

USER'S MANUAL

eLEMENT@

INTERNET BANKING FOR COMPANIES
AND SMALL BUSINESSES

INFORMATION

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Authentication types:

Smart cards, USB stick and Token (separately or combined)

Supported platforms:

MS Windows / Smart cards, PKI USB stick and Tokens

MAC / Tokens

Elementa package (environment) is available in the following languages:

Croatian

English

Port for connecting the smart card reader and PKI USB stick:

USB

Compatibility with other Internet packages installed in the computer

If there is one smart card reader already installed in the computer (e.g. smart card reader of another bank), there is no need to connect the provided reader from the eLEMENT@ package.

Security of users

Complete security of users upon the use of the eLEMENT@ service has been ensured by applying the latest and safest systems available around the world (SSL protocol, PKI infrastructure, firewall system and router)

Contact centre

OTP banka contact centre – phone assistance available for the internet banking users (helpdesk). Phone number: 072-201-555. Business hours on weekdays from 08:00h to 21:00h and on Saturdays from 08:00h to 13:00h.