



**СТОПАНСКА БАНКА АД - СКОПЈЕ**  
членка на NBG групацијата

# Installation guide for certificates on USB token for payments through the e-banking service from Stopanska banka AD – Skopje

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## Installation guide for first-time users of certificates on USB token

Dear clients, thank you for choosing the e-banking service for managing your personal and business finance. The service offers you the possibility to overview your account balances and banking product statuses as well as an option to execute different types of payments in foreign and domestic currency alongside with fund transfers from your accounts.

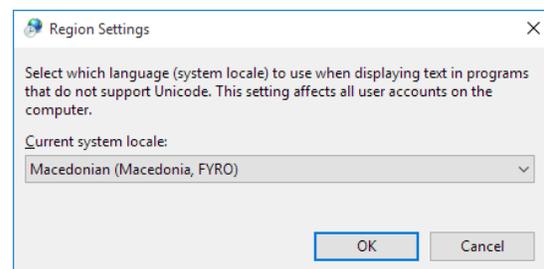
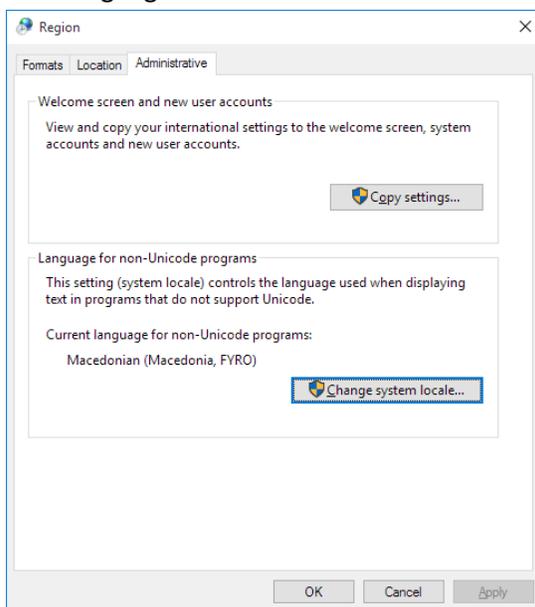
For the advantages and opportunities provided by the e-banking service from Stopanska banka AD – Skopje, the payment schedules and fees the details are provided on the [web site](#) of the Bank.

The certificate on USB token is solely intended for execution of payments and fund transfers from your accounts. For successful use of the certificate it is necessary to install a program to read the certificate from the USB token.

If you only wish to have an overview on the account balances the installation of the above mentioned program is not necessary. The account balance overview is available simply by logging into the e-banking service with your unique username and password given to you by the Bank.

Additionally, the USB token can be used on more than one computer, however the program that reads the certificate from the USB token will be required for each computer and you will have to install it in order to successfully perform payments.

**Important note:** In the case of the wizard commands being unreadable (appearing as a string of symbols), an activation of the Macedonian language on your computer is required. In order to do this, follow this path *Control panel > Region > Administrative* изберете *Change system locale...* and on the next window select the Macedonian language.





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## Wizard for first installation of USB token

