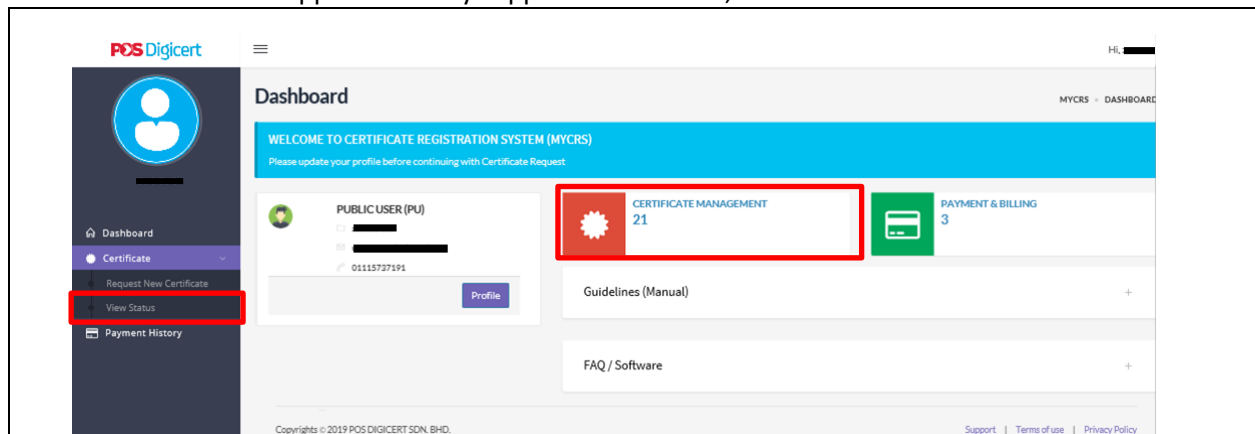


## Unblock Token

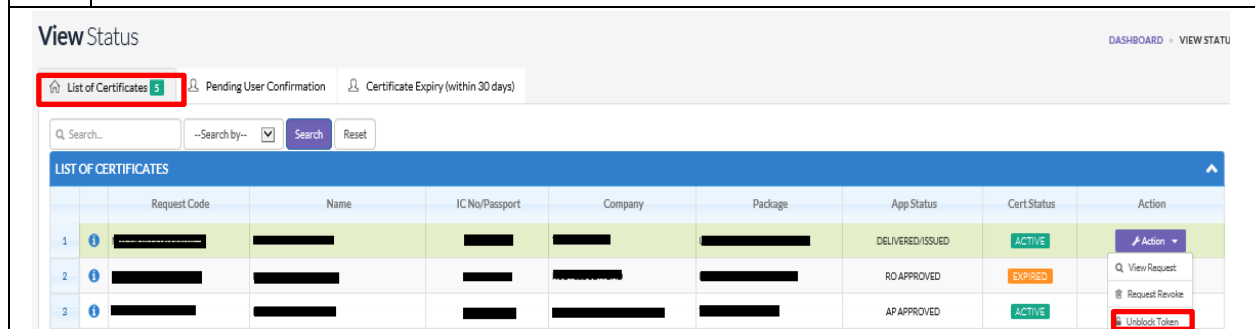
You need to install Pos Digicert MYCRS Client application. Please download the **MYCRS Client** application at MYCRS **Dashboard** under **FAQ/Software** section and install it accordingly. Please refer to Guidelines on How to install MYCRS Client.

Please login to MYCRS and follow the steps below to unblock a token.

**\*Note:** MYCRS Client application only supports Windows 7, 8 and 10.



1. At **Dashboard** page, click on **CERTIFICATE MANAGEMENT** link or click on **Certificate** menu and select **View Status** sub menu.



2. At **View Status** page, under **List of Certificate** tab, click on **Action** dropdown list at the appropriate record row and select **Unblock Token** item.

**\*Note:** If you are not able to view **Action** dropdown list, please click on **Receive Cert?** button.

The screenshot shows a dialog box titled 'ENTER NEW PIN'. It has two input fields: 'PIN:' and 'Confirm PIN:'. At the bottom right, there are two buttons: 'Close' and 'Submit'. The 'Submit' button is highlighted with a red box.

3. Enter your new PIN. It must be a minimum of 8 characters and maximum of 12 characters. Click on **Submit** button. Click on **OK** button when message **"Are you sure to unblock this token"** is displayed.

## MYCRS Request Token Unblock Notification Inbox X

to me ▾

Dear Mr/Mrs [REDACTED].

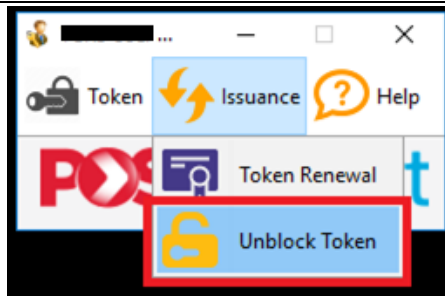
You have successfully request token unblock for serial no: [REDACTED]

Your unblock code are as following : [REDACTED]

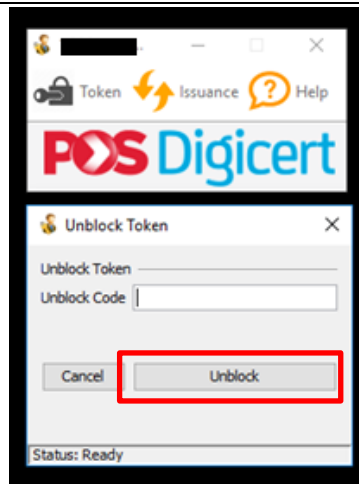
Thank you.

Regards,  
Pos Digicert MYCRS System

4. MYCRS will send an email notification with the subject “**MYCRS Request Token Unblock Notification**” to your registered email address in MYCRS. This email will inform you the code to unblock token.



5. To run the application, double click on MYCRS Client icon or go to **Start -> All Programs -> MYCRS Client -> MYCRS Client**. Insert your token. Click on **Issuance** menu and select **Unblock Token** submenu.



6. Enter the code value from an email with the subject “**MYCRS Request Token Unblock Notification**” as Unblock Code. Click on **Unblock** button. Please do not remove the token. Click on **OK** button when message “**Successfully unblock token**” is displayed.

\*If you do not receive the email, you are required to request the code again. At Action dropdown list, please select **Cancel Unblock** item before you make a request again.