PPF Banka

USER GUIDE FOR THE INTERNETBANKING SERVICE OF PPF banka a.s.

Part II: Working with the Token and the Certificate

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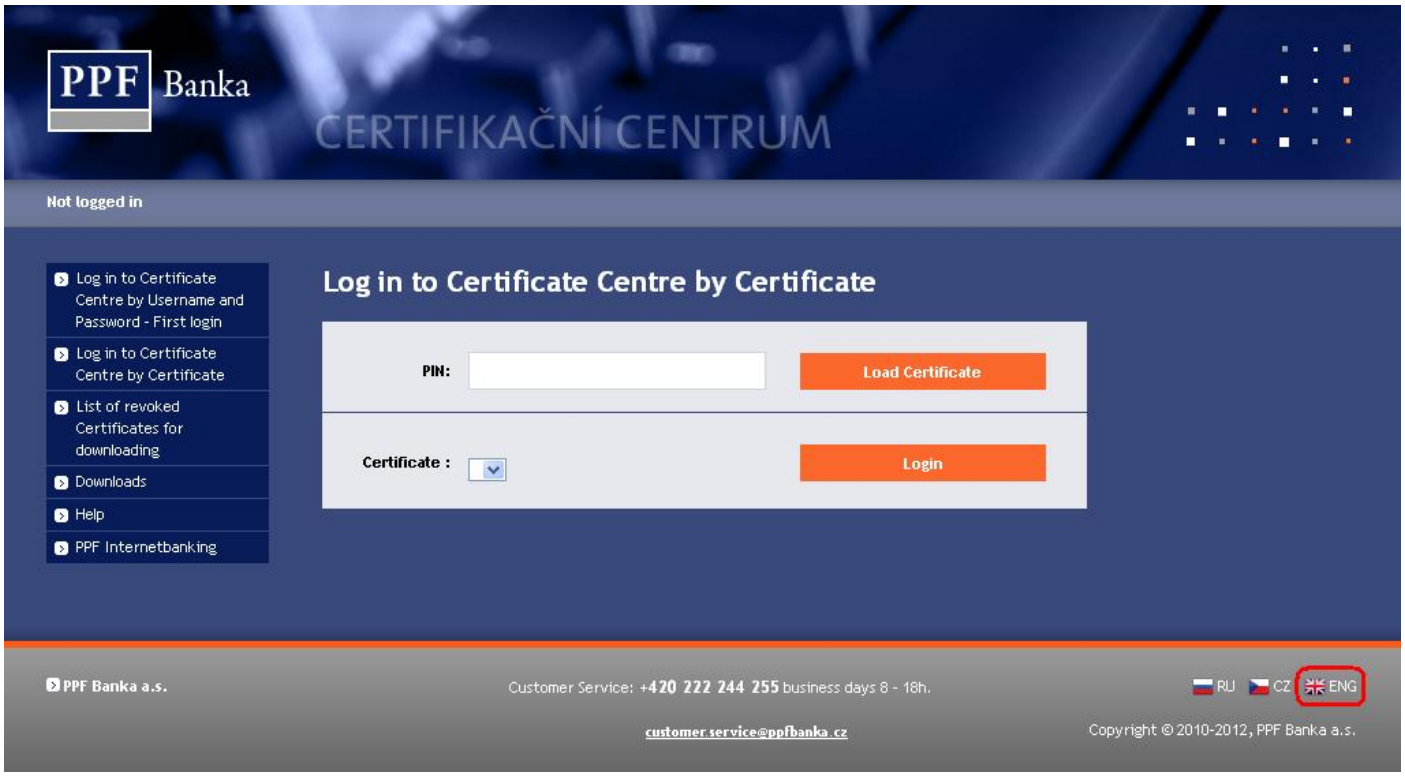
I. Introduction

For greater clarity, the User Guide is divided into several parts, which are separate documents. This part describes working with the Token and the Certificate. Other information related to IB is stated in other parts of the User Guide.

In the event that there are expressions, abbreviations or phrases beginning with capital letters used in the text of the User Guide, their meaning will be stated in the article titled Definition of Terms of the GBC and/or SBC. The meaning may be specified in the individual provisions of the GBC and/or SBC and/or this User Guide.

II. Certification Centre

The Certification Centre is accessible on the https://ibcc.ppfbanka.cz websites. After entering these websites the following screen will appear:



Change the language (ENG) in the bottom right-hand corner. To secure the correct generation of the Certificate it is necessary to go through the following procedure:

1. Download the SW for the correct running of IB (Java) – point III. – **install this version of Java even if you already have the latest version of Java installed on your PC;**
2. Download the library for working with an electronic key (an applet for the encryption of data) – point IV.;
3. Download the drivers for the Token for the relevant operating system – point V.;
4. Download SW for the Token operation – point VI.;
5. Restart the PC;
6. Change the PIN to the Token – point VII.;
7. Generate the Certificate – point VIII.

You can download the drivers, SW for the Token and an applet for the encryption of data from the **Software** option. All the files which need to be downloaded into the PC for the Token to work correctly will be displayed.

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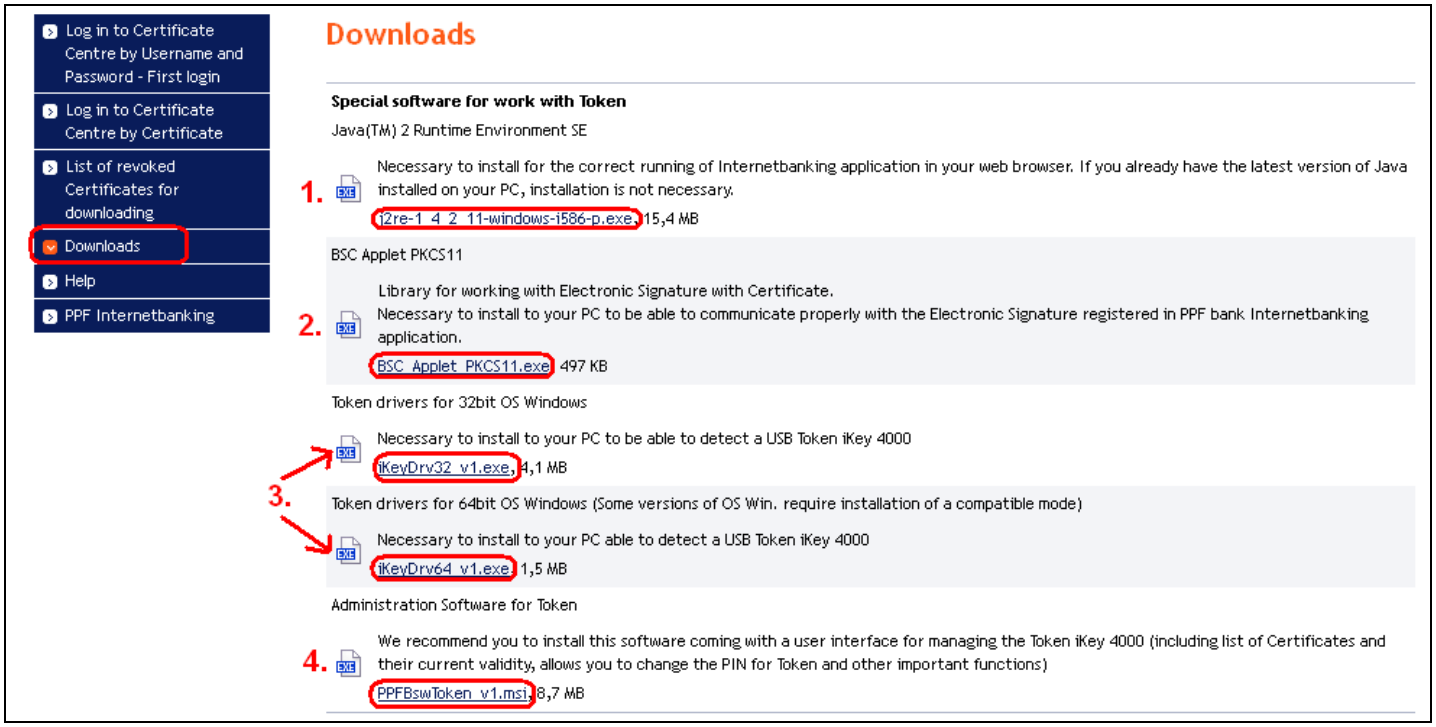
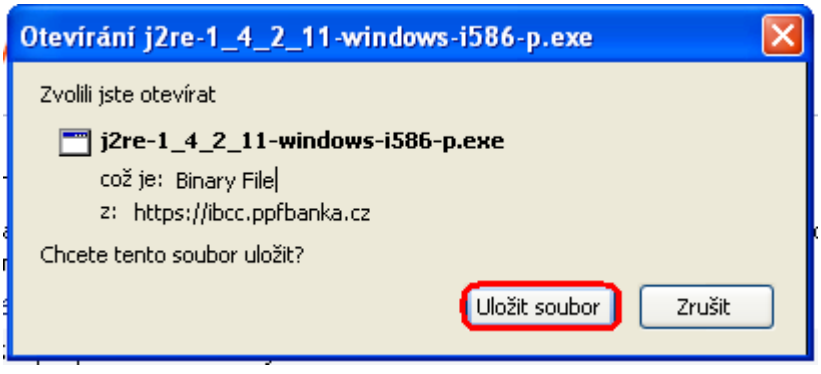


IMPORTANT WARNING:

- **The displayed dialogue windows could be a little bit different (for example, instead of the *Save* button the *Save file* button is displayed) in various browsers (Mozilla Firefox, Internet Explorer, Google Chrome, etc.) or some dialogue windows could be added additionally.**
- **The language of the dialogue windows depends on the setting of the operating system or on the setting of each file – neither the Bank nor the User can influence this.**
- **If you use a Token or smart card (or other similar crypto equipment) from another supplier or another bank, we recommend that you disconnect this equipment at least during the time of generating and saving the Certificate of the Bank (due to the possible collision of the SW during the time of the generating of the Certificate). In the event that you do not follow this recommendation there is a possibility that the Certificate for IB will not be saved to the Token.**

Installation is done in the usual way, using Windows Installer technology.

III. Downloading SW for the correct running of Internetbanking

1.	First choose the file with the SW for the correct running of IB. In the first dialogue window click on the **Save (Uložit soubor)** button.	

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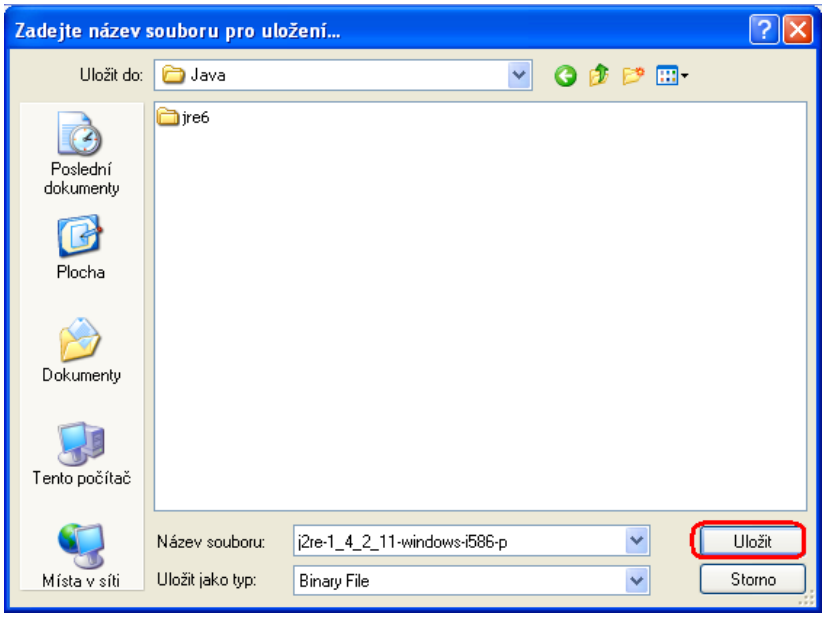
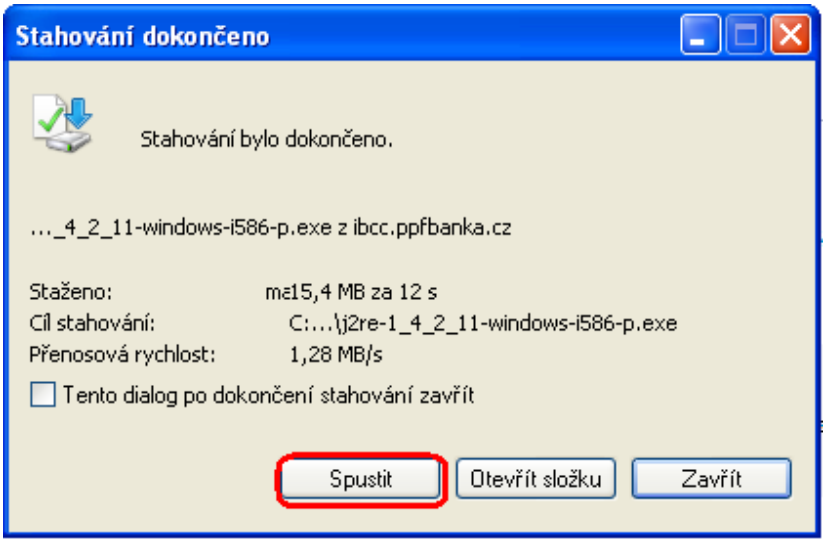
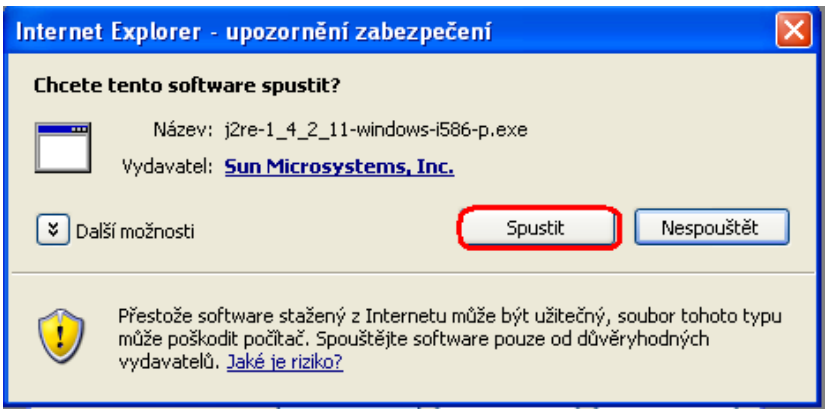
2.	The program will ask you to select a directory for saving the file – select a directory and click on the **Save (Uložit)** button. **Do not change the name or type of the file!!!**	
3.	Information on successful saving will then be displayed – launch the installation with the **Launch (Spustit)** button.	
4.	The system will ask you if you wish to launch the SW – click on the **Launch (Spustit)** button.	