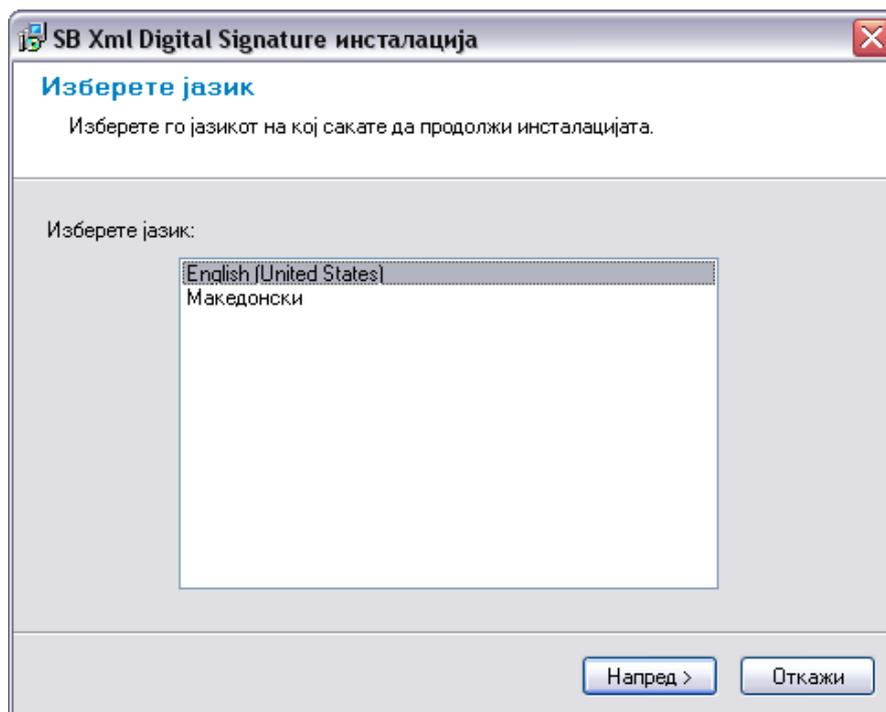


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For successful use of the e-banking service for foreign and domestic payment transactions it is necessary to use the certificate available on the USB token you were given by the Bank. Please follow the instructions of the wizard and in a few simple steps the installations and adjustments necessary for payment transactions through the e-banking service will be completed.

**Important note:** For successful use of the e-banking service you need to have *Internet Explorer* installed on your computer. If you don't have Internet Explorer, please first install it and then continue with the installation of the e-banking wizard.

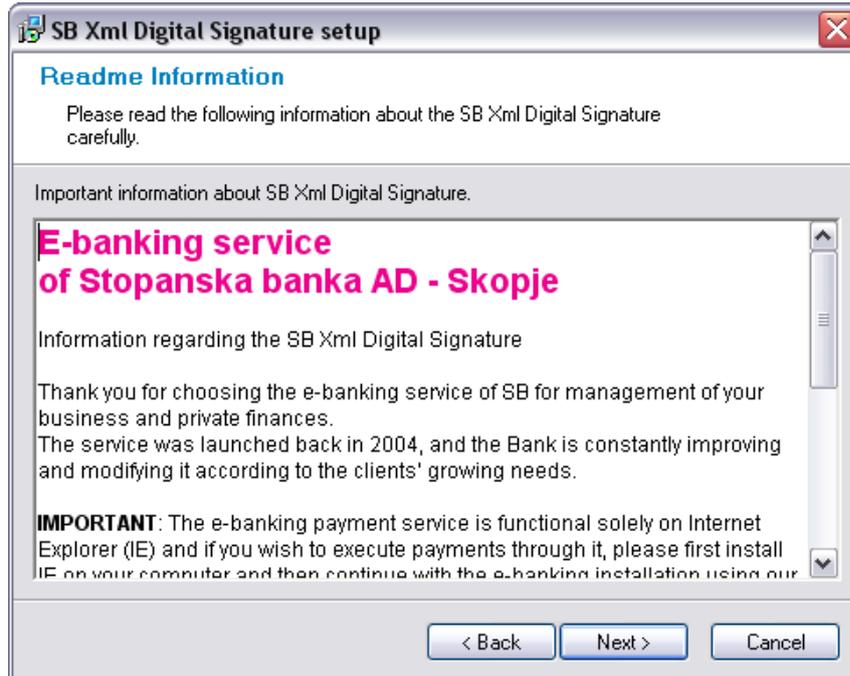
1. Insert the CD in the CD drive of your computer
2. If the AutoRun option is allowed on your computer, the CD will start the installation immediately with the welcome screen of the wizard that will guide you through the process of installation and adjustments. If AutoRun is blocked please open the CD folder and select setup.exe to launch the wizard.
3. The wizard begins by allowing you to select the installation language on the following screen. Select your preferred setup language and press **Напред**.



