

ČSOB CEB CHIP CARD USER GUIDE FOR WINDOWS

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1 INTRODUCTION – REQUIREMENTS FOR SUCCESSFUL LOGIN TO THE SERVICE

To successfully log in to the service, first install the latest SecureStore application (Chapter 2). To log in via Chrome and Opera, install the browser extension (Chapter 3).

2 INSTALLING SECURESTORE AND REGISTERING CERTIFICATES IN THE OS

If you have an old version of the **SecureStore** application, the new version will automatically uninstall the old version first and then the new version will be installed.

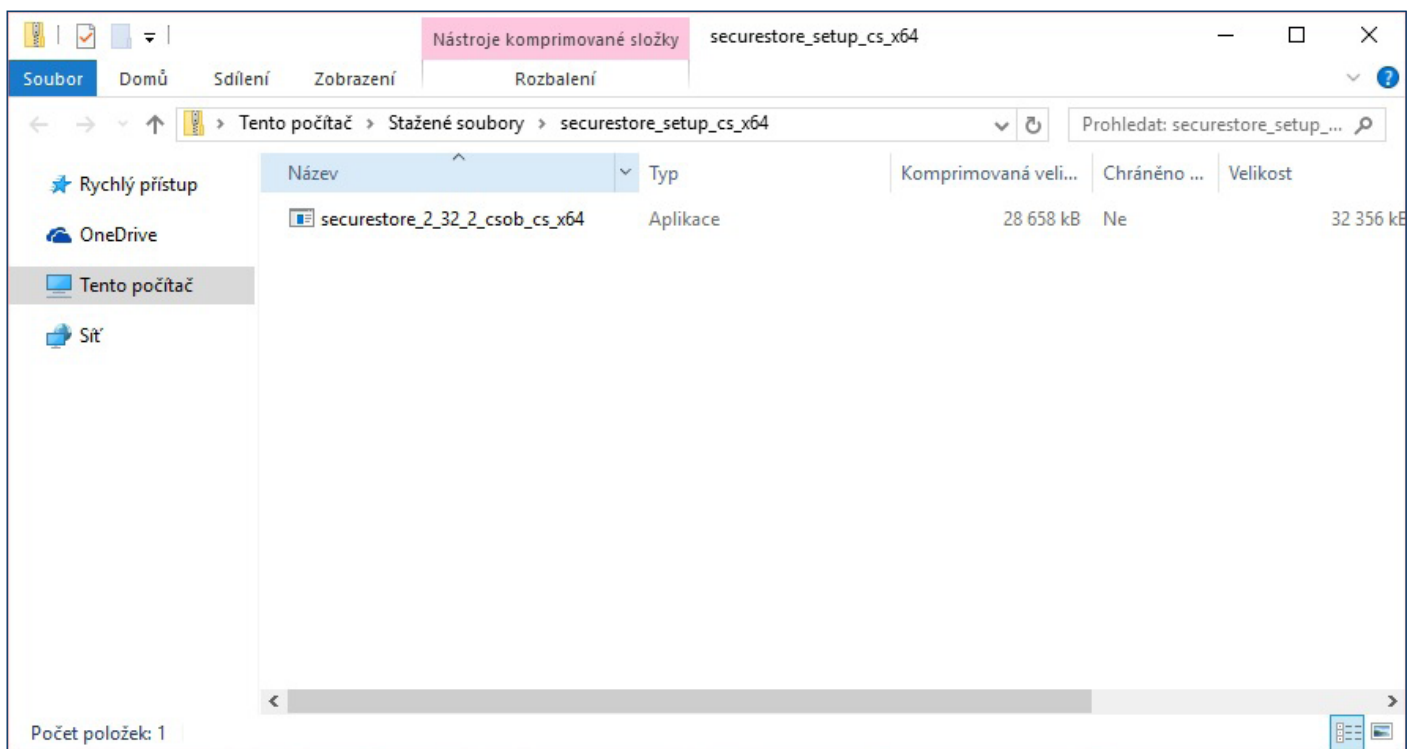
Installation packages are available in the Downloads section.

- [securestore_setup_csob_multi_x86 \(32bit\)](#),
- [securestore_setup_csob_multi_x64 \(64bit\)](#).

