

This document provides the description of how to install software on computers of users of PBZCOM@NET internet banking, how to change a PIN, and how to unlock the PBZ PKI cards. This Instruction consist of the following sections:

1. [Installation of software and downloading of FINA certificates on the PBZ PKI card](#)
2. [Change of a PIN for the PBZ PKI card](#)
3. [Unlocking of the PBZ PKI card](#)



Figure 1 - the look of the front of the PBZ PKI card



Figure 2 - the look of the back of the PBZ PKI card

In order to be able to use **PBZ PKI cards** (Figure 1, Figure 2), i.e. in order to be able to access the PBZCOM@NET service via these cards, **one-off installation of software will be required**.

**NOTE:** You should have administrator authority to install software on your computer (the right/authorisation that permits you to install software). If you do not have administrator authority, you should contact your IT support. After the installation has been successfully completed, you should simply insert the PKI card [into the card reader] to access the PBZCOM@NET service, which means that administrator authority is no longer required.

**NOTE:** If you use internet banking of another bank/FINA and PKI card log-in, before installing software for PBZCOM@NET, you should check if the service is already available, i.e. you should check if you are able to log in to the application. Since the PKI card software is almost identical to that which is used by other banks / FINA, it may not be necessary to install any additional application.

## 1. Installation of software and importing FINA certificates to the PBZ PKI smart card

It is necessary to install the appropriate software for the device **before connecting** the device to the computer, downloading the FINA certificates and accessing the PBZCOM@NET service.

For Windows 10 and Windows 11 computers, it is necessary to download and install the following applications:

- ActivClient: [https://com.pbz.hr/download/ActivClient\\_741\\_x64.msi](https://com.pbz.hr/download/ActivClient_741_x64.msi)
- SmartCard Management: [https://com.pbz.hr/download/SmartCardManagement\\_Installer\\_x64.exe](https://com.pbz.hr/download/SmartCardManagement_Installer_x64.exe)

- FINA SignErgy: [https://rdc.fina.hr/download/FINA\\_SignErgy\\_Installer.exe](https://rdc.fina.hr/download/FINA_SignErgy_Installer.exe)

**NOTE:** Software for the smart card reader needs to be installed if the computer does not automatically recognize that the card reader is connected to the computer or not recognize that the card is inserted into the card reader, a message usually appears "No Card Detected". You can identify the type of card reader by its look:

- P/N: Castles EZ 100 PU (white):  
[https://com.pbz.hr/download/ez100pu\\_win7\\_64.exe](https://com.pbz.hr/download/ez100pu_win7_64.exe)
- P/N: GemPC Twin (transparent):  
[https://com.pbz.hr/download/GemPCTwin\\_win7\\_64.msi](https://com.pbz.hr/download/GemPCTwin_win7_64.msi)

**NOTE:** If you already use Internet banking of some other bank/FINA that also uses a smart card reader, please do not connect a new card reader, but use the existing one.

**NOTE:** If JRE x32 (Java Runtime Environment) is not already installed on the computer, an error will appear when starting the eUred application. In this case, it is necessary to download and install JRE x32 (jre-8u351-windows-i586) from the link:

[https://javadl.oracle.com/webapps/download/AutoDL?BundleId=247134\\_10e8cce67c7843478f41411b7003171c](https://javadl.oracle.com/webapps/download/AutoDL?BundleId=247134_10e8cce67c7843478f41411b7003171c)

After installing the necessary applications on the computer, restart the computer. After restarting the computer, connect the card reader to the computer and insert the PBZ PKI smart card into it. Importing FINA certificates to the PBZ PKI smart card by following the instructions provided in the initial e-mail sent from the e-mail address [info.rdc@fina.hr](mailto:info.rdc@fina.hr) whose Subject line reads as follows: „*Pin za prijavu na portal za preuzimanje digitalnih certifikata*“ [„*PIN for logging in to the portal for digital certificates download*“].

After successful import of the FINA certificates to your device, you will be able to access PBZCOM@NET service (<https://com.pbz.hr>).

