

HALmBank MultiPay portal

Uputstvo za korišćenje / User manual

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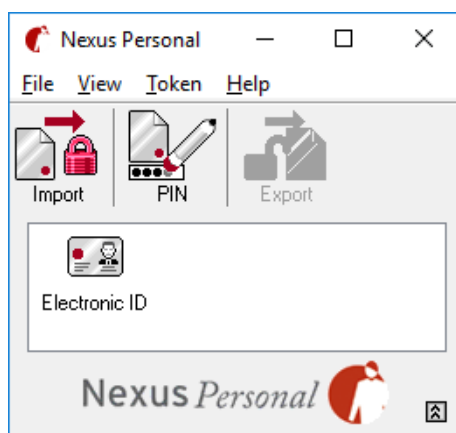
Registrowanje uređaja

Kako biste se uspešno ulogovali na **HALmBank MultiPay** portal, neophodno je da posedujete Halcom elektronski sertifikat i instaliranu najnoviju verziju aplikacije *Nexus Personal* koju možete preuzeti:

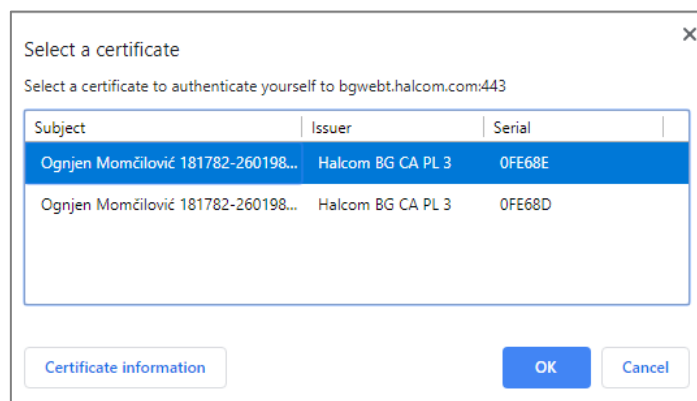
- ukoliko koristite 32-bitni operativni sistem: [ovde](#)
- ukoliko koristite 64-bitni operativni sistem: [ovde](#)

Za proveru uspešnog očitavanja sertifikata, potrebno je da kliknete na ikonicu *Nexus Personal* koja se nalazi u *System tray* segmentu (pored sata).

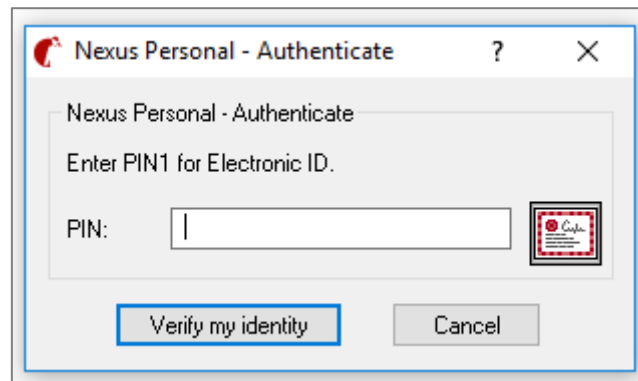
Ukoliko je sertifikat uspešno očitavan prikazaće se podatak „**Electronic ID**“ u belom polju, kao na slici ispod:



Klikom na link koji vodi na **HALmBank MultiPay** portal, aplikacija će pročitati sertifikat koji je povezan na računar i ponuditi opciju za izbor sertifikata za logovanje, kao na slici ispod (primer na slici je iz pretraživača Google Chrome):

