CLARIEN IBANK

Clarien Security Key (USB hard token device) Reset Guide





From enhanced features and transfer capabilities, this system was designed to help you reach your financial goals.

#### **PROTECT YOUR DATA**

As part of our ongoing commitment to safeguarding your personal and financial information, we would like to remind you about the importance of being vigilant against phishing attempts. Phishing is a fraudulent practice where individuals attempt to obtain sensitive information such as usernames, passwords, and credit card details by disguising as a trustworthy entity.

To protect yourself from falling victim to phishing attacks, please keep the following in mind: **1. Be cautious of unsolicited emails or messages.** 

If you receive an email or message asking for personal information or directing you to a suspicious website, do not click on any links or provide any sensitive information.

#### 2. Verify the authenticity.

Always verify the sender's email address or contact information before responding to any requests for personal information. Legitimate financial institutions will never ask you to provide sensitive information through non-secure channels.

#### 3. Secure your online accounts.

Ensure that your passwords are strong, unique, and regularly updated. Enable multifactor authentication wherever possible to add an extra layer of security to your accounts.

4. Keep your devices and software updated.

Regularly update your devices, including computers and smartphones, with the latest security patches and software updates to protect against vulnerabilities that could be exploited by hackers.

#### 5. Report suspicious activity.

If you suspect that you have received a phishing email or been targeted by a phishing attempt, report it to us immediately. By reporting such incidents, you can help prevent others from falling victim to similar attacks.

Remember, your security is our top priority, and we are committed to working together with you to ensure the protection of your personal and financial information. Thank you for your continued trust in Clarien Bank.

← Settings		- 8
•	Accounts > Sign-in options	
Find a setting	Some of these settings are managed by your organization.	
	Ways to sign in	
System Bluetooth & devices	Facial recognition (Windows Hello)     This option is currently unavailable	Ý
Network & internet	Fingerprint recognition (Windows Hello) This option is currently unavailable	Ý
Apps	FIN (Windows Hello)         Sign in with a PN Recommended)	~
Accounts		
🈏 Time & language	Sign in with a physical security key	^
<ul> <li>Gaming</li> <li>Accessibility</li> </ul>	Sign in to apps with a physical security key	Manage
Privacy & security	Password Sign in with your account's password	~
Windows Update	Additional settings	

## HARD TOKENS ON MICROSOFT: PIN CHANGE

On your laptop or computer, Go to Settings -> Accounts -> Sign-in Options -> Security Key -> Manage.

Insert the security key into the USB drive.

4			
Windows Hello setup		×	
••'	•		
Touch your security ke	у.		
	Close		
	close	_	

Touch the security key when prompted.

Creating a PIN for your security ke Change Reset Security Key Remove everything from this security factory settings Reset	ry helps keep you	
	Close	

Under Security Key PIN, click on the Change button.

Windows Hel	ello setup X	
Chang	ge your security key PIN	
- ÷	••••	
	••••	
	OK Cancel	

Enter the Old PIN, then enter the new PIN twice.

Click on the OK button.

Windows Hello setup	×	
Creating a PIN for your security k secure Change	xey helps keep you	
Reset Security Key Remove everything from this security factory settings Reset	urity key and reset to	
	Close	
	,	

Click on the Close button to complete your PIN change.

← Settings		-	0 :
	Accounts > Sign-in options		
Find a setting	Some of these settings are managed by your organization.		
The strang	Ways to sign in		
<ul> <li>System</li> <li>Bluetooth &amp; devices</li> </ul>	Facial recognition (Windows Hello)     This option is currently unavailable		~
Network & internet	Fingerprint recognition (Windows Hello) This option is currently unavailable		~
Personalization Apps	PIN (Windows Hello) Sign in with # 7N (Recommended)		~
Accounts			
3 Time & language	Sign in with a physical security key		^
<ul> <li>Gaming</li> <li>Accessibility</li> </ul>	Sign in to apps with a physical security key	Manage	
Privacy & security	Password Sign in with your account's password		~
Windows Update	Additional settings		

## HARD TOKENS ON MICROSOFT: TOKEN RESET

On your laptop or computer, Go to Settings -> Accounts -> Sign-in Options -> Security Key -> Manage.

Insert the security key into the USB drive.

Windows Hello setup X	
· · · · ·	
Touch your security key.	
Close	

Touch the security key when prompted.



Under Reset Security Key, click on the Reset button.

Then, reinsert your Security Key when prompted.

Windows Hello setup	,	×	
Г			
<u>ل</u>			
Touch your security key twice	within 10 seconds		
Learn more			
	Cancel		

Next, touch your Security key twice within 10 seconds, when prompted.

Vindows Helio setup X	
$\wedge$	
Reset Security Key	
The security key will be reset to factory settings. All data and credentials on this key will be cleared.	
Brocand	
Calice	

The Security Key will be reset to factory settings. All data and credentials on the key will be cleared.

Click on the Proceed button to continue.



The Security Key reset is complete.

Click on the Done button to finalize the request.

**WARNING**: This is a factory reset. This will DELETE all existing credentials in the USB token.

# HARD TOKENS ON MacOS: PIN CHANGE

On Google Chrome, go to chrome://settings/securityKeys.

Go to Create a PIN.

0	Settings	Q Search settings	
*	You and Google	← Manage security keys	
	Autofill and passwords	Manage phones	•
0	Performance	Control which phenes you use as security keys	
	Appearance	Create a PIN Protect your security key with a PIN (Personal Identification Number)	,
Q	Search engine	Sign-in dets	,
	Default browser	manage agri-si vala alviev on your aevoniy x6y	
Ċ	On start-up	Add and delete fingerprints saved on your security key	,
0	Languages	Reset your security key This will delete all data on the security key, including its PIN	,
<u>+</u>	Downloads		



Insert and touch the Security Key when prompted.

Enter your current PIN to change it. If you don't know your PIN, you'll need to reset the security key, then create a new PIN.
Current PIN
<b>⊙</b>
Enter your new DIN & DIN must be at least 4 characters long and can contain
letters, numbers and other characters.
PIN Confirm PIN
Cancel Save

Enter your Current PIN.

Then, enter and confirm your new PIN.

Click the Save button.

Change a PIN Your PIN was created	ОК
	ОК

Click on the OK button to complete your PIN change request.

# HARD TOKENS ON MacOS: TOKEN RESET

On Google Chrome, go to chrome://settings/securityKeys.

Go to Reset your security key.

Settings	Q Search settings	
You and Google	← Manage security keys	
Autofill and passwords		
Privacy and security	Manage phones Control which phones you use as security keys	,
Performance	Create a PIN	
Appearance	Protect your security key with a PIN (Personal Identification Number)	3
Q Search engine	Sign-in data Manage sign-in data stored on your security key	,
Default browser	manañe añri-si nara aroian ou koni seorutk wak	
() On start-up	Fingerprints Add and delete fingerprints saved on your security key	,
Languages	Reset your security key This will delate all data as the security key instruction its DIN	,
Downloads	This will delete all data on the security key, including its Pily	



Insert and touch the Security Key when prompted.



The Security Key is now reset. Click the OK button to complete the request.

**WARNING**: This is a factory reset. This will DELETE all existing credentials in the USB token.



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