



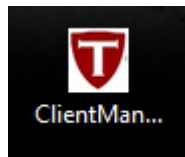
PKI TOKEN  
PIN MANAGEMENT  
USER MANUAL  
(END USER)

## 1.0 RESET PIN

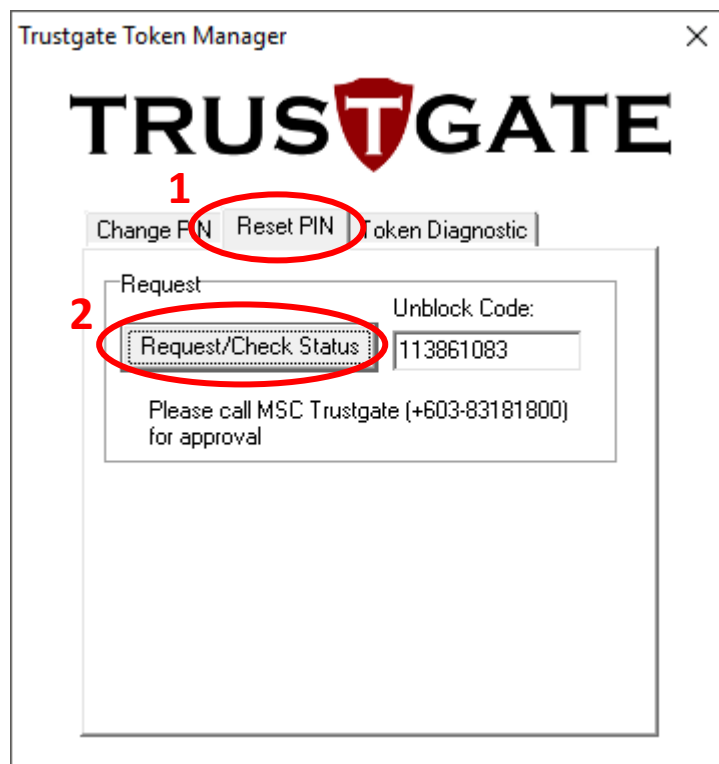
**Pre-requisite:**

- Your computer must have internet connection.
- Trustgate USB Token is already plugged-in on your computer.
- You must download and extract the ClientManager.zip file.  
([Click here to download Zip file](#))

1) Double click the **ClientManager.exe** tool's icon on your computer as below image.



2) To unblock your usb token, click on **Reset Pin** tab, then click on **Request/Check Status** button. Unblock Code will be displayed and you will received an email to acknowledge your request to reset pin. You can **close** the tool.



After you receive below email, kindly call Trustgate for us to validate and approve your request to reset pin.

# TRUSTGATE

Dear Muhammad,

We would like to acknowledge you that, we had received a request to reset PIN of an USB Token registered on your name and this email address.

If you are unaware of this request, kindly contact us immediately.

You are required to call us (+603-83181800) before we can approve this request.

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- 3) After call and validate with Trustgate, you will received another email acknowledge your request being validated.

# TRUSTGATE

Dear Muhammad,

We would like to inform you that your request to reset USB PIN has been approved.

Kindly use the same software to set the new PIN of your USB Token.

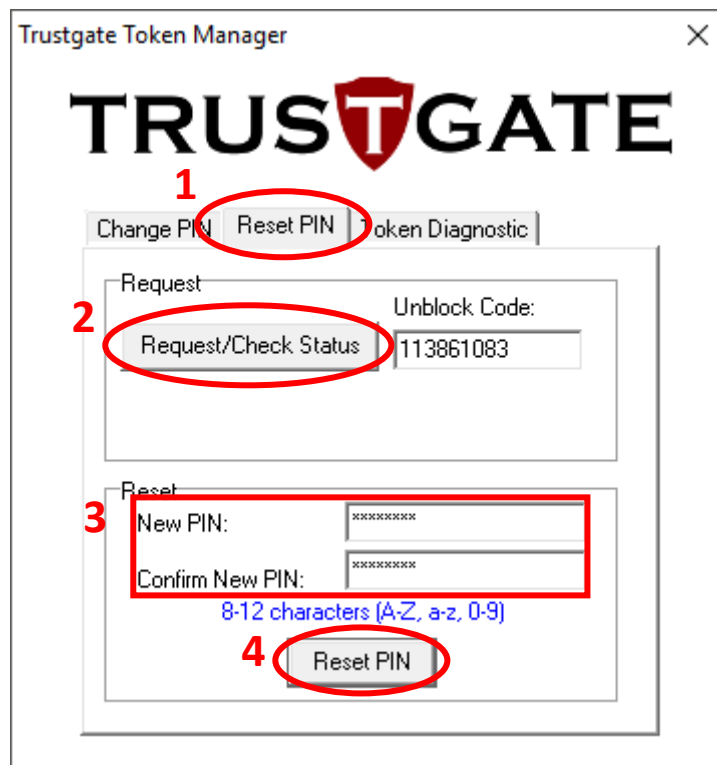
If you receive this email by mistake or do not perform any request, please contact us immediately (+603-83181800, or reply to this email).