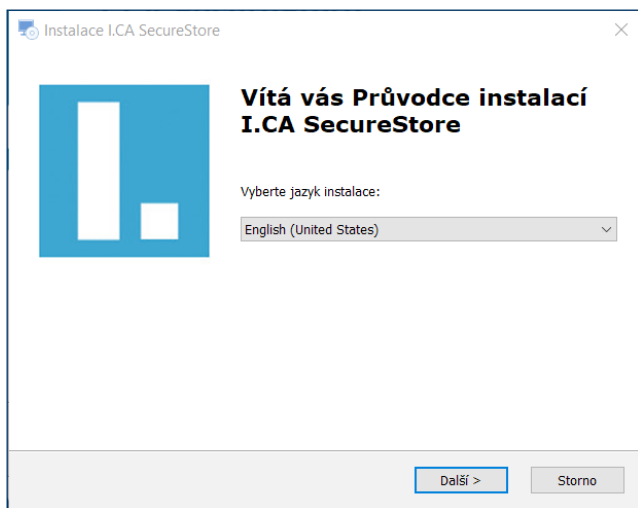
Use the installation package that corresponds to the version of Windows you are using. For instructions on how to determine your operating system version, click on <http://support.microsoft.com/kb/827218/cs>.

The screenshots have been created for Windows 10 (64bit). Installation steps in other versions of Windows may differ slightly from the example below.

After downloading the installation package, extract the installation file and start installation.



The installation process depends on the programs and libraries installed on your PC.



Select the desired language version and complete the installation according to the instructions in the wizard.

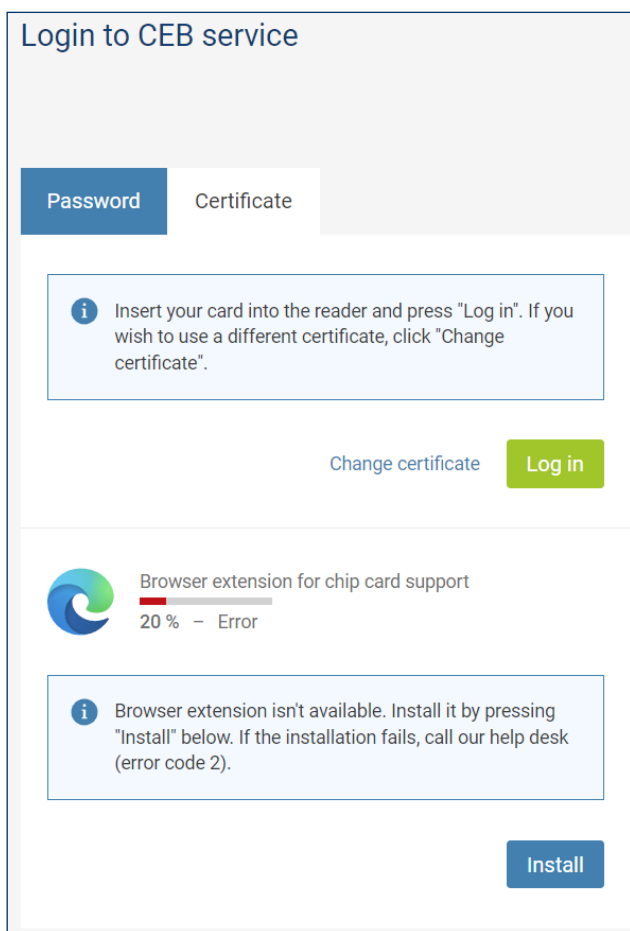
3 LOGGING IN TO ČSOB CEB FOR THE FIRST TIME

The ČSOB CEB service may be accessed via the homepage www.csob.cz, or at:


- <https://ceb.csob.cz>.

3.1 Microsoft Edge

In order to successfully log in, you must have the browser extension installed. If you don't have the extension, you will be asked to install it after pressing the **Log in** button (the login process will stop at 20%). Follow the on-screen instructions.




Press the **Install** button.

 Microsoft


Edge Add-ons^{BETA}

Menu ▾

All Microsoft ▾



Home / Productivity / ČSOB Electronic Signature



ČSOB Electronic Signature

Československá obchodní banka a.s.

★★★★☆ (2) | 10,000+ Users | Productivity

Get


Compatible with your browser

In the newly opened tab, press the **Get** button to install the extension, then go back to the login page and press the **Log in** button.

Login to CEB service


Password

Certificate

 Insert your card into the reader and press "Log in". If you wish to use a different certificate, click "Change certificate".

