



The Isabel 6 Card Activator

V6.0.0.X

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1. Activate your personal Isabel card

After receiving your Secure Signing Card, you need to perform a once-only activation procedure before you can start using the card. At the end of this procedure, your Secure Signing Card will be activated, and you will be able to add your digital signature to transactions,

You use the **Isabel Card Activator** (Isabel's online activation application) to complete the certification procedure in a speedy and straightforward way.

2. Get ready activating your Isabel card

Please keep following items to hand:

- **The PIN-code associated with the Secure Signing Card:**
 - If you are a new eBanking user this PIN-code can be retrieved from the PIN-letter:
 - You should have received a letter from Isabel containing a PIN-code (= a temporary password) for your card. You need this password to perform the activation procedure.
 - The letter also announces that your Secure Signing Card is available at the bank.
 - The letter contains also the link to the **Customer On Boarding Start page** (<http://www.isabel.eu/start>).
 - If you are an existing eBanking user and you are migrating from IBS5 to Isabel 6 then the PIN-code can be retrieved from the online migration order application.
- **The Secure Signing Card that you wish to activate.**
You should have retrieved this card from the bank.

Note

A Secure Signing Card needs to be activated before the card's final activation date. Make sure your card did not yet expire when you start the activation procedure; the expiration date is mentioned in the pin letter.

⇒ action if your card is expired: order on the Isabel support website a replacement for your Secure Signing Card

(<http://www.isabel.be/support6/en-US/isabel6/administration/cardorder.php>).

3. Starting up the Isabel Card Activator wizard.

To start the Isabel Card Activator Wizard, you only have to navigate to the **Customer On Boarding Start** page (<http://www.isabel.eu/start>).

Note

If you navigate to <http://www.isabel.eu/start> and you did not yet perform the following actions:

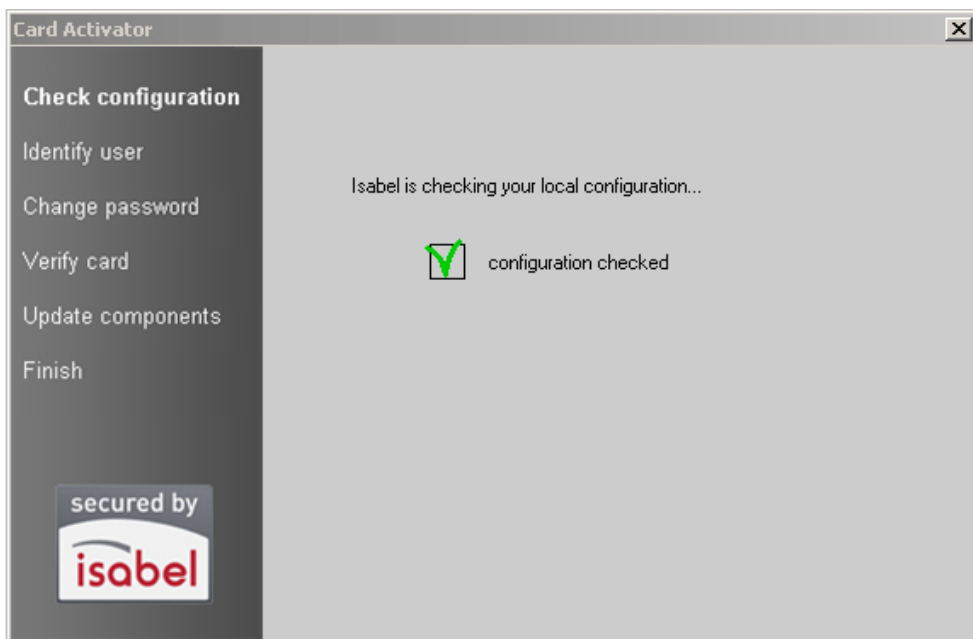
- Install the **Isabel Security Components**; and/or
- Activate the **Secure Signing Card**.

Then these necessary actions will be performed automatically.