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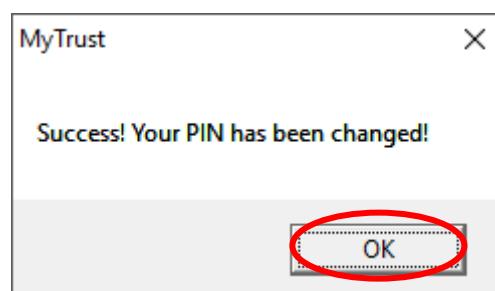
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- 4) Open the **ClientManager.exe** tool again and click on **Request/Check Status** button. Now you will be able to enter new PIN. Enter your new pin in **New PIN** and **Confirm New PIN** textbox provided, then click **Reset PIN** button.

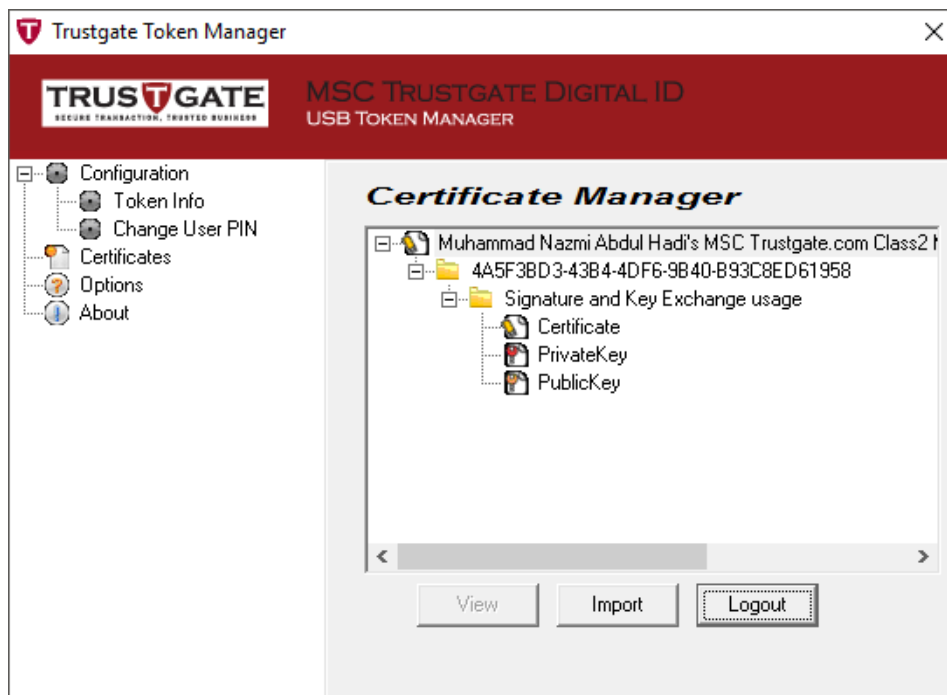
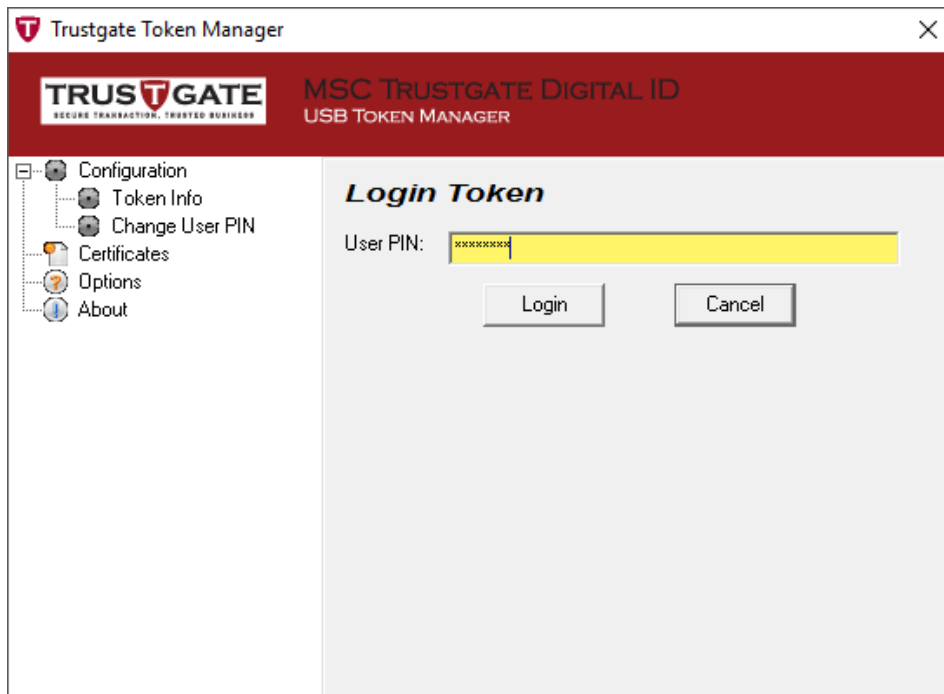
\*The **Reset PIN** button will not appear unless the PIN you entered is 8 – 12 digit and are the same for both **New PIN** and **Confirm New PIN** textbox.



