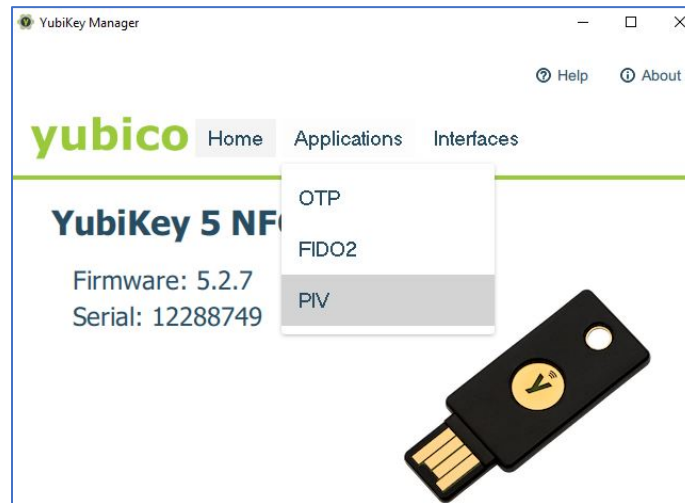


Unlock and/or Reset a YubiKey

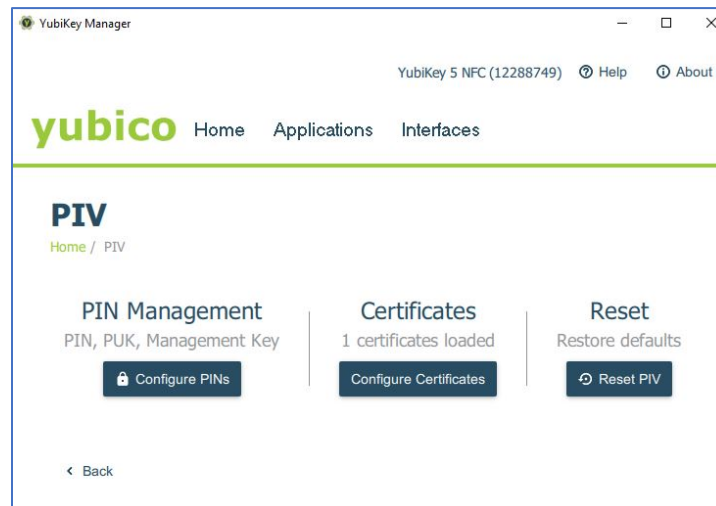
1. Access the PIV Application

Open YubiKey Manager and click on **Applications > PIV**

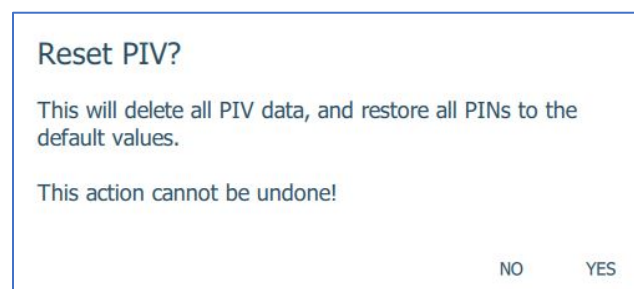


2. Reset the PIV for your YubiKey

Click **Reset PIV** under the Reset section

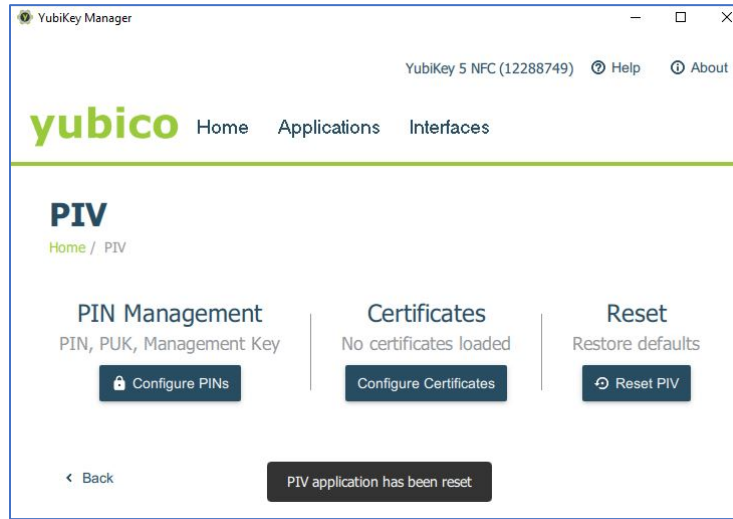


Confirm the reset of your YubiKey (click **YES**)



3. Import your smart card certificate

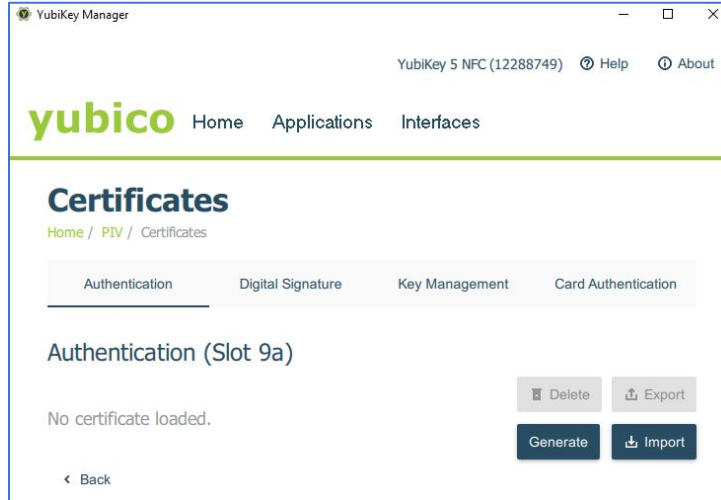
Click **Applications > PIV > Configure Certificates**



Request a new certificate if you forgot its' password, or you no longer have the file.

See the documentation 'YubiKey Setup'.