For any further questions or explanations, you may contact us at a toll-free phone number 0800 PBZ COM (**0800 729 266**) or by e-mail, using the e-mail address: [com@pbz.hr](mailto:com@pbz.hr)

## 2. Change of a PIN for the PBZ PKI card

1. **Insert the PBZ PKI card** into the card reader connected to your computer.
2. **Start ActivClient Agent** (there are two ways of doing it):
  - a. Right-click on the icon *ActivClient Agent* at the bottom right of the screen, next to the system clock, and choose the option *Open* (Figure 3) or

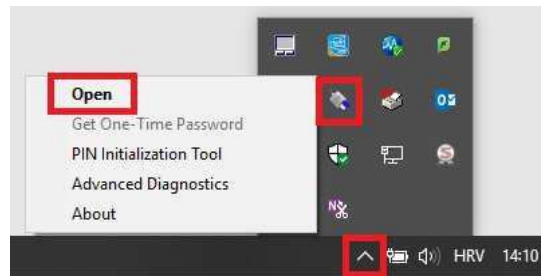


Figure 3 – Opening of ActivClient application

- b. Start *ActivClient Agent* application (Start -> All applications -> *ActivIdentity* -> *User Console*).
- c. In the window *ActivClient Login* you should enter the current PIN of the device, after which you will be able to click on *OK* (Figure 4).

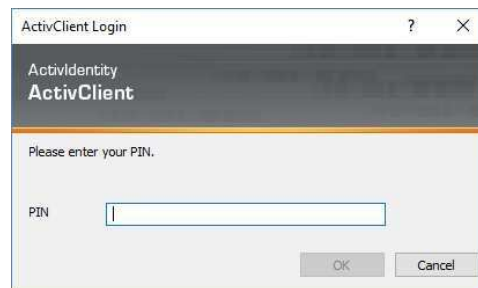


Figure 4 – window to enter the existing PIN

- d. The window *ActivClient – Display Smart Card Unlock Code* (Figure 5) will appear.



Figure 5 – display of the Unlock Code

- e. You should read and save the Unlock Code that will be used in the next step. Click on *Close* (Figure 5).
- f. From the menu *ActivClient*, choose *Tools* -> *Unlock Card...* (Figure 6).

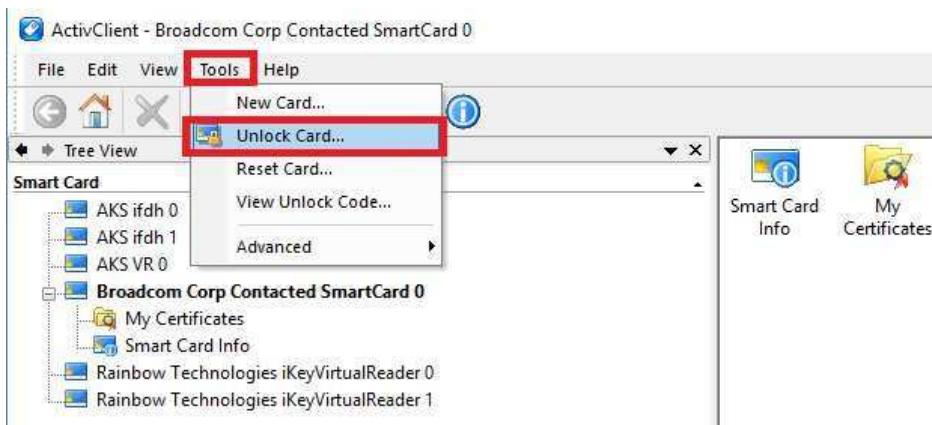


Figure 6 – choosing the option to change the PIN

- The window will appear stating that your card is not locked (Figure 7), in which you should choose the option *Da [Yes]* (Figure 7).



Figure 7 – notice that the card is not locked

- You should enter the *Unlock Code* in the relevant field. In the fields *New Pin* and *Verify*, enter a new PIN (you may also enter the old PIN) (Figure 8).



Figure 8 - window in which the unlock code and a new desired PIN should be entered

- After you fill in all the fields, it will be possible to click on **OK**.

