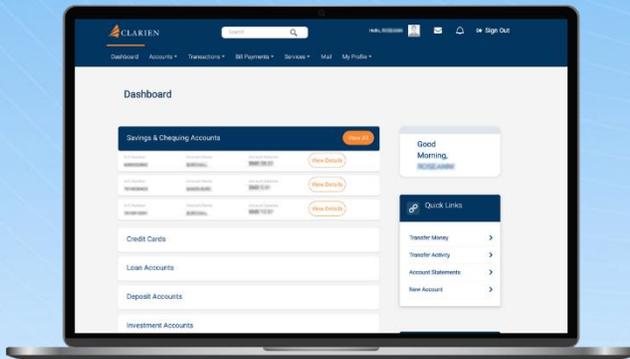




Clarien Security Key (USB hard token device) Reset Guide



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 multi-factor 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.

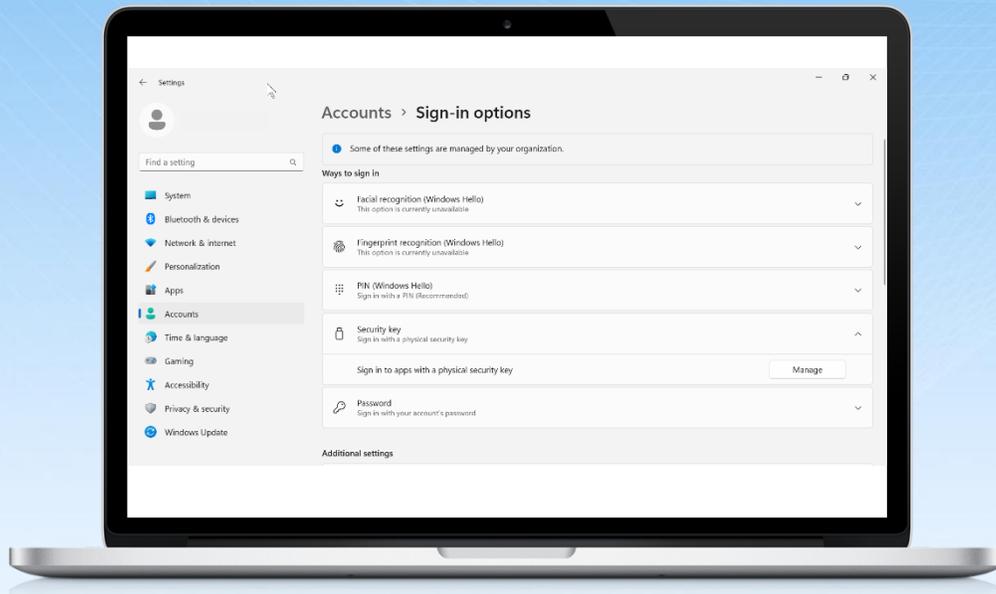
If you suspect that you have received a phishing email or been targeted by a phishing attempt, report it to us immediately. By reporting such incidents, you can help prevent others from falling victim to similar attacks.

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.