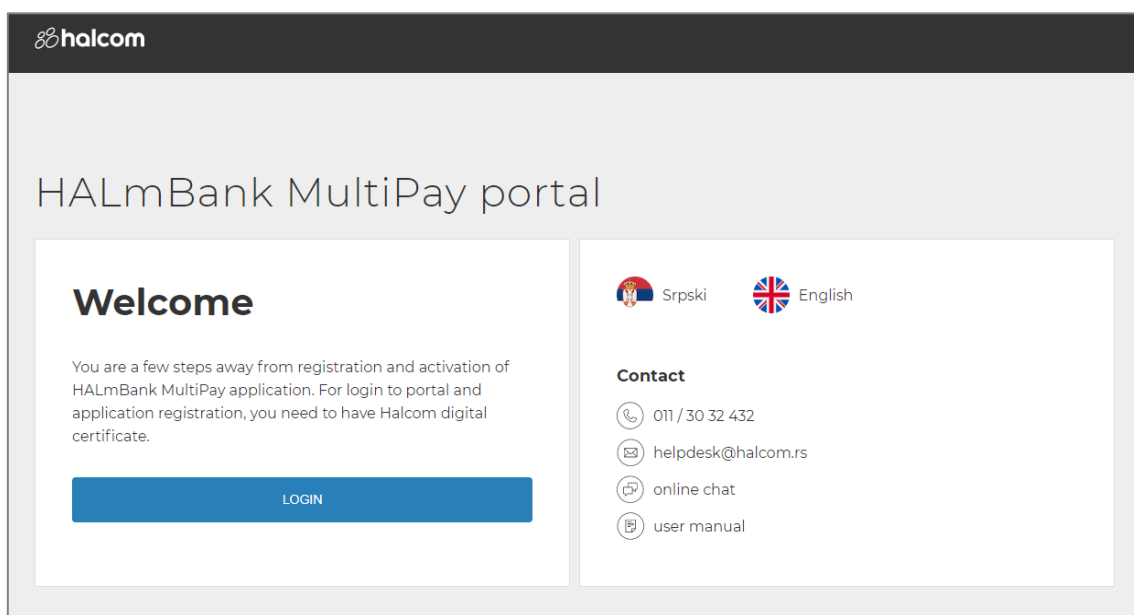


Nakon uspešne provere sertifikata, aplikacija *Nexus Personal* će Vam tražiti unos PIN koda:



Nakon unosa PIN koda potrebno je da kliknete na dugme „*Verify my identity*“.

Aplikacija će proveriti sertifikat i nakon uspešne provere usmeriće Vas na početnu stranicu HALmBank MultiPay portala:



Početna stranica je na engleskom jeziku. Ukoliko želite da nastavite na srpskom jeziku, potrebno je da odaberete „**Srpski**“ u desnom delu prozora.

The screenshot shows the HALmBank MultiPay portal login page. At the top left is the halcom logo. The main heading is "HALmBank MultiPay portal". Below this, there are two columns. The left column is titled "Dobrodošli" (Welcome) and contains a paragraph: "Par koraka ste udaljeni od registracije i korišćenja HALmBank MultiPay aplikacije. Za prijavu na portal i registraciju aplikacije neophodan Vam je Halcom elektronski sertifikat." Below the text is a blue button labeled "PRIJAVA". The right column contains language selection options for "Srpski" (with the Serbian flag) and "English" (with the UK flag). Below that is a "Kontakt" (Contact) section with four items: a phone icon with "011 / 30 32 432", an email icon with "helpdesk@halcom.rs", a speech bubble icon with "razgovor uživo" (live chat), and a document icon with "korisničko uputstvo" (user manual).

Klikom na dugme „PRIJAVA“, aplikacija će Vas usmeriti na stranicu za registraciju uređaja:

The screenshot shows the HALmBank MultiPay portal registration page. At the top left is the halcom logo. At the top right, there is a navigation bar with icons and text for "korisničko uputstvo" (user manual), "011 / 30 32 432", "helpdesk@halcom.rs", "razgovor uživo" (live chat), and "ODJAVA" (logout). The main heading is "Dobrodošli, Ognjen" (Welcome, Ognjen). Below this, there are two columns. The left column is titled "Profil" (Profile) and contains a blue button labeled "REGISTRACIJA UREĐAJA" (device registration). Below the button is a large grey arrow pointing up and the text "POČNITE OVDE" (start here). The right column is titled "Banke" (Banks) and contains a blue button labeled "DODAJ BANKE" (add banks). Below the button is the text "Banke možete dodati nakon uspešne registracije uređaja" (Banks can be added after successful device registration).

Klikom na dugme „REGISTRACIJA UREĐAJA“ aplikacija će Vas usmeriti na proces registracije, koji se sastoji od 4 koraka u kojima su detaljno opisane instrukcije.

Registracija

Korak 1 Korak 2 Korak 3 Korak 4

Instrukcije

Ova registracija je podeljena u dva dela:

- 1. PORTAL ZA SAMOSTALNU ADMINISTRACIJU**
Jednostavnim praćenjem koraka možete se administrirati za korišćenje HALmBank MultiPay aplikacije.
- 2. MOBILNI UREĐAJ**
Nakon preuzimanja aplikacije potrebno je da registrujete uređaj koristeći registracioni i aktivacioni kod koji ste dobili putem email i SMS poruke.

Kliknite **DALJE** kako biste započeli proces registracije.

DALJE

Klikom na dugme „**DALJE**“ prelazite na *Korak 2*.

Na *Koraku 2*, potrebno je da unesete broj telefona, odnosno e-mail adresu (u formatu prikazanom na slici ispod) na koje želite da dobijete kodove za registraciju uređaja:

Registracija

Korak 1 Korak 2 Korak 3 Korak 4

Registracija uređaja

Unesite broj telefona i email adresu da biste primili registracioni i aktivacioni kod za početak registracije uređaja.

Broj telefona

Email adresa

DALJE

E-mail adresa će biti automatski popunjena (ukoliko želite da pošaljete podatke na drugu e-mail adresu, obrišite adresu koja je automatski popunjena i upišite novu), a biće potrebno da unesete broj telefona. Klikom na dugme „DALJE“, aplikacija *Nexus Personal* će Vam zahtevati unos PIN koda, a u prozoru „Text to be signed“ nalaziće se e-mail adresa, odnosno broj telefona koje ste prethodno uneli. Za uspešan nastavak potrebno je da unesete PIN kod sertifikata i kliknete na dugme „Sign“.

