

User Manual George token

Telephone Service Support

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Blocking security data: +420 277 207 207

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1 George token – security method

The George Token security method is an option for signing in to the George Business or George web applications, as well as for approving actions within these applications. The owner of this security method is always a specific natural person who has ordered and activated the method.

To obtain the George Token security method, it is necessary to set up the Česká spořitelna **Banking IDentity**.

The George Token security method consists of:

- **USB token** (see section 2) and
- **George Token desktop application** (see section 3).

The limit for this security method is specified at csas.cz/bezpecnostnprvky. The limit is set as a daily limit and is automatically renewed every day at 24:00. The limit is defined in CZK.

[How to use George and George Business safely | Česká spořitelna](#)

The George Token security method **cannot** be used in combination with the password + SMS code security method. After activation of the USB token, the password + SMS code method is automatically disabled.

2 USB token

The **USB token** is a physical USB device with a USB-C connector that contains a client certificate personalised for each owner. The validity of the USB token is **three years** from the date of manufacture or confirmation of the order.

You can order the USB token in the following ways:

- **online via George Business** > *User Profile & Settings* > *My Banking IDentity* > *Confirmation Methods and Daily Limit* > *George Token* > *Order USB* – this option is only available to authorised users in George Business who have been granted the *Request a George Token* permission
- **online via George** > *User Profile & Settings* > *My Banking IDentity* > *Confirmation Methods and Daily Limit* > *George Token* > *Order USB*
- in person at a business point
- **by post** (when delivered outside the Czech Republic)
- during migration from BUSINESS 24 to George Business

You will be informed about the progress of your order by email. You can also track the status of your order in the *My Banking IDentity* application.

Before the order is confirmed, we reserve the right to contact you by phone and verify the delivery address.

The package containing the USB token will be delivered by FedEx. Within the Czech Republic, you will receive it within 2 business days; for international deliveries, within 10 business days.

If you order a USB token with delivery outside the EU, customs duties may be charged.

The price is listed in the price list and is charged as a one-off, cashless payment when the USB token is ordered. Proof of payment is a transaction confirmation or account statement.

The standard 14-day withdrawal period does not apply in this case, because the USB token is personalised (i.e. tailored to your individual needs). The USB token is covered by the statutory 2-year warranty period.

Each client may have only one active USB token.

2.1 Delivery address of the ordered USB token

When filling out the form, use only the "Latin" font.

The delivery address fields you fill in are checked by the application, so please follow the instructions below.

Field	Note
Country	Vatican, San Marino - select Italy Countries where delivery is not possible: Russia, Belarus.
Street and house number	required field
City	required field
Postal code	Enter a valid official value (not district code). Can be verified e.g. in Google Maps.
State/Province	If you select delivery country as the USA, Canada, or Puerto Rico, the application will automatically fill in the field value.
Additional information	Use to identify the name of the building, a specific floor in the building, or an apartment number.

3 George token application

The George Token application is a desktop application available to download free of charge from the official Microsoft Store. The application can also be obtained on the [George Token Česká spořitelna](#) website.

For macOS, use the free the installation package available at [George Token Česká spořitelna](#) website.

You can install the application on multiple devices. More users can use the installed application on the same device, each user with their own USB token.

If a new version of the application is available, you may be prompted to download and install the new version.

Through this application, you can:

- activate the USB token
- unblock the PIN by entering the PUK if your USB token becomes blocked (see the “Forgotten PIN” function)
- change the PIN of your USB token (see the “Change PIN” function)
- view, approve or reject a financial or non-financial action.

3.1 Technical requirements

The recommended device for proper operation is a personal computer.

Recommended operating system	Recommended browsers
Windows (latest released version)	Google Chrome (latest released version) Edge (latest released version)

MacOS (latest released version)

Safari (latest released version)
Google Chrome (latest released version)
Edge (latest released version)

Linux-based systems are not supported.

3.2 Installation of software

The installation package that contains the essential software required for the proper functionality of the USB token can be found on the [George Token Česká spořitelna](#) website.