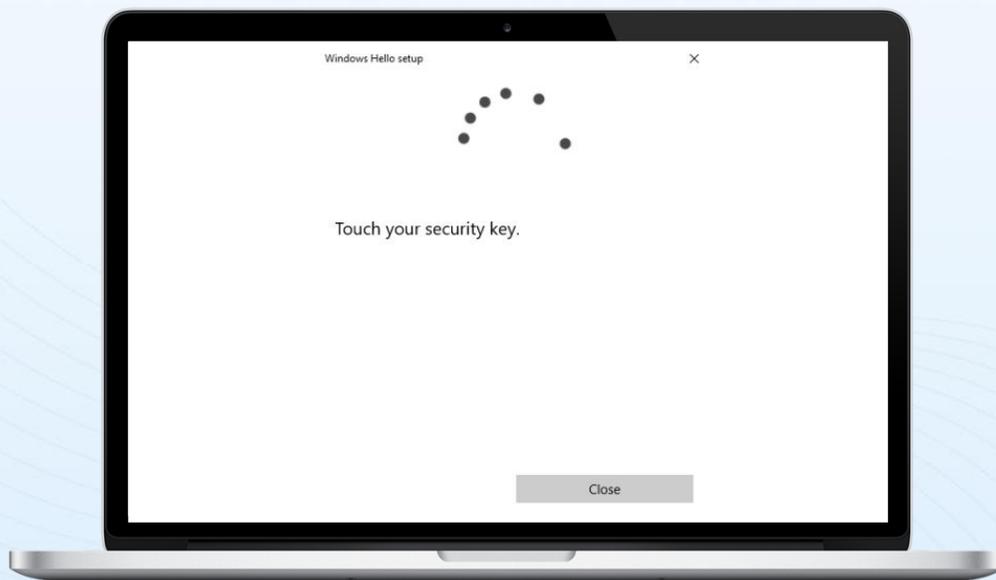
HARD TOKENS ON MICROSOFT: PIN CHANGE

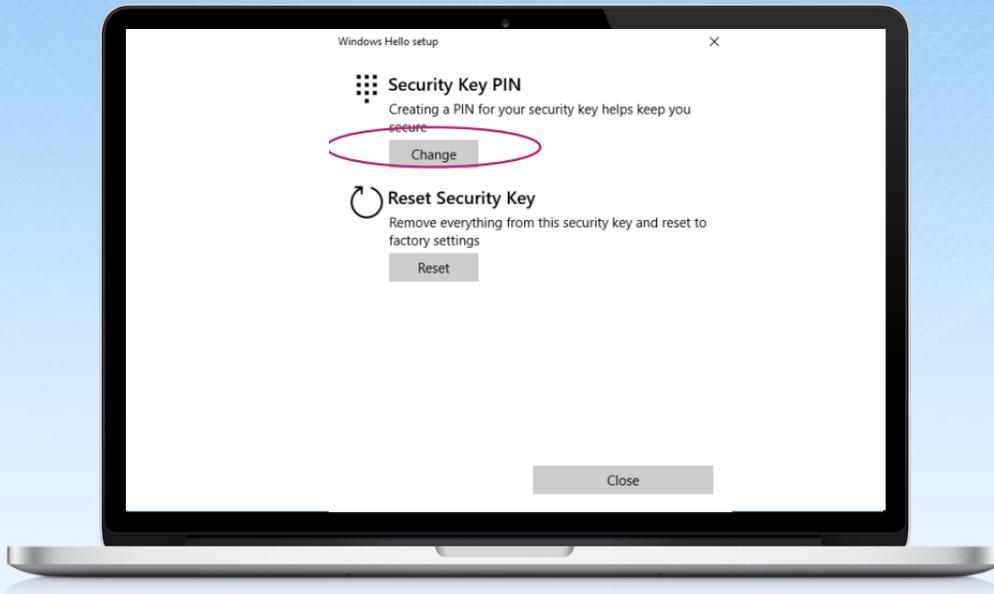
On your laptop or computer, Go to Settings -> Accounts -> Sign-in Options -> Security Key -> Manage.

Insert the security key into the USB drive.

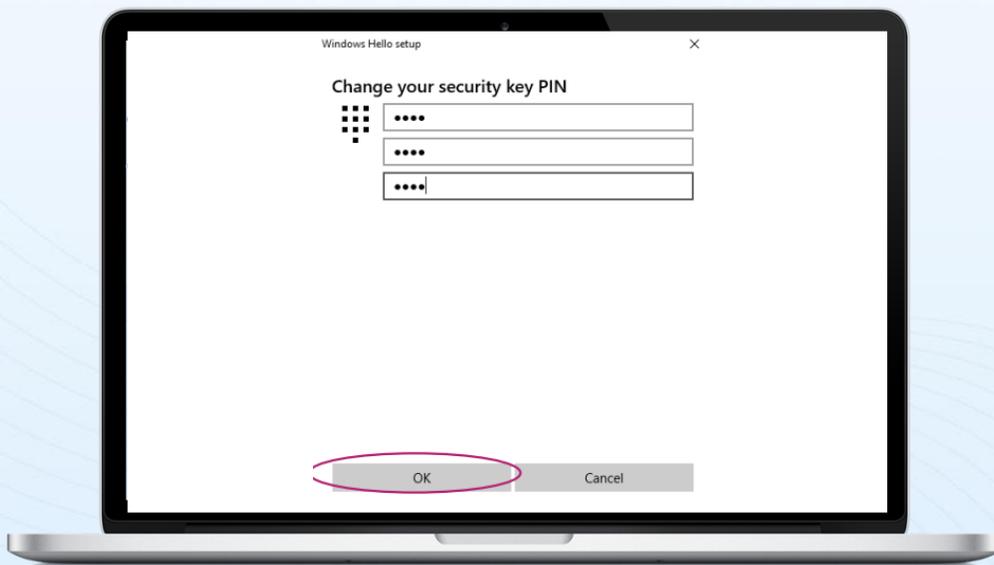


Touch the security key when prompted.