Click **Import** under Authentication (Slot 9a) and locate your certificate file



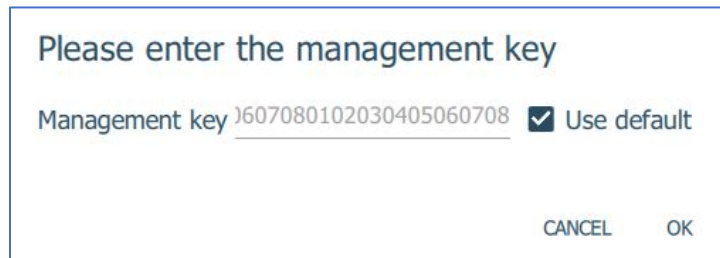
Enter the password you initially set when you created the certificate file > click **OK**

Please enter the password

Password

CANCEL OK

Click **Use Default** to utilize the preloaded management key > click **OK**

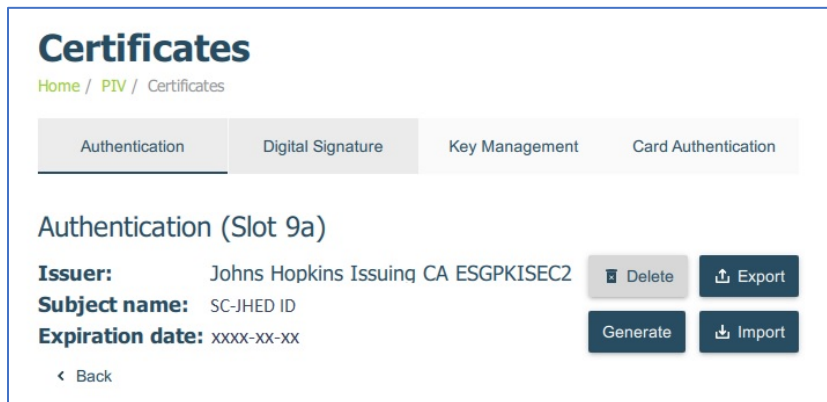


Please enter the management key

Management key 1607080102030405060708 Use default

CANCEL OK

Your certificate is now loaded. Click **Back**



Certificates

Home / PIV / Certificates

Authentication Digital Signature Key Management Card Authentication

Authentication (Slot 9a)

