



**w1se – your
online finances**

w1se – electronic banking for corporate clients
Changes in security and authentication



www.csob.cz

Korporátní a institucionální bankovníctví

Dear client,

in compliance with ongoing trends and to ensure the highest security standards available, electronic banking application w1se is being transferred to KBC eBankingForBusiness portal. Under the portal access, new smart cards Isabel 6 will be used.

There are some changes required for smooth transition, this document brings overview of all of them.

Your w1se team



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1. Migration from current security Isabel 5 to Isabel 6

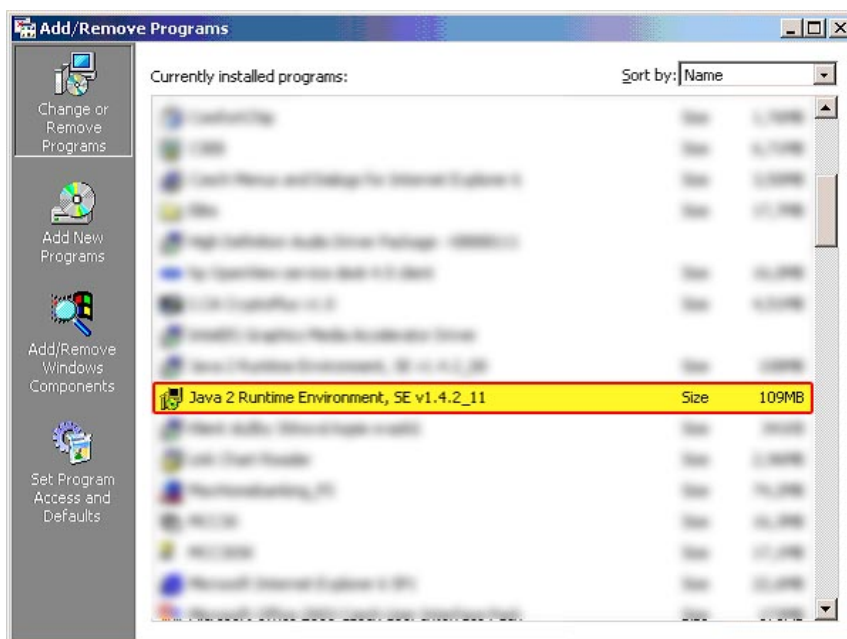
Migration to new security starts with new portal eBanking for business agreement and conversion form for w1se.

- Conversion form is used as confirmation of Isabel 6 card order.
- Current cards (Isabel 5) can be still used until first logon into w1se with new card (Isabel 6) – this is per each user.
- After receiving new card you can login through new environment (<https://www.kbcmerchantbanking.cz/welcome-cze>). Previous web page <https://www.wise-corporate-ebanking.com> cannot be used after first successful login with new card.

2. Java version check

2.1. Check of installed Java versions

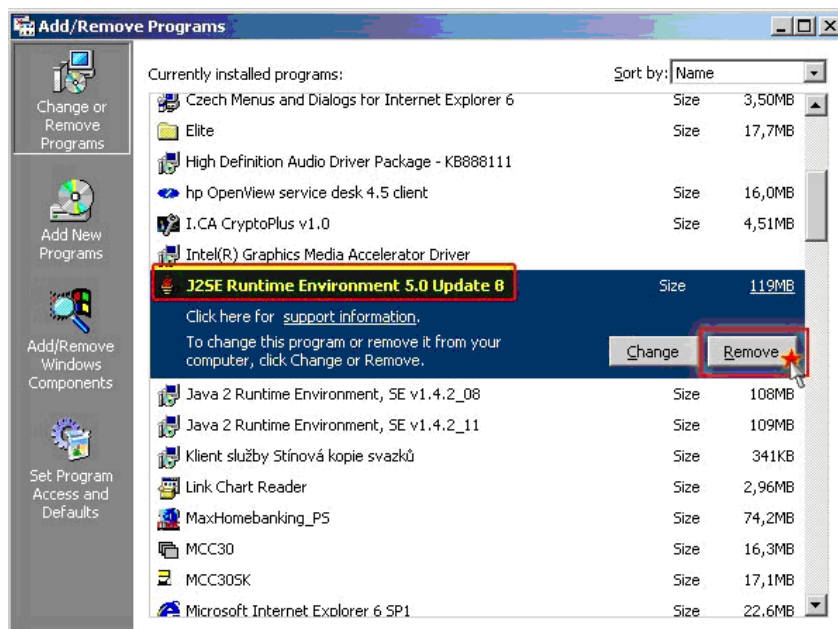
- Click on „**Start**  – „**Control panel (this option can be under menu Settings)**“ – „**Add or remove programs**“.
- Please check, which version is installed in your computer. You can see in example bellow version **1.4.2_11**.