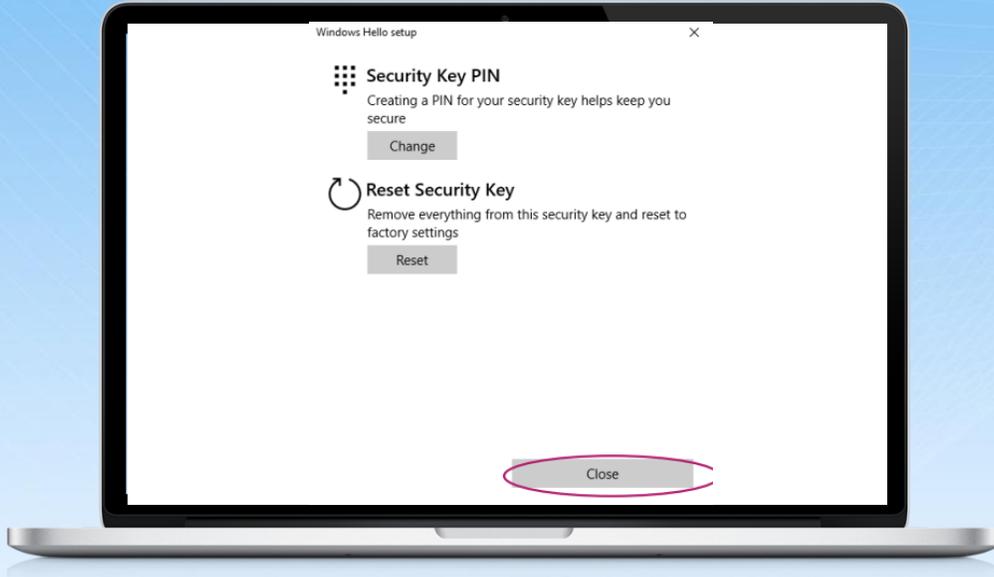


Under Security Key PIN, click on the Change button.



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

Click on the OK button.

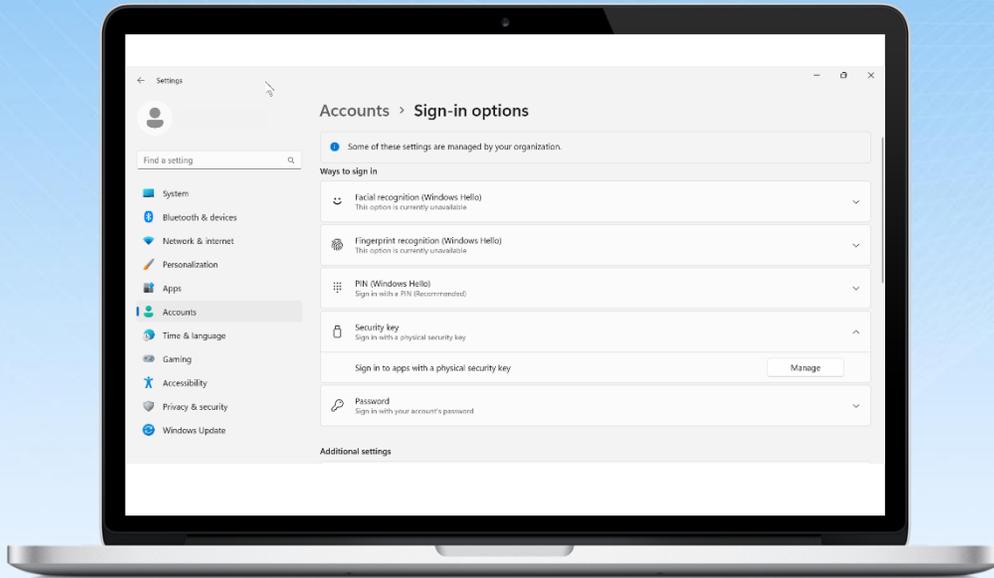


Click on the Close button to complete your PIN change.

