

# Token Generator - Instructions for Use

## Short instructions for the use of token generators

Token generators are small white devices that the users get from the bank after being included in the internet banking system. The token generator is tied to each individual user and their account/s and cannot be borrowed to others.

The token generator has two-fold role:

1. to provide access to internet banking application
2. to sign created orders

## Use of token generators to access the application

First use of token generator:

Once you receive your token generator, you will need to initialize it. The procedure is the following:

- a) press green ON button, and see message UNESI PIN on the display
- b) enter 0000, and see message NOVI PIN on the display
- c) enter your four-digit PIN (choose your own combination, that cannot be four same digits or for subsequent digits, e.g. 1111 or 1234, etc.)
- d) if the combination you entered is not eligible, you will see the message GREŠKA on the display and then NOVI PIN
- e) at the end confirm your PIN code entering your four-digit combination once more
- f) leave the token generator unused for at least 2 minutes before the next use.

This initialized your token generator, and you chose your PIN code that you will always use when you use your token generator.

## Any subsequent use of token generator (access the application):

In order to access the internet banking application, enter your username, password and number you get on your token generator in the boxes offered on your computer monitor.

- a) Username is, for physical persons name.surname, and for legal entities SMBsubaccountnumber, with the bank keeping the right to minor changes in case there is already a user with the same username.
- b) Password is the combination of letters and digits got from the bank, and entered in its original form at the first login. Any other time you log in, you may change your password – it is recommended to change it from time to time to ensure security.
- c) Third entry requested when accessing netBanking, the token, is the number you get from the token generator.

d) In order to get the token number, follow these steps:

1. press green button on the token generator to switch it on
2. enter your four-digit PIN code
3. press the green button again
4. the display of the token generator shows you the number that you enter in the appropriate box on the screen (you have 30 seconds to use that token)

This allows you access to internet banking application.

## Any subsequent use of token generator (signing payment orders):

Payment orders created within the netBanking application can be signed as a group or individually from the list “unsigned orders” immediately upon creation or upon expiration of a timeframe you define. In both cases tokens are used for signing such orders. After marking the orders from the “unsigned orders” list, click on “sign” to get a new window with:

- a) “code” containing a row of digits
- b) “result” empty field

Then do the following:

Take your token generator and press the green button.

1. Enter your PIN code. Then the token generator display will remain blank, so immediately continue typing digits from the “code” field.
2. Press the green ON button.
3. The token generator will generate six-digit token you need to enter in the empty field on your computer.
4. Put the token generator away.
5. Click on the “send” button in the bottom of the screen to send the token.
6. Signing is complete, the order has been sent to the bank.

The number your token generator generated and you entered in the field “result” is your electronic signature.

## Note:

Inappropriate handling of the token generator, as well as multiple attempts to access netBanking may cause it to lose synchronization. Therefore, after the sixth unsuccessful attempt check your internet connection, and if it is alright, inform the Bank on the problem. Unsynchronized token generators have to be replaced.

If you use a current account limit, you can check your account at:

**Tools - User profile.** Where you will find the available amount.