



PRIVREDNA BANKA ZAGREB

PBZCOM@NET

Short Installation Instructions

Application version 6.0

PBZ je član grupe **INTESA**  **SANPAOLO**

For the successful program support installation and work with PBZCOM@NET Internet banking, two prerequisites are:

- computer with access to Internet, Internet browser and CD/DVD reader
- smart card, smart card reader and program support for reader operation.

Program support installation

Notes:

- If you are using Internet banking services provided by some other bank using smart cards with the reader, prior to the installation of support you should check if the PBZCOM@NET service is supported by the existing support by trying to log in the service (see part 10.).
- If the service is accessible, it is not required to install any support from the installation media.
- If the service is not accessible, it will be required to de-install the existing support and install the support as instructed hereinafter
- If some other bank's smart card reader is already installed on your computer, it is not required to install drivers for the reader (see part 3.)

1. Insert the installation CD into CD/DVD reader in your computer

After inserting CD into the computer, main page with menu automatically appears.

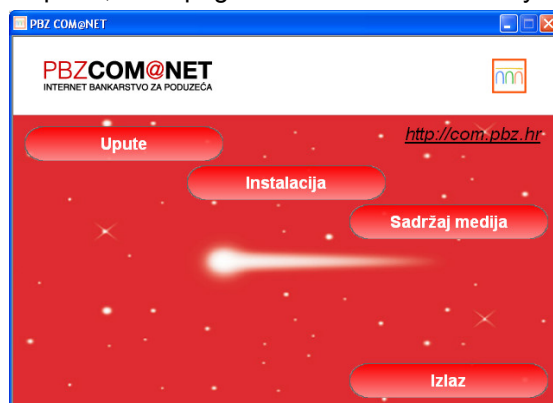


Figure 1 – Installation window home page screen

Note: If the installation procedure is not automatically initiated, start the autorun.exe file in the installation media root directory (<drive>:\autorun.exe).

2. In the **Instalacija** section, choose the **Aplikacije** button

Choose the option **Windows 2000/XP/Vista** if you have a computer with operating systems Windows NT, Windows 2000, Windows XP or Windows Vista, or choose **Windows 98/ME** if you use the operating system Windows 98 or Windows ME.

3. In the **Aplikacije** section, choose the **Drivers** button

In the **Drivers** section choose the driver installation for the reader.

You can determine the type of smart card reader after the image that appears when selecting and opening a particular reader.

4. Select the action button **Povratak** and go back to the **Aplikacije** menu

If your computer has the operating system:

- Windows NT, Windows 2000, Windows XP and Windows Vista, use the option **ActivClient**
- Windows 98 or Windows ME, use the option **ActivCard Gold**

Follow the Wizard instructions for the installation of ActivClient or ActivCard Gold program support for the control of computer communication with the reader and card.

5. Check and customize the Internet set ups

- Start up the Internet Explorer
- Click on Tools → Internet Options → Advanced tab
- Select option for support off Java Sun for applets (Figure 2.)

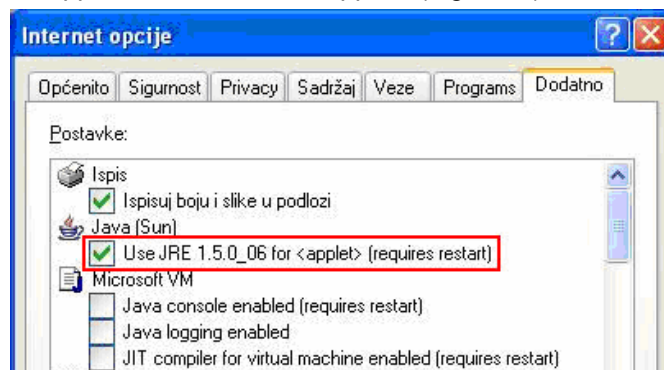


Figure 2 – Java Set ups in the Internet Browser

- save the changes by clicking on the OK action and restart the Internet browser

Note: If the Java (Sun) option is not available, it is required to install Java Sun support. The support is available on the installation media: on the main menu select the Instalacija → Dodatne aplikacije → Java Sun → Java Sun 1.6. Upon completed installation, arrange the set ups as described. Support for the last version of Java Sun is also available on the Sun Microsystems Internet site: www.java.com

6. Within the section Aplikacije select the SmartCard Management option

Follow the wizard and install PBZ SmartCard Management – managing program to use PBZ smart cards, until you get the message that the installation is successfully completed Then close the installation window.

7. Connect the smart card reader to the computer

8. Write down the Unlock Code

Note: Unlock Code is a very important data for each smart card holder. In case your card is locked (due to five-time incorrect PIN entry), you will need this unlock code to use your card again.

Start the ActivClient through Start menu (Start → Programs → ActivIdentity → ActivClient → User Console), i.e. by right click on the icon of ActivClient application in the right bottom corner of the screen beside the system watch, and select option Open (Figure 3).

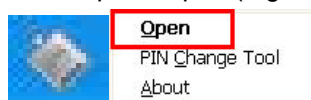


Figure 3 – Icon and ActivCard Agent start up

Insert the card into the reader (if not inserted earlier) and enter the PIN. After you entered PIN, the Unlock Code appears (Figure 4). Write down the unlock code and store it in a safe place.



Figure 4 - Unlock code

9. Change the PIN

When issuing smart card, initial PIN is assigned. It is recommended that the user changes the PIN when logging in for the first time.

Using the option Start → Programs → ActivIdentity → ActivClient, start the PIN Change Tool, i.e. through the fast menu – clicking the right mouse button on the ActivClient Agent icon in the right bottom corner of the screen.

- Insert the card into the card reader and select the installed card reader
- On the PIN change tool screen enter first the old PIN, and then twice the new PIN that:
 - contains minimum 4 (6) characters
 - contains maximum 25 characters
 - must be confirmed (entered correctly two times)

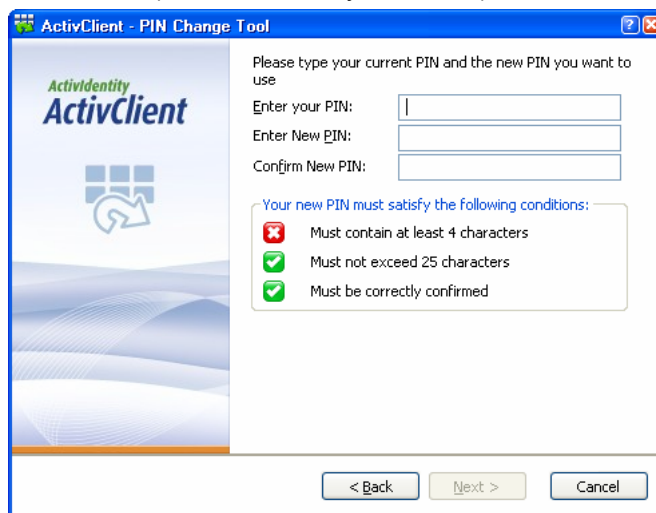


Figure 5 – PIN Change tool screen

10. Proceed to the PBZCOM@NET Internet banking service

Open the Internet browser and go to the address <http://com.pbz.hr> and [\[kliknite za ulaz\]](#) into the application.

11. Important information

Answers to all questions and issues related to the PBZCOM@NET service can be resolved by sending an enquiry to e-mail com@pbz.hr or in direct contact with attentive service with PBZ Customer Contact Centre, phone number 0800-PBZ-COM (0800-729-266) or directly on +38514891330 if you call from abroad.