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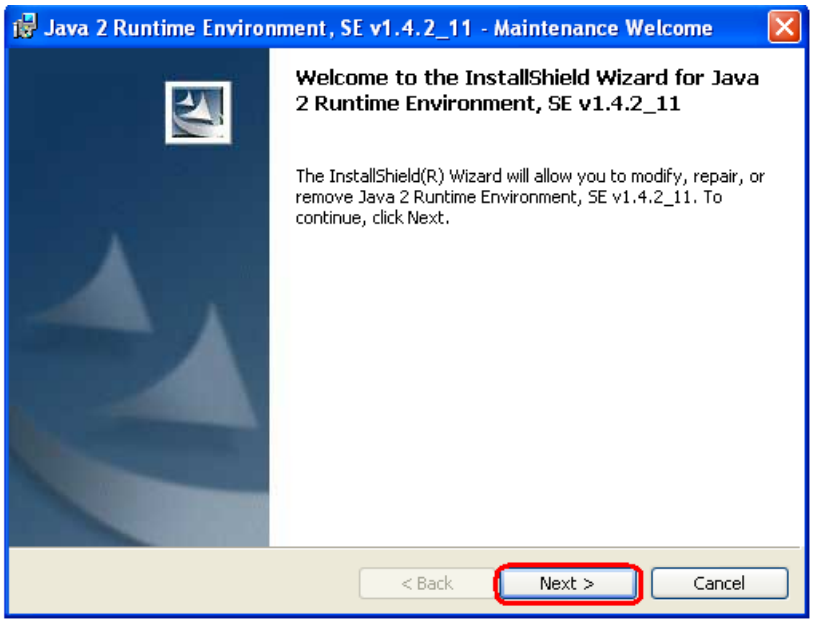
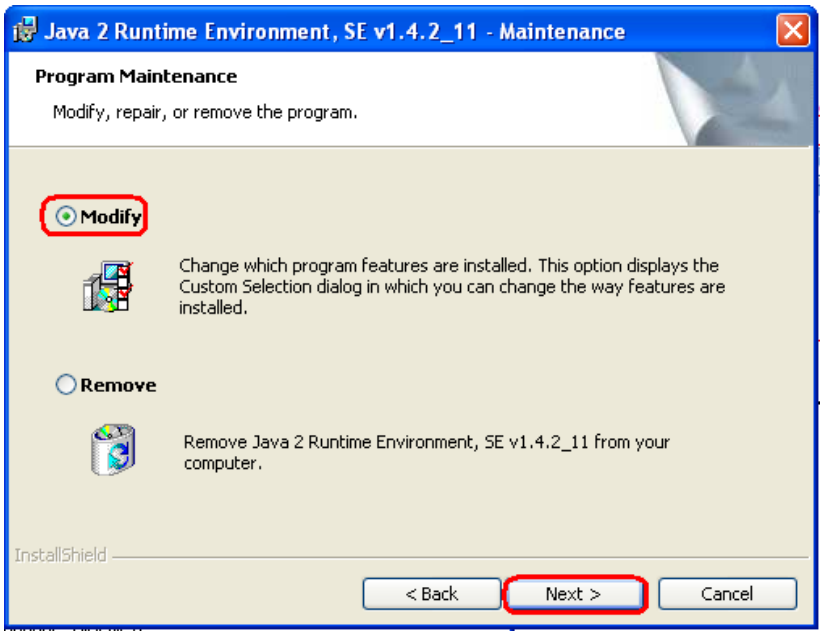
5.	The installation guide will come up. On the first screen of the guide click on the **Next** button.	
6.	On the following screen leave the chosen installation type (**Complete**, **Modify** or **Typical**) and click on the **Next** button.	

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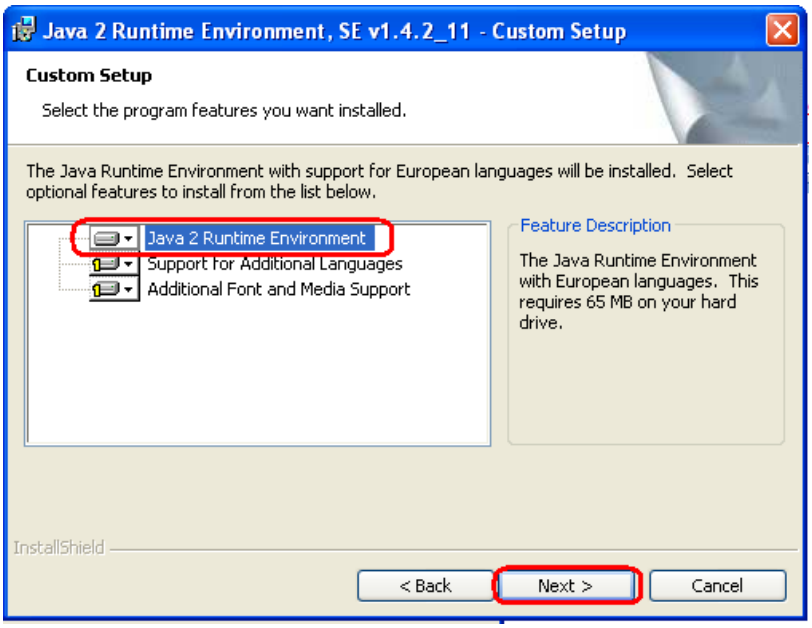
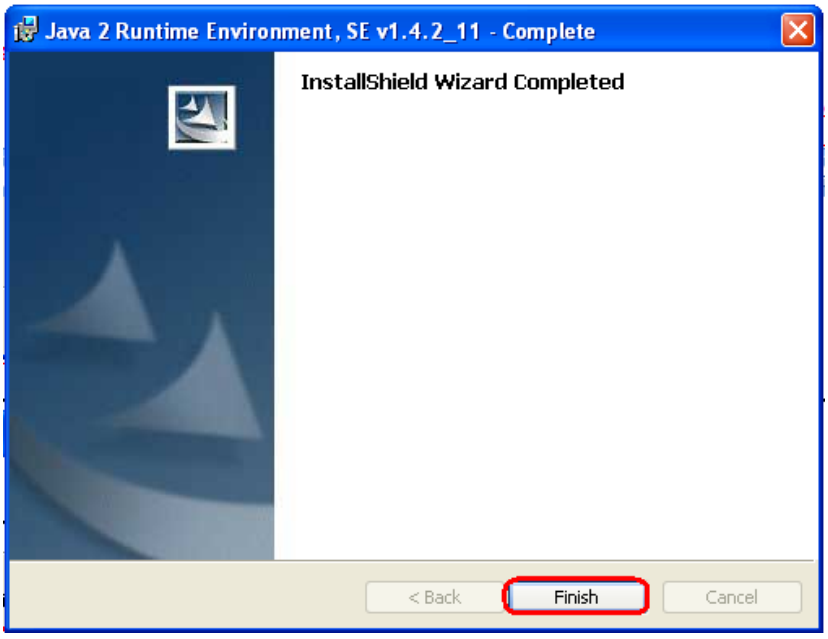
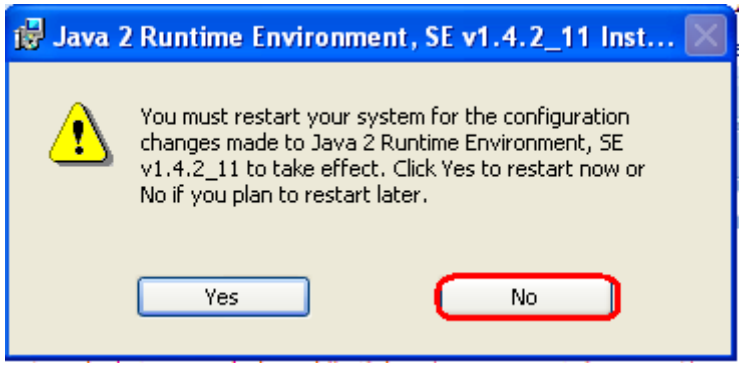
7.	On the next screen leave the **Java 2 runtime Environment** option and click on the **Next** button.	
8.	After finishing the installation click on the **Finish** button.	
9.	After the installation, the window with information on the need to restart the PC will be displayed – click on the **No** button (the PC will be restarted later after installation of all the necessary SW).	

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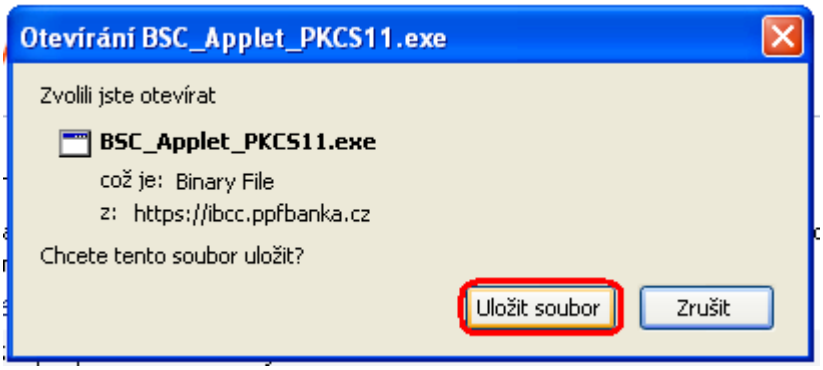
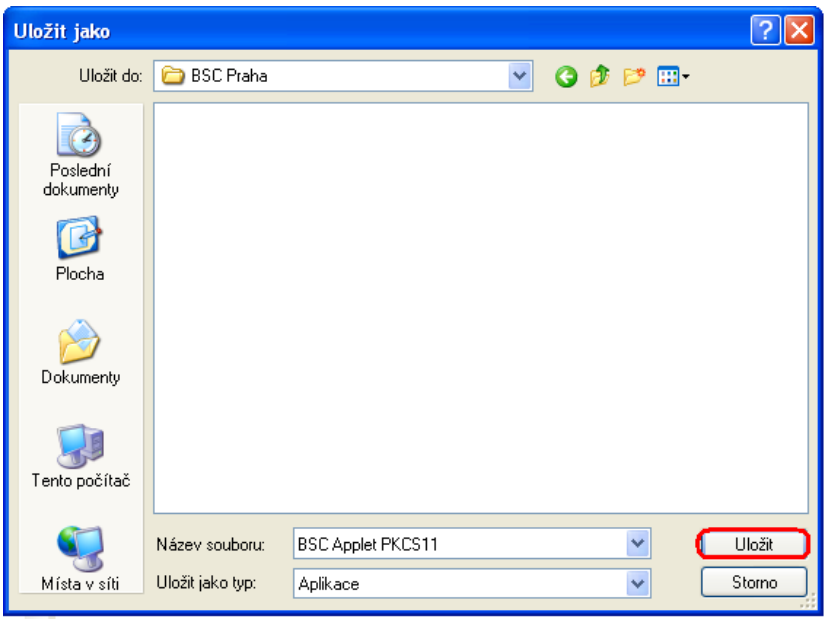
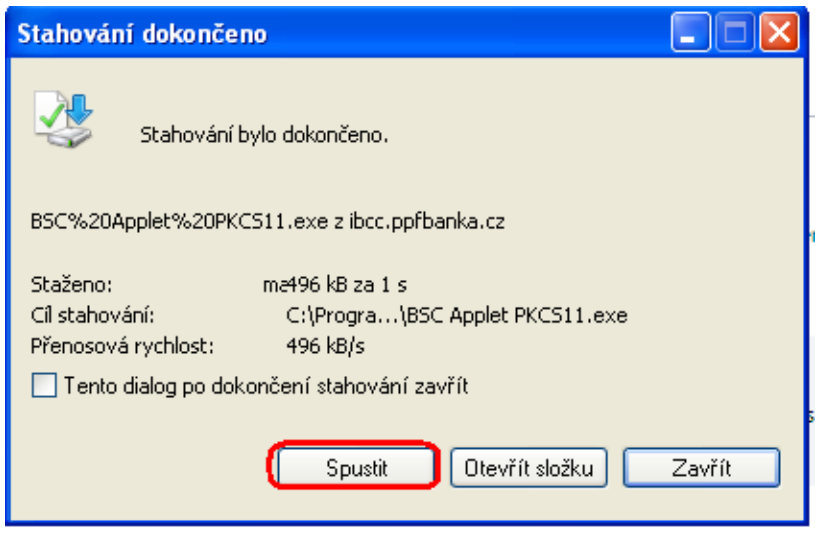
IV. Downloading a library for working with an electronic key (an applet for the encryption of data)

1.	Then choose the file with an applet for communication of IB with the Token. In the first dialogue window click on the **Save (Uložit soubor)** button.	
2.	The program will ask you to select a directory for saving the file – select a directory and click on the **Save (Uložit)** button. **Do not change the name or type of the file!!!**	
3.	Information on successful saving will then be displayed – launch the installation with the **Launch (Spustit)** button.	

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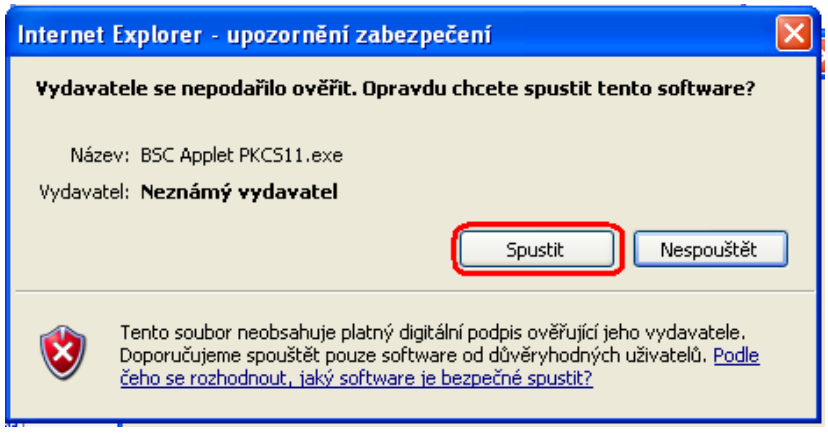
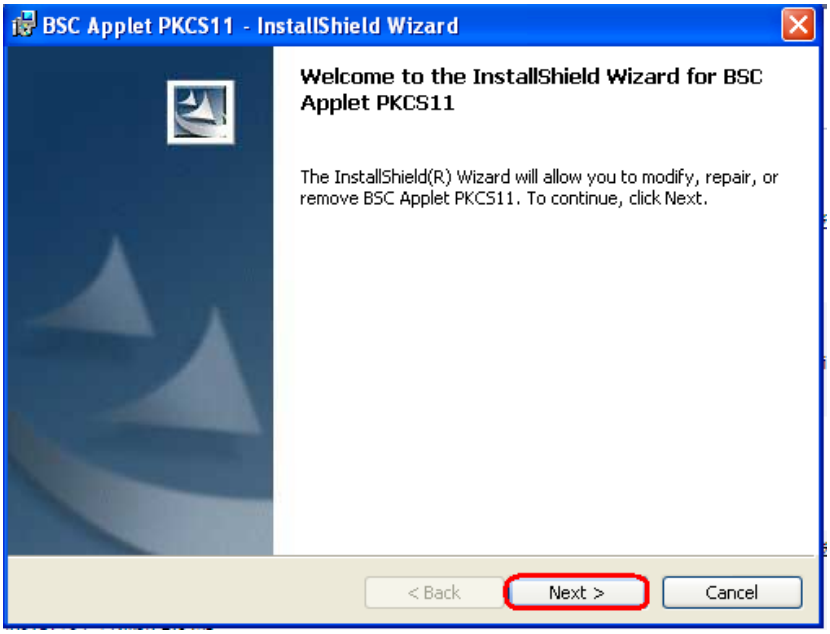
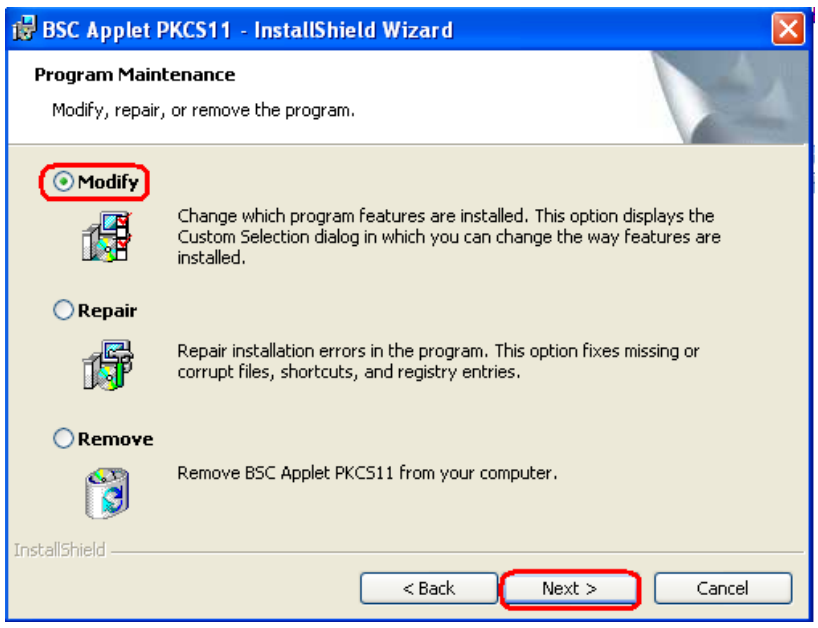
4.	The system will ask you if you wish to launch the SW – click on the **Launch** (**Spustit**) button.	
5.	The installation guide will come up. On the first screen of the guide click on the **Next** button.	
6.	On the following screen leave the chosen installation type (**Complete, Modify** or **Typical**) and click on the **Next** button.	

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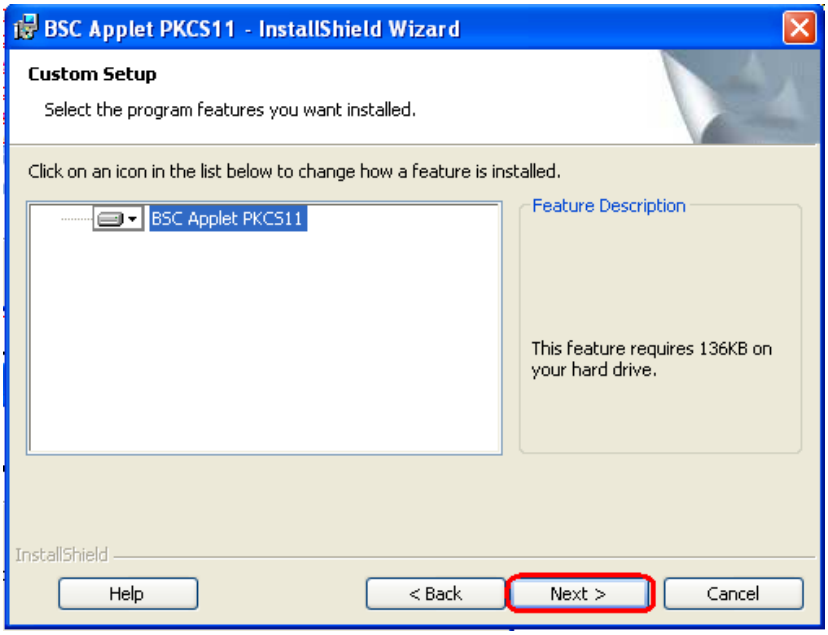
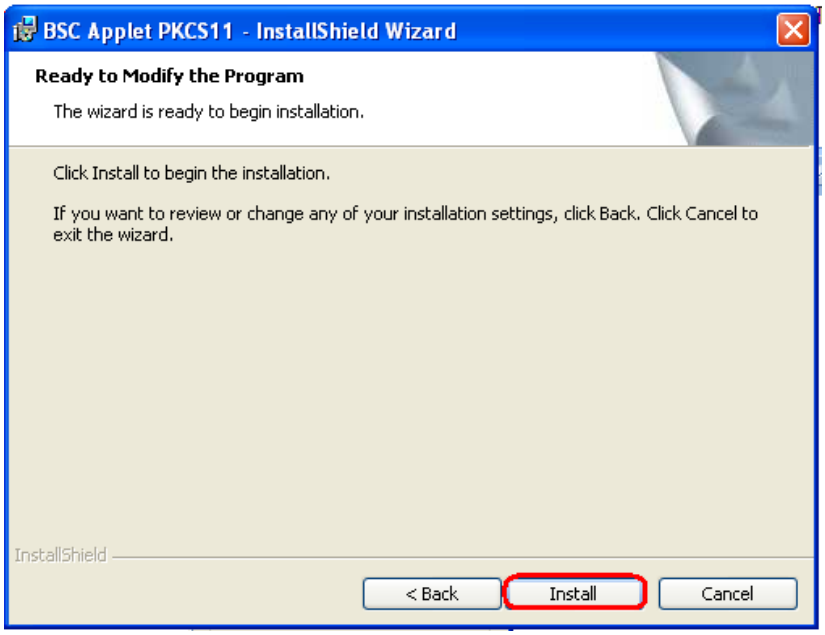
7.	On the next screen click on the **Next** button.	
8.	On the following screen switch on the installation of an applet by pressing the **Install** button.	

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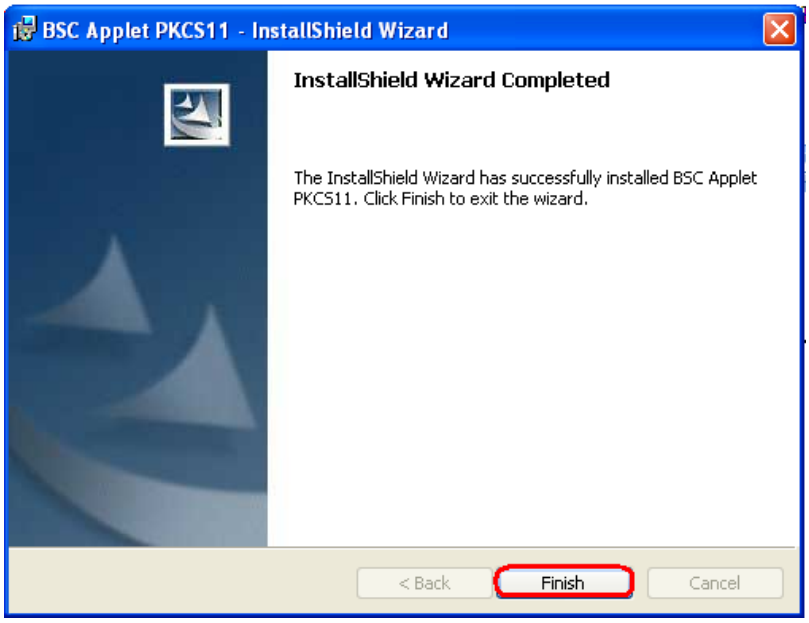
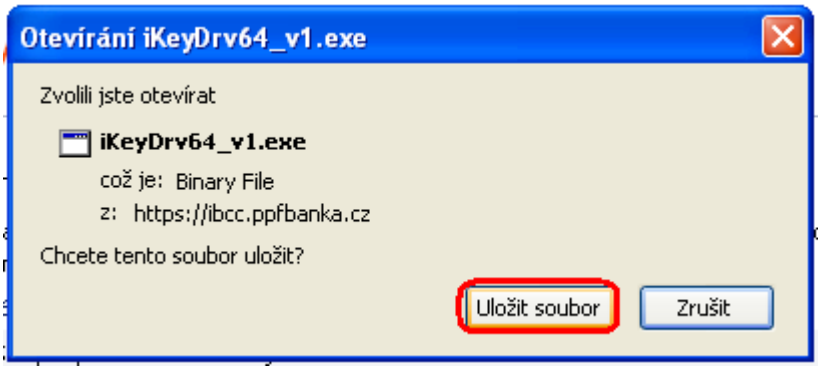
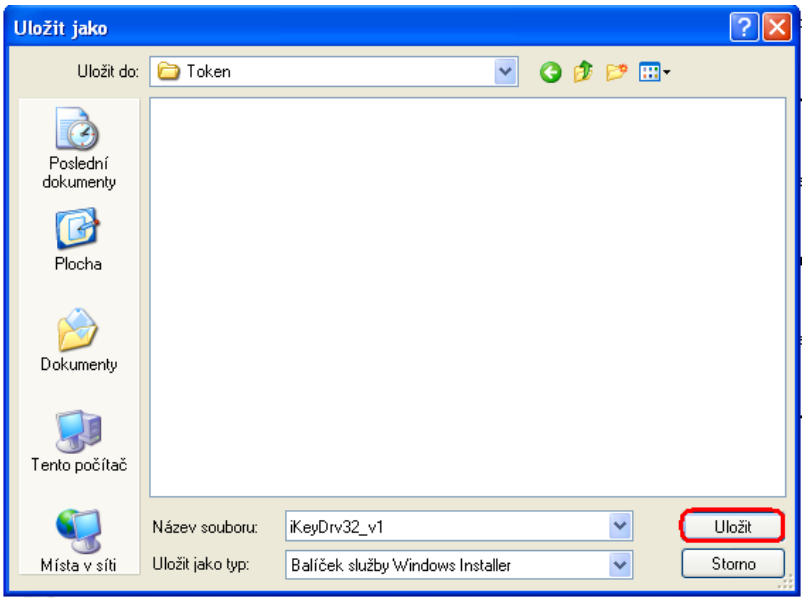
9.	After finishing the installation click on the **Finish** button.	

V. Downloading drivers for the Token

1.	Then choose the file with the drivers for the Token according to your operating system. In the first dialogue window click on the **Save (Uložit soubor)** button.	
2.	The program will ask you to select a directory for saving the file – select a directory and click on the **Save (Uložit)** button. **Do not change the name or type of the file!!!**	

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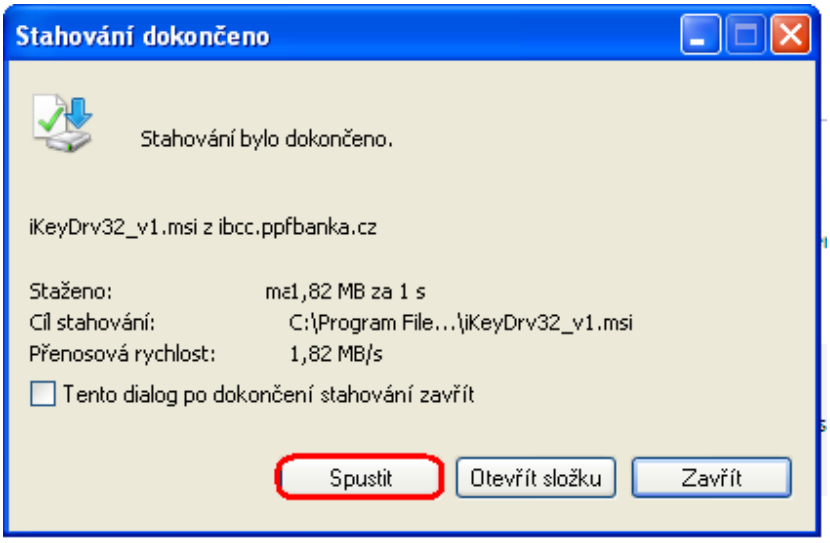
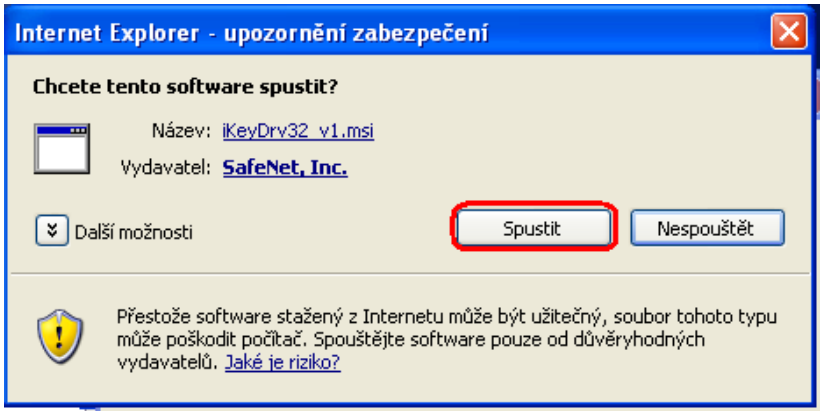
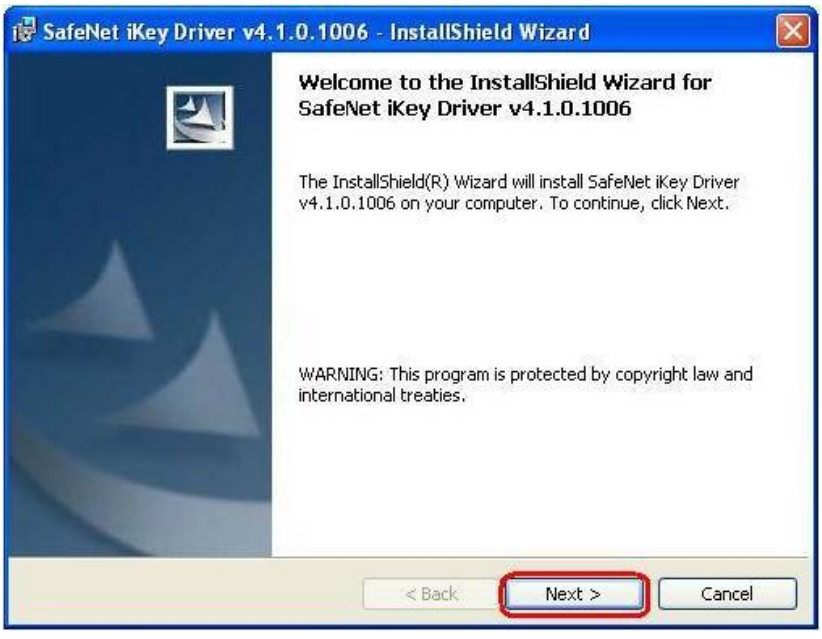
3.	Information on successful saving will then be displayed – launch the installation with the **Launch** (**Spustit**) button.	
4.	The system will ask you if you wish to launch the SW – click on the **Launch** (**Spustit**) button.	
5.	The installation guide will come up. On the first screen of the guide click on the **Next** button.	

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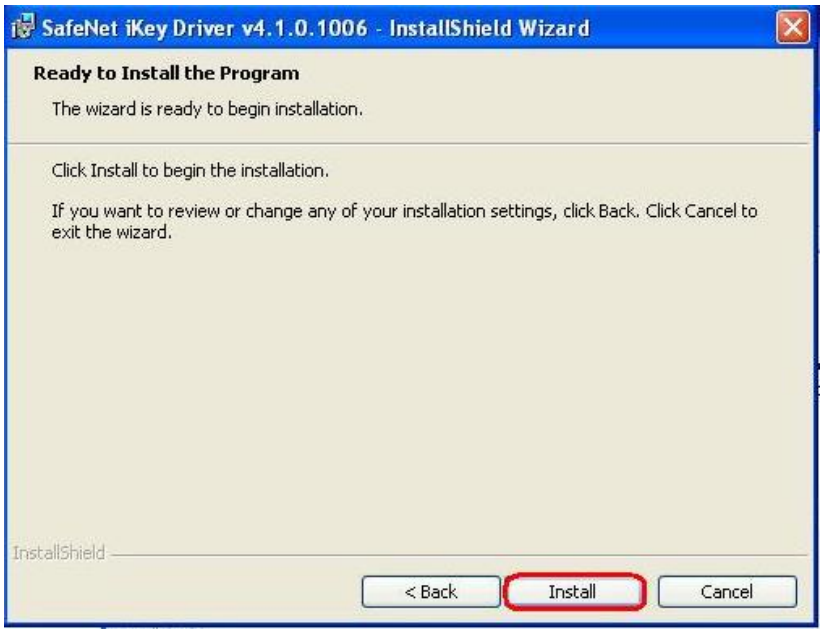
6.	A Licence Agreement will appear on the second screen. Read this agreement and if you agree with it tick option (**I accept the terms in the License Agreement**) and click on the **Next** button. If you do not agree with the licence agreement it will not be possible to install the drivers for the Token and generate the Certificate necessary for logging in and for Authorization of orders in IB.	
7.	Switch on the installation by pressing the **Install** button on the following screen.	
8.	The installation program will ask you to insert the Token. Insert the Token into the USB and close the window by pressing the **Close** button.	

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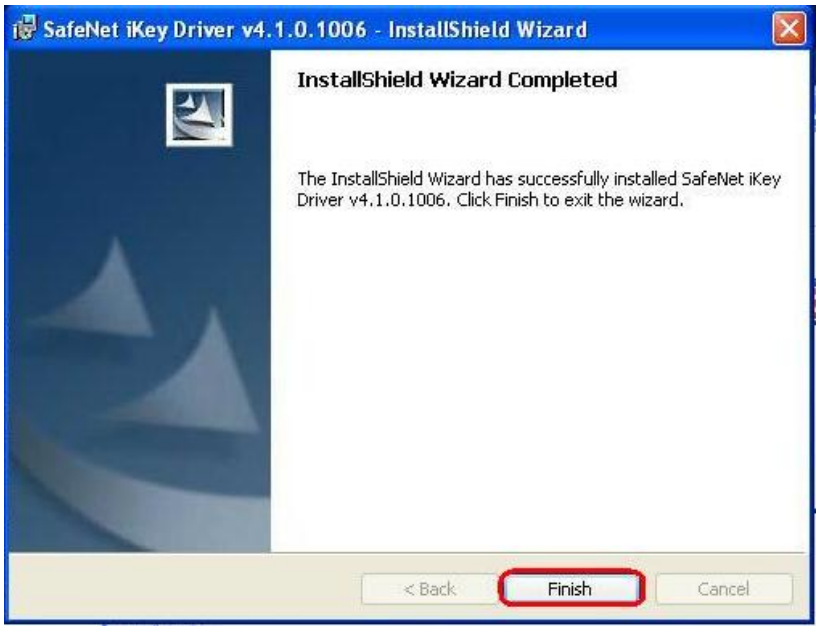
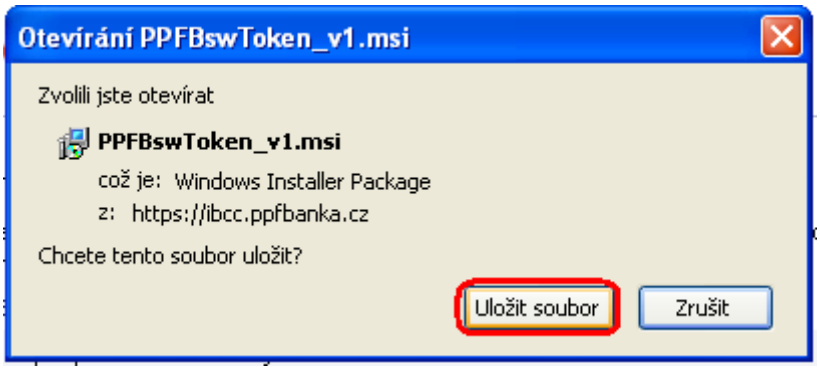
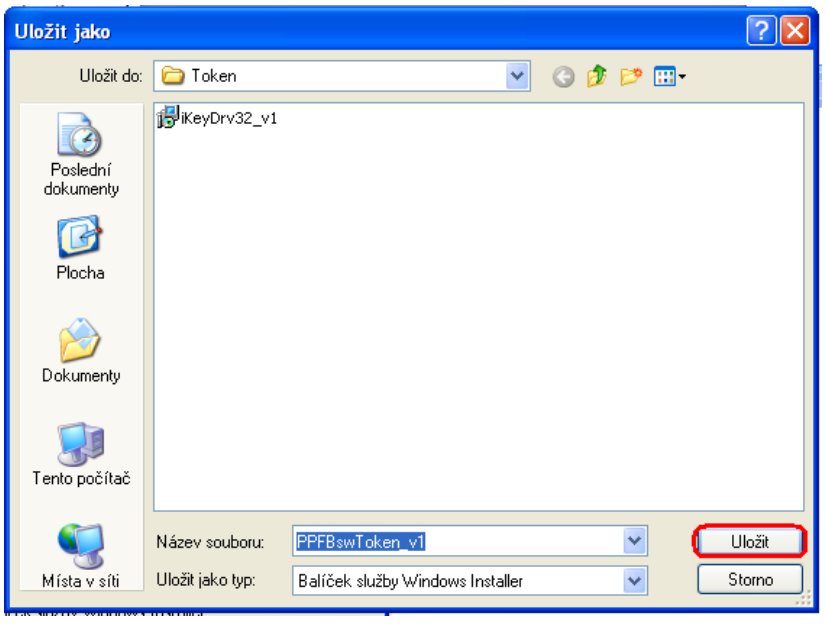
9.	After finishing the installation click on the **Finish** button.	

VI. Downloading SW for the Token operation

1.	Then choose the file with SW for the Token operation. In the first dialogue window click on the **Save (Uložit soubor)** button.	
2.	The program will ask you to select a directory for saving the file – select a directory and click on the **Save (Uložit)** button. **Do not change the name or type of the file!!!**	

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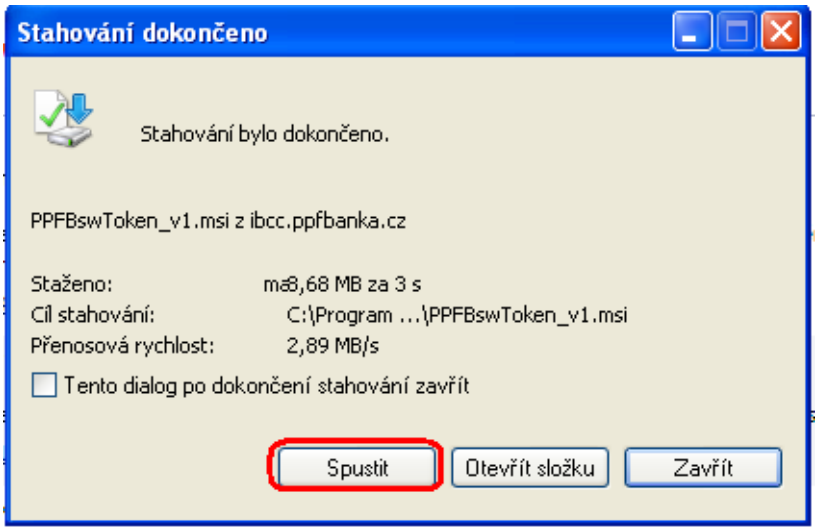
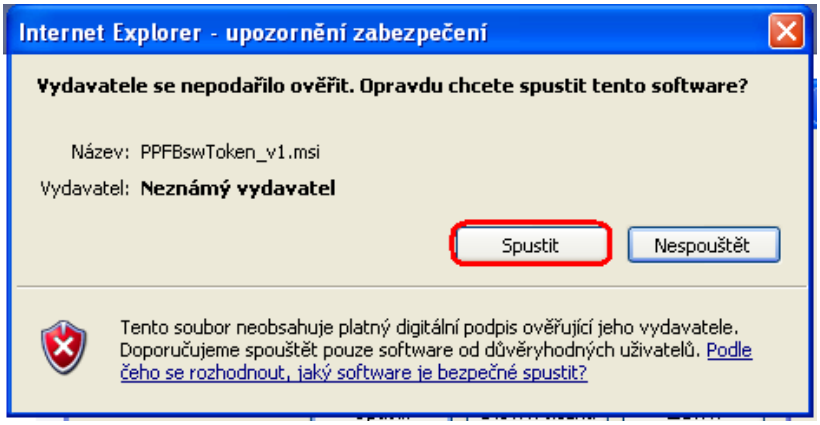
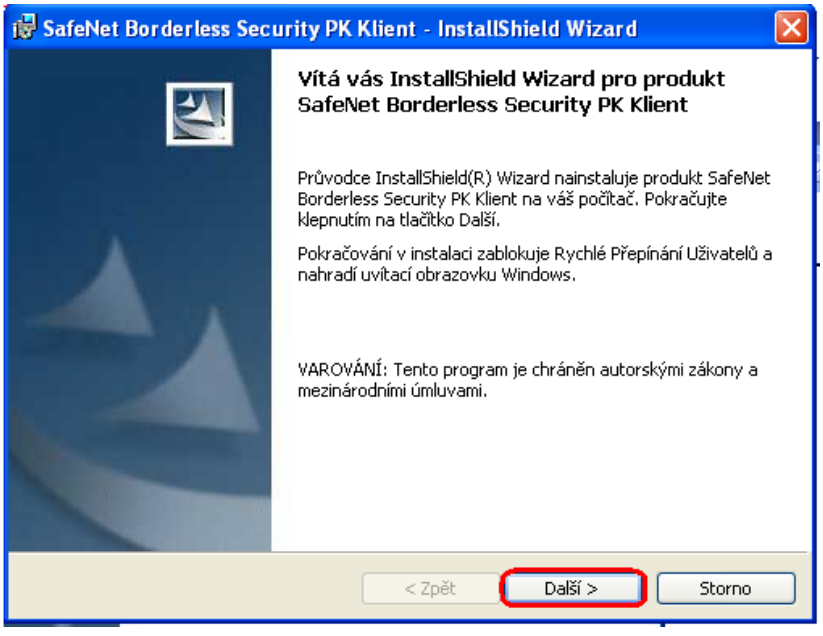
3.	Information on successful saving will then be displayed – launch the installation with the **Launch (Spustit)** button.	
4.	The system will ask you if you wish to launch the SW – click on the **Launch (Spustit)** button.	
5.	The installation guide will come on. On the first screen click on the **Next (Další)** button.	

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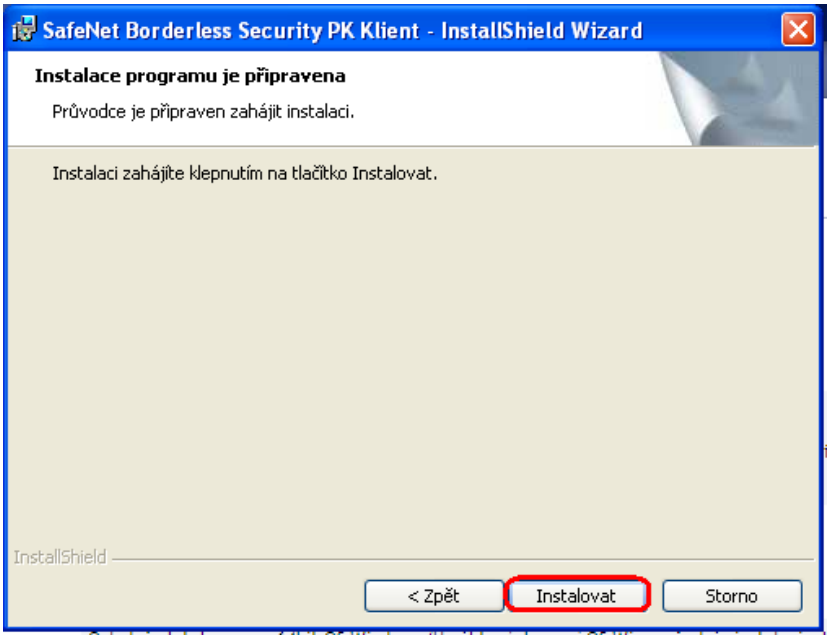
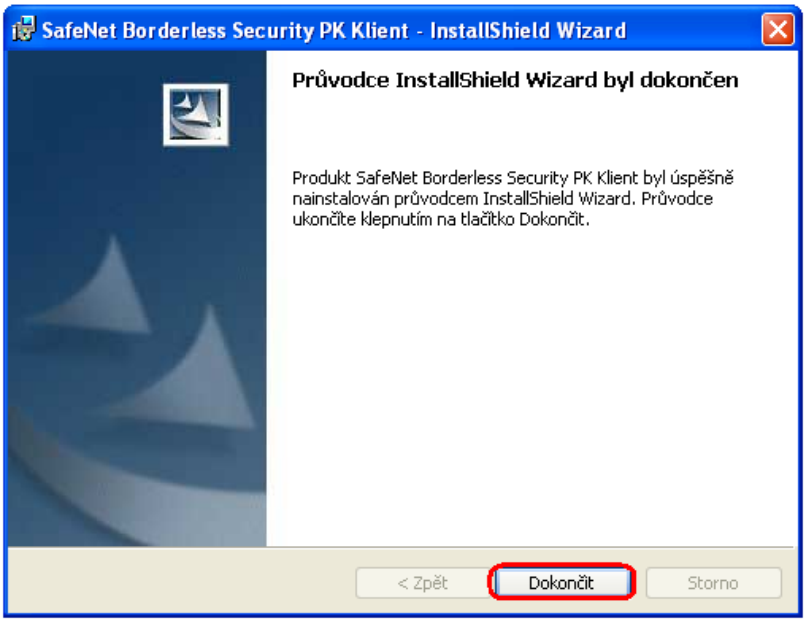
6.	On the following screen switch on the installation of the SW by pressing the **Install** (**Instalovat**) button.	
7.	After finishing the installation click on the **Finish** (**Dokončit**) button.	

After successful installation a Token icon will be displayed in the lower right-hand corner of the PC.

Now restart the PC.

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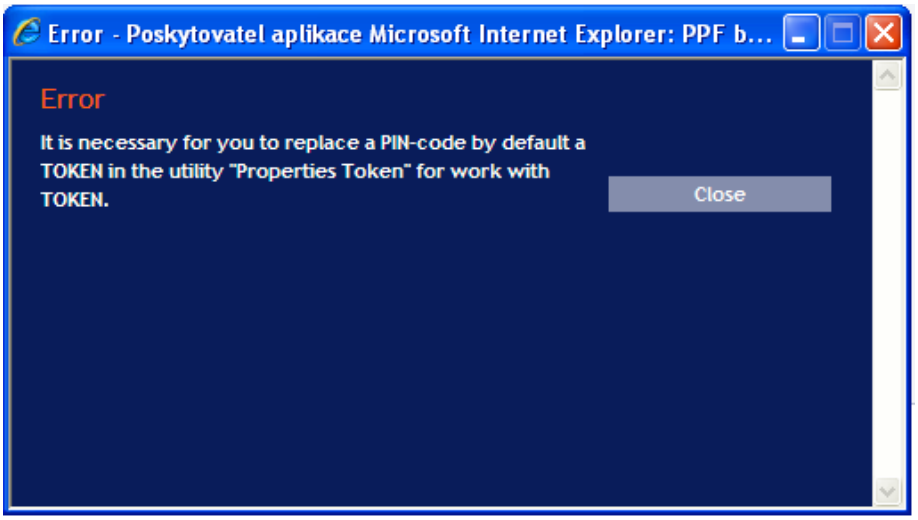
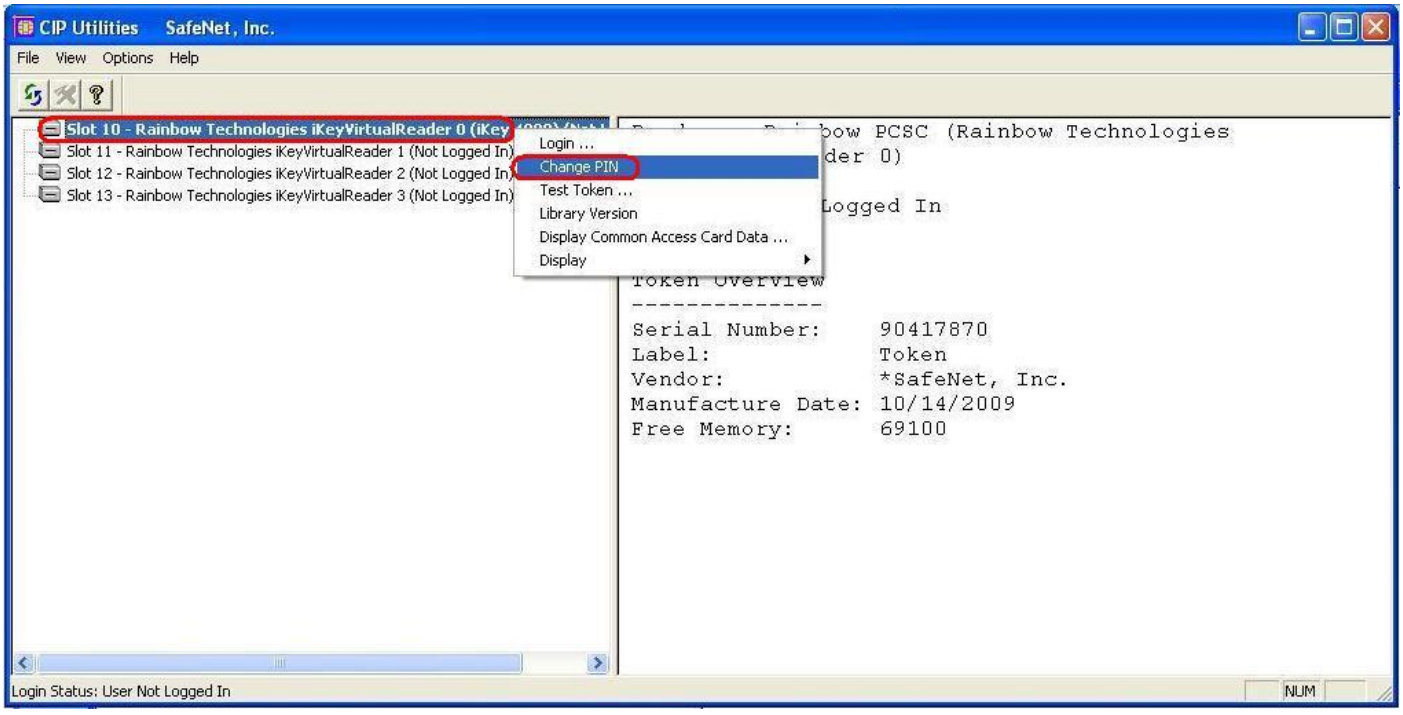
VII. Change of PIN to the Token

After restarting the PC, change the default PIN for access to the Token. If you do not change the PIN you will not be able to generate the Certificate – the Certification Centre will display this information in an attempt to generate the Certificate.



In order to change the PIN insert Token into the PC and launch the SW for the Token (Start, All programmes, SafeNet, Borderless Security PK, SafeNet CIP Utilities). After opening the SW click with the right button of the mouse on the first line of the list. Click on the **Change PIN** option on the displayed menu.



Insert the default PIN into the **Previous password** (**Staré heslo**) field, insert the new PIN into the **New password** (**Nové heslo**) and **Repeat the new password** (**Opakovat nové heslo**) fields. The PIN should have six to twenty characters, containing only alphanumerical characters without diacritical marks with at least one uppercase letter, one lowercase letter and one digit. Confirm the change with the **OK** button.

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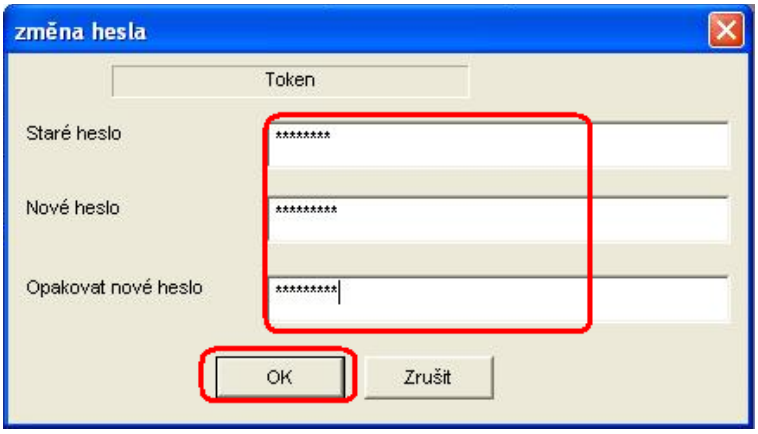
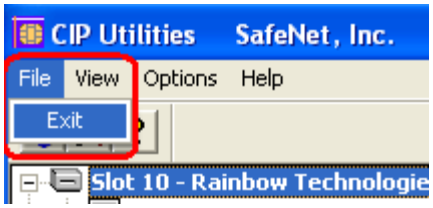


You can change your PIN again this way at any time – new PIN cannot be repeated. Then exit the program via options **File** a **Exit**.

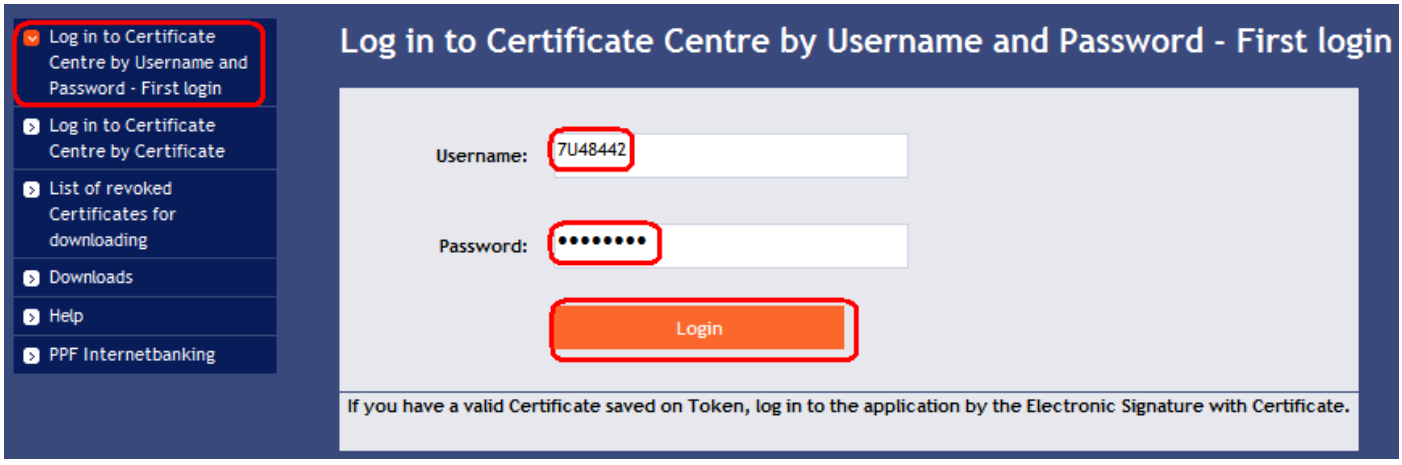


If you would like to use the Token on a different computer, it is also necessary to install the drivers and SW for the Token on that computer.

VIII. Generation of the Certificate

To generate a Certificate go to the website of the Certification Centre again (https://ibcc.ppfbanka.cz), change the language (ENG) in the bottom right-hand corner and click on the option called **Log into Certificate Centre by Username and Password – First login.**

On the login screen enter the Certification Centre Login Name into the Certification Centre (**Login Name to Certification Centre** envelope) into the **Username** field and enter the Certification Centre Login Password (**Login Password to Certification Centre** envelope) into the **Password** field. You received both of the envelopes after signing the Agreement on IB. Confirm the insertion with the **Login** button.



The **New Certificate** option is automatically selected. The Certification Centre will display the name and the address of the User and the User's name will also be displayed in the upper left-hand corner of the application. On the **Certificate Name** field is a preset default name under which the Certificate will be saved onto the Token. You can change this name – diacritical marks or special marks (e.g. + *? etc.) must not be used in the name. Enter the PIN to the Token into the PIN field and click on the **Generate** button.

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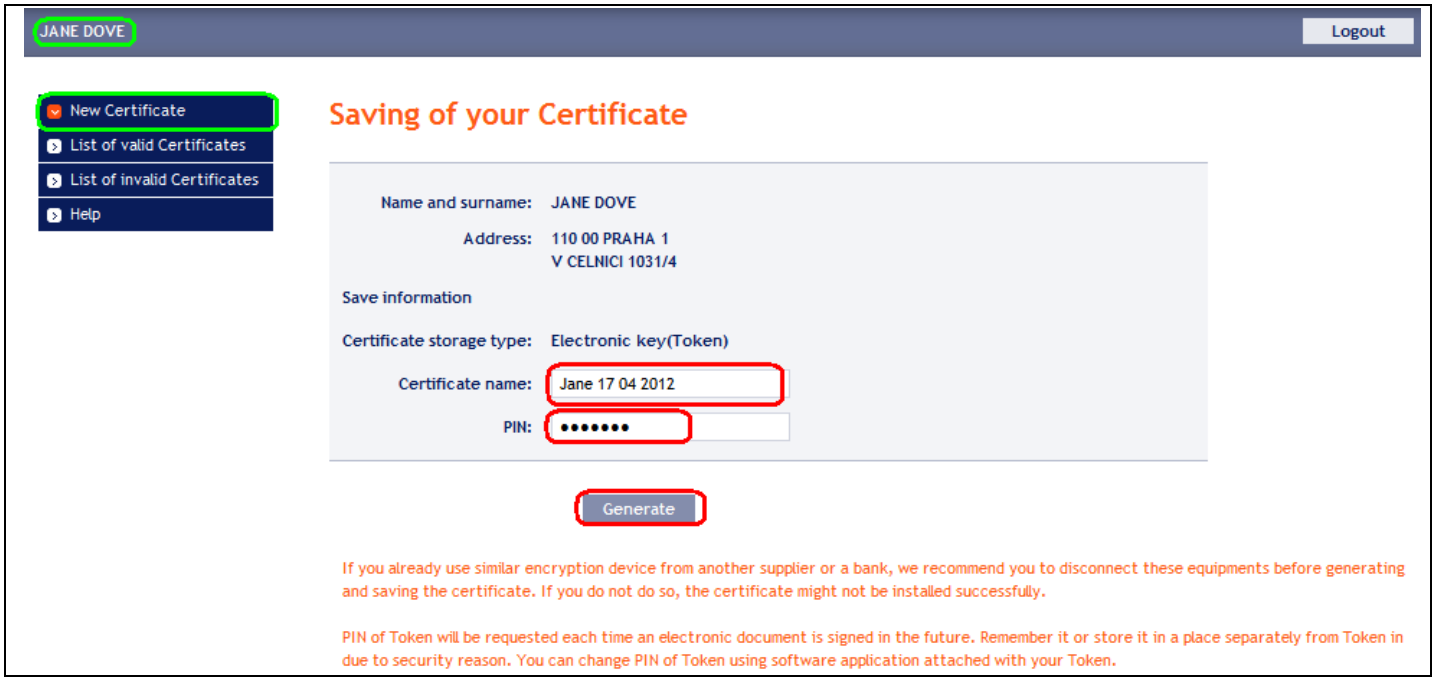
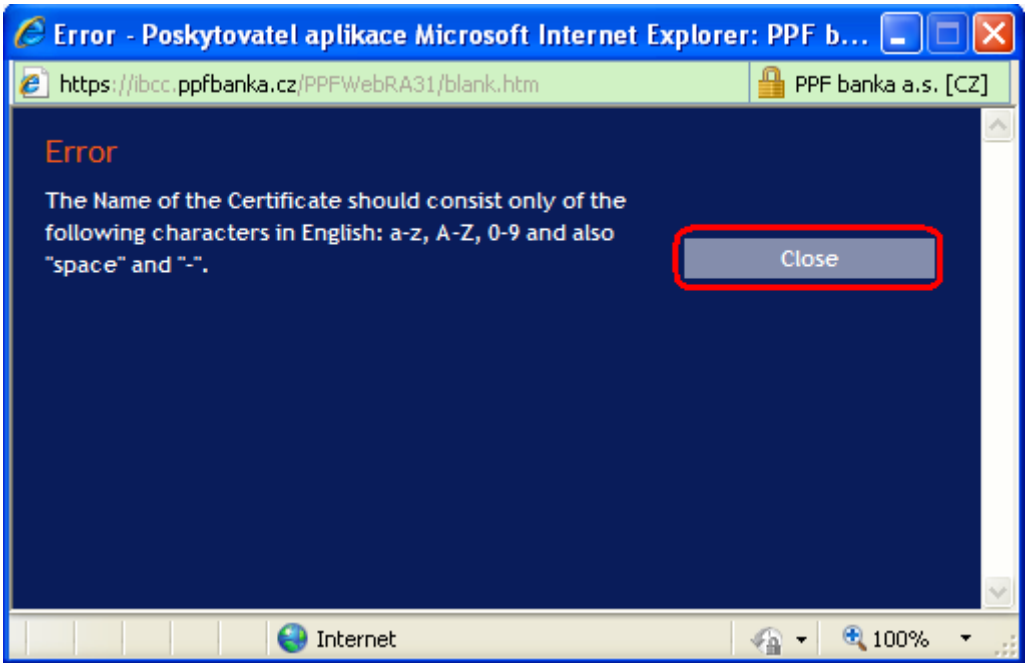
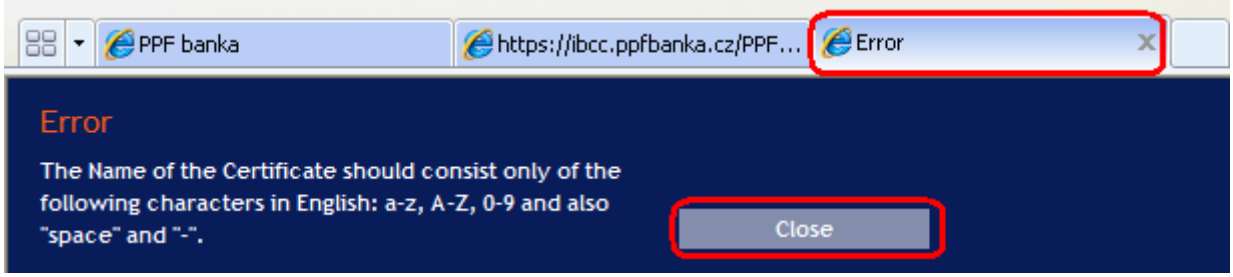


If the name of the Certificate contains disallowed characters, the Certification Centre will display an error window or tab with information on the allowed set of characters. Close this window by clicking on the **Close** button, correct the name of the Certificate and click on the **Generate** button again.





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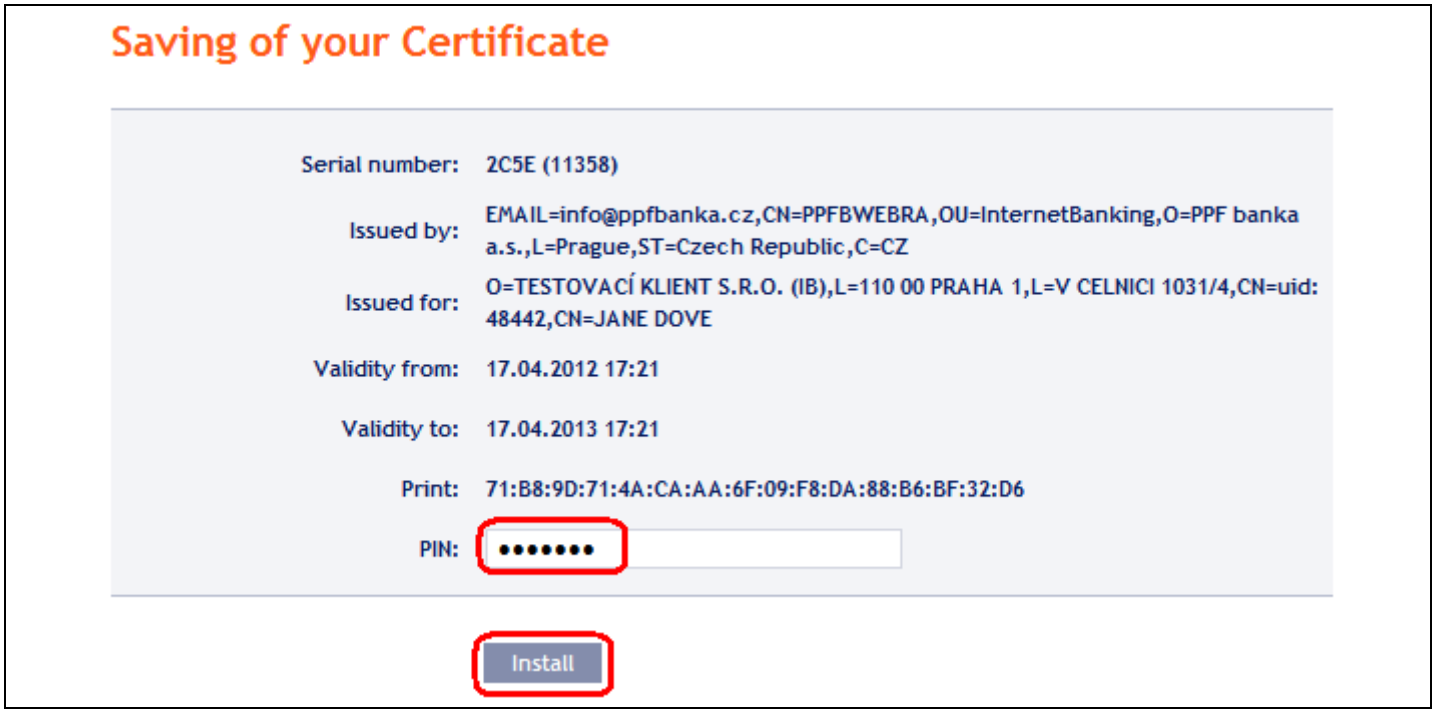
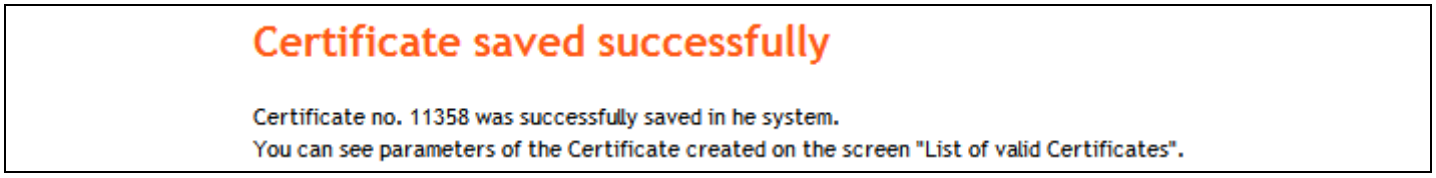
The Certification Centre will generate the Certificate and display it **!!! Attention !!! The generating of the Certificate will take approximately 1 minute and system activity is identified by a graphic symbol in the form of flashing coloured squares during the whole process of the generation. During the generation do not leave the computer and do not perform any other activity in the existing browser window!!!**

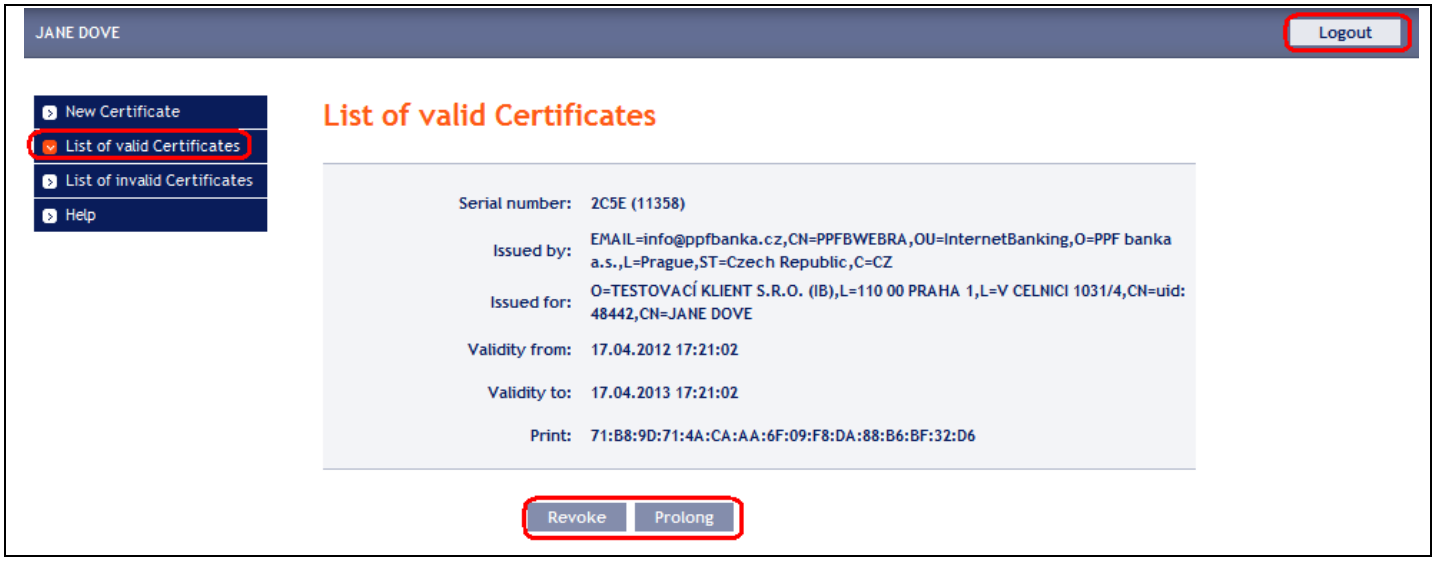
After saving the generated Certificate onto the Token, enter the PIN into the **PIN** field and click on the **Install** button.



Information about the successfully saved Certificate will then be displayed.



If you click on the **List of valid certificates** option, details of the Certificate will be displayed.



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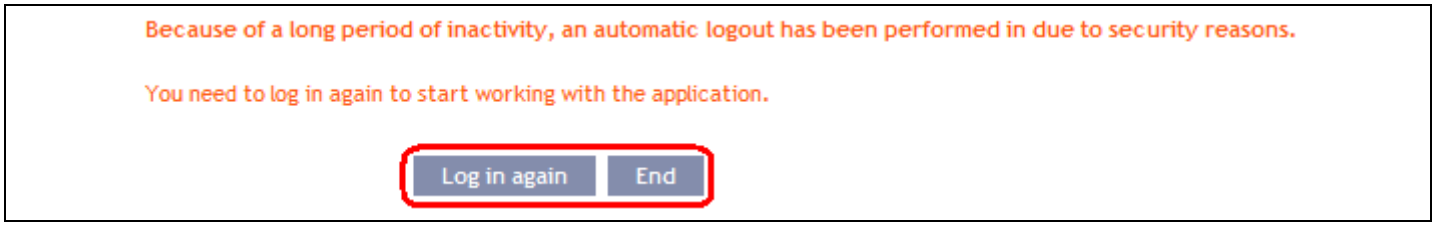
You can look at the valid Certificate (e.g. find out until what time the Certificate is valid in order to generate a new Certificate in time), supersede it (by clicking on the **Revoke** button) or restore it (by clicking on the **Prolong** button). You can log out of the Certification Centre by clicking on the **Logout** button in the upper right-hand corner.

If you do not work within the Certification Centre for a longer time period you will be automatically logged out. If you wish to continue working in the Certification Centre, click on the **Log in again** button. The new login will be carried out in accordance with point IX. If you are not continuing with work in the Certification Centre, click on the **End** button.

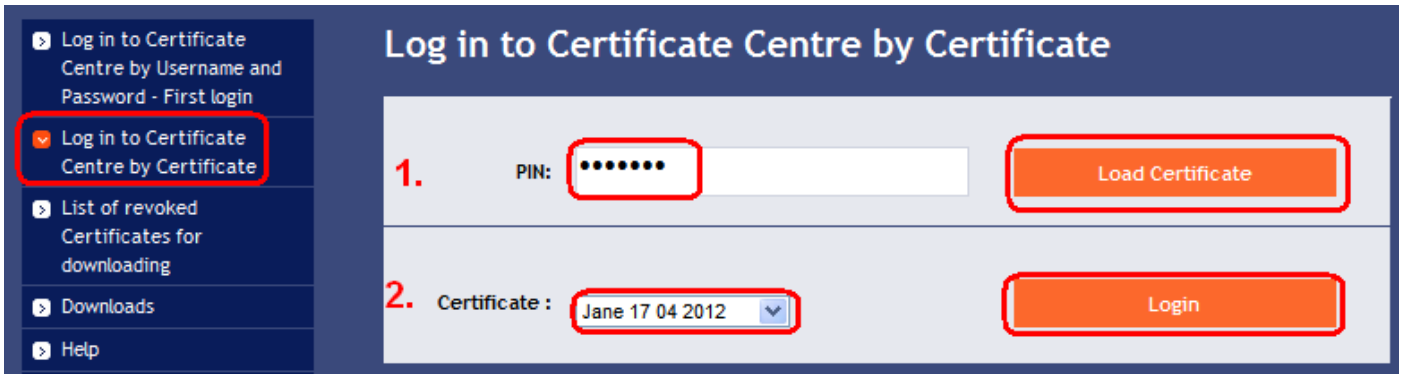


You can now log into IB and, after registration of the Certificate (see part I. of User Guide), you can start to use it.

Before the Certificate expires it is necessary to restore it in accordance with Chapter IX. **If you do not renew the Certificate on time you will need to ask the Bank for new access data to the Certification Centre as for the first generation of the Certificate.**

IX. Restoring of the Certificate

Before the expiry of the validity of the Certificate you must generate a new Certificate. In this case log into the Certification Centre (https://ibcc.ppfbanka.cz) and choose **Log in to the Certificate Centre by Certificate**. Then enter the PIN to the Token into the **Enter PIN** field and click on the **Load certificate** button. Then choose a Certificate in the **Select certificate name** field and click on the **Login** button.



The **New certificate** option will also be automatically displayed in the case of generating the new Certificate (see point VIII.). For renewal of the current Certificate you can enter the name of the new Certificate, the PIN and start to generate the Certificate in the same way as in point VIII. – the original Certificate will be automatically superseded and will be replaced by the newly generated Certificate.

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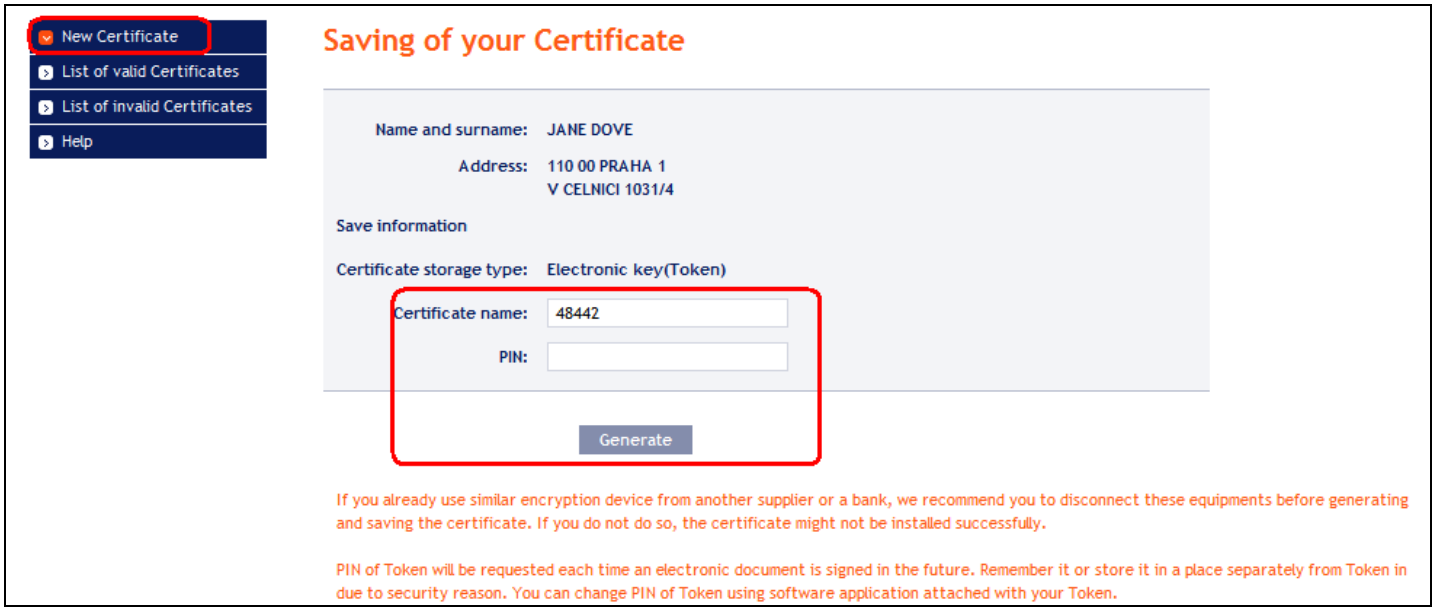
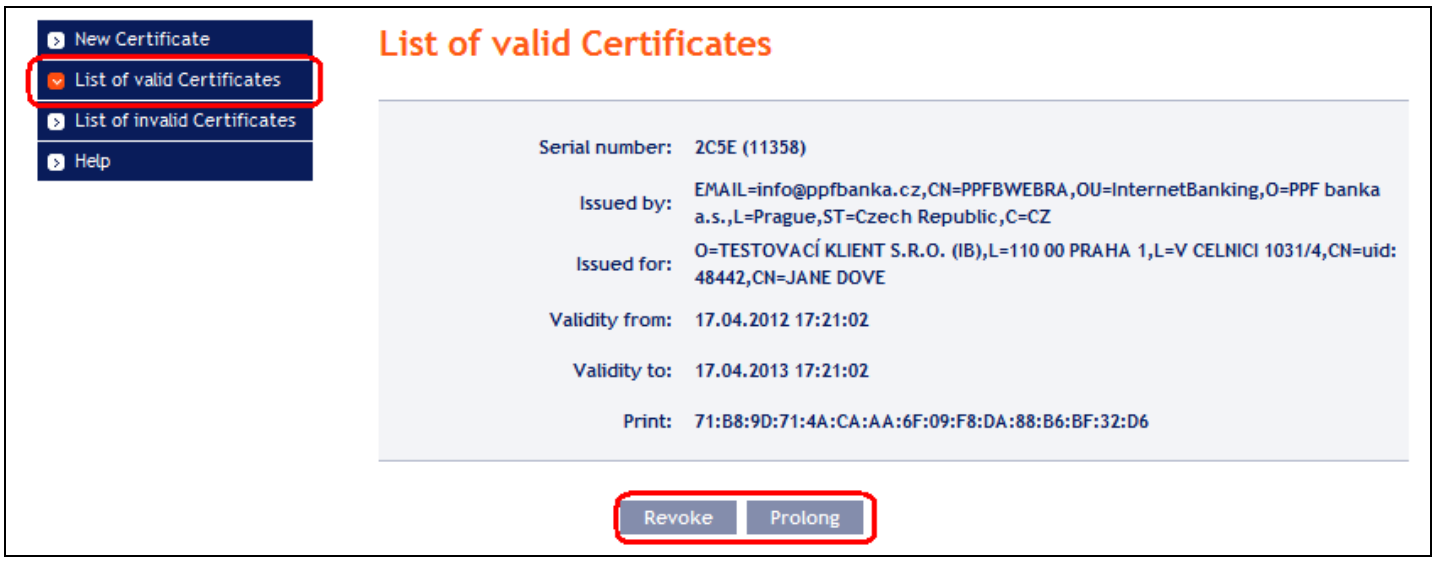


Then follow the same instructions as for generating the first Certificate (see under VIII.).

The second possibility for renewal of the Certificate is to click on the **List of valid certificates** option. A list of valid Certificates with the **Revoke** and **Prolong** buttons will be displayed after clicking on the **List of valid certificates** option.



Do not use the *Revoke* button!

For renewal of the Certificate click on the **Prolong** button – a screen for generating the new Certificate will be displayed. Enter the name of the new Certificate into the **Certificate name** field, the PIN into the **PIN** field and click on the **Generate** button.

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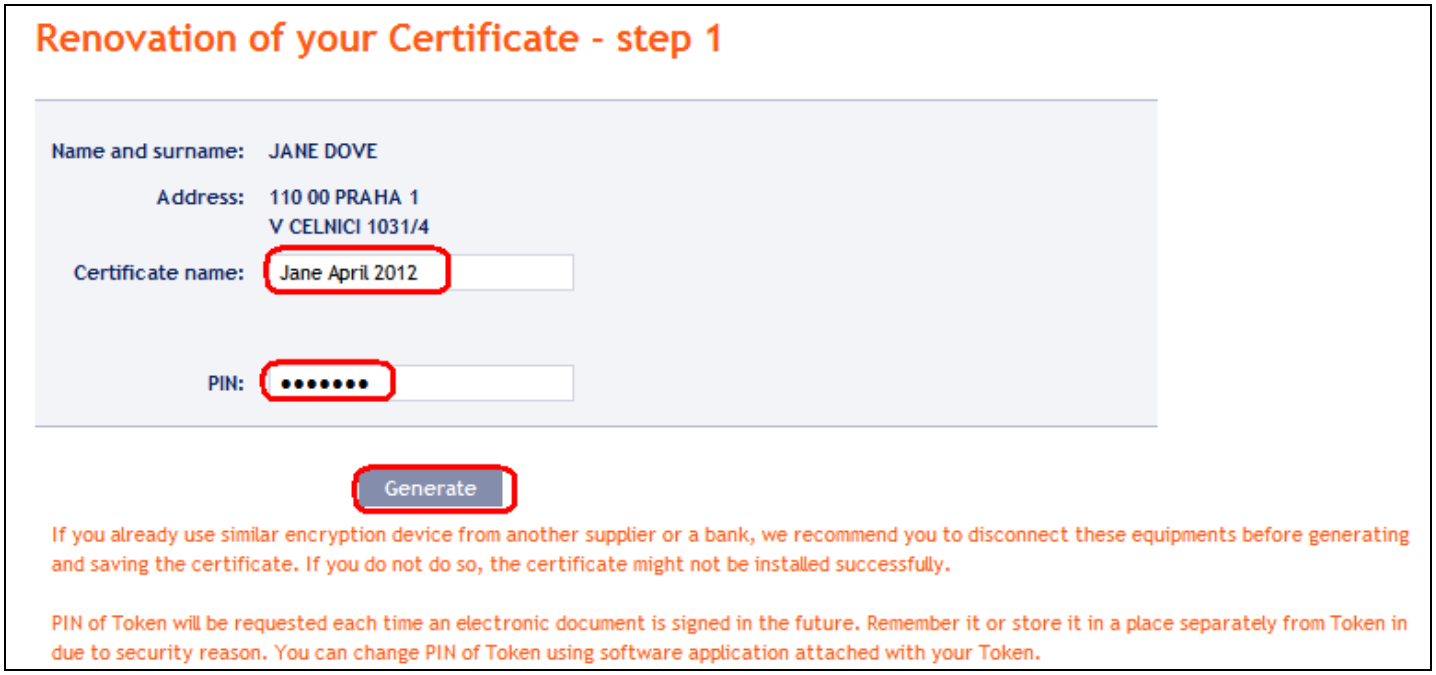
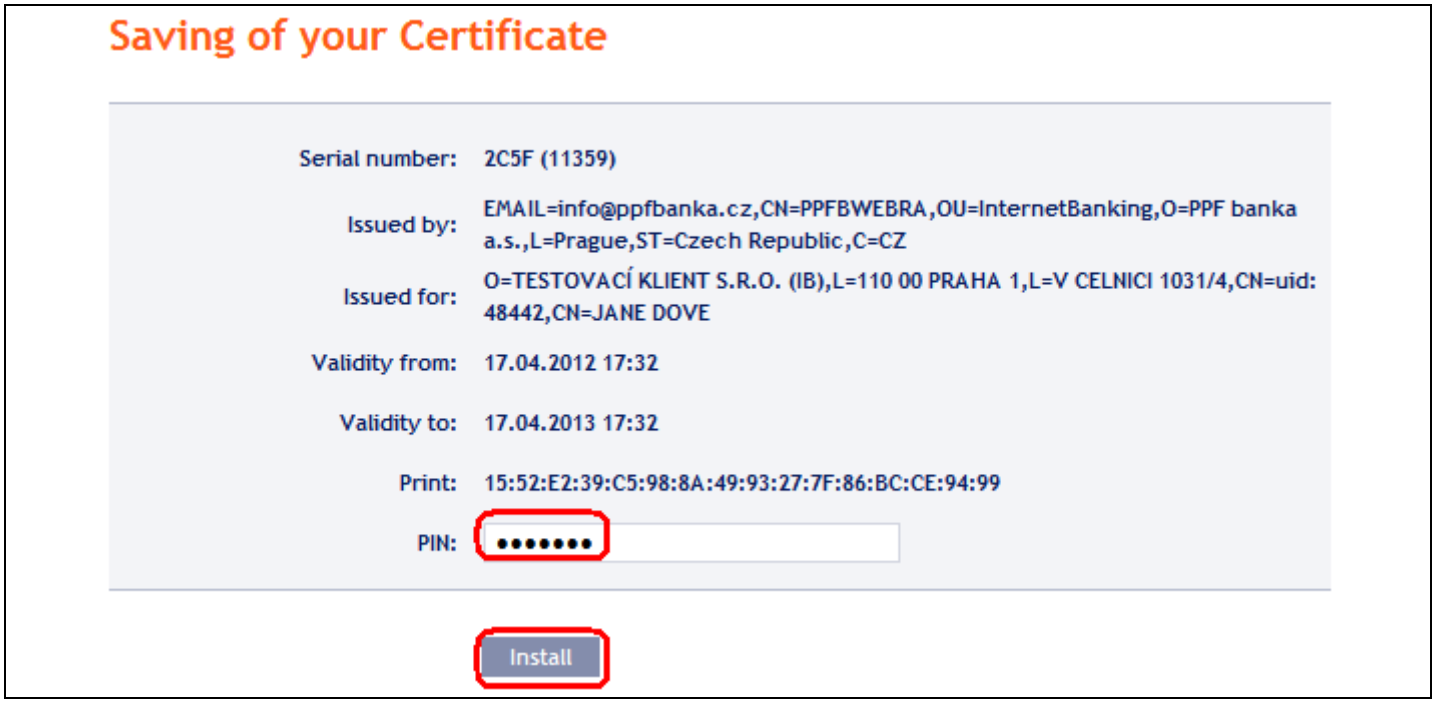
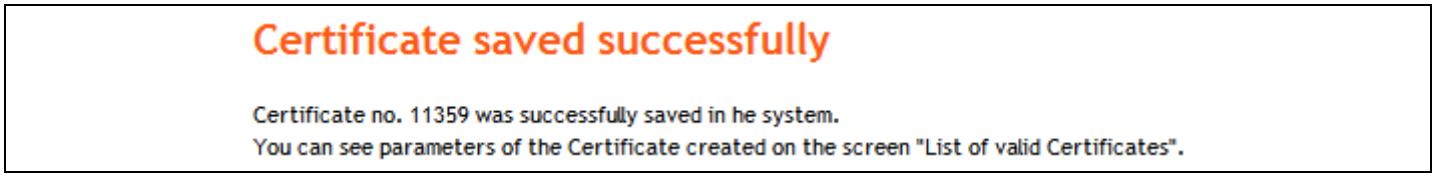