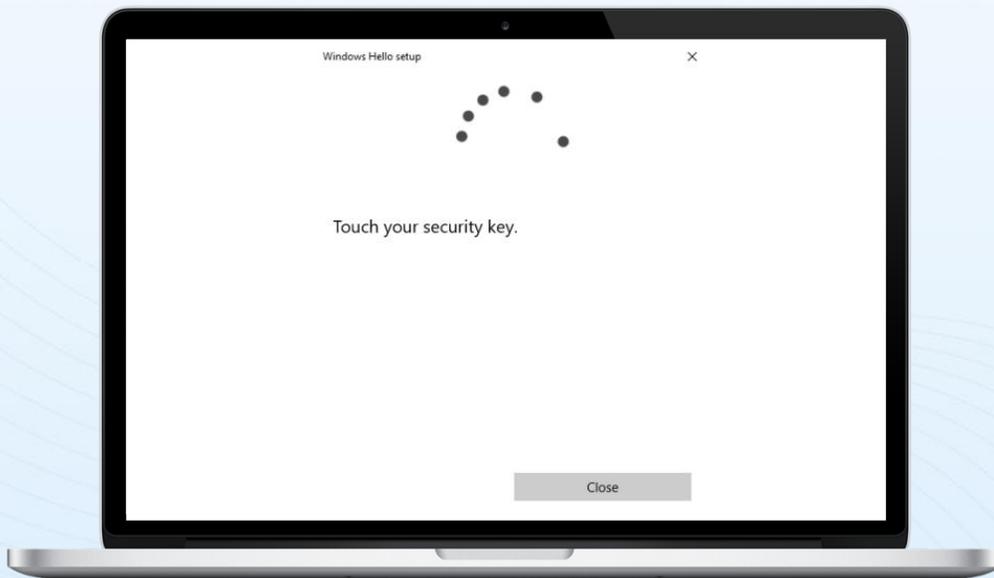
HARD TOKENS ON MICROSOFT: TOKEN RESET

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

Insert the security key into the
USB drive.

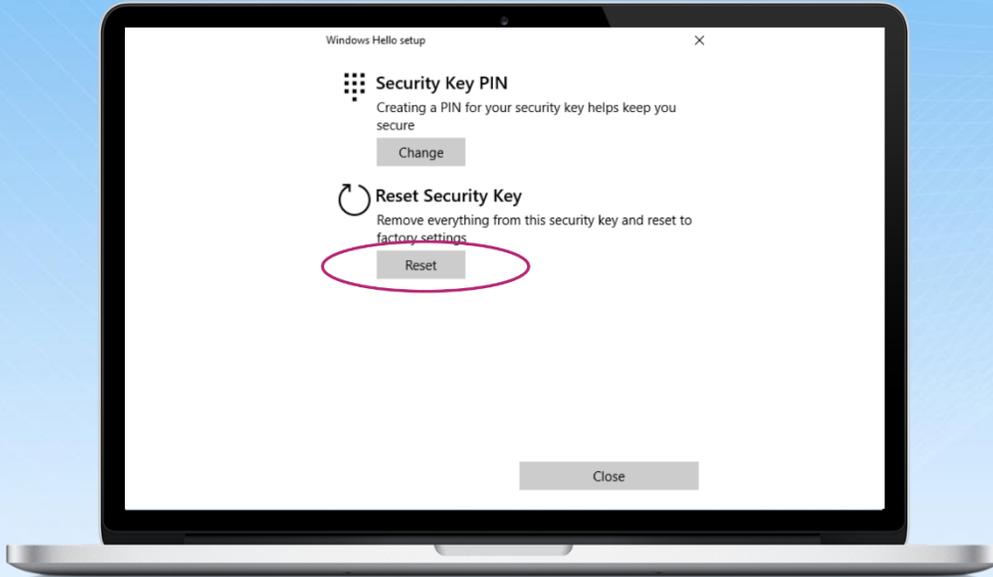


Touch the security key when
prompted.