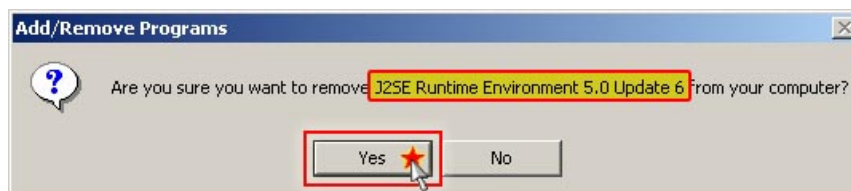
Picture 1 – Check of installed Java version

2.2. Uninstalling Older/Newer Versions

- The full functionality of w1se under eBankingForBusiness portal is ensured with Java installed in version **1.6 update 10 – update 20 (recommended)**. If other Java version exists simultaneously in your PC, application will be functional, but you may encounter some malfunction in specific parts of the application. Therefore we recommend to remove all previous Java versions.
- Click on **“Remove”** to uninstall Java version (see screenshot below). Then, follow the uninstall wizard instructions.



Picture 2 – Uninstalling Java



Picture 3 – Uninstalling confirmation

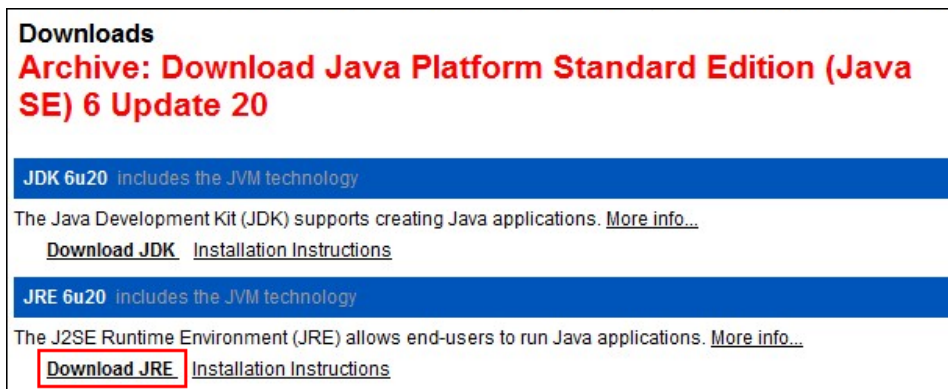


Restart your PC after uninstalling.

2.3. Installation of 1.6.0_20 version

Go to: <http://java.sun.com/products/archive/j2se/6u20/index.html>. Other versions are available here: <http://java.sun.com/products/archive>

- Click on: „**Download J2RE**“.



The screenshot shows the 'Downloads' section of the Java website. It features a red heading: 'Archive: Download Java Platform Standard Edition (Java SE) 6 Update 20'. Below this, there are two blue bars. The first bar is for 'JDK 6u20' and includes a link to 'Download JDK' and 'Installation Instructions'. The second bar is for 'JRE 6u20' and includes a link to 'Download JRE' (highlighted with a red box) and 'Installation Instructions'. The text below each bar explains that the JDK supports creating Java applications and the JRE allows end-users to run Java applications.

Picture 4 – Download JRE 1.6.0_20 - step 1

- Choose your platform, and if you agree to License Agreement, check „**I agree...**“.



The screenshot shows a dialog box titled 'Provide Information, then Continue to Download'. It asks the user to 'Select Platform and Language for your download:'. The 'Platform' dropdown menu is set to 'Windows' (highlighted with a red box). The 'Language' is set to 'Multi-language'. Below this, there is a checkbox labeled 'I agree to the following Software License Agreements: Java SE Runtime Environment 6 Update 5 License Agreement and Software License Agreement' (the checkbox is checked and highlighted with a red box). At the bottom, there is a red 'Continue »' button (highlighted with a red box).

Picture 5 – Download JRE 1.6.0_20 - step 2

- Start installation of Java and continue with installation wizard (installations are similar to all Java versions).

- If you agree with the license agreement, click on „**Accept**“.



Picture 6 –Java installation – Step 1

- The installation will take a moment. Please wait for it to be completed.

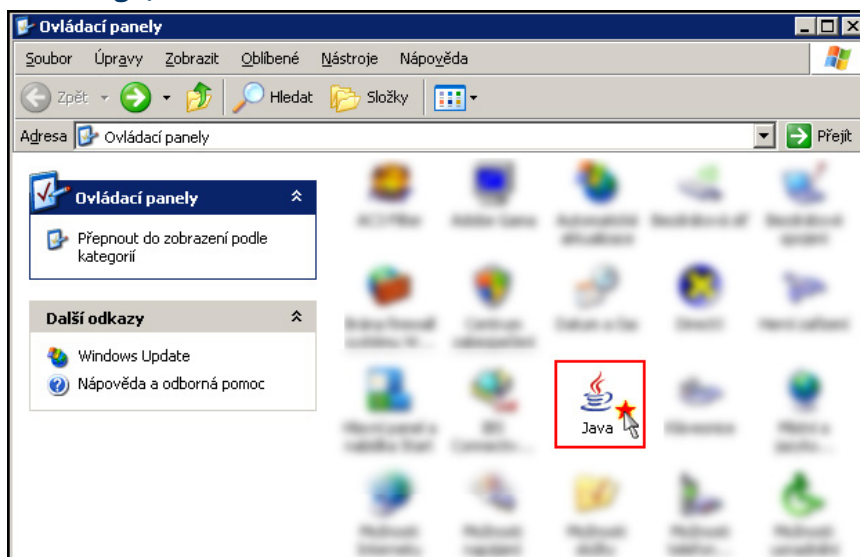


Picture 7 – Java installation – Step 2

- Then, follow the Wizard instructions until the final message appears, saying that the application has been successfully installed.
- **Do not restart** your PC but continue with the next step 2.4. Java settings.