- The installation package for Microsoft Windows is an MSIX executable file. The installation package for macOS is a PKG executable file.
- During installation, you may be prompted to enter the credentials of a user with local administrator rights.
- At least 200 MB of free disk space is required to complete the installation.
- A computer restart may be required to finish the installation.

3.3 Uninstallation of software

Microsoft Windows

Open *Settings*, select *Installed apps*, search for the application George Token, and select *Uninstall*.

Mac OS X

Open *Finder*, select *Applications*, search for George Token, and select *Move to Trash*.

3.4 USB token not working?

If your USB token is not functioning, please check whether:

1. your system detects the USB token and can access it,
2. the token is properly inserted into a working USB port,
3. the system recognizes the USB token as a connected device,
4. your company's security settings (external device permissions) do not restrict the use of the USB token.

For more information, see [George token | Česká spořitelna](#).

Tip for you: You may have blocked USB connection on your PC. If it is blocked only as a "storage" USB mass storage (keys, external drives), but other types of USB devices are allowed: keyboards, mice, card readers, security tokens (PKI, YubiKey, eID), then the USB-C token will work because it does not report itself as a disk, but as a security device.

If you have blocked USB connection completely on your PC (device control), then it will not be possible to use the USB token.

4 USB token activation

The activation instructions are included in the box in which your USB token was delivered.

For successful activation, please have your **mobile phone with the registered security phone number** available. You will also need the **activation password** that was sent to you via SMS when your order was confirmed. We will send you this activation password again automatically once you start the activation process.

To activate the USB token, please follow these steps:

- 1 Download and install the George Token application (see step 3).
- 2 Launch the George Token application on your computer.
- 3 Connect the USB token to your computer. The George Token application will start the activation wizard. When prompted, **enter the activation password** that you received when your order was confirmed.
- 4 You will then be asked to **set a PIN**. The PIN must be a 6-digit number and can be changed at any time. You will use it when logging in or authorising actions via the USB token.
- 5 The George Token application will generate and display a **PUK** on the screen. **Please write it down and store it in a safe place** for possible future use (for example, to unblock the USB token).

The activation must be completed within 10 minutes.

5 Blocking the USB token

A USB token may be blocked either intentionally or unintentionally in the following cases:

- **When you enter an incorrect activation password 5 times in a row.**
A USB token blocked in this way **cannot be unblocked**. You must order a new USB token.
- **When you enter an incorrect PIN 5 times in a row.** In this case, you can unblock the USB token by entering the PUK.
- **When you enter an incorrect PUK 5 times in a row** (when attempting to unblock the PIN). A USB token blocked in this way **cannot be unblocked**. You must order a new USB token.
- **When you deliberately block it in George Business or George** under *User Profile & Settings > My Banking IDentity > Confirmation Methods and Daily Limit > George Token > Show Detail > Block*. This action **cannot be undone**. You must order a new USB token.

You can also block the George Token + USB token security method:

- in George Business or George under *User Profile & Settings > My Banking IDentity > Confirmation Methods and Daily Limit > George Token*
- in person at a business point
- by phone at +420 956 777 888 on business days from 7:00 to 17:30, or at +420 277 207 207 available 24/7.

Once the George Token security method is blocked, **it cannot be undone**. If you wish to use George Token again, you must place a new order for a USB token.

6 Signing in with George token

On the bank's official website <https://www.csas.cz/en>, select **Internet Banking** and choose **George Business** or **George**.

Then proceed as follows:

1. Connect the USB token to the computer on which the George Token desktop application is installed.
2. On the George Business / George login screen, enter:
 - your user credentials,
 - confirm the login using the PIN for your USB token.

7 Authorising with George token

To authorise an action using George Token, proceed as follows:

1. Connect the USB token to the computer on which the George Token desktop application is installed.
2. The George Token application will display the transaction or request for authorisation.
3. Confirm the action using the PIN for your USB token.