

What is **LIBRA INTERNET BANKING**?

It is a service provided by **LIBRA INTERNET 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/ 7) 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
- Click on **"Reouest a Certificate"** option.
- It will open a new window, read the information from this window and then click on the **"OK"** 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 the PIN code) and then click on the button **"OK"**.
- 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.
- For Windows Vista or Windows 7 users a new page will appear: is required to first save and install the CA certificate.
- 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
- 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.

Settings for the Internet Explorer browser

LIBRA BANK SA

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www.librabank.ro - www.internetbanking.ro

- 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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