



The screenshot shows a window titled "Unlocking a smart card" with a green ID icon in the top-left corner. The window contains the following fields and controls:

- Select a smart card:** A dropdown menu showing "SafeNet Token JC 0: eTokenC..." with a "Refresh" button to its right.
- Applet:** Two radio buttons, "PKI" (selected) and "GOST".
- Status:** A text field displaying "The smart card is locked".
- Challenge data:** A text field displaying "87ea 30c6 eb46 1815".
- Response data:** A text field displaying "480c 79fa f179 867a".
- New PIN:** A text field with six dots representing a masked PIN.
- Confirm new PIN:** A text field with six dots representing a masked PIN.
- Buttons:** "Unlock" and "Cancel" buttons at the bottom right.