2.4. Java settings

- Click on „**Start**  – „**Control panel (this option can be under menu Settings)**” – „**Java**”



Picture 8 –Java settings

- Switch off automatic updates – uncheck „**Check for updates automatically**” in tab „**Update**”



Picture 9 – Java 1.6 setting – „Update”



Once Java settings are completed, please, restart your PC.

3. Installation of portal

Installation of Isabel 6 security

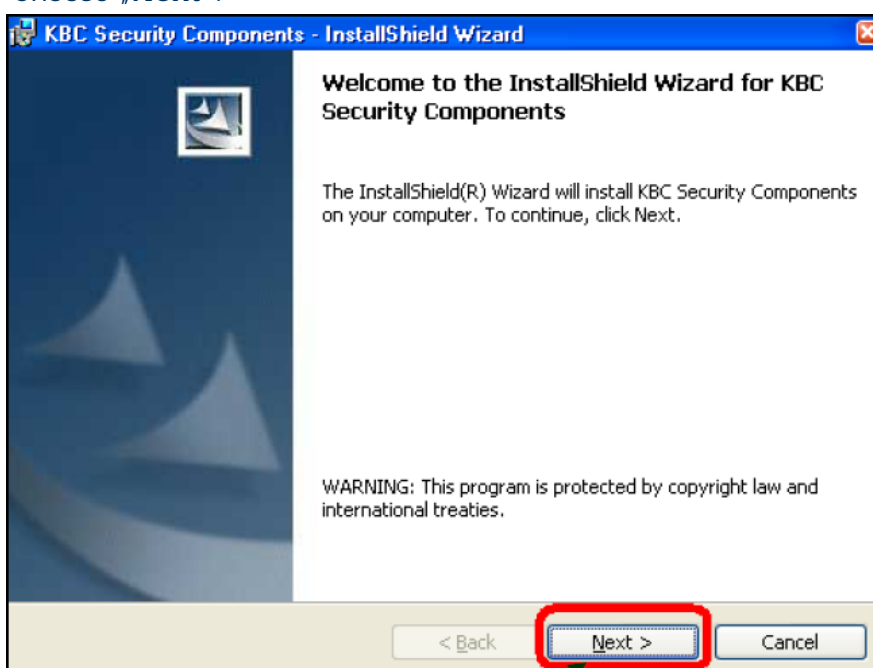
- For security update, few steps are required. Detailed description of installation is available on page: <https://www.kbcmerchantbanking.com/welcome-cze>.



In case of any issues with installation, please contact us. Telephone numbers are mentioned at the end of this document.

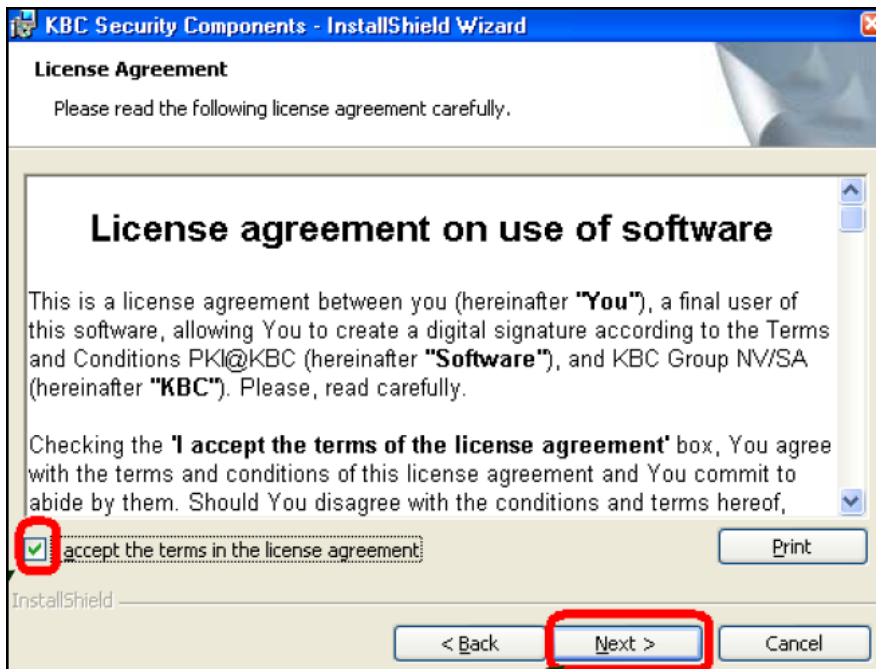
3.1. Security software - Isabel

- Please download „**KBC Security software**“. Installation package is available on page <https://www.kbcmerchantbanking.com/welcome-cze> (Step 4), direct link is available [here](#). The software is available in Czech or English language.
- Run installation package „**KBC Security software**“.
- Choose „**Next**“:



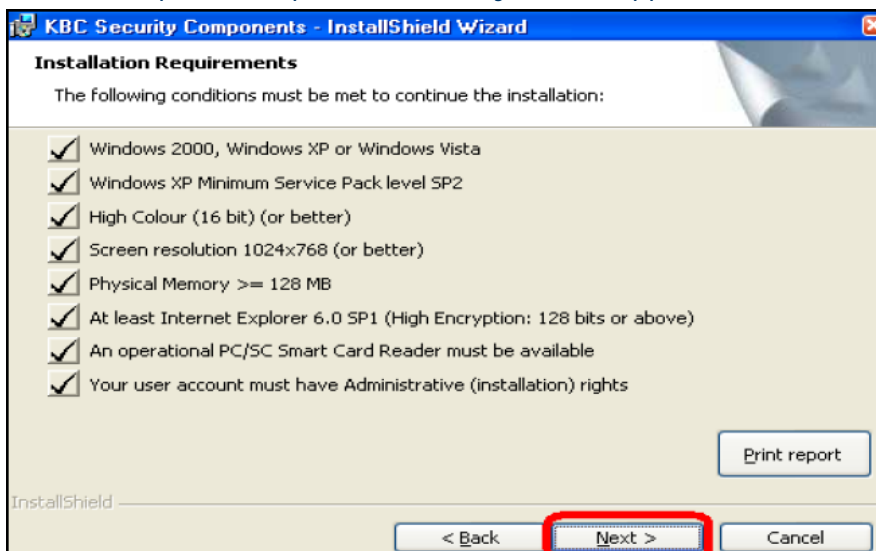
Installation of KBC Security Software – Step 1

- Please check „accept the terms ...“ and click on „**Next**“.



Installation of KBC Security Software – Step 2

- Installation wizard now checks if your computer is compliant with system requirements. In case of problems please contact your IT support. Click on „**Next**“.



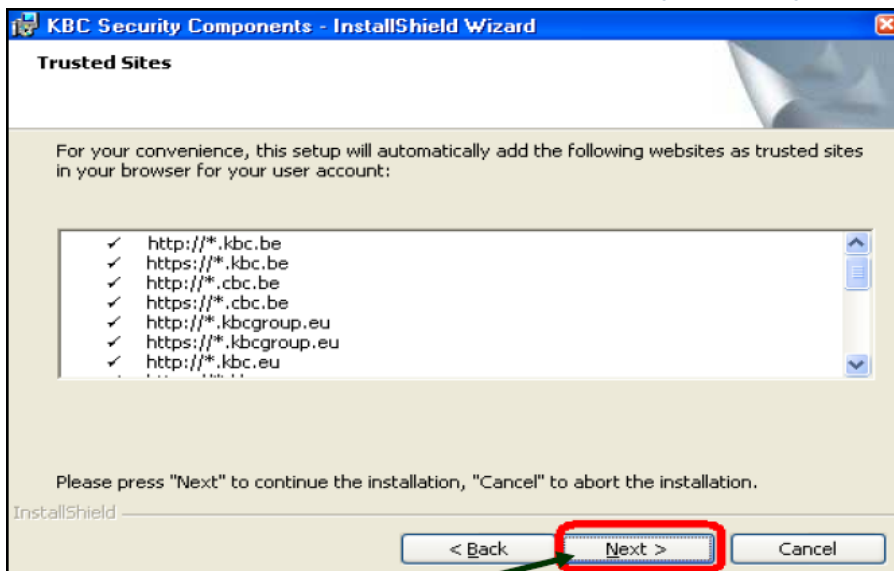
Installation of KBC Security Software – Step 3

- Continue with „**Next**“.



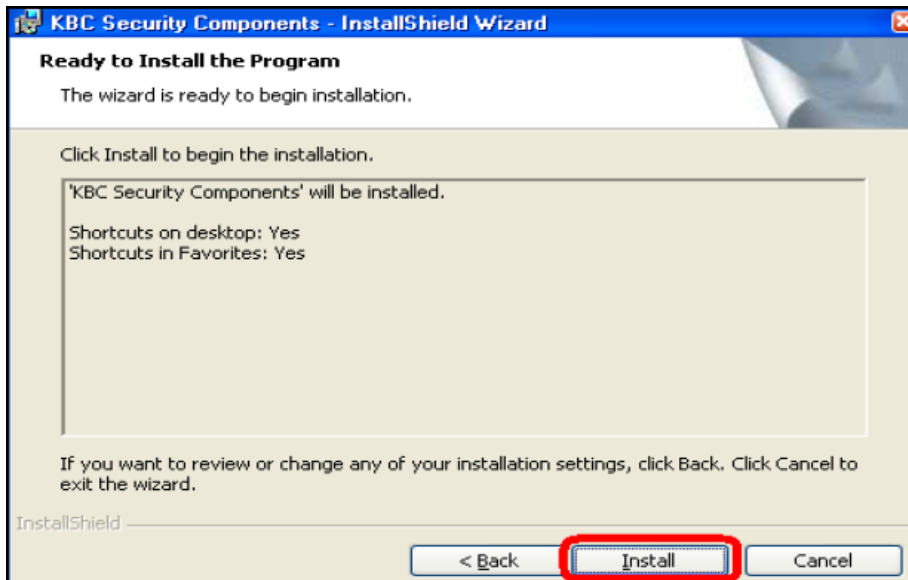
Installation of KBC Security Software – Step 4

- Click on „**Next**“. Installation wizard automatically sets up your browser (IE).