Issuer: Johns Hopkins Issuing CA ESGPKISEC2

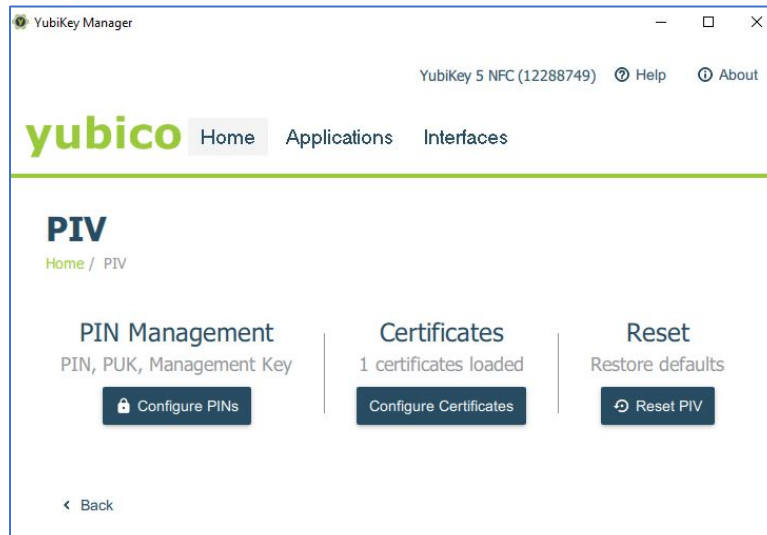
Subject name: SC-JHED ID

Expiration date: XXXX-XX-XX

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4. Create a new PIN

Click **Configure PINs** under the PIN Management section



YubiKey Manager

YubiKey 5 NFC (12288749) Help About

yubico Home Applications Interfaces

PIV

Home / PIV

PIN Management

PIN, PUK, Management Key

Certificates

1 certificates loaded

Reset

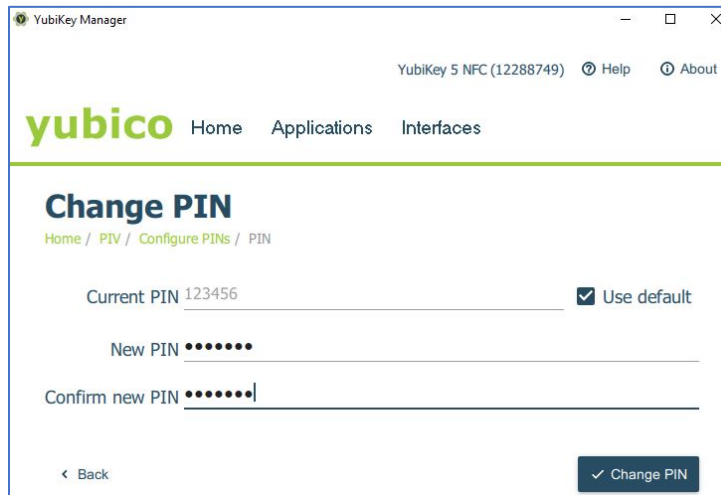
Restore defaults

[< Back](#)

Click **Change PIN** under the PIN section



Select **Use default** and create/confirm your new PIN > click **Change PIN**



Once you have changed the PIN, make sure to unplug the YubiKey from your workstation and plug it back in. This will reinitialize the new PIN on your token so it can be used within your Windows/macOS session.

Visit our [Admin MFA Resource Center](#) for more information about MFA at Hopkins.

You can also [submit a help request ticket](#) if you need assistance