



PRIVREDNA BANKA ZAGREB

PBZCOM@NET

Short Installation Guidebook

Installation Version 6.3

December, 2010

PBZ, a bank of **INTESA**  **SANPAOLO**

In order to successfully install the program support and to use PBZCOM@NET service for Internet banking, you need:

- Computer having access to Internet, Internet browser and CD/DVD reader
- Smart card, smart card reader and program support for the service.

Program Support Installation

Notes:

- If the Internet banking services provided by another bank which uses the smart card with reader are used on the computer, you should check before the installation if the existing support allows the use of PBZCOM@NET service by trying to log in the service (see Item 10). If the access is granted, it is not required to install the support from the installation media.
- If the access is not allowed, it is required to de-install the existing support and install this Program support following the instruction set out hereinafter.
- If the smart card reader of another bank is already installed on your computer, it is not required to install the drivers for the reader (see Item 2).
- If you are installing a new support, **do not connect the reader to the computer until the installation process is completed.**

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

After inserting the CD into the computer, home page with menu will automatically appear.



Figure 1 – Installation Window Home Page Screen

Note: If the installation procedure fails to start automatically, start up the autorun.exe data file to be found in the root directory of the installation media (<drive>:\autorun.exe).

2. Select the "Installation" action

By clicking the **Installation** button, the system will automatically recognise the program support required for the functioning of PBZCOM@NET service on your computer, and the settings defined in advance can be modified by your choice (**of the 6.2 installation version**).

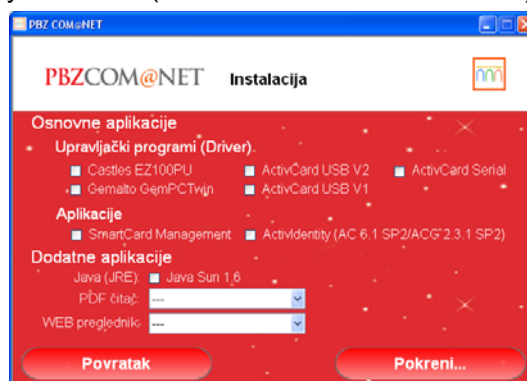


Figure 2 – Selection of Installation Components

To continue with the installation, press the **Pokreni (Start Up)** button.

3. Installation in progress

Follow the instructions displayed on the screen and confirm the proposed options.

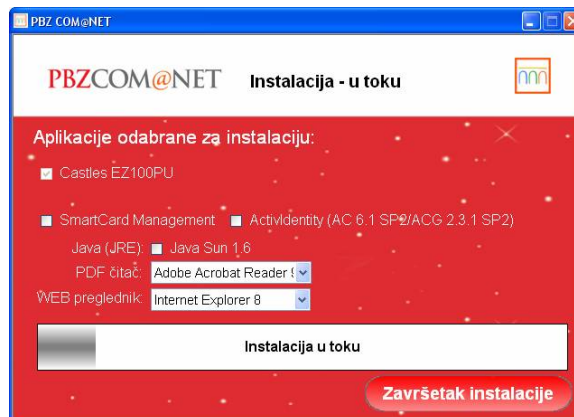


Figure 3 – Installation – in Progress

Note: By starting up the installation, the selected separate installation programs (for example Castles EZ 100 PU driver for smart card reader, ActivClient, SmartCard Management,...) will be started. Installation programs of the applications selected for the installation have separate interfaces, and are started up in succession, one after another.

Having completed the installation, click on **Završetak instalacije (Installation Completion)**.

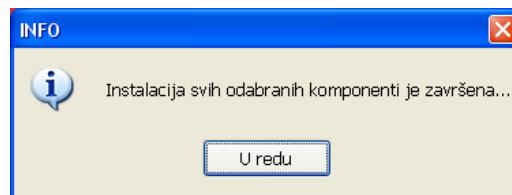


Figure 4 – Information on Installation Completion

4. Installation completion

Upon completed installation, you can choose the option **Početak (Start)**, if you want to view the **Instructions**, start up the **Installation** of advanced components or view the **Media contents**.

By clicking on **Izlaz (Exit)**, you exit the installation menu.