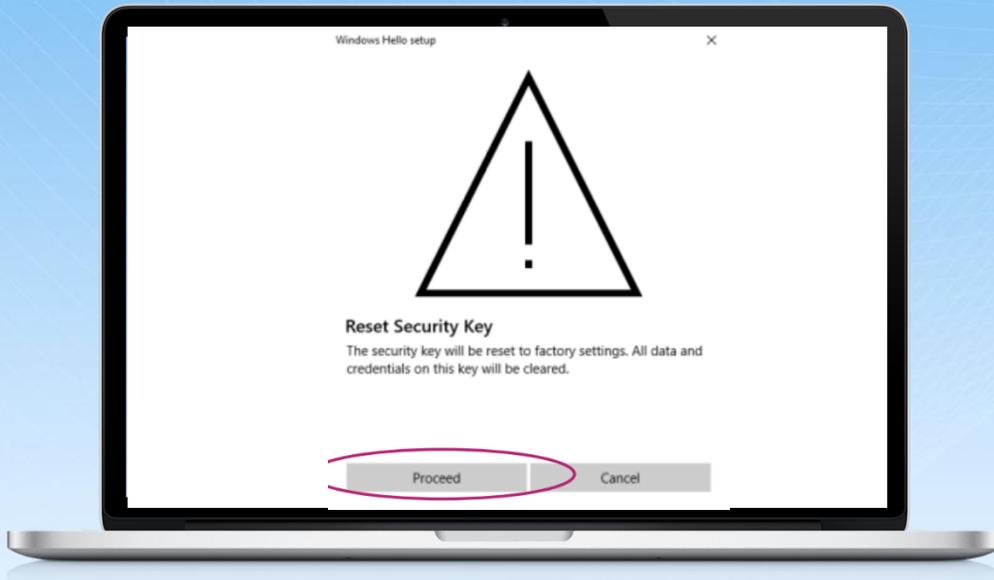
Under Reset Security Key, click on the Reset button.

Then, reinsert your Security Key when prompted.



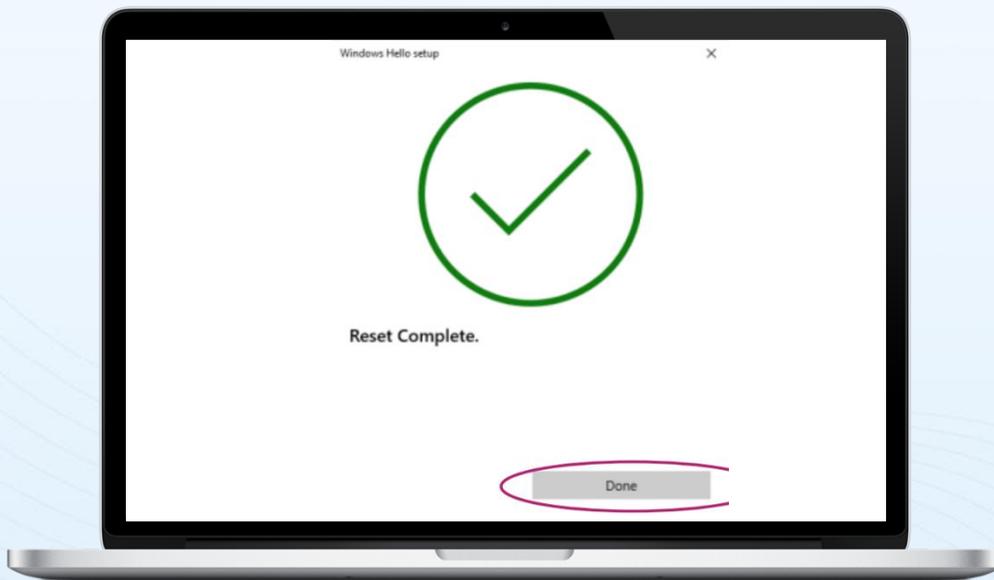
Next, touch your Security key twice within 10 seconds, when prompted.





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.