[Change certificate](#)

Log in



Browser extension for chip card support

100 % – Extension loaded

PIN dialog

To process this operation, it is necessary to enter PIN PIN:

0

7

3

6

2

4

5

1

8

9

<<<

Ok

Cancel

Enter your chip card PIN and press **OK**.

Page 4

www.csob.cz/ceb

3.2 Chrome

In order to successfully log in, you must have the browser extension installed. If you don't have the extension, you will be asked to install it after pressing the **Log in** button (the login process will stop at 20%). Follow the on-screen instructions.

Login to CEB service

Password


Certificate

i

Insert your card into the reader and press "Log in". If you wish to use a different certificate, click "Change certificate".

Change certificate

Log in




Browser extension for chip card support
20 % – Error


i

Browser extension isn't available. Install it by pressing "Install" below. If the installation fails, call our help desk (error code 2).


Install

Press the **Install** button.

 chrome web store

 Sign in

Home > Extensions > ČSOB Electronic Signature



ČSOB Electronic Signature

Offered by: <https://csob.cz>

★★★★★ 10 | Productivity | 60,000+ users

Add to Chrome

In the newly opened tab, press the **Add to Chrome** button to install the extension. Then go back to the login page and press the **Log in** button.

Login to CEB service

Password

Certificate

i Insert your card into the reader and press "Log in". If you wish to use a different certificate, click "Change certificate".

Change certificate

Log in



Browser extension for chip card support

100 % - Extension loaded

PIN dialog

To process this operation, it is necessary to enter PIN

PIN:

9	5	4
0	8	6
7	3	1
2		<<<

Ok Cancel

Enter your chip card PIN and press **OK**.

3.3 Opera

In order to successfully log in, you must have the browser extension installed. If you don't have the extension, you will be asked to install it after pressing the **Log in** button (the login process will stop at 20%). Follow the on-screen instructions.

Login to CEB service

Password

Certificate

i Insert your card into the reader and press "Log in". If you wish to use a different certificate, click "Change certificate".

Change certificate

Log in



Browser extension for chip card support

20 % - Error

i Browser extension isn't available. Install it by pressing "Install" below. If the installation fails, call our help desk (error code 2).

Install

Press the **Install** button.



ČSOB Electronic Signature

by csob

★ 4.1 / 5

Your rating: ★★★★★

Total number of ratings: 1

+ Add to Opera

Confirm the installation by pressing the **Add to Opera** button. Then go back to the login page and press the **Log in** button.

Login to CEB service

Password

Certificate

i Insert your card into the reader and press "Log in". If you wish to use a different certificate, click "Change certificate".

[Change certificate](#)

Log in



Browser extension for chip card support

100 % – Extension loaded

PIN dialog

To process this operation, it is necessary to enter PIN
PIN:

5

6

0

1

3

8

4

2

9

7

<<<

Ok

Cancel

Enter your chip card PIN and press **OK**.

3.4 Firefox

Download and save the Mozilla Firefox extension file from www.csob.cz/software.

ČSOB CEB

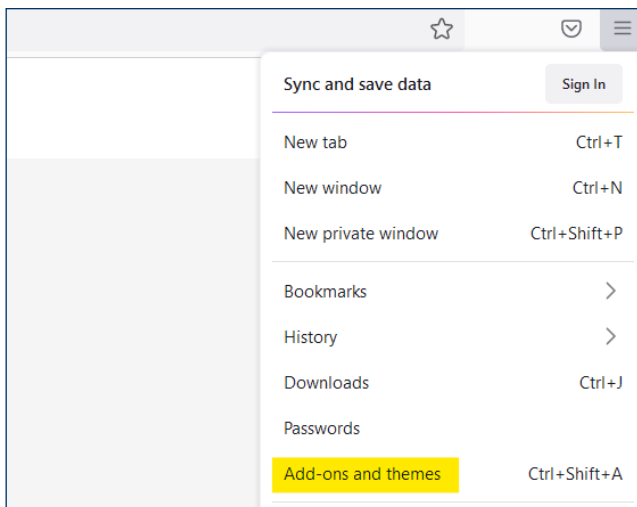
Manuals

- **PDF** ČSOB CEB – user manual
- **PDF** List of documents delivered through ČSOB CEB