You will then see a success pin changed pop-up window. Click **OK** button.

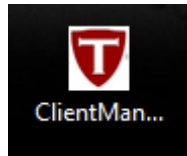


- 5) You will now be able to use your new PIN to login to your Trustgate Token Manager application to view your certificate or login to website for document signing (**eFiling Kehakiman, eBanker BIMB, Quest3plus BPFK, BNM, etc2**).



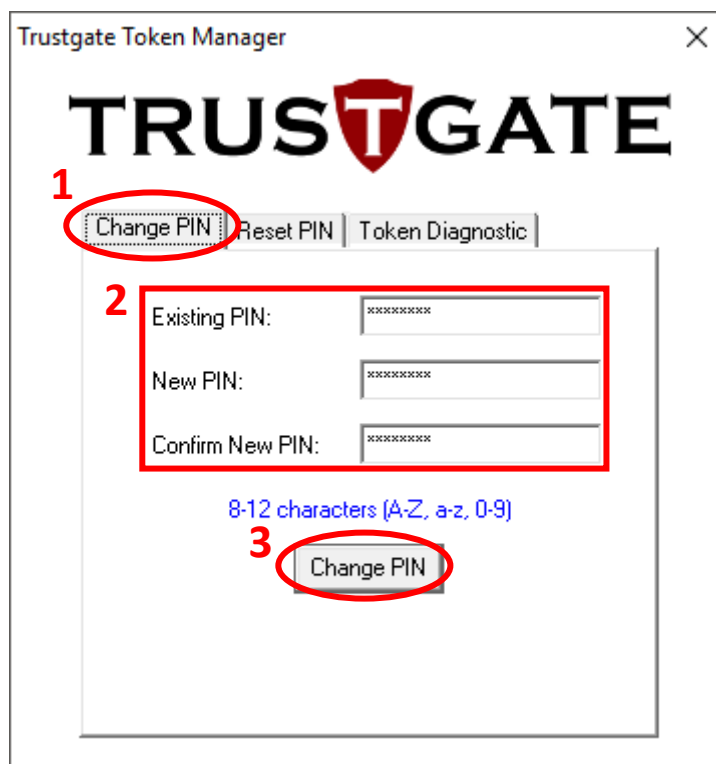
## 2.0 CHANGE PIN

- 1) Double click the **ClientManager.exe** tool's icon on your computer as below image.

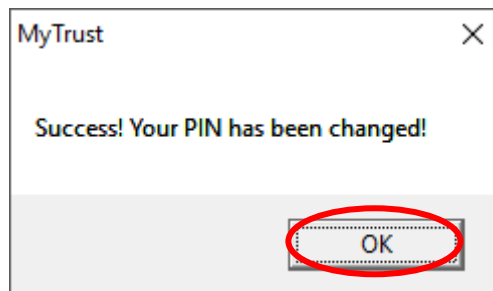


- 2) To change token PIN, click on **Change PIN** tab, enter **Existing PIN**, **New PIN**, and **Confirm New PIN**, then click **Change PIN**.

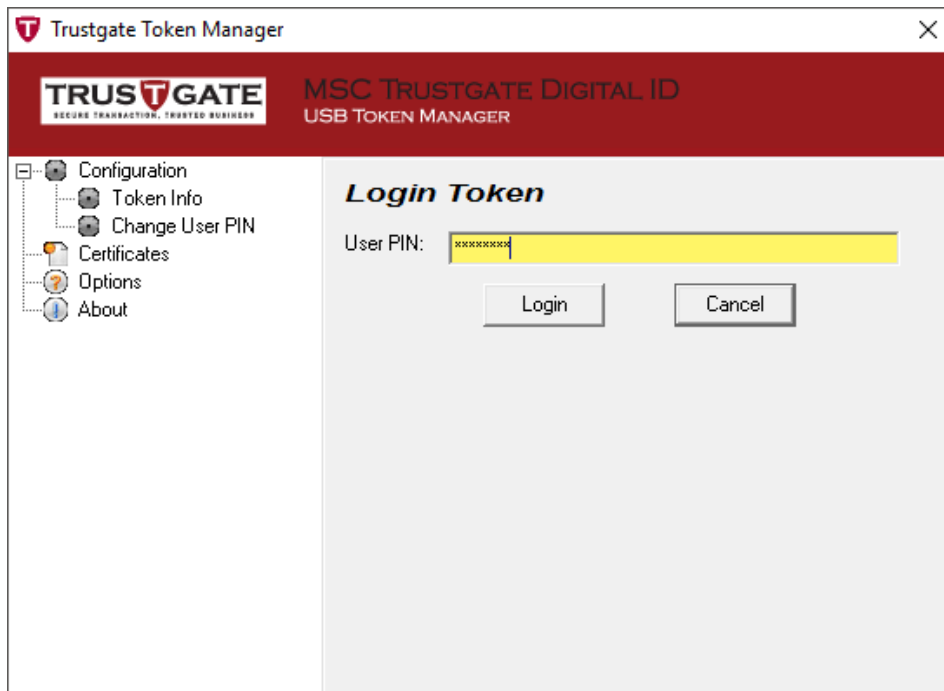
\*The **Change PIN** button will not appear unless the PIN you entered is 8 – 12 digit and are the same for both **New PIN** and **Confirm New PIN** textbox. Please make sure your **Existing Pin** is also entered correctly.

The screenshot shows the 'Trustgate Token Manager' application window. At the top, the 'TRUSTGATE' logo is displayed. Below the logo, there are three tabs: 'Change PIN', 'Reset PIN', and 'Token Diagnostic'. The 'Change PIN' tab is selected and circled in red with a red '1' next to it. Below the tabs, there are three text input fields: 'Existing PIN:', 'New PIN:', and 'Confirm New PIN:'. Each field contains a series of asterisks. A red box surrounds these three fields, with a red '2' next to it. Below the input fields, the text '8-12 characters (A-Z, a-z, 0-9)' is displayed. At the bottom, there is a 'Change PIN' button, which is circled in red with a red '3' next to it.

You will then see a success PIN change pop-up window. Click **OK** button.

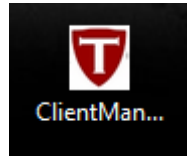


- 3) You may use the new PIN to re-login to view certificate on Trustgate Token Manager application or login to website for document signing (**eFiling Kehakiman, eBanker BIMB, Quest3plus BPFK,BNM,etc2**).

