Reset Username and PIN – using authentication via the call centre
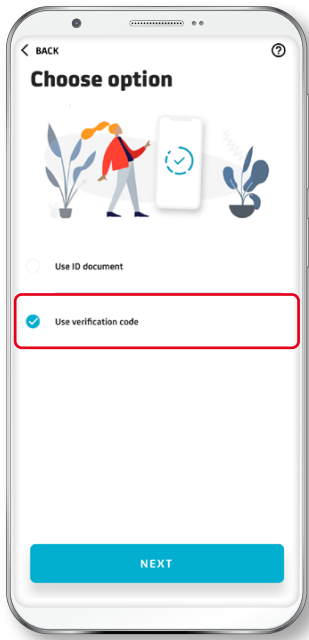
1

Select forgotten login data.
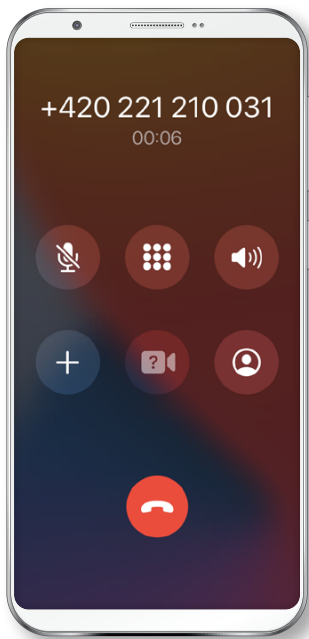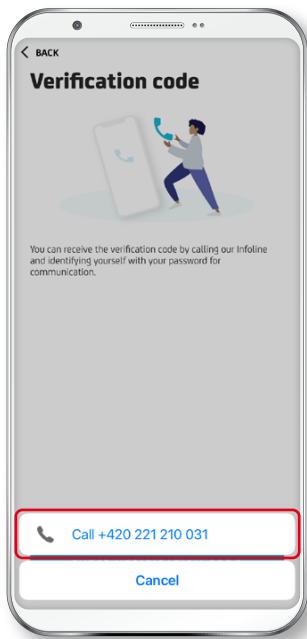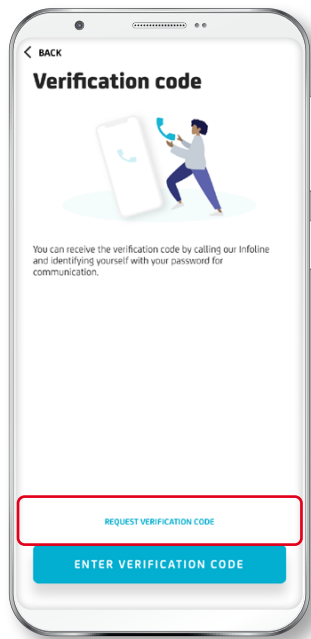

2

Select the option to use a code.

< BACK
Choose option
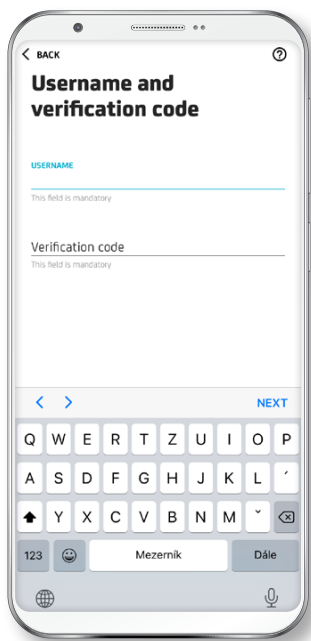
○ Use ID document

☑ Use verification code

NEXT

3

Select the option to request an authentication code, confirm dialling the call centre and upon being connected, please authenticate yourself with the password for communication.

< BACK
Verification code

You can receive the verification code by calling our Infoline and identifying yourself with your password for communication.

REQUEST VERIFICATION CODE

ENTER VERIFICATION CODE

< BACK
Verification code

You can receive the verification code by calling our Infoline and identifying yourself with your password for communication.

☎ Call +420 221 210 031

Cancel

+420 221 210 031
00:06

4

Enter the username and authentication code from the SMS.

< BACK
Username and verification code

USERNAME

This field is mandatory

Verification code

This field is mandatory

NEXT

Q W E R T Z U I O P
A S D F G H J K L
Y X C V B N M
123 Mezerník Dále

5

Please select your new PIN.

< BACK
PIN RESET

CREATE NEW PIN

Confirm new PIN

NEXT

1   2 ABC   3 DEF
4 GHI   5 JKL   6 MNO
7 PQRS   8 TUV   9 WXYZ
0

PIN updated

✓

Your PIN has been successfully changed.

OK, GOT IT