Ukoliko ste uneli ispravan PIN kod, aplikacija će Vas usmeriti na *Korak 3* (dodavanje Banke), na kojem se nalaze detaljne informacije, slika ispod:

Klikom na dugme „Pregledaj kompanije“ možete videti sve kompanije po kojima ste barem na 1 računu ovlašćeni za potpisivanje platnih naloga. Da biste prešli na *Korak 4*, neophodno je da

pročitajte *Uslove korišćenja i Naknada*, i ukoliko se slažete, obeležite banku koju želite da dodate klikom na kvadrat, kao na slici ispod i kliknete na dugme „DALJE“.

Registracija

Korak 1
Korak 2


Korak 3
Korak 4

Dodaj banke

Izaberite banke sa kojima želite da obavljate mobilno bankarstvo HALmBank MultiPay.


U aplikaciji HALmBank MultiPay će Vam biti prikazani **svi** računi po kojima imate ovlašćenje za potpisivanje platnih naloga. Ukoliko želite da imate uvid po računima po kojima nemate ovlašćenje za potpisivanje platnih naloga ili ne želite da vidite sve račune u aplikaciji, molimo Vas da kontaktirate Vašu banku.

Prelaskom na sledeći Korak 4 registracije potvrđujete da ste upoznati sa uslovima i naknadama korišćenja HALmBank MultiPay aplikacije u Vašoj banci i da ste sa istima saglasni.



Komerčijalna banka (Uslovi korišćenja i Naknada)

Klikom na dugme „DALJE“, aplikacija *Nexus Personal* će Vam zahtevati unos PIN koda


Sign
✕

Text to be signed

DODELJIVANJE BANAKA U TOKEN
 Serijski broj OTP tokena: 748507
 Broj banaka dodanih u token: 1

Certificate

PIN

Ukoliko ste uneli ispravan PIN potrebno je da kliknete na dugme „Sign“.

Nakon toga, aplikacija će Vas usmeriti na *Korak 4*, na kojem se nalaze linkovi za preuzimanje HALmBank MultiPay mobilnih aplikacija (Android i iOS):

Registracija

Korak 1

Korak 2

Korak 3

Korak 4

Preuzmite mobilnu aplikaciju

Preuzmite HALmBank MultiPay iz App/Play prodavnice. Linkovi za prodavnice se takođe nalaze u SMS-u i email-u koje ste dobili.



App Store



Google Play

[DALJE](#)

Status aktivacije uređaja i banaka

Nakon klika na dugme „DALJE“ aplikacija Vas usmerava na stranicu na kojoj možete videti status aktivacije uređaja i banke koje ste dodali. Ukoliko još uvek niste aktivirali aplikaciju na mobilnom telefonu, u segmentu „**Profil**“ biće prikazana slika kao u primeru ispod, a u polju „**Datum aktivacije**“ pisaće status „**U toku**“.

The screenshot shows the Halcom user interface. At the top, there is a navigation bar with the Halcom logo, a user manual icon, the phone number 011 / 30 32 432, an email icon with helpdesk@halcom.rs, a live chat icon, and the text 'ODJAVA'. Below the navigation bar, the main content area is titled 'Dobrodošli, Ognjen'. There are two main sections: 'Profil' and 'Banke'. In the 'Profil' section, there is a table with columns 'Korisnik' and 'Datum aktivacije'. The first row shows 'Ognjen Momčilović' and 'U toku'. Below the table, there is a link 'Niste dobili email i/ili SMS?' and a button 'PONOVI SLANJE'. In the 'Banke' section, there is a large blue button labeled 'DODAJ BANKE'.

Za uspešnu aktivaciju uređaja neophodno je da preuzmete aplikaciju za Google Play (Android) ili App Store (iOS) prodavnica i instalirate je na svom mobilnom telefonu. Nakon instalacije i prilikom prvog pokretanja aplikacije, biće potrebno da unesete **registracioni ID** koji ste dobili na e-mail, odnosno **aktivacioni kod** koji ste dobili u SMS poruci, na broj telefona koji ste uneli u *Koraku 2*.

Kada uspešno aktivirate uređaj, na portalu će pisati datum aktivacije, kao u primeru ispod:

The screenshot shows the Halcom user interface after successful activation. The navigation bar is the same as in the previous screenshot. The main content area is titled 'Dobrodošli, Ognjen'. There are two main sections: 'Profil' and 'Banke'. In the 'Profil' section, there is a table with columns 'Korisnik' and 'Datum aktivacije'. The first row shows 'Ognjen Momčilović' and '24.05.2019'. To the right of the date, there is a red 'X' icon and the text 'IZBRIŠI PROFIL'. In the 'Banke' section, there is a heading 'Vaše aktivne banke u HALmBank MultiPay'. Below this, there is a list of active banks. The first bank is 'Komercijalna banka (Uslovi korišćenja i Naknada)'. Below the bank name, there is a button 'Pregledaj kompanije'. At the bottom of the 'Banke' section, there is a red 'X' icon and the text 'IZBRIŠI BANKU', and a large blue button labeled 'DODAJ BANKE'.