6. Upon clicking on the **OK** button, a message will appear saying that you have successfully changed your PIN (Figure 9).



Figure 9 – message saying the PIN has been changed successfully

7. Click on **OK**.
8. You may now close the application *ActivClient* and **log in again** to PBZCOM@NET (<https://com.pbz.hr/>).

### 3. Unlocking of the PBZ PKI card

The PBZ PKI card will be locked after entering an incorrect PIN 5 times in a row. To enable continued use of the card, it has to be unlocked by using the Unlock Code.

The procedure to be followed is described below:

1. **Insert the PBZ PKI card** into the card reader connected to your computer.

**NOTE:** If, within a few seconds after inserting the card, the window "ActivClient – Unlock Smart Card" appears, carry on by following instructions from item 4 onwards.

2. **Start ActivClient Agent** (there are two ways of doing it):
  - a. Right-click on the icon *ActivClient Agent* at the bottom right of the screen, next to the system clock, and choose the option *Open* (Figure 10) or

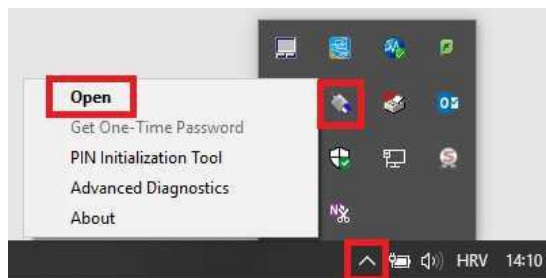


Figure 10 – Opening of ActivClient application

- b. Start *ActivClient Agent* application (Start -> All applications -> *ActivIdentity* -> *User Console*).
- c. From the menu *ActivClient*, choose *Tools* -> *Unlock Card...* (Figure 11).



Figure 11 – choosing the option to change the PIN

3. The window will appear with a notice stating that your card is locked and that it should be unlocked (Figure 12).

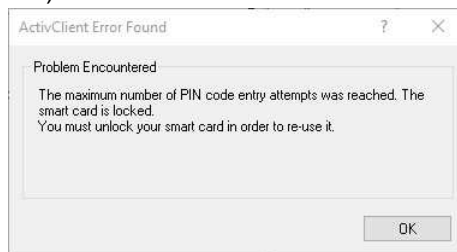


Figure 12 – notice that the card is locked

4. You should enter the *Unlock Code* in the relevant field. In the fields *New Pin* and *Verify*, enter a new PIN (you may also enter the old PIN) (Figure 13).

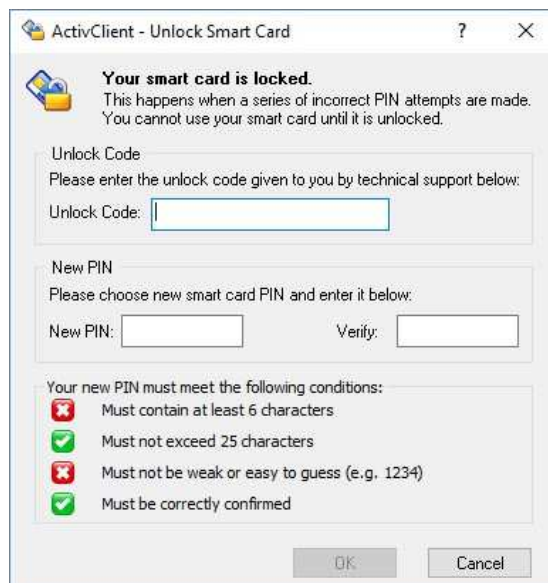


Figure 13 - window in which the unlock code and a new desired PIN should be entered

5. After you fill in all the fields, it will be possible to click on **OK**.
6. Upon clicking on the **OK** button, a message will appear saying that you have successfully changed your PIN (Figure 14).



Figure 14 - message saying the PIN has been changed successfully

7. Click on **OK**.
8. You may now close the application *ActivClient* and **log in again** to PBZCOM@NET (<https://com.pbz.hr/>).