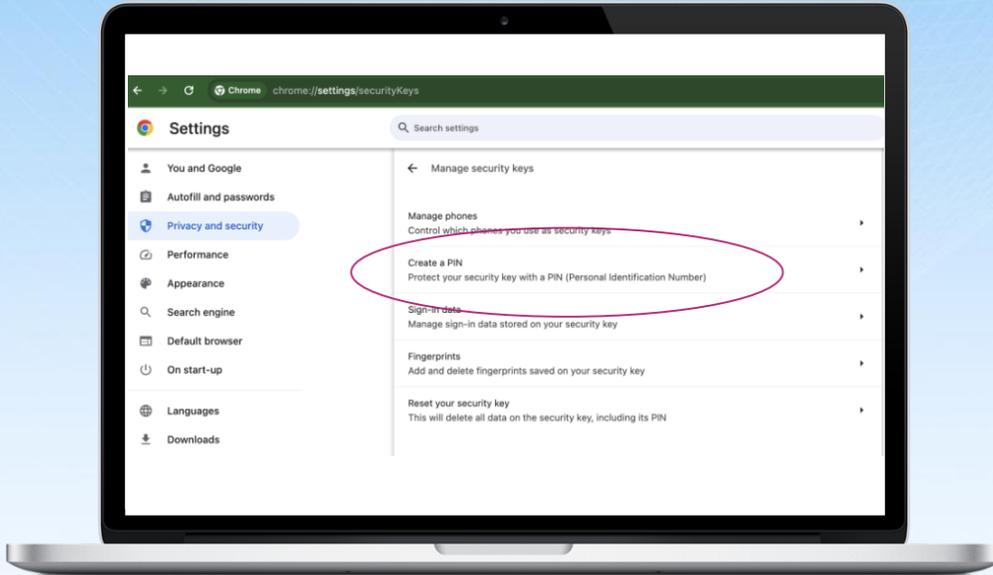
Click on the Done button to finalize the request.

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

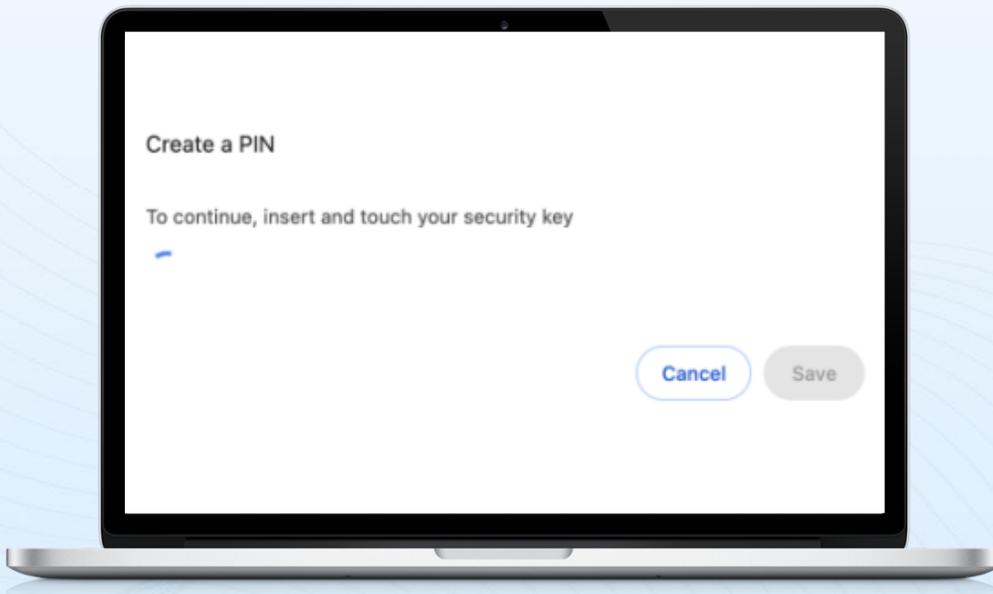
HARD TOKENS ON MacOS: PIN CHANGE

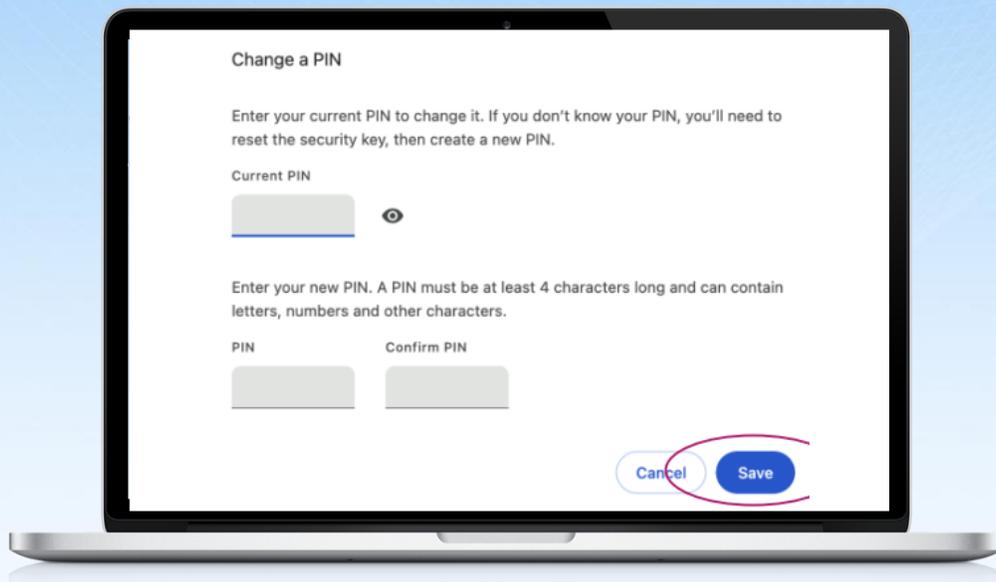
On Google Chrome, go to `chrome://settings/securityKeys`.

