

Instructions for the Use of the ID-card

For the electronic use of the ID-card the following is needed:

- **ID-card together with PIN codes.** ID-card can be applied for in the Citizenship and Migration Board (<http://www.pass.ee>). If you have forgotten or lost your PIN codes, you can have new codes:
 - In the customer service office of the Citizenship and Migration Board (free of charge) or
 - In bank offices providing the ID-card follow-up service (in accordance with the price list) (<http://www.sk.ee/pages.php/020204.715>).
- **Valid ID-card certificates.** The validity of certificates can be checked at: <http://www.sk.ee/id-kontroll/>. Certificates can also be renewed there, if necessary
- **ID-card reader.** An ID-card reader can be bought in any bigger computer shop or in a bank office.
- **ID-card software.** In order to install the ID-card software into your PC, connect your card reader with the PC and enter your ID-card. If you use MS Windows and Internet Explorer, start the ID-installer, which can be found at <https://installer.id.ee> and follow the instructions, which will appear on the screen. First, be sure that you have administrator's rights in your PC. If this is not the case, apply for assistance to the person or company that maintains your PC. While using the ID-card later, administrator's rights are not necessary any more.

Users of other programs will find suitable applications at <http://www.id.ee/?id=10453>.

How to enter Sampo Internet Bank by means of the ID-card:

- Enter the ID-card into the card reader
- Open the website: www.sampopank.ee
- Enter your Internet bank user name
- Press the button „Enter with ID-card”
- Enter ID-card PIN1 into the window

NB! The ID-card must be in the card reader during the entire banking session

Recommendations for the safe use of the ID-card:

- After the use of the ID-card, close the browser window
- Don't leave the ID-card in the card reader, if you don't use it.
- Don't give your ID-card to others and don't disclose your PIN codes to anybody.
- If your ID-card is lost or your PIN codes have become known to another person, suspend your ID-card certificates by calling the Help Line (tel. 1777 or while calling from abroad + 372 630 4084). The Help Line operates 24 hours a day.

Help in connection with the ID-card:

- www.id.ee
- ID-card Help Line tel. 610 1880; 610 1884 (on weekdays 9:00 –17:00)
- 1777 (24 h)