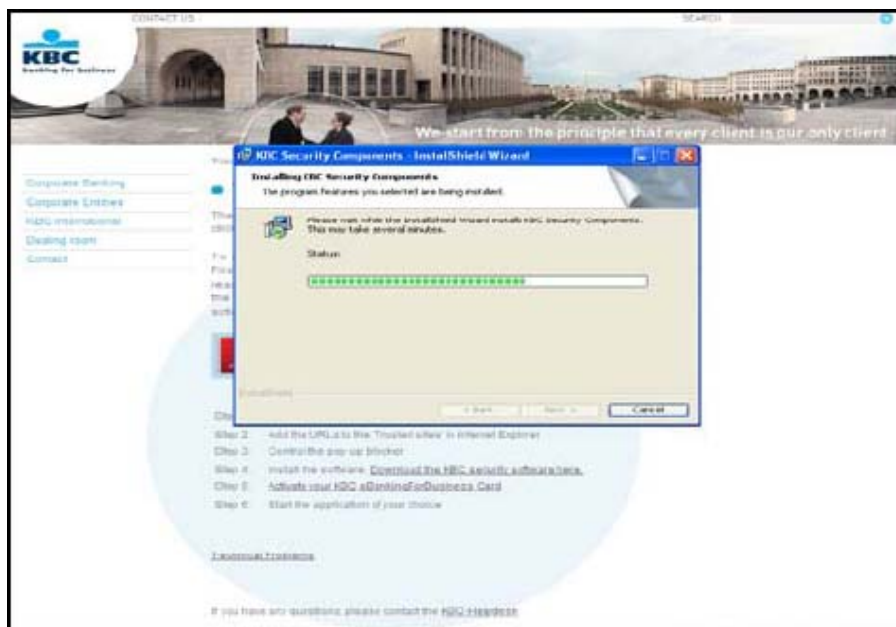
Installation of KBC Security Software – Step 5

- Please check parameters of the installation and click on „**Install**“.



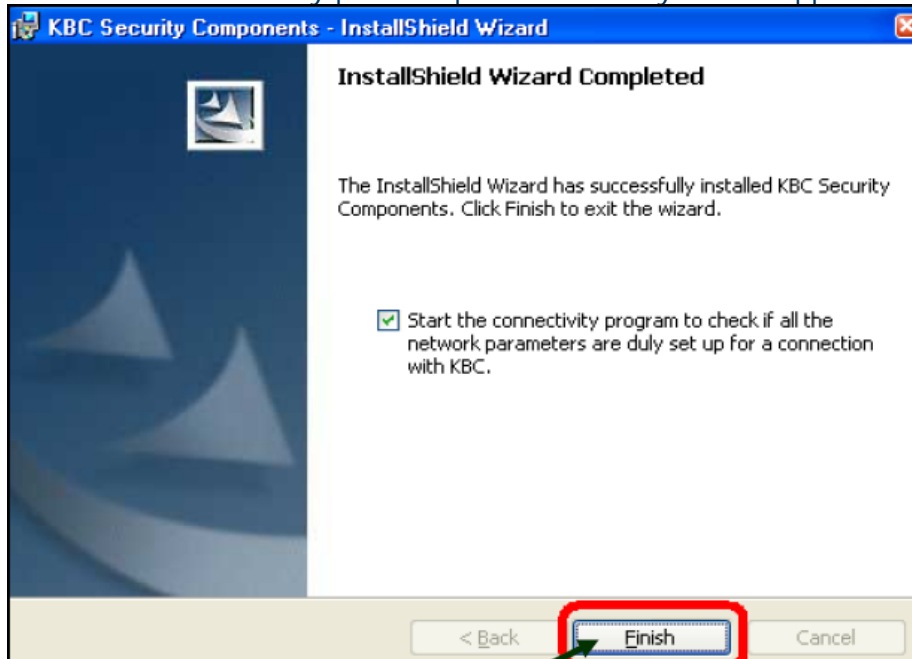
Installation of KBC Security Software – Step 6

- Please wait until installation is done.



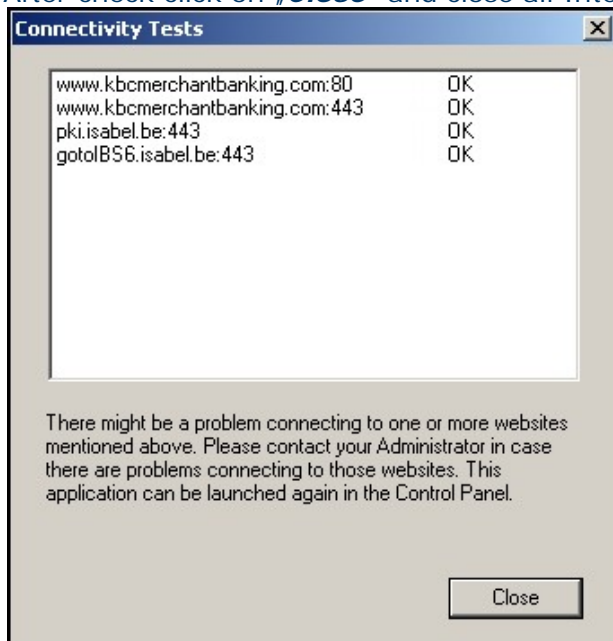
Installation of KBC Security Software – Step 7

- Installation is Finished. After clicking on button „**Finish**“ the Internet connectivity is checked. In case of any problem please contact your IT support.