Go to Create a PIN.



Insert and touch the Security Key when prompted.

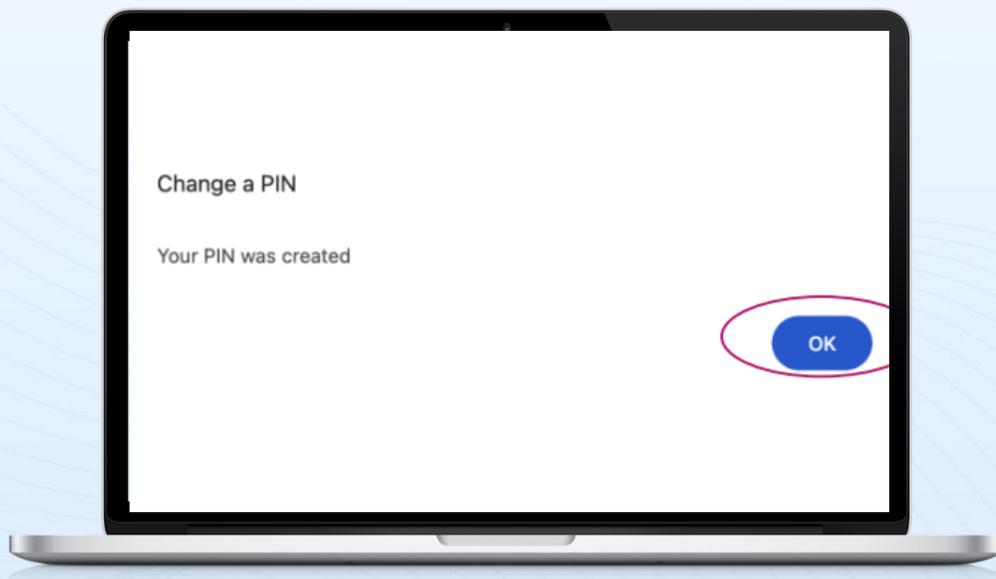




Enter your Current PIN.

Then, enter and confirm your new PIN.

Click the Save button.

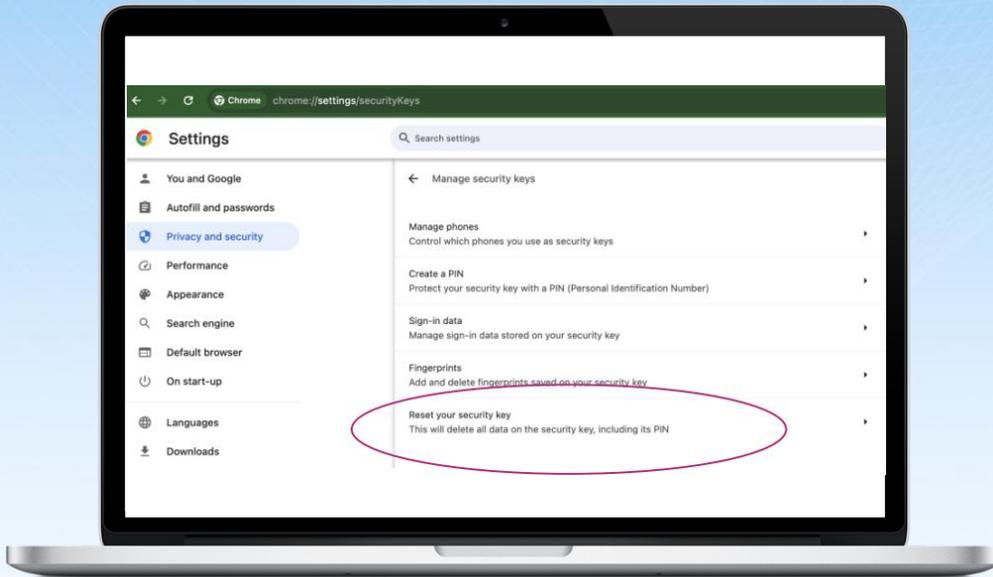


Click on the OK button to complete your PIN change request.

