

User Guide for the DIGIPASS DP550



1 | About the Digipass



The = key functions as an "enter" key for ForPro Client Portal

I Creates an identification code (**I**dentification)

S Creates a signature (**S**ignature)

T Key to be used when testing the Digipass (**T**est)

This function is used in the following cases:

- To change your personal Digipass PIN code: press **T** and then = (see section 4).
- To test the condition of the battery: press **T** twice and then =.
- To display the date in the memory: press **T** three times and then =.
- To display the internal clock: press **T** three times and then = twice.
- To display the Digipass serial number: press **T** four times and then =.

C Correction key (**C**lear)

By pressing this key, you can correct the data that you have just keyed in.

2 | Initialising your Digipass

! WARNING: To initialise your Digipass, you must have the initialisation code (INIT PIN) that will be sent to you. Please ensure that the Digipass serial number sent with your INIT PIN code is the same as the number shown on the back of your Digipass.

If you have not received your INIT PIN code, do not begin the initialisation process or your Digipass may be blocked.

You must only initialise your Digipass once.

1. Switch on your Digipass by pressing the ON/OFF button. The screen then displays **FORTIS** with the message **ENTER FORTIS INIT PIN:**
2. After signing and sending your ForPro Client Portal contract, you will receive the Digipass and a **4-digit INIT PIN code** separately. When you key in this code, it will be shown on the screen as follows: ********
Key in the complete INIT PIN code and press the = key.
3. Choose then your own **PERSONAL DIGIPASS PIN CODE: CHOOSE NEW PIN**

! Important: choose a code that you will remember easily, taking note of the following requirements:

- Your personal Digipass PIN code must consist of 4 digits.
- You cannot use the INIT PIN code.
- You cannot use a sequence of consecutive figures (such as 1234), identical figures (such as 2222) or a series of odd or even digits (such as 2468 or 1357)

Key in your chosen personal Digipass PIN code and press the = key.

The message **INSECURE PIN** will appear if you have not followed the above guidelines. You should then choose another code.

4. If your code is accepted, the following message will appear: **REPEAT NEW PIN**
Re-enter your 4-digit personal Digipass PIN code and press the = key.
✓ Advice: memorise this code and keep any copies separate from your Digipass.



5. Initialisation is now complete. If the procedure has been followed correctly, the following message will appear on the screen: **NEW PIN OK**
If not, switch off the Digipass and restart the process.

3 | Using your Digipass with ForPro Client Portal

1. Connecting to the ForPro Client Portal (log on): before using the ForPro Client Portal, your identity must be checked. This will be done via your username and a one-time password (to be created by the Digipass every time you log on to the portal).

Enter your username on the Login page of the ForPro Client Portal. This username has been sent to you with your INIT PIN code.

Before continuing, you have to enter the one-time password created by your Digipass. Press the ON/OFF button to switch it on. The screen will then display: **FORTIS**

Press the **I** key. You will be asked to enter your personal Digipass PIN code: **YOUR PIN?**

Key in your personal Digipass PIN code. The screen will display: ********

Press the **=** key. Your Digipass will now calculate your one-time password. A 6-digit one-time password will appear: **XXXXXX** (valid for maximum 30 seconds).

Enter this one-time password on the Login page of the ForPro Client Portal.

2. Switch off your Digipass.

4 | Changing your personal Digipass PIN code

1. Press the **T** key and then **=**. Then enter your current personal Digipass PIN code: **YOUR PIN?**
2. Key in your **current** personal Digipass PIN code. The screen will display ********. Press the **=** key and **CHOOSE NEW PIN**.
3. Key in your **NEW** personal Digipass PIN code (4 digits) and press the **=** key. Again, you should avoid any **INSECURE PIN** (consecutive or identical figures, series of odd or even digits).
If your code is accepted, the following message will appear: **REPEAT NEW PIN**.
4. Re-enter your **NEW** 4-digit personal Digipass PIN code and press the **=** key.
Your personal Digipass PIN code is now changed.

If the procedure has been followed correctly, the screen will display: **NEW PIN OK**. If not, switch off the Digipass and restart the process.

5 | Using PUK1 and PUK2 codes

If you key in five wrong INIT PIN or five wrong personal Digipass PIN codes, the following messages will appear:

DIGIPASS BLOCKED CALL CUSTOMER CARE
ENTER UNLOCK CODE:

Your Digipass will then be unusable until you key in the PUK1 or PUK2 codes.

1. To receive these PUK codes, please call our **Client Services** (see hereunder).
2. Key in the complete 8-digit PUK code and press the **=** key.
UNLOCK OK
CHOOSE NEW PIN
3. Key in a **NEW** personal Digipass PIN code (4 digits) and press the **=** key.
Again, you should avoid any **INSECURE PIN** (consecutive or identical figures, series of odd or even digits).
If the code is accepted, the following message will appear: **REPEAT NEW PIN**
4. Re-enter your **NEW** 4-digit personal Digipass PIN code and press the **=** key.
Your Digipass is now unlocked and your personal Digipass PIN code updated.

If the procedure has been followed correctly, the screen will display: **NEW PIN OK**
If not, switch off the Digipass and call our Customer Care Desk.

! WARNING: Your Digipass can only be unlocked twice, using the PUK1 code and the PUK2 code. If the Digipass is blocked a third time, it will become unusable definitively.
DIGIPASS BLOCKED CALL CUSTOMER CARE
In that case, please call our Client Services.

If you have any problems, if you have not received your INIT PIN code, or if your Digipass is blocked or lost, contact:

ForPro Client Services

Opening hours 8 a.m. – 6 p.m. CET
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