

# ANZ SMARTCARD USER GUIDE



## INSTALL YOUR SMARTCARD MIDDLEWARE SOFTWARE

Before you can use your ANZ Smartcard you will need to install the ANZ Security Device software on your computer. You or your IT department will need administration rights on your computer to do this.

The software can be downloaded from the [Download Software](#) page.

## CONNECT SMARTCARD TO YOUR COMPUTER

Both the Smartcard and USB Smartcard require a USB connection on the computer.

It is recommended to plug the USB Smartcard or Smartcard Reader directly into the computer rather than via a USB hub as it requires stable power supplied through the port.

1. Insert the USB Smartcard or Smartcard Reader into a USB port on your computer
2. Check the green light indicator located immediately to the right of the ANZ logo on the Smartcard or Smartcard reader. If you have a solid green light the Smartcard is connected. If the green light is flashing disconnect and then reconnect the Smartcard to your computer. If the light is still flashing, try connecting it via a different USB port.



### IMPORTANT

To protect yourself against cybercrime, you must:

- Protect your Smartcard as you would your credit card
- Unplug your Smartcard from your computer and store it securely when you have finished your online banking session
- Not share your Smartcard or PIN with anyone
- Immediately advise ANZ if your Smartcard is lost or has been stolen.

## CHANGE YOUR SMARTCARD PIN

If you know your current Smartcard PIN you can change it yourself by following these steps:

1. Open the **Classic Client Toolbox** from the **Start Menu** in the bottom left hand corner of your screen. Select Start > All Programs > Gemalto > Classic Client > Classic Client Toolbox
2. Click the **PIN Management Icon** in the **Card Administration Menu** on the left hand side of the tool box
3. Select the **Change PIN** radio button in the right hand side lower panel
4. Click the **Next** button
5. Enter your existing PIN the **Current PIN** field and the PIN you wish to change to in the **New PIN** and **Confirm New PIN** fields
6. If the new PIN meets the PIN Policy requirements the **Change PIN** button will become active
7. Select the **Change PIN** button
8. You will see a confirmation message when your PIN has been successfully changed.

## IF YOU'VE FORGOTTEN YOUR SMARTCARD PIN

If you have forgotten your Smartcard PIN, contact your local [ANZ Customer Service Centre](#) to set a new PIN.

## IF YOUR SMARTCARD IS BLOCKED

If you have blocked your Smartcard by entering an incorrect PIN multiple times, contact your local [ANZ Customer Service Centre](#) to unblock it.