Ažuriranje kompanija i računa u mobilnoj aplikaciji

U segmentu „*Banke*“ prikazane su sve banke za koje imate uvid u račune u **HALmBank MultiPay** mobilnoj aplikaciji.

Dugme „**Pregledaj kompanije**“ će prikazati sve kompanije po kojima imate pravo potpisivanja platnih naloga. Ukoliko neku od kompanija (račune) ne vidite u **HALmBank Multipay** mobilnoj aplikaciji, ili ne želite da vidite neke račune u aplikaciji, potrebno je da kontaktirate Vašu banku.

Uklanjanje banke ili profila

Ako želite da obrišete/uklonite neku od banaka iz **HALmBank MultiPay** mobilne aplikacije, potrebno je da na portalu, u segmentu „*Banke*“ označite banku i kliknete na „**IZBRIŠI BANKU**“ i da ispratite instrukcije sa Portala koje se nalaze u procesu brisanja banke.

Ako želite da obrišite profil (u slučaju da ste promenili ili izgubili uređaj), možete to uraditi klikom na „**IZBRIŠI PROFIL**“ u segmentu „*Profil*“. Brisanjem profila onemogućićete korišćenje **HALmBank MultiPay** aplikacije na mobilnom telefonu.

ENGLISH

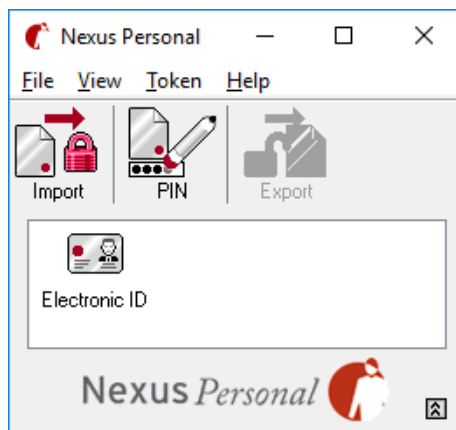
Device registration

For successful login to **HALmBank MultiPay** portal, it is necessary to have Halcom digital certificate and installed application *Nexus Personal*, which you can download:

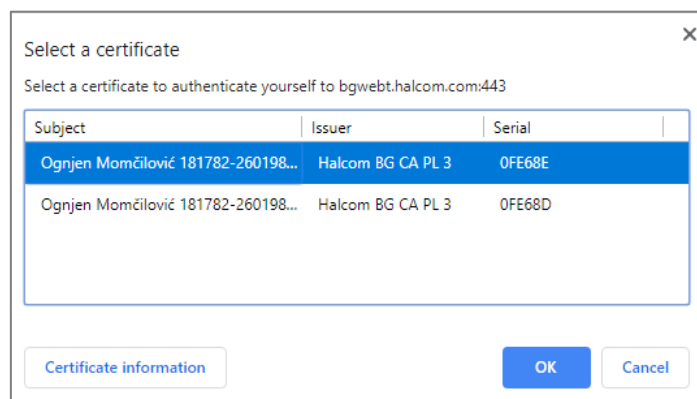
- If you have 32bit operating system: [here](#)
- If you have 64bit operating system: [here](#)

If you want to check if certificate is successfully read, you need to click on *Nexus Personal* icon, located in *System tray*.

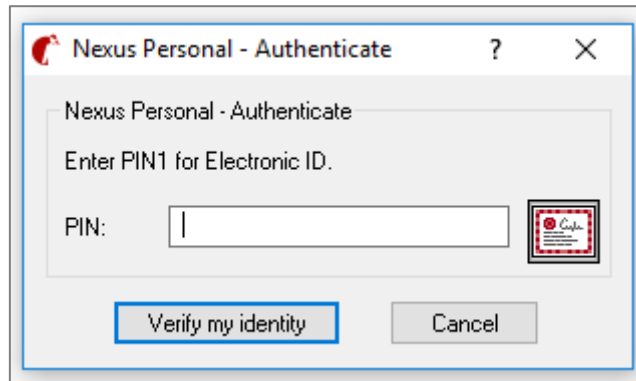
If certificate is successfully installed, in *Nexus Personal*, in white area will be shown **“Electronic ID”**, like on image below:



By clicking on link for **HALmBank MultiPay** portal, application will read the certificate from your smart card reader, or USB, and there will be option to select a certificate (example below is from Google Chrome browser):