4. Executing the Isabel Card Activator wizard.

1. Check configuration:

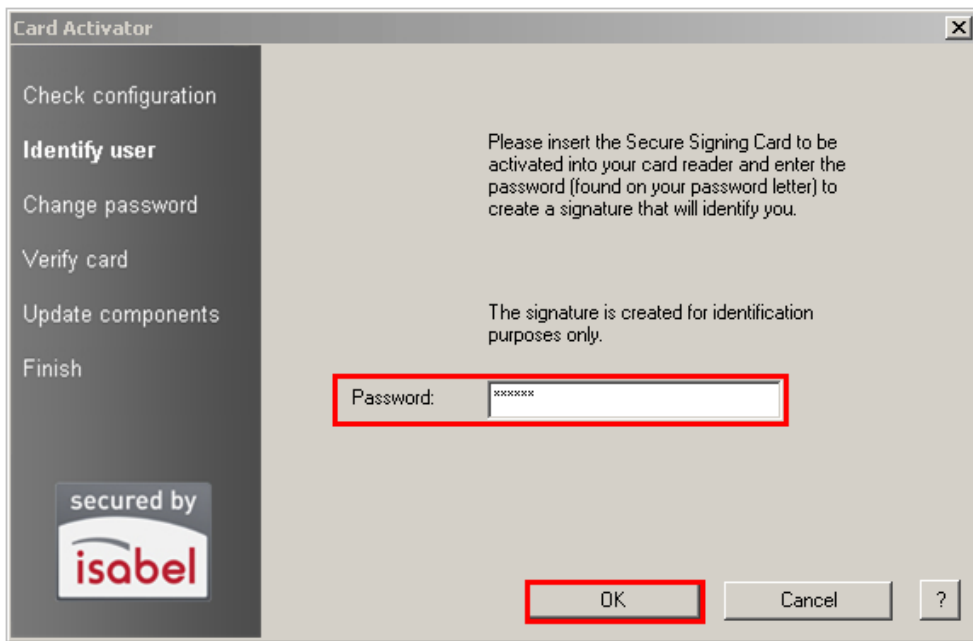
Before the activation procedure is started, **Isabel Card Activator** first runs a check of your current Isabel installation. If everything is OK, you are automatically taken to the next screen.



2. Identify user:

Insert the **Secure Signing Card** to be activated into your card reader and enter the PIN-code (= temporary password) in the password field. The PIN-code can be retrieved from the Isabel PIN-letter you have received (if you are a new eBanking user) or from the online migration order from (if you are migrating from IBS5 to Isabel 6). The password consists of 8 numbers.

Click the **OK** button to continue.



Warning

If you tried to perform the activation procedure on a previous occasion, but were unable to complete it for some reason, you should be extra careful here. If, in your previous attempt, you made it to step 3 and changed the password of your Secure Signing Card, you now need to enter the new password you chose at that time and not the one provided in your Isabel PIN-letter.

3. Change password:

Card Activator

Check configuration

Identify user

Change password

Verify card

Update components

Finish

secured by
isabel

Please enter a new password for your Secure Signing Card and confirm it.

Enter new password: xxxxxxx

Confirm new password: xxxxxxx

Your password must contain between 6 and 8 characters and is not case-sensitive. You may use letters, figures and symbols in your password.

Remark: Do not use obvious passwords such as "Isabel", the name of your company, partner, child or pet. Never write your password on the the back of your Secure Signing Card.

OK Cancel ?

Choose a new password and enter it in the top text field. Valid Isabel passwords contain between 6 and 8 characters and are not case-sensitive.

 **Tip**

Do not choose obvious passwords such as Isabel, your name, the name of your company, partner or pet. Do not write your password on the back of your Secure Signing Card. Keep your card in a safe place and do not leave it in the card reader if you're not working with Isabel.

Enter the password you selected again in the second text field to make sure you didn't make a typing error.

Click the **OK** button.

4. Verify card:

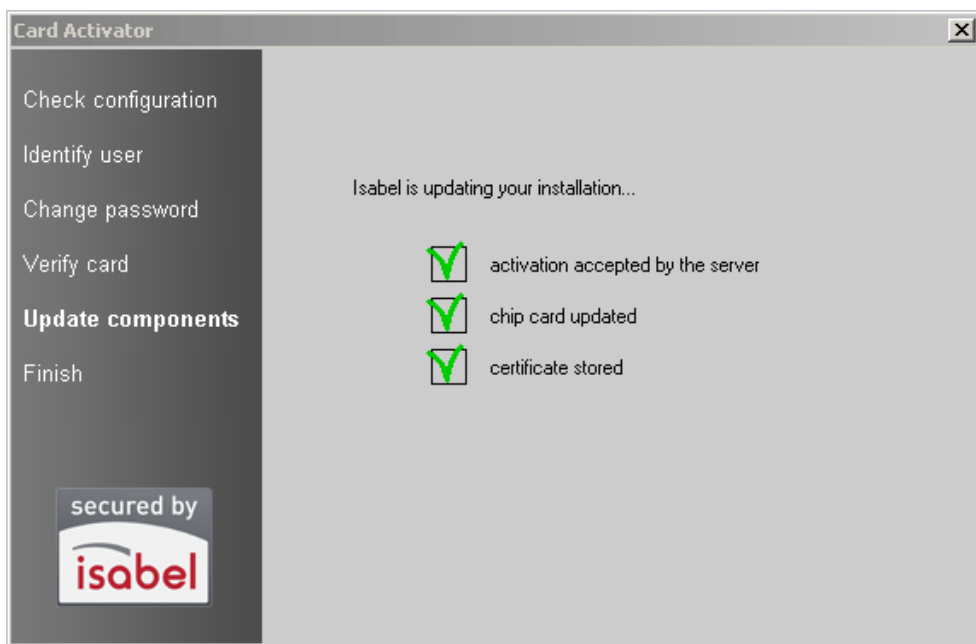


Check whether the Secure Signing Card displayed on your screen matches the one that is in your card reader.

If this is the case, click the **I agree** button to continue.

If this is not the case, click the **Cancel** button and contact the Isabel Help Desk at **(+32) 2 406 40 02** (on working days from 08.00 to 18.00) or restart the certification procedure at a later time.

5. Update Components:



The wizard downloads your new Isabel certificate and updates your system.

- The Isabel server accepts the activation and your user status is updated; and
- Your status on your Secure Signing Card is updated; and
- The certificate is stored in the Internet Explorer Certificate Store.

If everything is OK, you're automatically taken to the next screen.

⚠ Warning

Do NOT remove your card at this time, otherwise the card will not be active, the certificate will not be downloaded but no error will be generated. As a consequence, you will not be able to login in the Isabel 6 application. If you want to remove the card, you have to wait until you have confirmed (OK) in the next window (Finish).

6. Finish:



You've completed the certification procedure and your Secure Signing Card is activated.

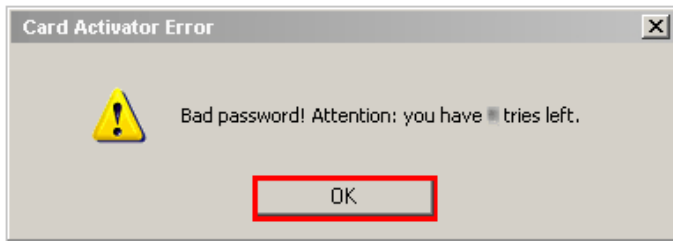
Click the **OK** button to end the Isabel Card Activator wizard.

5. You need help?

- If you experience any difficulties with the activation of your Secure Signing Card, you are strongly advised to consult the Isabel Knowledge Base on <http://www.isabel.eu/support6>.
- If the help system fails to provide a solution for the problem you have encountered, you can contact the Isabel Help Desk at **(+32) 2 406 40 02** (on working days from 08.00 to 18.00).

6. Frequently Asked Questions

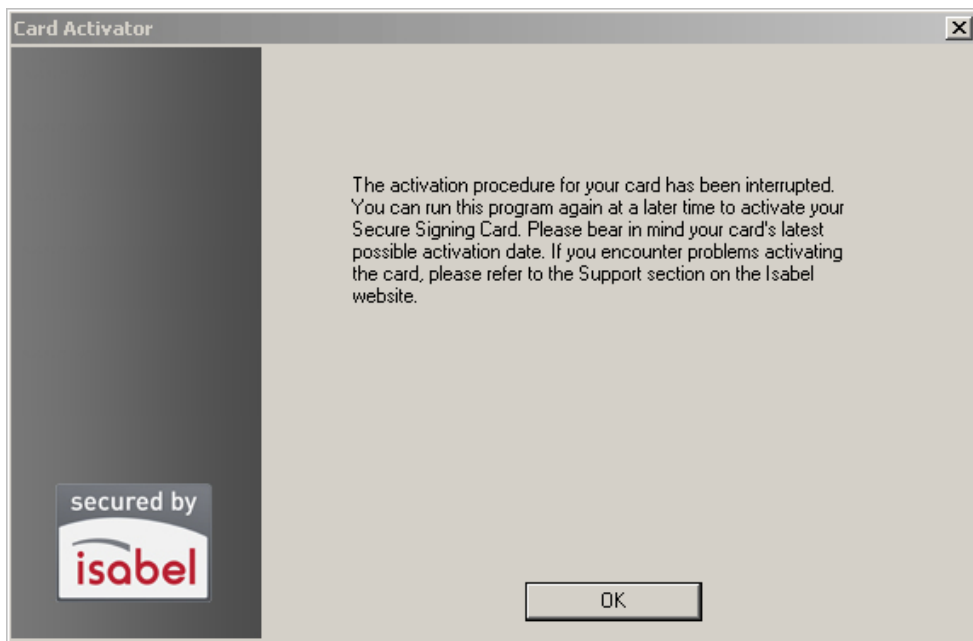
- **Question:** What to do when I receive the following error in the **Identify user window** ⇒ "Bad password! Attention: you have ... tries left".



Card Activator ErrorCard Activator Error

Answer: In total you only have 5 consecutive attempts to enter the correct password. Double check the password.

- Temporary password **before** activation: provided as your Isabel PIN-code.
 - Password **after** activation: chosen during the Card Activation.
- **Question:** What to do when I have interrupted the activation procedure?



Answer: You can restart the activation later but keep in mind that the Secure Signing Card needs to be activated before the card's final activation date (mentioned in the pin letter).