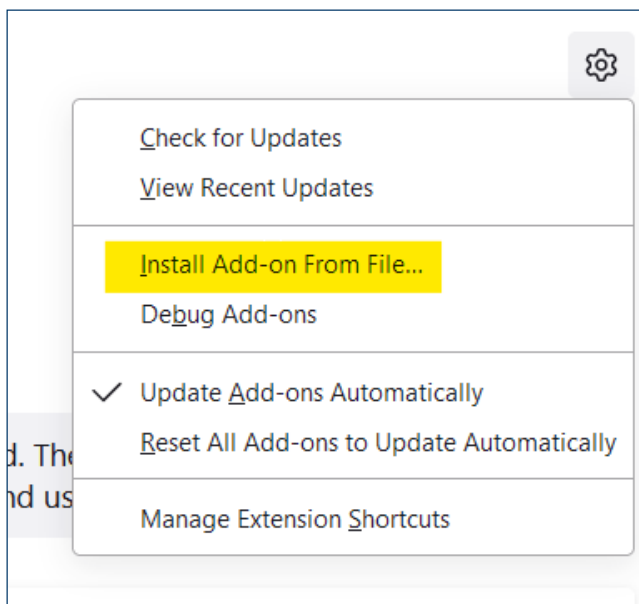
Software and manuals for clients with a chip card

- **ZIP** SecureStore chip card manager (MS Windows 32-bit), version 6.15
- **ZIP** SecureStore chip card manager (MS Windows 64-bit), version 6.15
- **PDF** Manual for users of CEB with a chip card – MS Windows (available in Czech only)
- **ZIP** SecureStore chip card manager – macOS, version 6.12
- **PDF** Manual for users of CEB with a chip card – macOS (available in Czech only)
- **PDF** Procedure for Firefox extension installation
- **Mozilla Firefox extension**

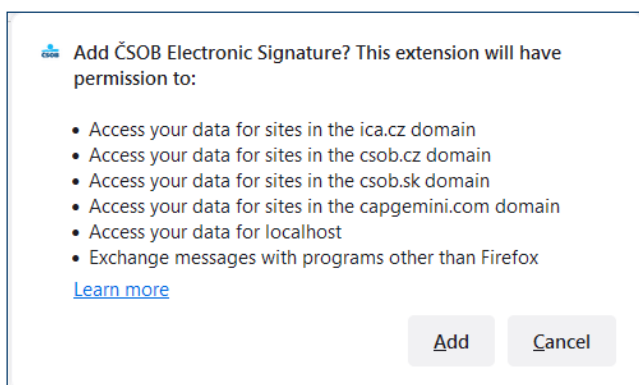
Go to the browser menu and select *Add-ons and themes*.



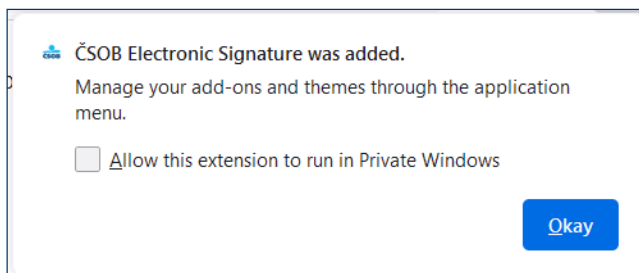
Click on the puzzle-shaped icon on the left side of the screen. Then open the Tools menu at the top of the window, select *Install Add-on From File...* and locate the file you saved to your computer in the previous step.



Then confirm the installation of the add-on.




The add-on is now ready for use. You can log in to ČSOB electronic banking services using your chip card.



Login to CEB service

Password

Certificate

 Insert your card into the reader and press "Log in". If you wish to use a different certificate, click "Change certificate".

Change certificate

Log in



Browser extension for chip card support

100 % – Extension loaded

PIN dialog

To process this operation, it is necessary to enter PIN

PIN:

0	5	4
8	6	1
2	7	9
3		<<<

Ok

Cancel

On the login page, press the *Log in* button, enter your chip card PIN and press *OK*.

4 CERTIFICATE RENEWAL BY ISSUING A SUBSEQUENT CERTIFICATE

In order to get a subsequent certificate for logging in and authorizing transactions in ČSOB internet banking services, use the web interface. Requests are handled by I.CA. The issuance of a subsequent certificate takes 20–30 minutes.

Please note:

- You can request a subsequent certificate only during the validity period of the original certificate.
- If the original certificate expires or your identification data (name, postal address, email address) change, you'll need to request a new certificate at a ČSOB registration point.