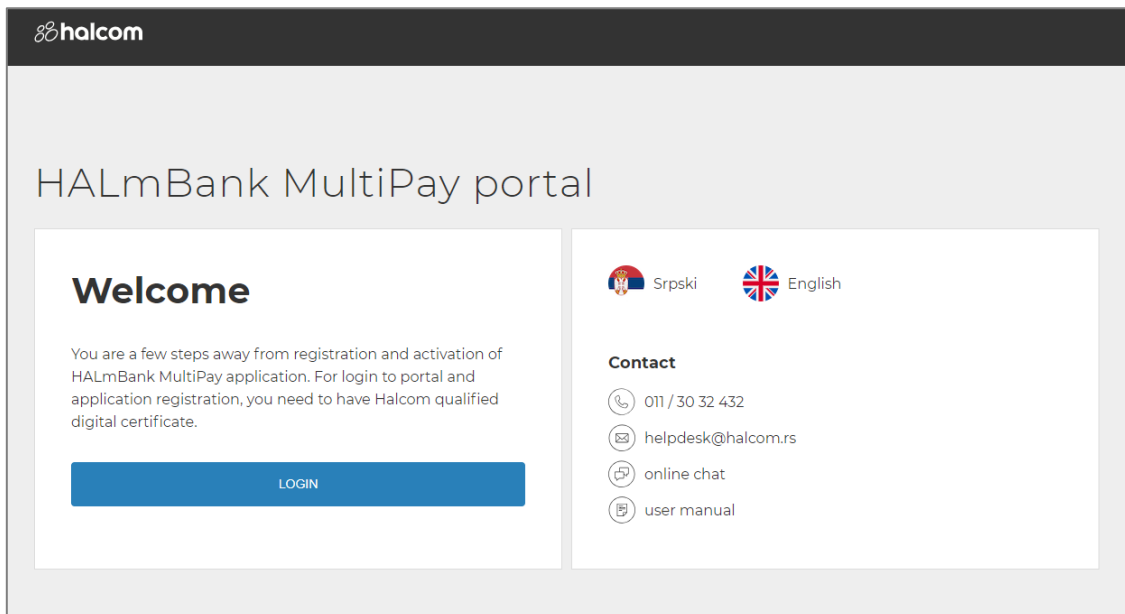


After successful certificate check, application *Nexus Personal* will request entry of certificate PIN:

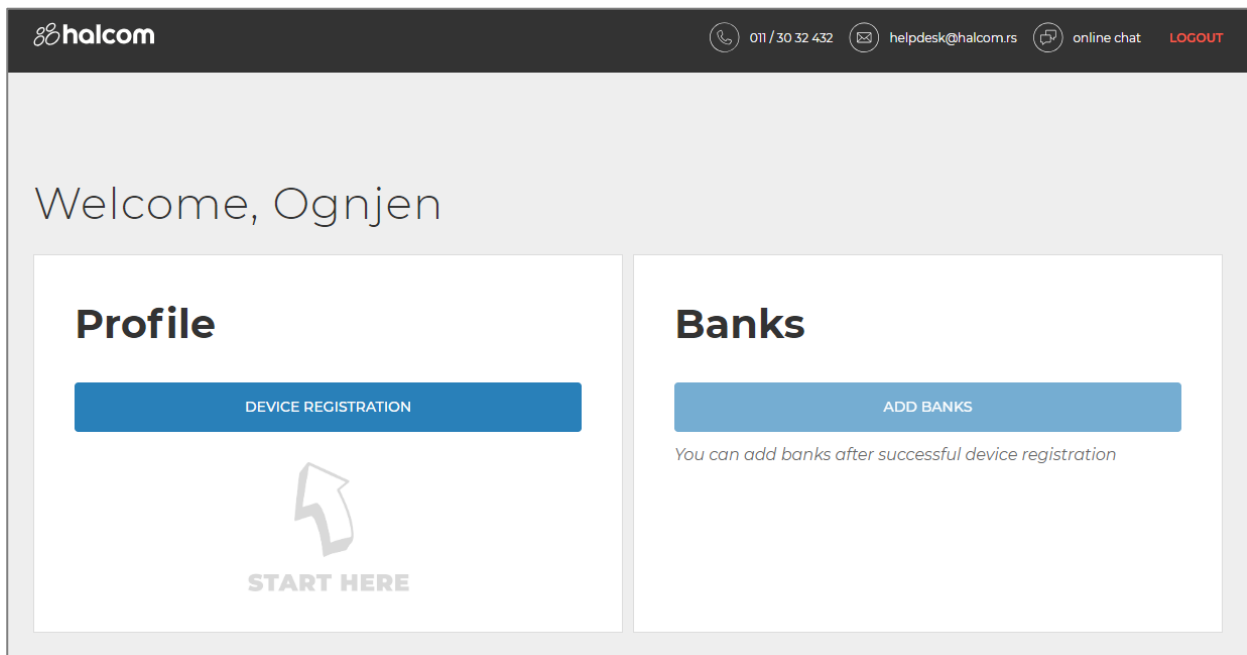


After you entered PIN, click on „Verify my identity“.