Installation of KBC Security Software Finished

- After check click on „**Close**“ and close all Internet Explorer windows.



KBC Security Software Connectivity test

- After installation of KBC Security Software you will find on your desktop „**eBankingForBusiness**“ icon, which opens login page.



3.2. Smart card activation

(This step applies only to Isabel smart cards)

All new Isabel 6 smart cards need to be activated. Activation has to be done only once for each card on any computer, which is equipped with KBC security software.

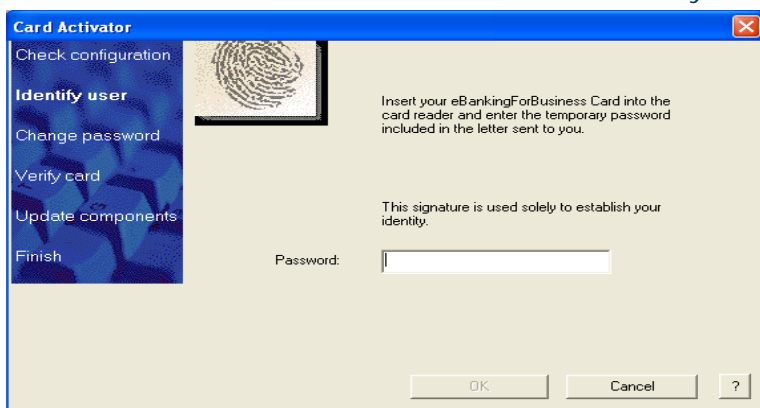
- Plug in your smart card reader to your PC.
- Insert your smart card into reader.
- Go to following web page: <https://www.kbcbankingforbusiness.com/cardactivator-cze>
- Click on button „**Activate my card**“.

A screenshot of the KBC eBankingForBusiness Card activation page. The page features a header with the KBC logo and the text 'Banking for Business'. Below the header is a large image of a building with a courtyard. The main content area is titled 'Activate your KBC eBankingForBusiness Card' and contains instructions for activation. A red box highlights the 'Activate my card' button. The page also includes a search bar, a breadcrumb trail, and a footer with copyright information and the 'expect more' logo.

Card activation

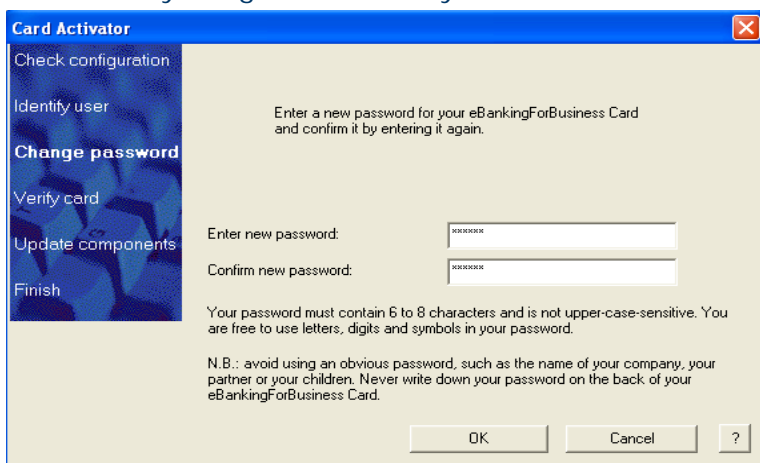


- Enter your PIN (password), which was delivered to you in separate letter from Isabel. Please follow instructions on the letter to retrieve your PIN.



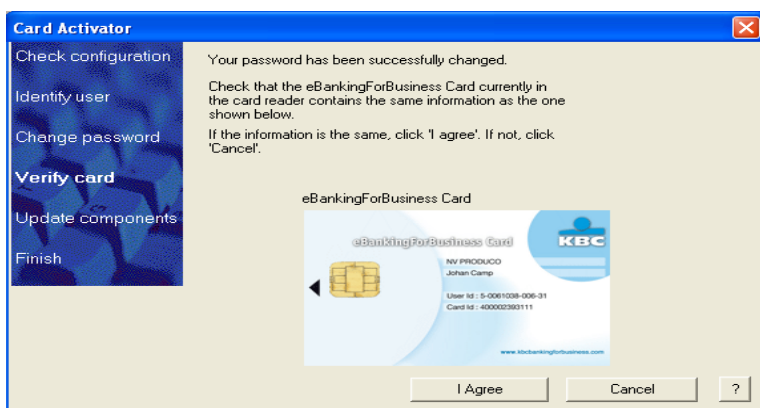
Card activation - Step 2

- Enter your new Password. It must contain **6-8 alphanumerical characters** and is not **case-sensitive**. **Password is valid until next change** (the system does not force you to any other change). Although not required, we suggest you to change your password occasionally – e.g. each half of year.



