


How to use your HardKey?

Basis

Switch on / Switch off

















Press on  during 1 second to switch on/off your HardKey

Navigate through the menu

Use  and  to access the menu and press  to select the desired option

Go back via 

Tip : You can also use shortcuts by directly pressing the number

- | | |
|---|--|
|  Login |  >  Info : Battery level |
|  Payment |  >  Info : Serial Number |
|  eCommerce |  >  Info : Digipass Time |
|  Sign |  >  Info : Need help? |
|  >  Settings : Change PIN | |
|  >  Settings : Language | |

Login

- Switch on your HardKey
- Press 1.Login
- Enter your PIN
- Copy the code that appears on your HardKey in the relevant field on the Keytrade Bank website

Confirm / sign

- Switch on your HardKey
- Press the number indicated on the Keytrade Bank website
- Enter your PIN
- Enter the value indicated on the Keytrade Bank website
- Copy the code displayed on your HardKey into the relevant field on the website

First time?

The first time you use your HardKey, you must first activate it. To do this, get your HardKey, your login and your PIN code. Then follow the instructions on the [keytradebank.be/activate](https://www.keytradebank.be/activate)

Settings

Change the language

- Switch on your HardKey
- Press on 5.Setting > 2.Language
- Press 1. for English, 2. for Dutch and 3. for French

Change PIN

- Switch on your HardKey;
- Press on 5.Setting > 1.Change PIN

Reset your HardKey

If you have not received the PIN or you do not remember this PIN, you must reset your HardKey. Here is the procedure to follow:

1. Lock your HardKey

To be able to reset your HardKey and create a new PIN, you must first block your HardKey.


- Switch on your HardKey
- Press 1.Login
- Enter as many bad PIN codes as necessary for your HardKey to display PIN 'blocked'
- At this moment your HardKey is blocked and shows you a Lock code that you will need to communicate to Keytrade Bank helpdesk.

2. Unlock code

To obtain your Unlock code

- Please bring your HardKey and contact us on 0032 2 679 90 00 on any working day between 9 am and 10 pm.
- After identification, the helpdesk will ask you for the lock code and will give you the unlock code to enter into your HardKey to unlock it.
- You will be able to create your new personal PIN code for your HardKey. This is a 4-digit code.

Do you still have questions? We gladly help you

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Working days from
09:00 to 22:00 (CET)

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