

This user guide will help you to create your personal certificate in file/browser or smart card certificate. If you already own a personal certificate in file that you have saved on your computer, you will learn how to insert the certificate in the browser from the .p12 file or how to transfer it to a tablet without USB support.

[I use personal certificate in file
in browser](#)

[I use a personal certificate
on smart card](#)


Log in using your personal certificate in file

- A. [I do not have my own personal certificate – I am a new client or want to download a new certificate](#)
- B. [I already have a certificate, but it is not saved in the browser – I want to insert it from the .p12 file from my USB disk](#)
- C. [I want to transfer my certificate to my tablet without USB support.](#)


A. I do not have my own personal certificate – I am a new client or want to download a new certificate

1. If there is no certificate inserted in the browser you want to use for logging in to MojeBanka or MojeBanka Business internet banking, a screen containing the "*Download new certificate*" button will appear. Press the button to go to the first step of downloading the certificate.

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 MojeBanka

I am a **new client** or I want to download a **new certificate**


Download new certificate

- To download the certificate, you will need the Contract on issuing and using a personal certificate.
- Get the SMS with the one-use password we sent to your mobile phone ready.
- You can also use the certificate download wizard to get a certificate on a smart card

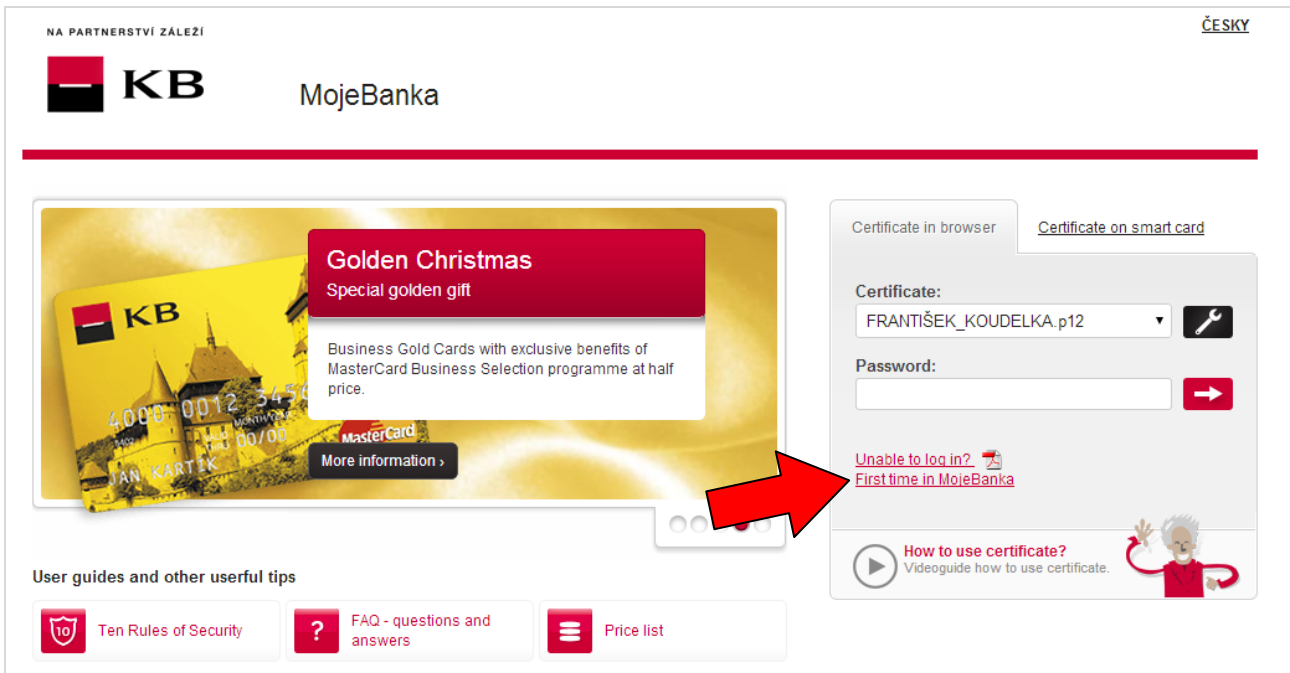
I have a **certificate** and want to insert it in this browser

Insert certificate

- Insert your certificate, once you have saved it in a file with .p12 extension on PC's disk or a USB stick, in the browser
- The certificate will usually be named "Surname Name.p12"
- If you want to ask for the certificate to be copied from another device, click [here](#)


✕

If the certificate of another user has been already saved in the browser, click "*First time in MojeBanka*". Press the button to go to the first step of downloading the certificate.