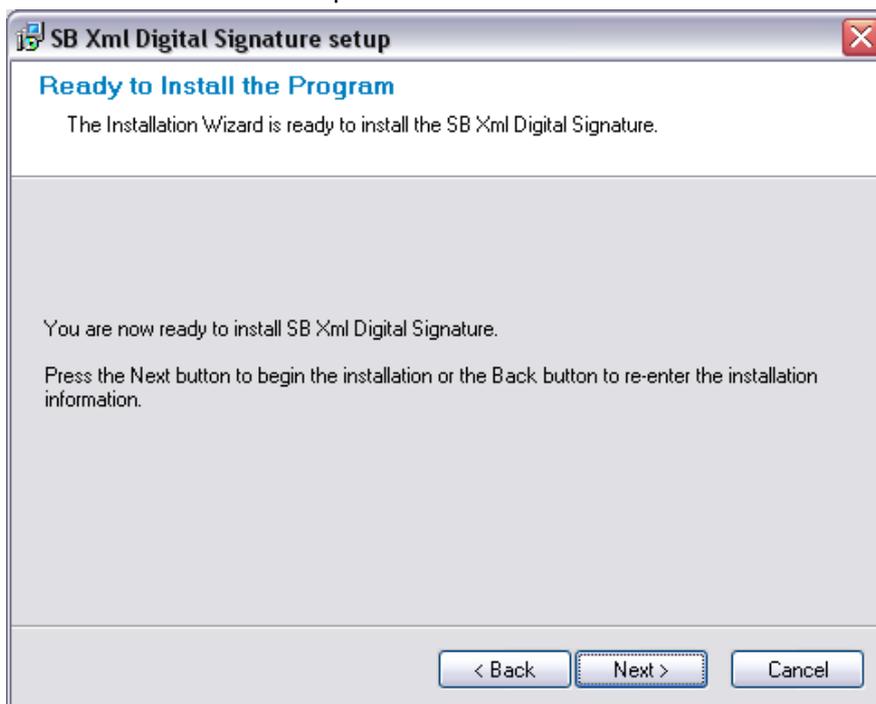
4. The setup continues with the installation of one of the main components – SB Xml Digital Signature as shown below. The screen displays information about the necessary installation and the next steps in the process. Please read through all the data before continuing with the installation.



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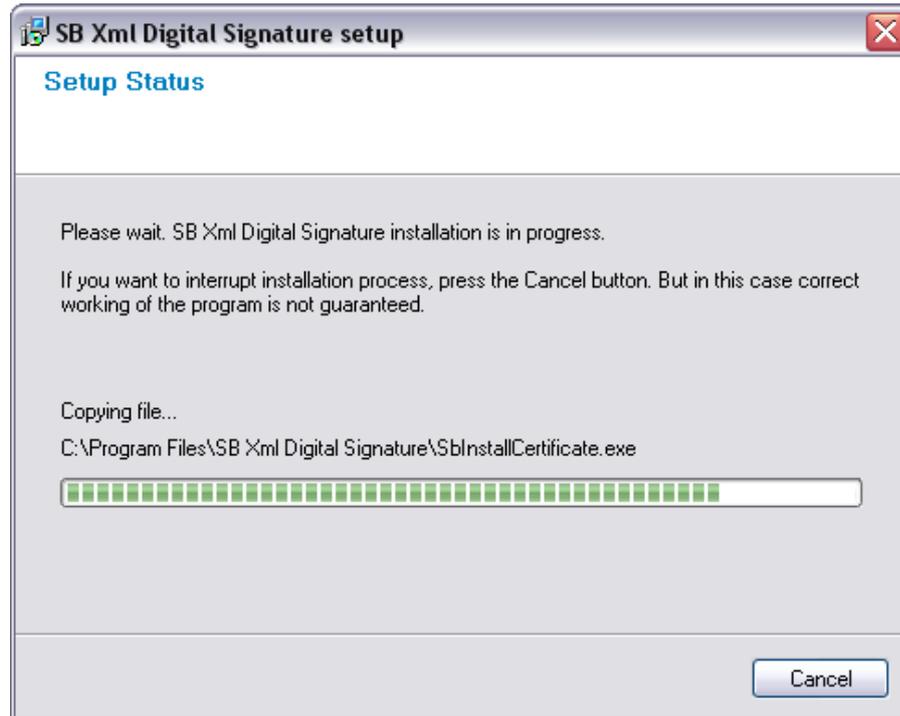
5. The following screen displays the information that all is prepared for the next step and asks you to continue with the installation process.



6. By proceeding with the **Next** button the installation process begins and the next screen appears that completes the SB Xml Digital Signature component installation.

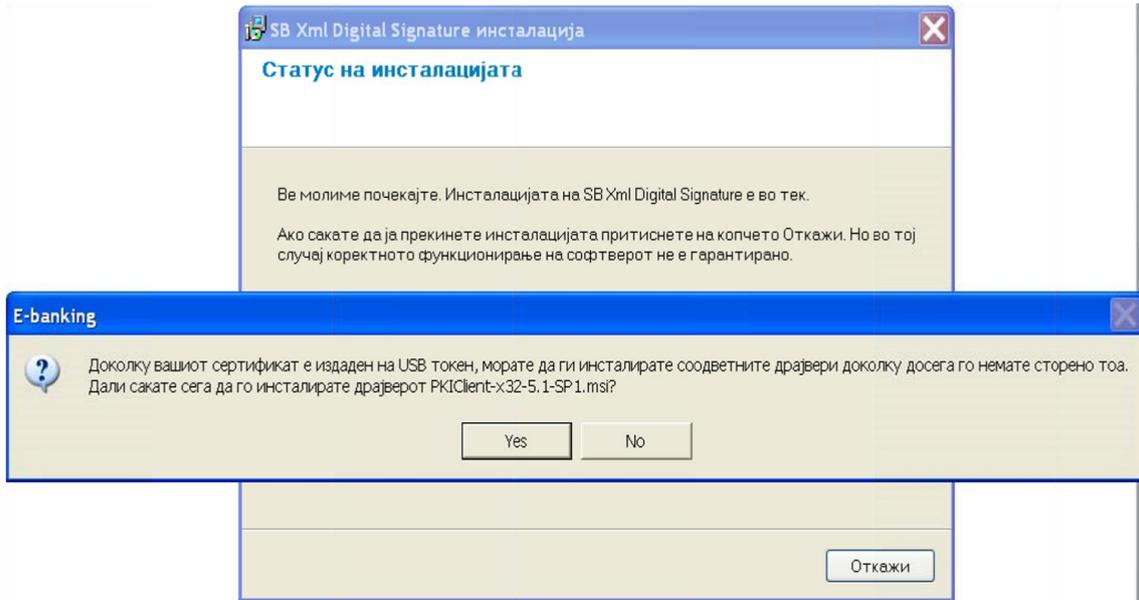


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Simultaneously, the system informs that in order to execute payments using the e-banking service on your computer it is necessary to install the program that reads the certificate from your USB token.

If you are in agreement to install the necessary program on your computer please select **Yes** on the following screen:



7. By accepting the installation process a new screen appears where you need to choose your preferred setup language and select **OK**.



8. The next step is allowing the wizard to install the *ePass 2003* program. With the selection of **Next** on the following screen, the installation starts.



9. On the following window, select ***Next***.



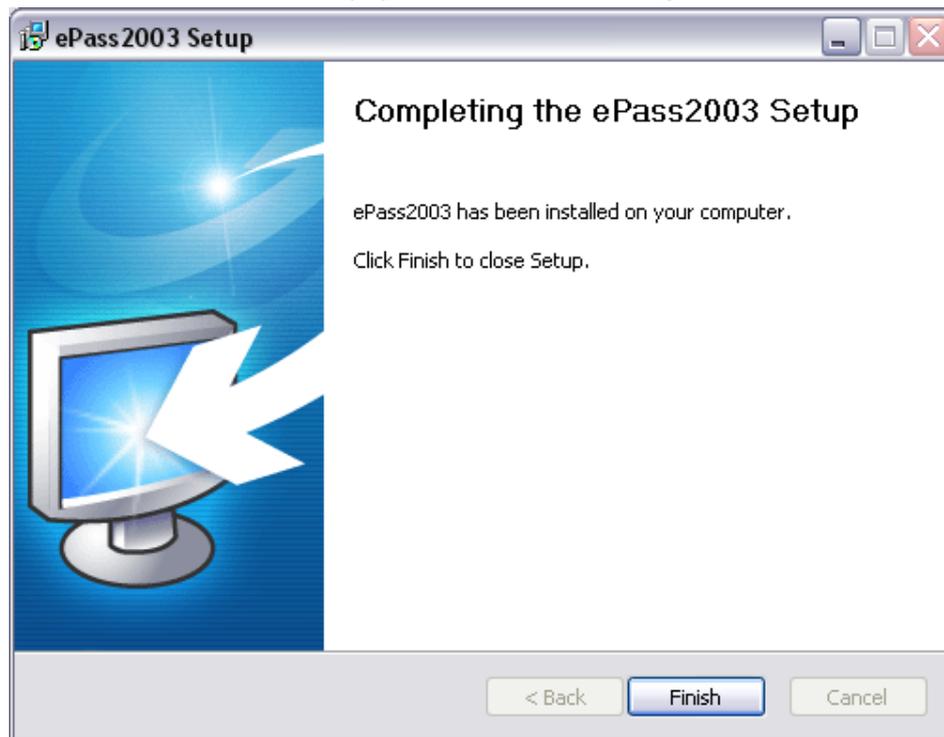
10. By clicking ***Install*** on the next window the system starts the installation of the *ePass 2003* program.



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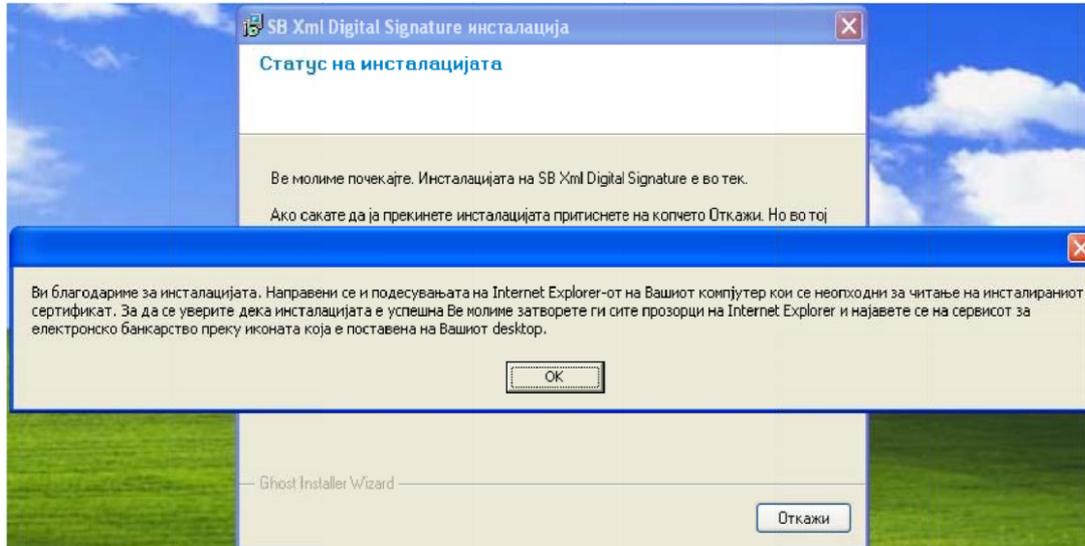
11. With the selection of ***Finish***, the installation process is completed and the *ePass 2003* application can be used to execute payments on the e-banking service.