4.1 Software requirements

The computer you want to use to request a subsequent certificate must meet the specified [software requirements](#); see the description of electronic banking services on the ČSOB website.

4.2 The process of requesting a subsequent certificate

The request for a subsequent certificate consists of the following steps:

1. Certificate expiry notification.
2. Start of renewal in the ČSOB internet banking.
3. PC test.
4. Certificate data check.
5. Generating a renewal request.
6. Signing and sending a subsequent certificate request.
7. Confirmation of receiving the request from the remote party.
8. Automatic installation of the subsequent certificate.

4.3 Certificate expiry notification

You will be notified 21 days prior to the expiration of your certificate. The notification will be displayed when you log in to the service with your chip card.

If your certificate expires in less than 7 days, you can only log in. You'll need to send a subsequent certificate request to be able to authorize payment transactions.

There are two ways to start the certificate renewal.

The screenshot shows the CSOB CEB user interface. On the left, a navigation menu has 'Settings' highlighted with a red box and a red circle with the number 1. In the top right corner, a dropdown menu is open next to the user's name, with 'Identity and certificates' highlighted by a red box and a red circle with the number 2. The main content area shows a 'Virtual branch' section with 'Assigned to me' and a 'Quick links' section with various options like 'Payment order', 'Transactions', and 'Statements'.

1. On the left-hand bar, select **Settings** and then **Identity and certificates**.
2. Click on the down arrow next to your name and then select **Identity and certificates**.

The screenshot shows the 'Certificates' section. At the top right, there is a link 'Renewal of certificates on the ČSOB Identity portal' highlighted with a red box. Below this is a table with the following columns: Issuer, Type, Serial number, and Valid till. The table contains one row with the following data: Issuer: I. CA CZ, Type: Chip card, Serial number: [redacted], Valid till: 03.01.2023 12:23.

In the **Certificates** section, click on **Renewal of certificates** on the **ČSOB Identity portal**.


The screenshot shows the 'Certificates' section. At the top right, there is a 'Help' button. Below this is a table with the following columns: Issuer, Type, Serial number, Valid till, and a 'Renew' button. The table contains one row with the following data: Issuer: I. CA CZ, Type: I.CA certificate on a ..., Serial number: [redacted], Valid till: 03. 01. 2023 12:23. The 'Renew' button is highlighted with a red box.

The screenshot shows the 'Certificate renewal request' form. It has a 'Fee account' dropdown menu with 'Accounts' selected. There is a red exclamation mark icon next to the dropdown. Below the dropdown is a 'Back' button and a green 'Confirm' button. At the bottom left, there is another 'Back' button.




In the **Certificates** section, select the certificate you wish to renew and click on **Renew**, then select the fee account. You will be redirected to the I.CA subsequent certificate issuance page.

4.4 Testing page


First, test your PC by pressing the **Start Test** button. The presence of the key software components necessary for the renewal will be checked.



CONNECTED WITH TRUST



Testovací prostředí



CREATE AN APPLICATION FOR A SUBSEQUENT CERTIFICATE

1. System Test

2. Verification

3. Recapitulation

4. Signing a Request

5. Finalization

Is your computer ready?

First it is necessary to test whether your computer meets the minimum requirements for trouble-free generation of a request for a renewed certificate. Through the tests, you may be asked to update some software components. In that case it is necessary to confirm acceptance of these updates.
In case of complications please contact [technical support I.CA](#).

Start Test

Waiting for test launch

Result	Description	Details
	Operation system version	
	Browser type and version	
	JavaScript support	
	Browser extension	
	I.CA PKIServiceHost component	
	Support of I.CA smart / I.CA SecureStore application	
	Support of cookies storage	

Continue

If no major problem is detected, press the **Continue** button below the table. Otherwise, information will be displayed with a description of the problem and its solution.

Testovací prostředí



CREATE AN APPLICATION FOR A SUBSEQUENT CERTIFICATE

1. System Test

2. Verification

3. Recapitulation

4. Signing a Request

5. Finalization

Is your computer ready?

First it is necessary to test whether your computer meets the minimum requirements for trouble-free generation of a request for a renewed certificate. Through the tests, you may be asked to update some software components. In that case it is necessary to confirm acceptance of these updates.

