PIN PROBLEMS

If you enter a wrong PIN: ➔

Then the token switches off: ➔

Wait 3 seconds before trying again.
The token will display WAIT
if you retry before 3 seconds.

After 9 wrong PINs: ➔

After 10 wrong PINs: ➔

STOP

DO NOT TRY ANYTHING ELSE!

IF YOUR TOKEN IS LOCKED, OR IF YOUR LOGIN ATTEMPTS ARE REJECTED

Call your Computer Representative,
or the ECMWF Call Desk on
+44 118 9499303

UNLOCKING YOUR PIN

1 Call your Computer Representative, or the ECMWF Call Desk on **+44 118 9499303**

Give your name and User ID, explain that your Actividentity token is locked.
You will be asked to give a "challenge code":

Press ➔ LOCKED

Press ➔ 45152390

Give the displayed challenge code to your Administrator: e.g. 45152390

2 Your administrator will give you a challenge response over the phone for instance: 34756850

34756850 ➔ COMPLETE

3 After 3 seconds, you will be asked to choose a new PIN. NEW PIN

Please refer to the section
"TO CHANGE YOUR PIN"
to complete this procedure.
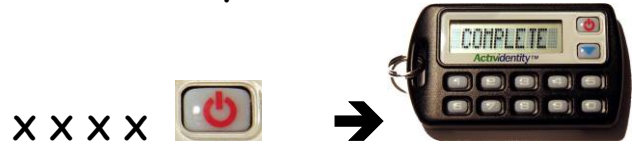
ECMWF

Your Actividentity Keychain Token V2
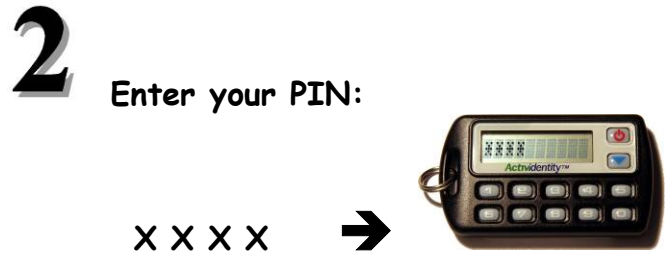
A Quick User's Guide

ON FIRST USE

Change the default PIN to your own. The default PIN is 1254 unless your Administrator gave you another one.

1 Press ⏻ ➜ [ENTER PIN]

2 Enter the default PIN 1254

1 2 5 4 ➜ [NEW PIN] ➜

3 Choose a 4 to 6 digit PIN. Simple PINs like 1234 or 0000 and the previous PIN 1254 are not accepted.

X X X X ⏻ ➜ [CONFIRM]

Now confirm your PIN:

X X X X ⏻ ➜ [COMPLETE]

4 After 3 seconds, the token displays your first 8 digit "one time password" (OTP). [46004104]

NORMAL LOGIN

1 Press ⏻ ➜ [ENTER PIN]

2 Enter your PIN:

X X X X ➜ [****]

3 The token immediately displays your 8 digit "one time password" (OTP). [46004104]
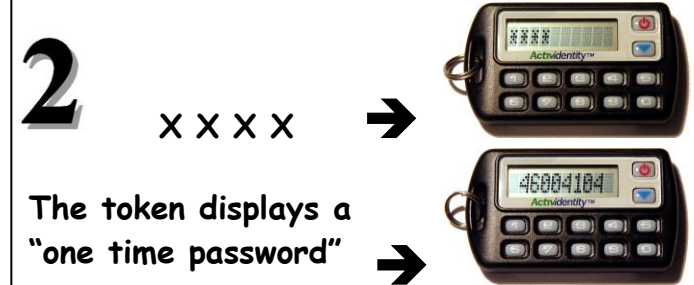
The token will switch off after 60 seconds.

If you need another OTP, start this procedure all over again.

TO CORRECT A WRONG ENTRY

Use the ▼ key to backspace one digit.

TO CHANGE YOUR PIN

1 Press ⏻ ➜ [ENTER PIN]

2 X X X X ➜ [****]

The token displays a "one time password" ➜ [46004104] ➜

3 Press ▼ ➜ [CHANGE PIN]

Press ⏻ ➜ [NEW PIN]

4 Enter your new PIN (4 to 6 digits). Simple PINs like 1234 or 0000 and the previous PIN are not accepted.

X X X X ⏻ ➜ [CONFIRM]

X X X X ⏻ ➜ [COMPLETE]

Token switches off: