

## What is **LIBRA** INTERNET BANKING?

It is a service provided by **LIBRA BANK** – you could easily administrate your accounts without visiting the bank. Beside, you can use this service 24 hours a day, seven days a week, either you're at the office, at home or somewhere else in the world. You only need a PC connected to the Internet.

### Technical requirements

- Connection to the Internet
- PC with Windows (X / NT / 2000 / Milenium / XP / Vista) Operation System
- Internet Explorer Browser; it's needed **at least the 5.5 version / Cipher Strenght: 128 bit** (including Service Pack 2). You can find out the browser's version by selecting **Internet Explorer / Help / About**, in front of the field "Version". The installed service pack turns up at the field "Update Versions": for version IE 5.5, at this field must be "SP2". For downloading a newer version from the Internet you can use the next link <http://www.microsoft.com/windows/ie/default.asp>.

### Connection to Internet Banking

#### ➤ Step 1: **Installing the digital certificate**

- Enter the page [www.internetbanking.ro](http://www.internetbanking.ro)
- Click on "**Reouest a Certificate**" option.
- It will open a new window, read the information from this window and then click on the "**Next**" button.
- Enter the information about the client and the user (**Client** Name and **User** Name – exactly how they are written in the confidential envelope) and then click on "**Submit**".
- Answer with "OK" / "YES" at any message that appears.
- In the next page, if the information were correctly introduced, a link for installing the digital certificate will appear. After enter this link will appear a message for confirming the successfully digital certificate installation.
- After installing a digital certificate, you will close all the Internet Explorer pages (to have a total Refresh in the page and to select the digital certificate).

The digital certificate allows a safe connection (all the information between your computer and our server are cripted). This certificate is available for a year, since the date it has been activated.

#### Step 2: **Using the Internet Banking Application**

- Enter the page [www.internetbanking.ro](http://www.internetbanking.ro)
- Click on "**Login**" option (available after you have selected the English flag).
- It will open a new window, you will enter here the **Login name** and the **Password** from the confidential envelope received from the bank. If the **Login** and **Password** window won't appear, means that a "Pop-Up Stopper" program is activated (for example: Yahoo Toolbar, Google Toolbar etc ). You must select "**Always allow pop-up from this site**".
- If the **Login Name** and the **Password** were correct introduced and after you clicked on "**Enter**" button, you will see your identification information (name, surname, address, fiscal code etc).
- Once you have entered the application, the first thing to do is to change your password from the menu "**Configuration – Change password**". The new password must have at least 8 characters.

#### **LIBRA BANK SA**

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[www.librabank.ro](http://www.librabank.ro)

## Settings for the Internet Explorer browser

- Enter the browser's menu **TOOLS–Internet Options – General – Settings**: activate "**Every visit to the page**".
- Enter the browser's menu **TOOLS – Internet Options – Security – Custom Level**: in the menu **Scripting – Active Scripting**, activate "**Enable**".
- Enter the browser's menu **TOOLS – Internet Options – Advanced**, in the menu **Security** activate:
  - **Check for publisher's certificate revocation**
  - **Check for server certificate revocation**
  - **Do not save encrypted pages to disk**
  - **Enable profile assistant**
  - **Use SSL 2.0**
  - **Use SSL 3.0**
  - **Warn about invalid site certificates**
  - **Warn if changing between secure and not secure mode**
  - **Warn if forms submittal is being redirected**

## Troubles / Solutions

- When using the [Internet Baking](#) it might appear the message "**You are not authorized to view this page sau Eroare 403 - Forbidden - Acces dennied**" or "**The page cannot be displayed**". This error appears when there are problems with the certificate.
  - 0. Check out if there is connection to the internet.
  - 1. The digital certificate wasn't installed. Solution: you will install the digital certificate.
  - 2. You have tried to access the Internet Banking for two or more accounts. Solution: you will close all the Internet Explorer pages and then you will choose the digital certificate for which you wish to access the application.
  - 3. If neither step 1 nor step 2 don't fix the problem - solution: you will install again the digital certificate. You will enter the browser's menu at **TOOLS - Internet Options – Content - Certificates** to view all the existent certificates. You will delete the wrong certificate (**REMOVE**) and then you will install a new digital certificate.  
**IMPORTANT:** Each time you install a certificate, or when on the same computer there are more certificates installed, you will close all the Internet Explorer pages before selecting the certificate for the right user.
- The **Login** and **Password** window doesn't appear.
  - You will deactivate Pop-Up Stopper and activate "**Allow pop-up from this site**".
- When request a certificate it might appear a message like "**Scripting must be enable. This web site requires that scripting be enabled in your browser. Please enable scripting and try your last action again**".
  - Each page must be completely loaded until the **DONE** message will appear in the down left side of the Internet Explorer page.
- For a better connection to the application, it is indicated that you enter **TOOLS – Internet Options – General** and do **Delete Files** (you will activate "**Delete all offline content**"), and **Delete Cookies**.

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