In case of complications please contact [technical support I.C.A.](#)

Start Test

Test completed successfully

Result	Description	Details
✓	Operation system version	Windows 10 this operation system is supported.
✓	Browser type and version	Chrome version 100.0, this web browser is supported.
✓	JavaScript support	JavaScript enabled.
✓	Browser extension	Extension is installed
✓	I.C.A. PKIServiceHost component	Component I.C.A. PKIServiceHost found
✓	Support of I.C.A. smart / I.C.A. SecureStore application	I.C.A. smartcards are supported applications I.C.A. SecureStore is installed.
✓	Support of cookies storage	Storage of cookies are enabled.


Continue

If no major problem is detected, press the *Continue* button below the table.




The test results are marked with the successful ✓ or failed ✗ icons, or with the warning ⚠ icon. If a problem is detected, its details are displayed with a description of the solution.

4.5 Certificate data check


If the PC test has been successful, the screen that shows your existing certificate will be displayed. The data from the certificate are used to generate a new request.

 CERTIFICATION
AUTHORITY

CONNECTED WITH TRUST



Testovací prostředí



CREATE AN APPLICATION FOR A SUBSEQUENT CERTIFICATE

1. System Test

2. Verification

3. Recapitulation

4. Signing a Request

5. Finalization

Select the certificate for which you want to issue a renewal certificate.

Ing. [REDACTED]

[2023-04-12][009A0DBC](I. CA Test Qualified 2 CA/RSA 02/2016)

▼

Continue

Press the *Continue* button.

Please note: If you've already requested a subsequent certificate, you will be notified on your next attempt. You cannot continue with the renewal. If you need to renew your certificate prematurely (earlier than 30 days before the certificate expires), you can contact the CEB helpdesk at the phone number listed at the foot of this document.

1. System Test
2. Verification
3. Recapitulation
4. Signing a Request
5. Finalization

Data overview

Certificate, which is being created the request	TWIN
Serial Number	10096060 (9A0DBC hex) / 106093 (019E6D hex)

certificate settings

Full name	Ing. [REDACTED]
Given name	[REDACTED]
Surname	[REDACTED]
Country	CZ
Location	Praha 5 - Smíchov
Street	Radlická 3294/10
Zip code	15000
SN ICA	10072548
SN ICA	91736

The data are still valid?

YES, the data are valid
NO, the data have changed

Check the certificate data and start generating a subsequent certificate request by clicking on *YES, the data are valid*.

The data cannot be changed. If any item is out of date, terminate the subsequent certificate request and visit the nearest ČSOB branch to request a new certificate.

4.6 Generating a subsequent certificate request

1. System Test

2. Verification

3. Recapitulation

4. Signing a Request

5. Finalization

Data overview	
Certificate, which is being created the request	TWIN
Serial Number	10096060 (9A0DBC hex) / 106093 (019E6D hex)

certificate settings

CREATING A REQUEST FOR A RENEWED CERTIFICATE

Please wait, key generation and request creation is in progress.

Surname	KopejtkoA
Country	CZ
Location	Praha 5 - Smíchov

The generation of a subsequent certificate request usually takes several tens of seconds, after which you will be asked to enter your PIN twice.

PIN dialog

To process this operation, it is necessary to enter PIN

PIN:

0548612793<<<

OkCancel

Enter you chip card PIN.

4.7 Signing and sending the subsequent certificate request

1. System Test

2. Verification

3. Recapitulation

4. Signing a Request

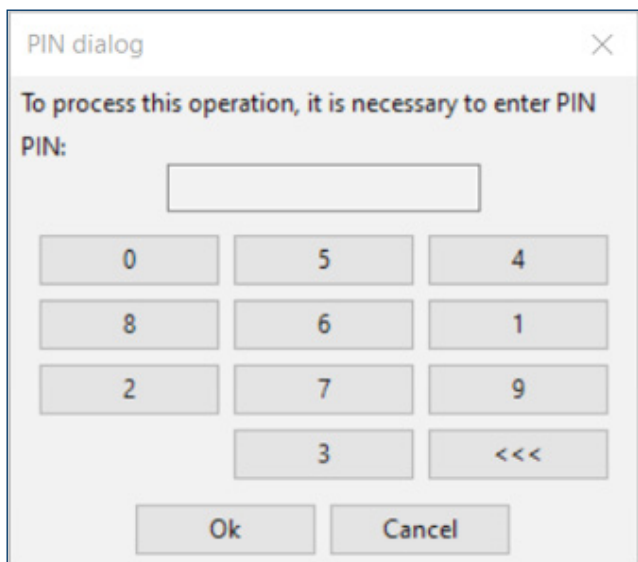
5. Finalization

Created request for certificate

Request for renewed certificate has been successfully generated. By clicking on "Send the request to be processed" button your request for a certificate will be signed with a currently valid certificate and sent for processing.