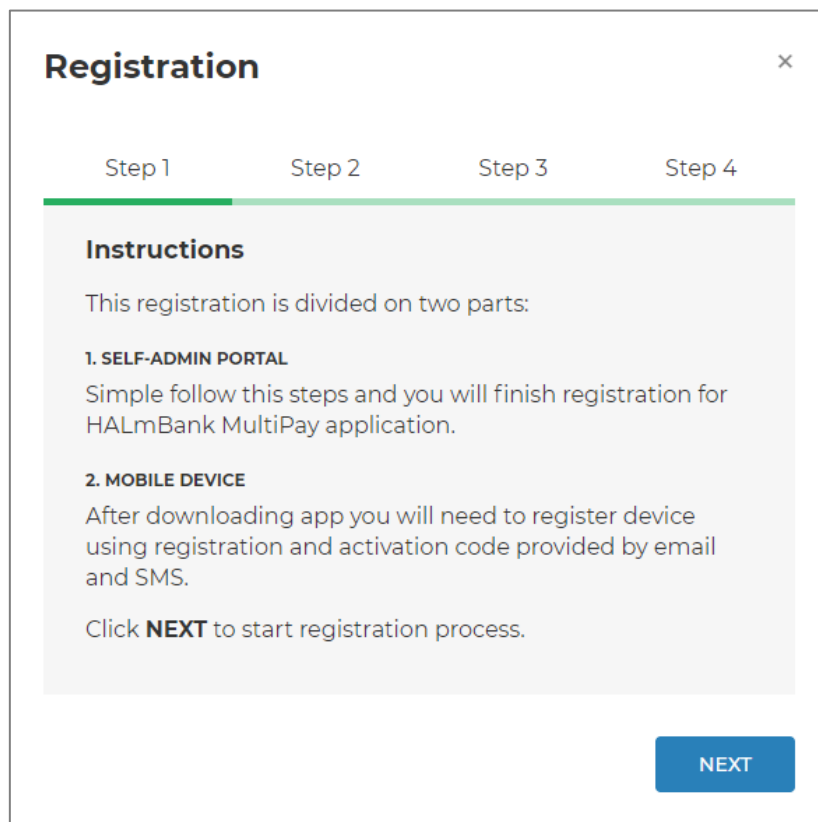
Application will check the certificate and redirect you to [HALmBank MultiPay](#) portal homepage:



Click on button „LOGIN“, application will redirect you to device registration page:

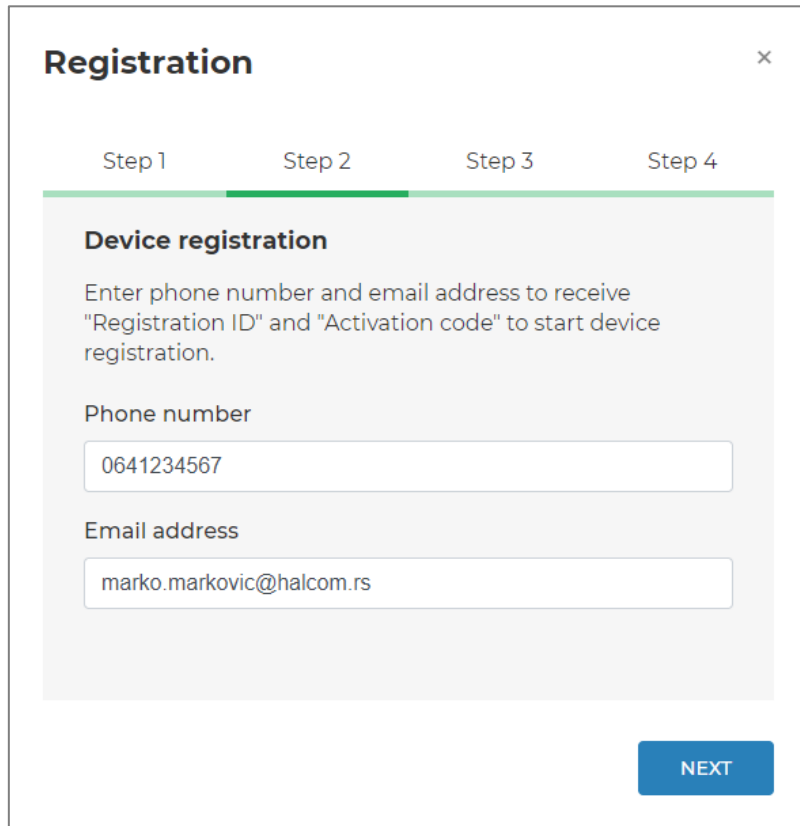


Click on button „DEVICE REGISTRATION“, application will lead you to registration process, which is divided into 4 steps with detailed instructions.



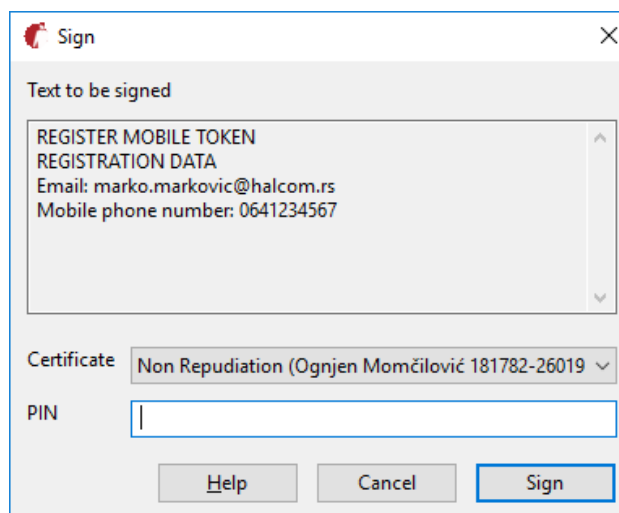
Click on button „NEXT“ app will lead you to *Step 2*.