Figure 5 – Installation Completion

5. Verify and set up the Internet settings

- Start up the Internet Explorer
- Click on Alati (Tools) → Internet opcije (Internet Options) → Dodatno (Advanced) tab
- Mark the option for support Java Sun for applet

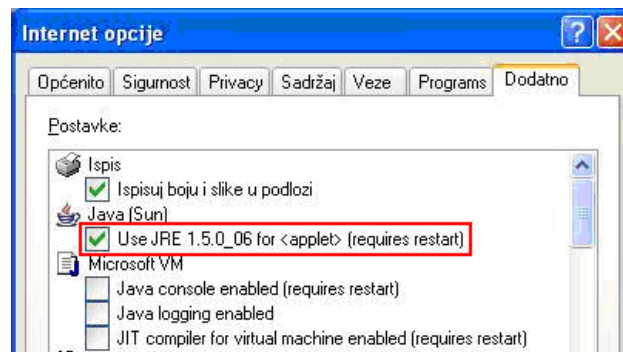


Figure 6 - Java settings in Internet viewer

- Save changes by clicking on OK (U redu) and re-start the Internet viewer

Note: If the said option is not available, it is required to install the support for Java Sun. The support is available on the installation media: on the main menu, choose **Instalacija (Installation)** → *mark only the option **Java Sun 1.6*** and start up the installation by clicking on **Pokreni (Start up)** ... Upon completion, set up the settings as described.

Support for the most recent Java Sun version is available on the Internet page of the manufacturer Sun Microsystems (www.java.com).

6. Connect the smart card reader to the computer

7. Write down the Unlock Code

Note: The Unlock Code is a very important data to each smart card holder. In case your card is locked (due to incorrect PIN entered five times in a row), you can unlock it only if you know the unlock code.

Start up the ActivClient through Start menu (Start → Programs → ActiveIdentity → ActiveClient → User Console) or directly by clicking on the application icon ActivClient in the right bottom part of the screen next to the system clock and by selecting the option Open (Figure 7).

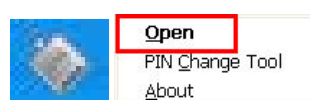


Figure 7 – Icon and Start Up of ActiveCard Agent

Insert the card into the reader (if not already inserted before) and enter the PIN. After entering the PIN, the Unlock Code will be displayed (Figure 8). Write down the unlock code and store it in the safe place. Then close the window by clicking on "Close".



Figure 8 – Unlock Code

8. Change PIN!

When contracting the service, the initial PIN is created for the user. When logging in for the first time, the user is recommended to change the initial PIN.

By using the option *Start* → *Programs* → *ActivIdentity* → *ActivClient*, start up the PIN Change Tool, i.e. through quick menu – by clicking the right mouse key on the ActivClient Agent icon in the right bottom part of the screen:

- Insert the card into card reader and select the matching card reader
- On the PIN change screen, enter first the old PIN and then twice the new PIN, which:
 - Must contain minimum 4 characters
 - Must not exceed 25 characters
 - Must be confirmed

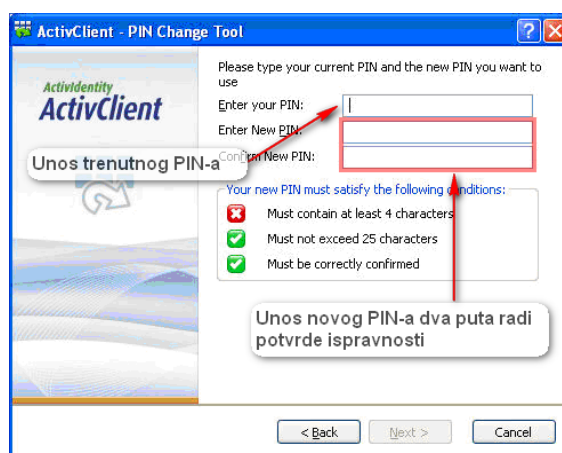


Figure 9 – PIN Change Tool Screen

9. Accessing the PBZCOM@NET Internet banking service

Open the Internet viewer and access the address <http://com.pbz.hr> and [\[click for log in\]](#) the application.

10. Important information

Answers to any question or ambiguity related to the PBZCOM@NET service can be obtained by sending an enquiry to the e-mail com@pbz.hr or by directly contacting the Customer Contact Center employees at the phone number 0800-PBZ-COM (0800-729-266).

In the section "Pitanja" (Questions), the Internet pages of the PBZCOM@NET service (<http://com.pbz.hr/faq.html>) provide useful answers to frequently asked questions.