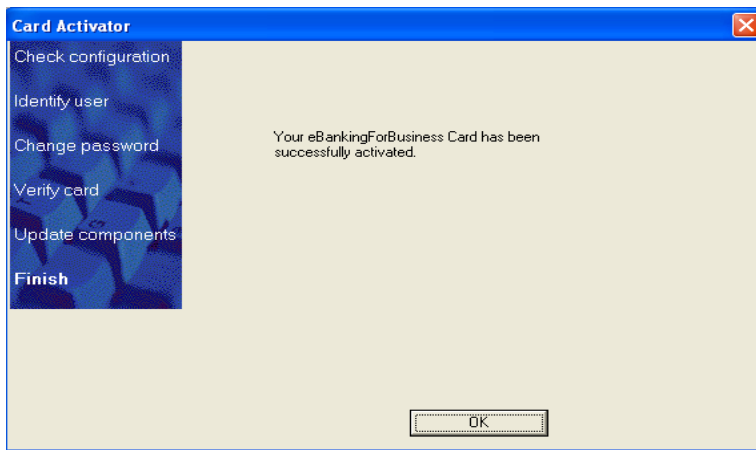
Card activation - Step 3

- Continue with card verification.



Card activation - Step 4

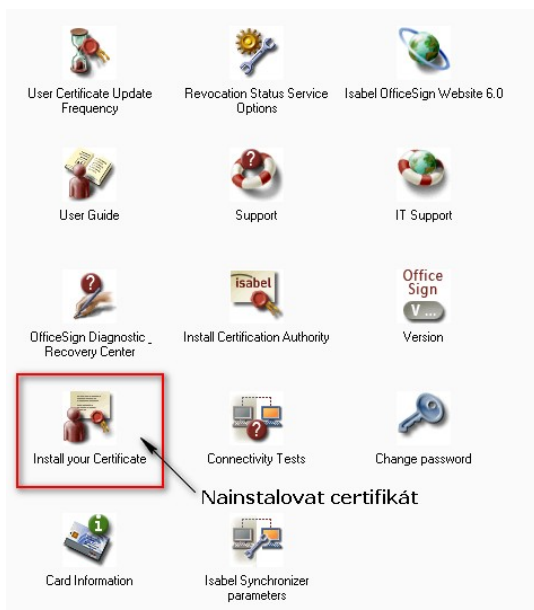
- Your eBankingForBusiness card has been activated. Card will be ready for use after **30 minutes**.



Card activation - Step 5

3.3. Download certificate (only if you change your PC)

- In application „**KBC BankingForBusiness control panel**“, which can be found in „**Start-Programs-eBankingForBusiness-Security-control panel**“, click on „**Install your certificate**“.



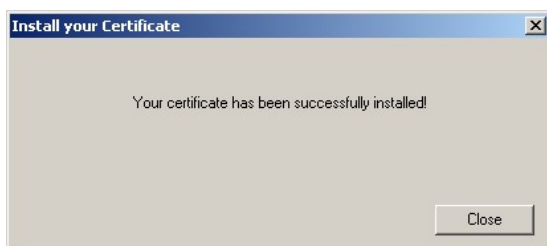
Install your certificate – Step 1

- Enter your password:




Install your certificate – Step 2

- After this the certificate has been installed and it is ready for use.