On *Step 2*, you need to enter GSM phone number and e-mail address (in format, like on picture below) on which you want to receive codes for device registration.



The image shows a 'Registration' dialog box with a progress indicator at the top showing 'Step 2' as the current step. The main heading is 'Device registration'. Below this, there is a text instruction: 'Enter phone number and email address to receive "Registration ID" and "Activation code" to start device registration.' There are two input fields: 'Phone number' containing '0641234567' and 'Email address' containing 'marko.markovic@halcom.rs'. A blue 'NEXT' button is located at the bottom right of the dialog.

E-mail address will be filled automatically (if you want to send code to different e-mail address, enter new address manually). In field "**Phone number**" you need to enter GSM phone number on which you want to receive activation code. Click on button "**NEXT**", application *Nexus Personal* will request entry of certificate PIN, and in field „*Text to be signed*“ will be written e-mail address and GSM number you entered. Enter your **PIN** number and click on button „*Sign*“.



The image shows a 'Sign' dialog box. It has a title bar with a red icon and the word 'Sign'. The main content area is titled 'Text to be signed' and contains a text box with the following text: 'REGISTER MOBILE TOKEN', 'REGISTRATION DATA', 'Email: marko.markovic@halcom.rs', and 'Mobile phone number: 0641234567'. Below the text box is a 'Certificate' dropdown menu showing 'Non Repudiation (Ognjen Momčilović 181782-26019)'. There is a 'PIN' input field with a vertical cursor. At the bottom, there are three buttons: 'Help', 'Cancel', and 'Sign'.

If you entered correct **PIN**, application will lead you to *Step 3* (add Banks), on which you will have detailed information, like on image below:

Registration


Step 1 Step 2 **Step 3** Step 4

Add banks

Select banks which you want to use in mobile banking HALmBank MultiPay.

In the application HALmBank MultiPay you will see **all** accounts on which you have signing permission for payment orders. If you want to see accounts on which you don't have signing permission or you don't want to see some accounts in the application, please contact your bank.

Moving on to the next Step 4 of registration process you are confirming that you are familiar with conditions and fees of using HALmBank MultiPay application in your bank and that you agree with them.

 Komerčijalna banka ([Terms and conditions](#) and [Fee](#))

NEXT

Click on button „See companies“ you can see all companies on which you have permission to sign payment orders, on at least one account. In order to proceed to *Step 4*, you need to read *Terms and conditions and Fees*, and if you agree with them, check the bank you want to add, and click on button „NEXT“.

Registration


Step 1 Step 2 **Step 3** Step 4

Add banks

Select banks which you want to use in mobile banking HALmBank MultiPay.

In the application HALmBank MultiPay you will see **all** accounts on which you have signing permission for payment orders. If you want to see accounts on which you don't have signing permission or you don't want to see some accounts in the application, please contact your bank.

Moving on to the next Step 4 of registration process you are confirming that you are familiar with conditions and fees of using HALmBank MultiPay application in your bank and that you agree with them.

 Komerčijalna banka ([Terms and conditions and Fee](#))

NEXT

Click on button „NEXT“, application *Nexus Personal* will request entry of certificate PIN.

Sign

Text to be signed

ASSIGN BANKS TO TOKEN
OTP token serial number: 748508
Number of banks being assigned to token: 1

Certificate:

PIN:

After entering PIN, click on button „Sign“.


Application will lead you to *Step 4*, on which you will have links for download HALmBank MultiPay mobile apps from Google Play or App Store.

Registration


Step 1 Step 2 Step 3 Step 4

Download mobile app

Download HALmBank MultiPay from the store. Store links are also in the SMS and email that you received.