Send the request to be processed

Send the generated request by clicking on the *Send the request to be processed* button.



PIN dialog

To process this operation, it is necessary to enter PIN

PIN:

0 5 4

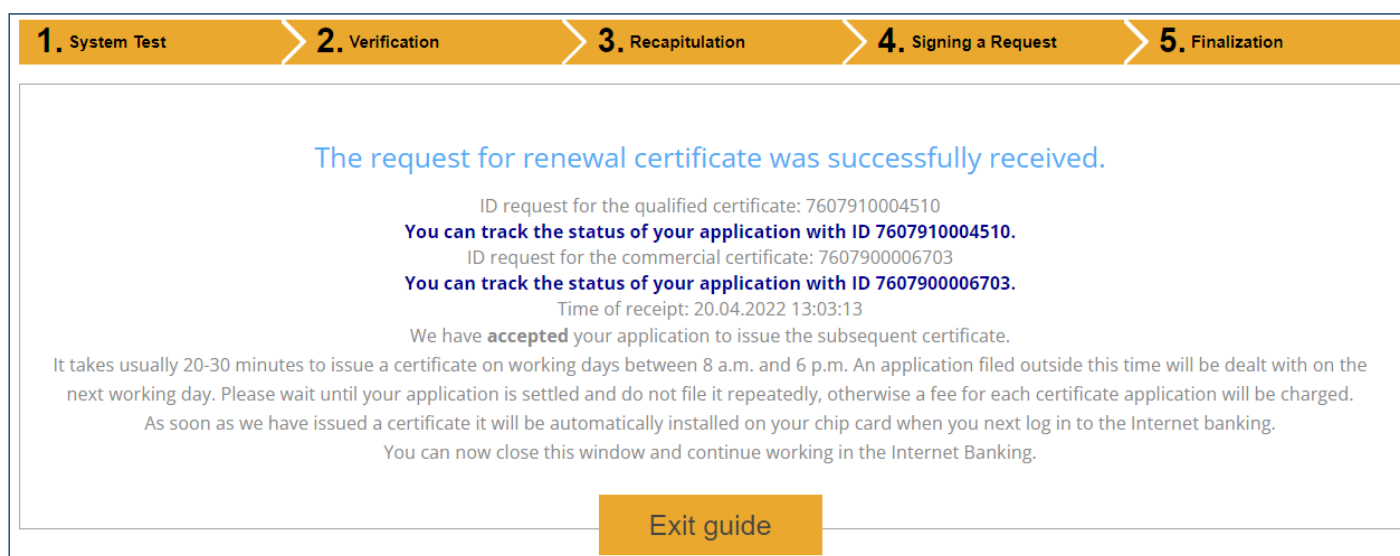
8 6 1

2 7 9

3 <<<

Ok Cancel

You will again be asked to enter your PIN twice, then the subsequent certificate request will be sent for processing.



1. System Test > 2. Verification > 3. Recapitulation > 4. Signing a Request > 5. Finalization

The request for renewal certificate was successfully received.

ID request for the qualified certificate: 7607910004510
You can track the status of your application with ID 7607910004510.

ID request for the commercial certificate: 7607900006703
You can track the status of your application with ID 7607900006703.

Time of receipt: 20.04.2022 13:03:13

We have **accepted** your application to issue the subsequent certificate.

It takes usually 20-30 minutes to issue a certificate on working days between 8 a.m. and 6 p.m. An application filed outside this time will be dealt with on the next working day. Please wait until your application is settled and do not file it repeatedly, otherwise a fee for each certificate application will be charged.

As soon as we have issued a certificate it will be automatically installed on your chip card when you next log in to the Internet banking.

You can now close this window and continue working in the Internet Banking.

Exit guide

This screen informs you that the request has been successfully sent.

5 SUPPORT

If you experience any troubles, contact our helpdesk at helpdeskceb@csob.cz or call **499 900 500**. The helpdesk is available from Monday to Friday 7:00 AM to 8:00 PM.

For more information about ČSOB electronic banking services, visit www.csob.cz.