Details of the generated Certificate will then be displayed. Enter the PIN to a Token into the **PIN** field and click on the **Install** button to save it.



Information on successful saving of the Certificate will then be displayed.



You can look through the details of the void Certificates in the **List of invalid Certificates** option.

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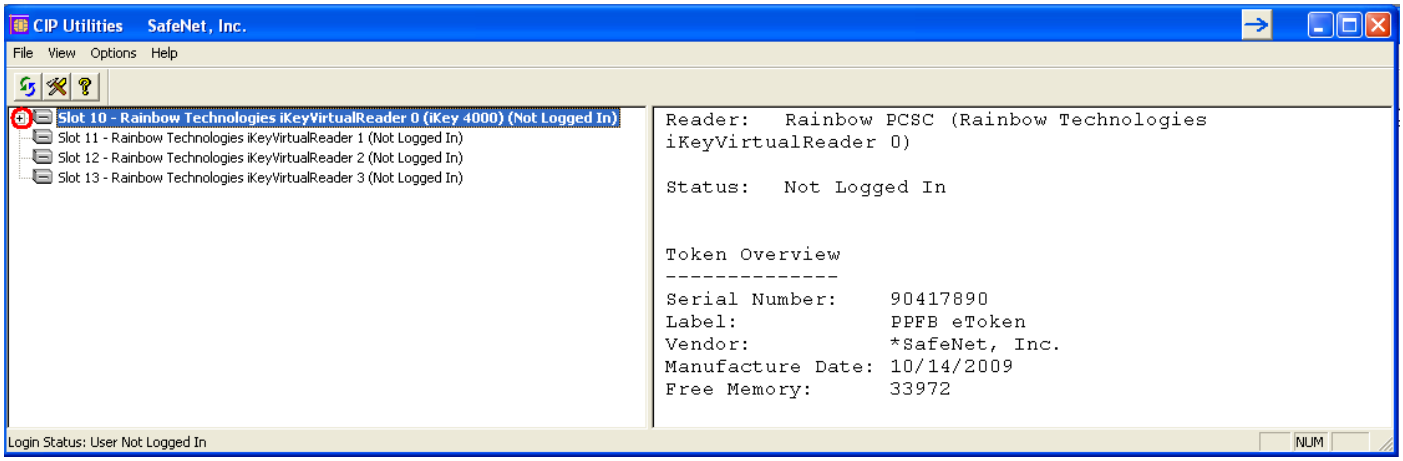
We recommend that you delete void Certificates of the Token – so avoid using a void Certificate when logging into IB, or during the Authorization.

X. Deleting a void Certificate

In order to delete a void Certificate insert Token into the PC and launch the SW for the Token (Start, All programmes, SafeNet, Borderless Security PK, SafeNet CIP Utilities). After opening the SW click on the cross in the front of the first row – "Slot" on the left of the screen. It may be that each Certificate is stored in a different Slot - the cross is displayed before each Slot in which the Certificate is stored, and to delete the void Certificate is necessary to check all marked Slots.



After clicking on the cross, the list of all Certificates stored in the selected Slot on the Token expands (only two Certificates should be saved on the Token – one valid and one void). Click on the line with Certificate – its details are displayed on the right side of the screen. Always follow the name of a void Certificate during its deletion (field **CKA LABEL**), not the data of its validity (fields **Start** and **End**) - these data are derived from the date of Certificate generation and in particular data the end of the Certificate validity may not be current.

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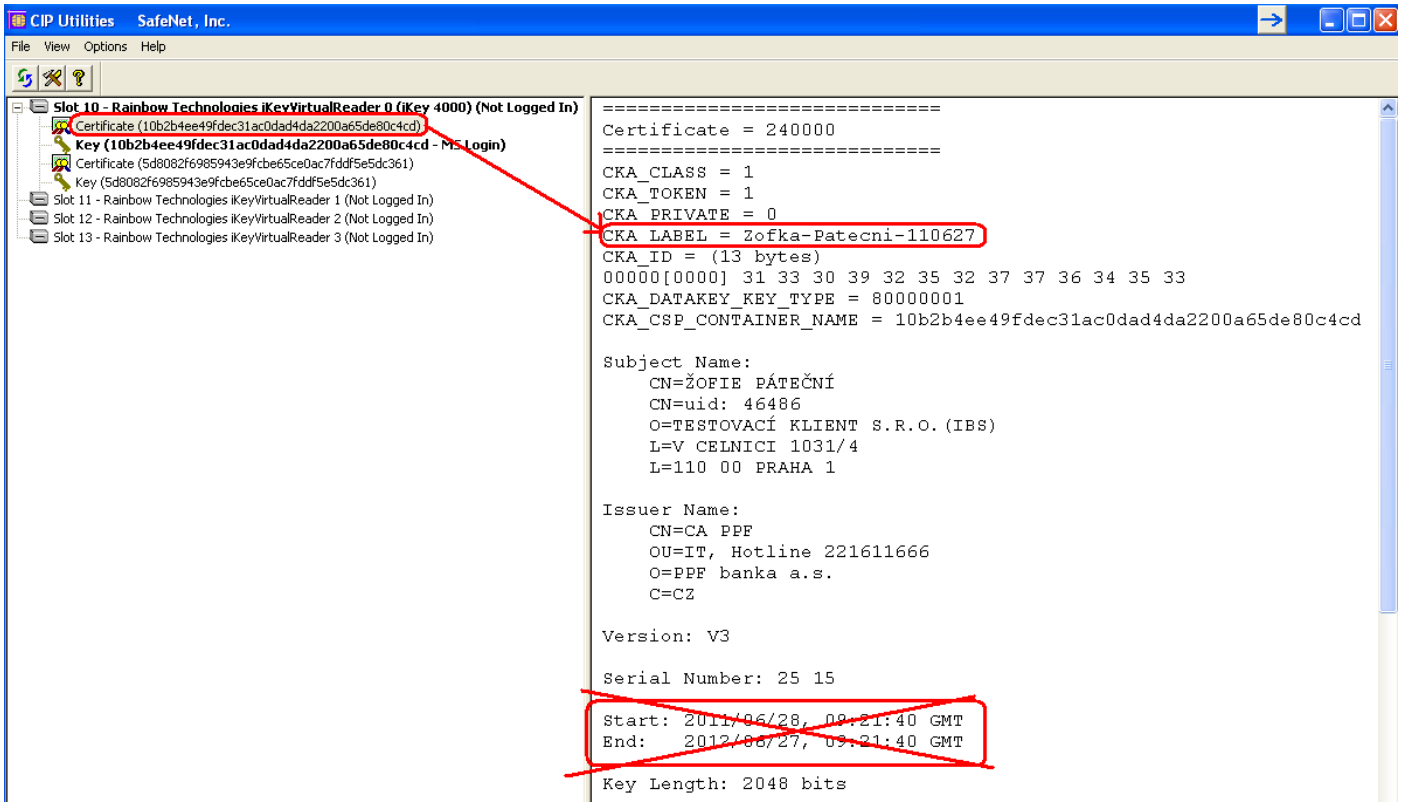
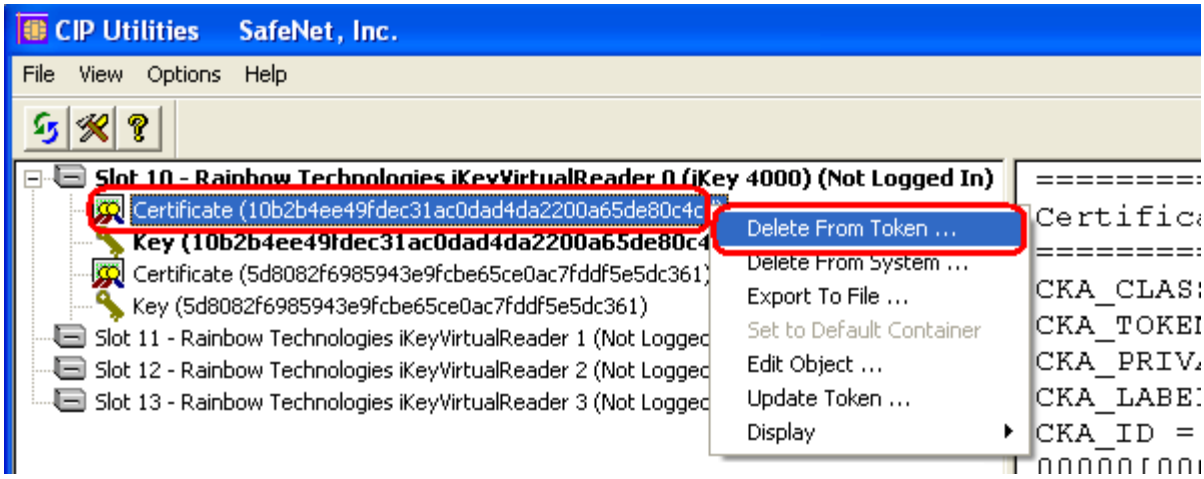
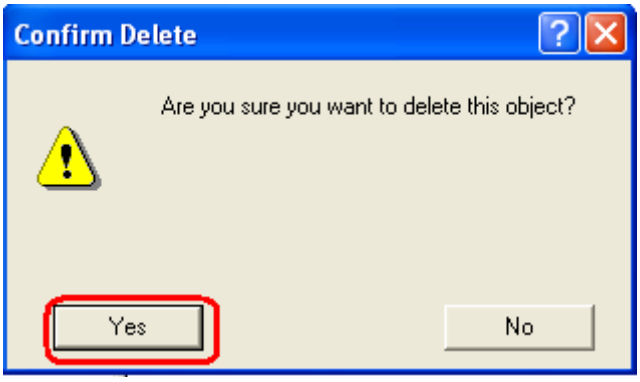


Select a valid certificate and then click with the right button of the mouse on it. Click on the **Delete From Token** option on the displayed menu.



You will be asked whether you really want to delete the Certificate from the Token – click on the **Yes** button.



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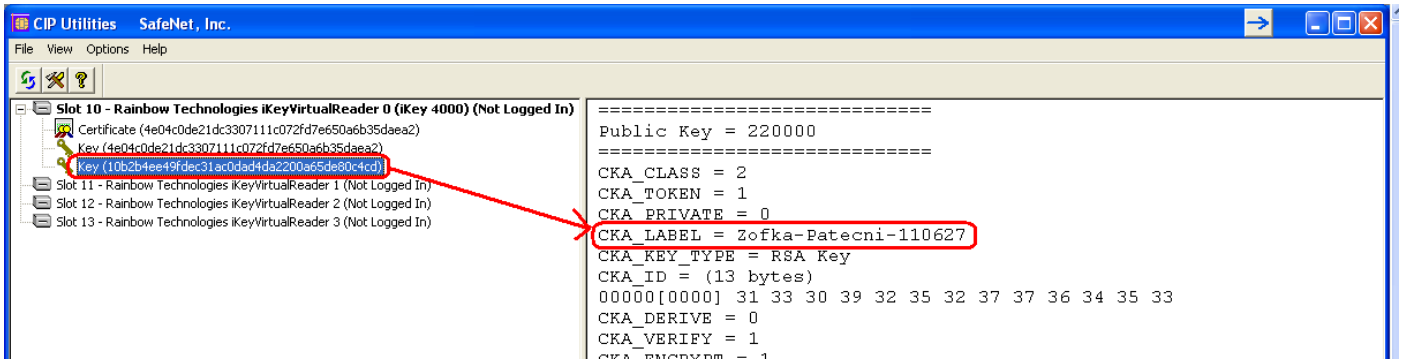
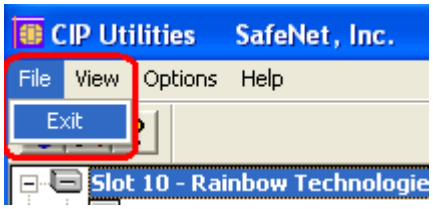
!!! ATTENTION !!! Deleting a Certificate takes a few seconds!!! Do not perform any further action on your PC during its deletion. After deleting a void Certificate, an electronic key to deleted Certificate is included under an electronic key to the valid Certificate.



Then exit the program via options **File** and **Exit**.



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