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Golden Christmas
Special golden gift

Business Gold Cards with exclusive benefits of MasterCard Business Selection programme at half price.

[More information >](#)

Certificate in browser Certificate on smart card

Certificate: ⚙️

Password: ➔

[Unable to log in?](#) [First time in MojeBanka](#)

[How to use certificate?](#)
Videoguide how to use certificate.

User guides and other useful tips

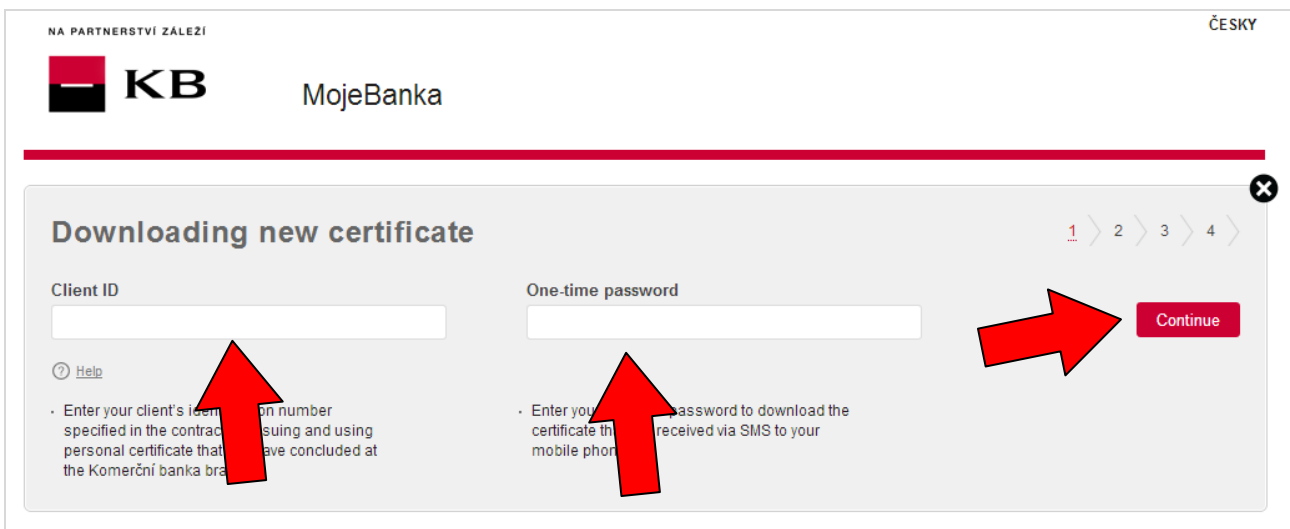
Ten Rules of Security

FAQ - questions and answers

Price list

2. In the first step of the new certificate download wizard, enter:

- a. **Client's identification number** – this is the 9-digit number that you can find in the Contract on issuing and using a personal certificate
- b. **One-time password** to download certificate – this password was sent to you in an SMS message, to the telephone number you registered when signing the contractual documentation. Please enter it in the same format.



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1 > 2 > 3 > 4 > ✕

Downloading new certificate

Client ID

One-time password


Continue

[Help](#)

- Enter your client's identification number specified in the contract on issuing and using personal certificate that you have concluded at the Komerční banka branch.
- Enter your one-time password to download the certificate that you received via SMS to your mobile phone.

- In the second step, enter the new password for your certificate and once again verify it. It is recommended to use strong passwords containing a combination of letters, numbers and special characters; the minimum length is 8 characters and the maximum is 14. Continue by pressing *Continue*.