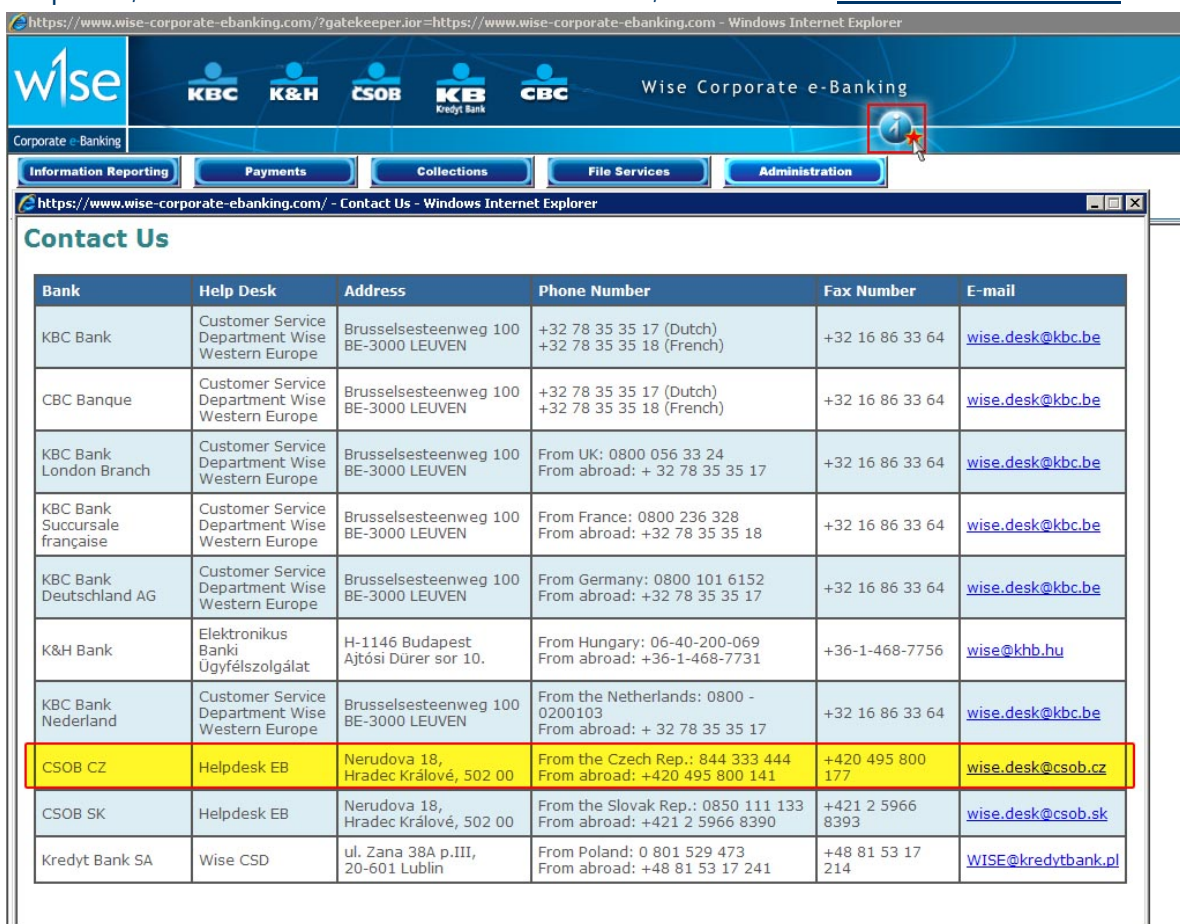
Install your certificate – Step 3

3.4. Login into eBankingForBusiness portal

- You can login into eBankingForBusiness portal from web page <https://www.kbcmerchantbanking.com/welcome-cze>
- On right side of the page, click on „Login“ button 
- Select your certificate and enter your password.
- After login, you can choose application.
- In case you work only with single application (e.g. w1se), this will be launched automatically after login into the portal.

4. Technical support for w1se

- If you have any question or encounter problem with w1se, do not hesitate to contact specialists in any of the **w1se desks** who are ready to help you.
- You can find the icon “i” on every w1se page in the upper bar. Click on the icon to display the page with telephone contacts to the support for w1se in Europe.
- To receive support in the Czech or English language, call: **844 333 444** from the Czech Republic, or: **+420 495 800 141** from abroad, or e-mail to wise.desk@csob.cz.



Bank	Help Desk	Address	Phone Number	Fax Number	E-mail
KBC Bank	Customer Service Department Wise Western Europe	Brusselsesteenweg 100 BE-3000 LEUVEN	+32 78 35 35 17 (Dutch) +32 78 35 35 18 (French)	+32 16 86 33 64	wise.desk@kbc.be
CBC Banque	Customer Service Department Wise Western Europe	Brusselsesteenweg 100 BE-3000 LEUVEN	+32 78 35 35 17 (Dutch) +32 78 35 35 18 (French)	+32 16 86 33 64	wise.desk@kbc.be
KBC Bank London Branch	Customer Service Department Wise Western Europe	Brusselsesteenweg 100 BE-3000 LEUVEN	From UK: 0800 056 33 24 From abroad: + 32 78 35 35 17	+32 16 86 33 64	wise.desk@kbc.be
KBC Bank Succursale française	Customer Service Department Wise Western Europe	Brusselsesteenweg 100 BE-3000 LEUVEN	From France: 0800 236 328 From abroad: +32 78 35 35 18	+32 16 86 33 64	wise.desk@kbc.be
KBC Bank Deutschland AG	Customer Service Department Wise Western Europe	Brusselsesteenweg 100 BE-3000 LEUVEN	From Germany: 0800 101 6152 From abroad: +32 78 35 35 17	+32 16 86 33 64	wise.desk@kbc.be
K&H Bank	Elektronikus Banki Ügyfélszolgálat	H-1146 Budapest Ajtósi Dűrer sor 10.	From Hungary: 06-40-200-069 From abroad: +36-1-468-7731	+36-1-468-7756	wise@knb.hu
KBC Bank Nederland	Customer Service Department Wise Western Europe	Brusselsesteenweg 100 BE-3000 LEUVEN	From the Netherlands: 0800 - 0200103 From abroad: + 32 78 35 35 17	+32 16 86 33 64	wise.desk@kbc.be
CSOB CZ	Helpdesk EB	Nerudova 18, Hradec Králové, 502 00	From the Czech Rep.: 844 333 444 From abroad: +420 495 800 141	+420 495 800 177	wise.desk@csob.cz
CSOB SK	Helpdesk EB	Nerudova 18, Hradec Králové, 502 00	From the Slovak Rep.: 0850 111 133 From abroad: +421 2 5966 8390	+421 2 5966 8393	wise.desk@csob.sk
Kredyt Bank SA	Wise CSD	ul. Zana 38A p.III, 20-601 Lublin	From Poland: 0 801 529 473 From abroad: +48 81 53 17 241	+48 81 53 17 214	WISE@kredybank.pl

Contact details