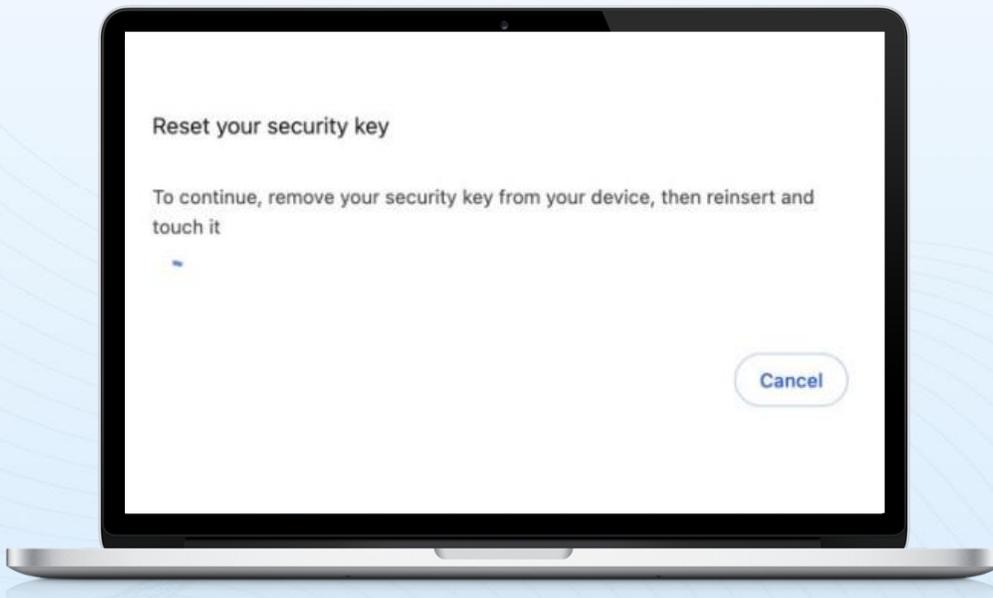
HARD TOKENS ON MacOS: TOKEN RESET

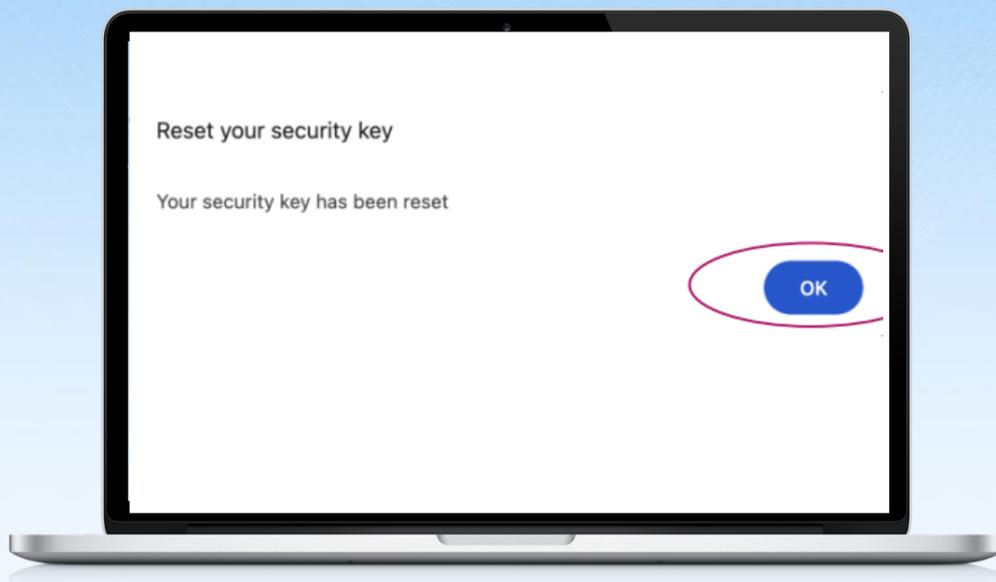
On Google Chrome, go to `chrome://settings/securityKeys`.

Go to Reset your security key.



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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