12. The next screen informs that the installation of all the necessary components is completed and it is required for the Internet Explorer to be restarted. In order to complete this request, please close every tab that you might have opened and in use at the moment of installation and exit the browser entirely. Click OK to close the message and proceed to logging in to the e-banking service of Stopanska banka AD – Skopje by using the icon created by the wizard and located on your Desktop.



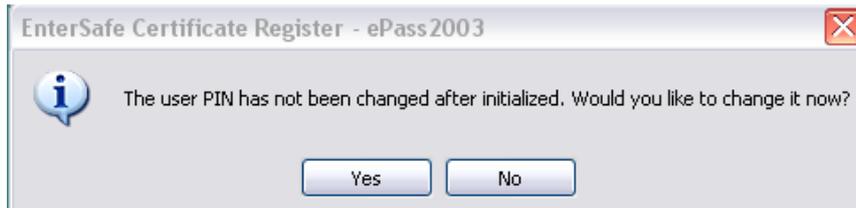
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## Main features of the ePass 2003 application

The ePass 2003 application can be accessed through the Start menu, following this path *All Programs > EnterSafe > ePass 2003 > ePass 2003 Token Manager*. By inserting the USB token in the USB port of your computer during the first attempt to log in to the e-banking system, the application will request a change of the initial USB token password:



After the option **Yes** has been selected ce otvora the following screen is displayed. In the **Old user PIN** field the user enters the previous password (for the first login attempt, the initial password is PASSWORD). The new password created by the user is entered in the next two fields **New user PIN** and **Confirm** and confirmed by selecting **OK**.



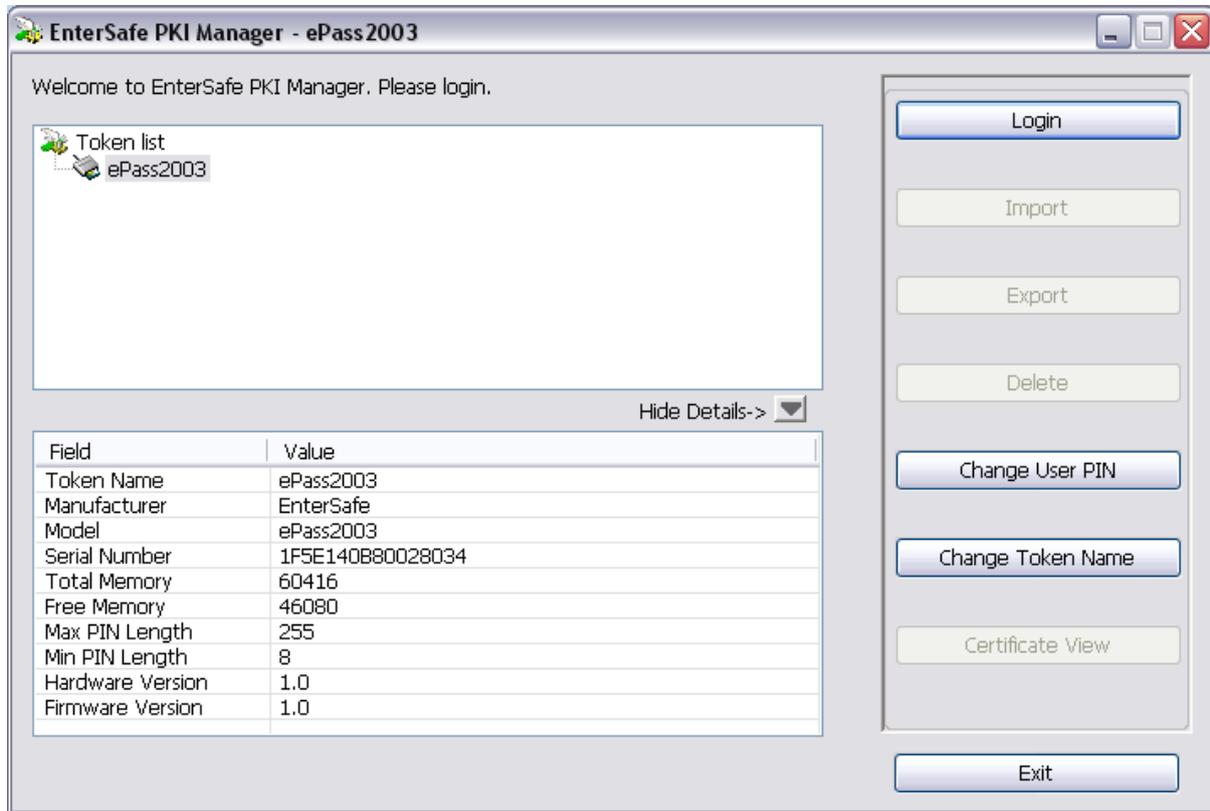
If the newly created password is accepted by the application, the following message is displayed:



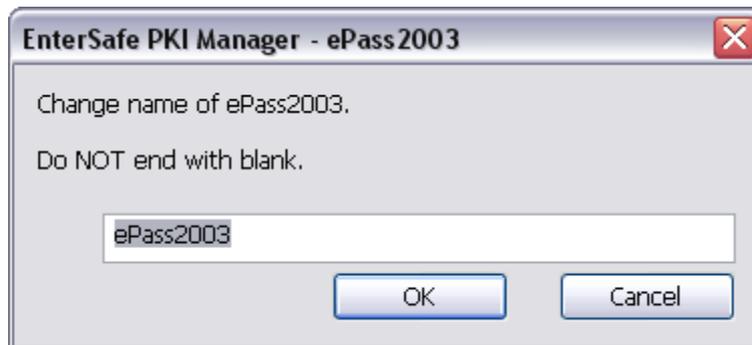
**Important note:** If an incorrect password is entered 3 times in a row, the token will be blocked and any further use rendered impossible. In this case it is necessary to bring the USB token to the Bank for reissuing.



After the initial password is changed, other options of the certificate are enabled such as *Change Token name, Change User PIN and Login*.



With the selection of the Change Token Name, the following window is displayed:



The user can rename their USB token for easier recognition and usage by entering the new name in the field and selecting **OK**.

Meeting the clients' requirements, the system offers the possibility to change the USB token password on demand, using the **Change User PIN** option of the *ePass 2003* application. The Bank advises that the password is changed sporadically, as an additional precautionary measure regarding the protection of your financial information.



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## Activation guide for reissued certificates on USB token

The certificate for payments via the e-banking service can be reissued on the same USB token for various reasons; if the периодот на важност is expired, if the password has been forgotten and the USB token was blocked after 3 unsuccessful login attempts or in the case of the USB token being lost and reissuance required by the user.

In any of the previous scenarios, the USB token can be reissued in the nearest branch of Stopanska banka AD – Skopje and payments can be executed **without repeating of the installation process**. It is only required for the user to change the initial password by creating a new password using the *ePass 2003* program.

Detailed instructions regarding the change of password using the *ePass 2003* program can be found above in this installation guide.

After a successful change of the USB token password, the reissued certificate is activated and the e-banking service can be accessed in the manner that you find best suitable for your needs; via the e-bank icon on your Desktop or by following this [link](#) to our web-site so that you could manage your finance from the comfort of your home or office.

For additional information and advice on the e-banking service, visit the Banks [web-site](#) or contact our 24-hour contact center at (02) 3100 109.