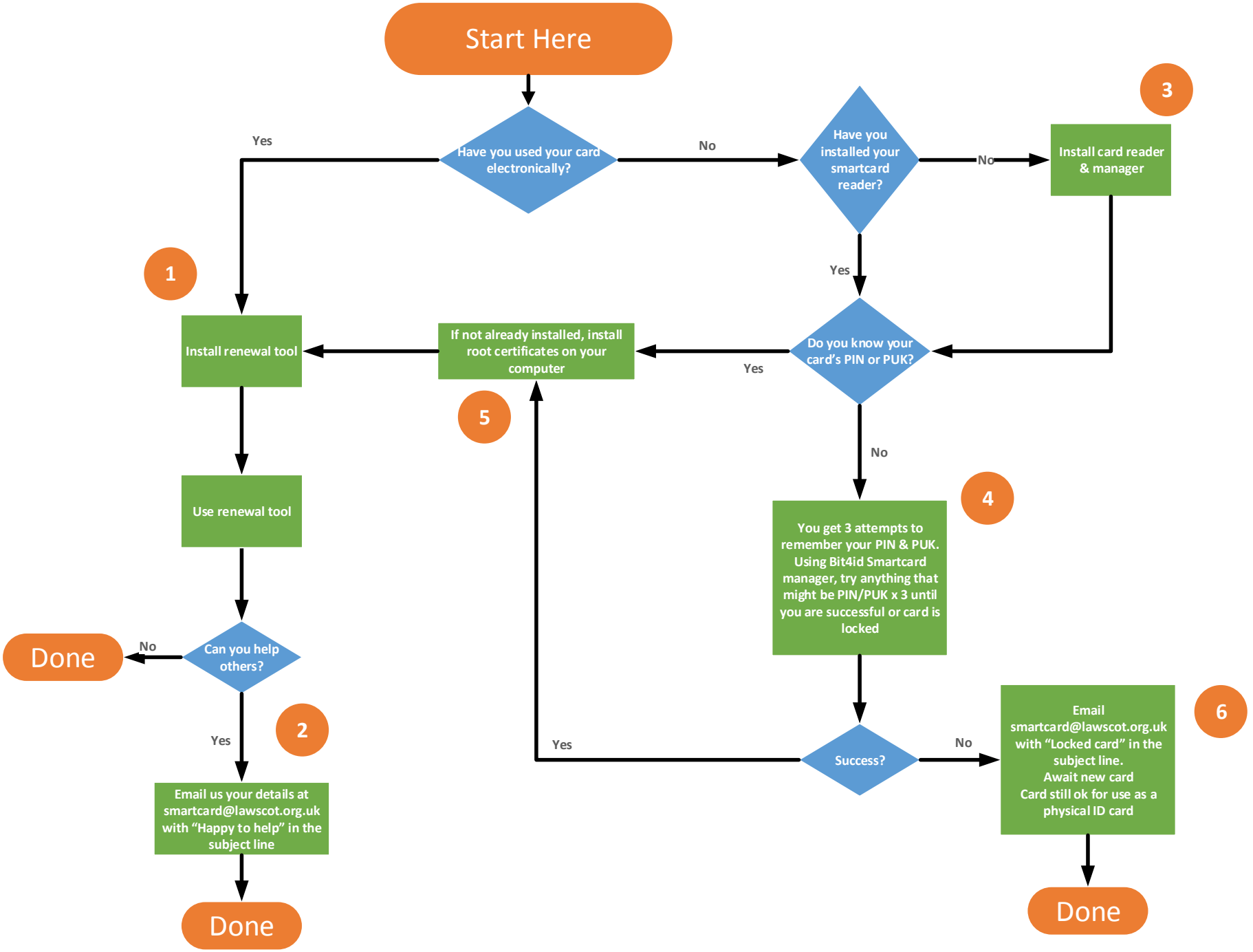
Start Here
Have you used your card electronically?
Yes
No
Have you installed your smartcard reader?
No
Install card reader & manager
3
Yes
1
Install renewal tool
If not already installed, install root certificates on your computer
Do you know your card's PIN or PUK?
Yes
5
No
Use renewal tool
4
You get 3 attempts to remember your PIN & PUK. Using Bit4id Smartcard manager, try anything that might be PIN/PUK x 3 until you are successful or card is locked
Done
No
Can you help others?
Yes
2
Email us your details at smartcard@lawscot.org.uk with "Happy to help" in the subject line
Done
Yes
Success?
No
Email smartcard@lawscot.org.uk with "Locked card" in the subject line.
Await new card
Card still ok for use as a physical ID card
6
Done