App Store



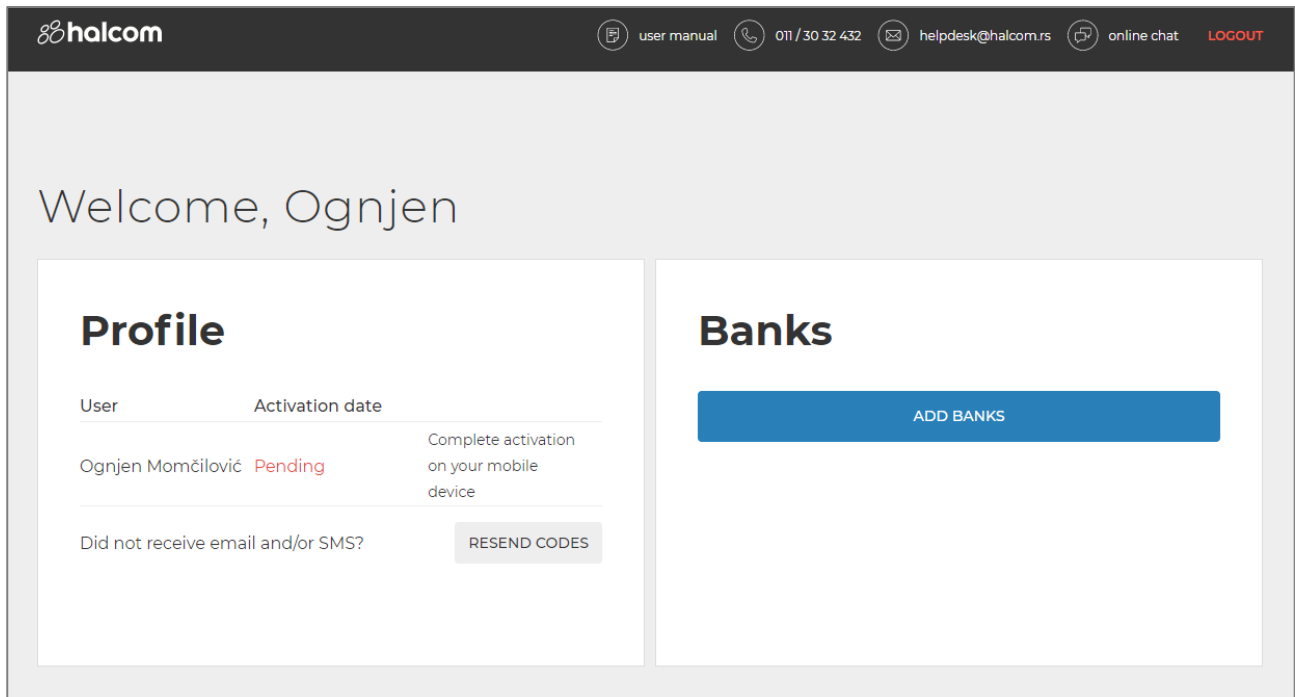
Google Play

[NEXT](#)

Profile activation status

After clicking on button „NEXT“ application will lead you to the page where you can see status of profile activation, and banks you added.

If you haven't activated application on your mobile phone, in segment „*Profile*“, in field “*Activation date*”, status will be “*Pending*”.



The screenshot shows the Halcom user portal interface. At the top, there is a navigation bar with the Halcom logo, a user manual icon, a phone icon with the number 011 / 30 32 432, an email icon with the address helpdesk@halcom.rs, an online chat icon, and a LOGOUT button. The main content area is titled "Welcome, Ognjen". It is divided into two sections: "Profile" and "Banks".

The "Profile" section contains a table with the following data:

User	Activation date	
Ognjen Momčilović	Pending	Complete activation on your mobile device

Below the table, there is a link "Did not receive email and/or SMS?" and a "RESEND CODES" button.

The "Banks" section contains a blue button labeled "ADD BANKS".

For successful profile activation, you need to download [HALmBank MultiPay](#) mobile application from Google Play (Android) or App Store (iOS), and install it on your mobile phone. After installation, on first login, you will need to enter registration ID (received on e-mail) and activation code (received in SMS message) you entered in *Step 2* of device registration process.

After you activate your profile successfully, on Portal, in field “**Activation date**”, will be written date of activation, like on image below:

The screenshot shows the HALmBank MultiPay user interface. At the top, there is a navigation bar with the HALmBank logo, a user manual icon, a phone icon with the number 011 / 30 32 432, an email icon with the address helpdesk@halcom.rs, an online chat icon, and a LOGOUT button. Below the navigation bar, the main content area is titled "Welcome, Ognjen".

The "Profile" section displays the user's name "Ognjen Momčilović" and the activation date "24.05.2019". There is a red "X" icon and the text "DELETE PROFILE" next to the activation date. The "Banks" section is titled "Your active banks in HALmBank MultiPay" and lists "Komerijalna banka" with a link to "Terms and conditions and Fee". Below the bank name is a "See companies" button. At the bottom of the "Banks" section, there are two buttons: "REMOVE BANKS" (with a red "X" icon) and "ADD BANKS" (in blue).

Refreshing companies and accounts

In segment „*Banks*“, you have listed banks on which you can see accounts in [HALmBank MultiPay](#) mobile application.

Button „**See companies**“ will show you all companies on which you have permission to sign payment orders, on at least one account. If you don't see companies/accounts on which you have permission to sign payments, you need to contact your Bank.

Removing bank or profile

If you want to remove bank from [HALmBank MultiPay](#) mobile application, you need to check the bank in segment „*Banks*“ and click on „**REMOVE BANK**“, and then follow instructions from Portal.

If you want to remove profile (in case you changed your mobile device or lost it), you can do it by clicking on „**REMOVE PROFILE**“ in segment „*Profile*“. With this action, you will disable using [HALmBank MultiPay](#) application on your mobile phone.