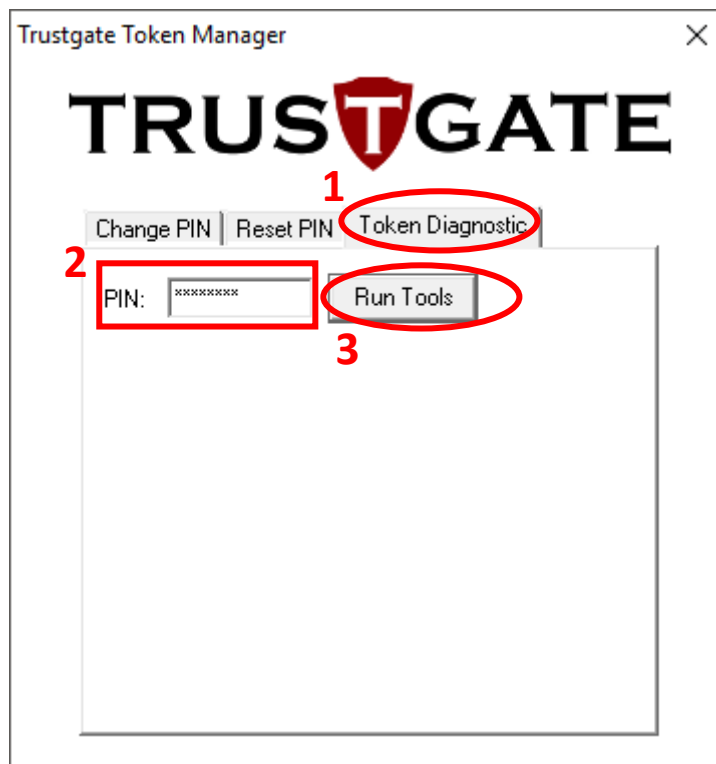


### 3.0 TOKEN DIAGNOSTIC

- 1) Double click the **ClientManager.exe** tool's icon on your computer as below image.

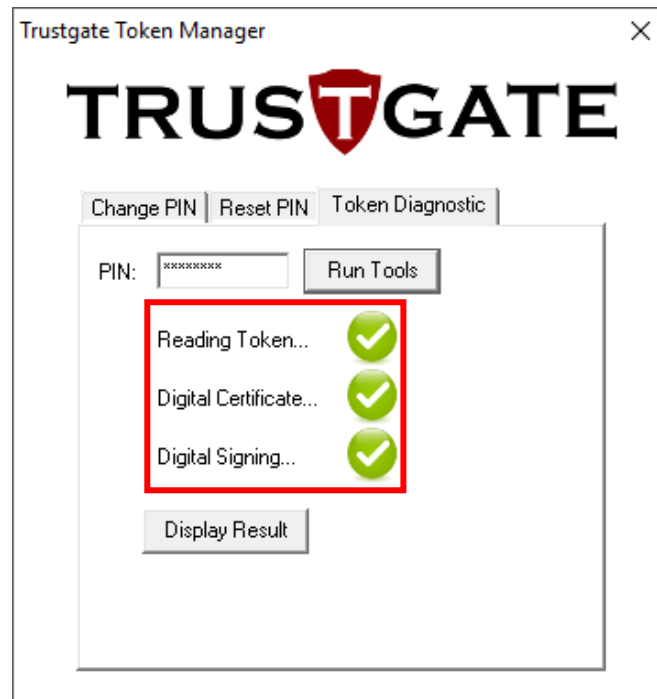


- 2) To diagnose token problem, click on **Token Diagnostic** button, enter token PIN on the textbox provided and click **Run Tools** button.

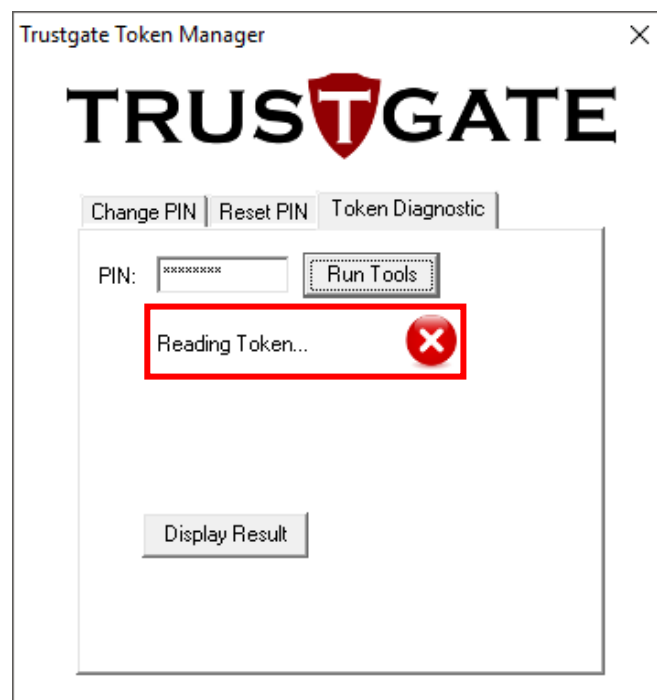




A new pop up window will display whether success to read the USB token status.



If no USB token plugged in on your computer, it will display fail reading token.



- 3) Click on **Display Result** button and new window will pop up and display all token information including the certificate info. Click **OK** button to close the pop up window.