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MojeBanka

Downloading new certificate

1 >
2
3 >
4 >

Enter a new password to certificate

[Help](#)

- Enter the password that you will use to access the certificate which is used to log in to the MojeBanka internet banking.

The password have to contain minimum 8 and maximum 14 characters. You can increase strength of your password by including both lower and upper case letters, digits and special characters.

Certificate password confirmation


Verification of correct password.

- In the next step, confirm downloading the certificate by pressing *Finish and back up*. The certificate will be automatically saved in the browser in which you have created the file, and at the same time, it will be saved on the disk on which your browser is located, in the Name Surname.p12 format.

The browser will either prompt you to specify the location where to save the file or it will save it to the disk automatically. Usually, folders for downloaded files are named "Downloaded files", "Downloaded" or "Downloads". The most common path: *C:/Users/PC login name/Downloaded files/* or *C:/Documents and settings/PC login name/Documents/Downloaded files/*.

Save this file to your USB stick using a file manager (such as Windows Explorer) so that you can transfer the certificate to another computer or use it in case you lose browser data, which may happen while deleting browser history.

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 MojeBanka

Downloading new certificate 1 > 2 > 3 > 4 >

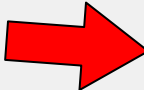
Data contained in your certificate

Name	František Koudelka
Client ID	999888777
Address	ULICE 343 PRAHA
E-mail	franta_koudelka@kb.cz
Certificate validity to	27. 1. 2016 16:08:44

In order to use the certificate to log in to the application comfortably, the certificate will be saved in the browser receipt confirmation to KB will be sent once you have saved it on the disk.

Copy this file on a USB stick as a backup in case you lose the data when deleting the browser history. To copy the certificate please use any file manager on your computer, such as Windows Explorer.


Check out [video manual](#) to see how to save your certificate on a USB stick or contact Direct banking customer support at +420 955 551 556.



For security reasons, check the data in the certificate. If any data do not match, contact the Direct banking client support line on +420 955 551 552 or visit a branch of Komerční banka.

- In the last step, all important information regarding the certificate back up will be displayed once again. Clicking the OK button you will be redirected to the MojeBanka login page.

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 MojeBanka

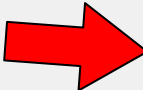
Downloading new certificate 1 > 2 > 3 > 4 >

Congratulations on creating your personal certificate.

Once you have closed the wizard, press OK to log in to internet banking. Your certificate is now inserted in this browser; to log in, you just need to enter the password for the certificate and press the arrow.

At the same, your certificate has been saved on the computer disk in the .p12 file format. We remind you once again that it is important to keep this file on a USB disk as a backup in case you lose the data from your browser. If you did not save your certificate in the previous step, you can save it from the browser onto a disk either directly on the login page using the key icon or in the MojeBanka / MojeBanka Business application, in the Settings – Backup in PC / on USB menu.


In case of any questions, contact the Direct banking client support line on +420 955 551 556.



Your certificate will be loaded into the list of certificates. Enter your password for the certificate and press the *Arrow* icon to log in to the MojeBanka internet banking application.

You can also administer the certificate on this screen. Press the *Key* icon to display a menu with the following options: view certificate details, back up onto disk or USB, block the certificate and remove the certificate. You can also download a new certificate or request transfer of the certificate from another PC.

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 **KB** MojeBanka

We have provided you with **easier access** to internet banking.


In order to work with MojeBanka internet banking correctly, **paste your certificate in the secure storage of the certificate now**. The procedure is very simple.


It is simple:


- 1 Click „Select certificate“.
- 2 Find **your** currently used **certificate** in the displayed window.
- 3 **Confirm selection** of the file.
- 4 The certificate will appear in the field on the login screen.
- 5 Enter your regularly used password for the **certificate** and **log in to the application**.



Note
During your first login, you will save your certificate in the web browser. The certificate will be stored in an encrypted form, therefore, internet banking safety is not impaired. Save your original certificate in a file on your USB stick so that you can transfer it to other computers or use it in case you lose the data when deleting the browser history.

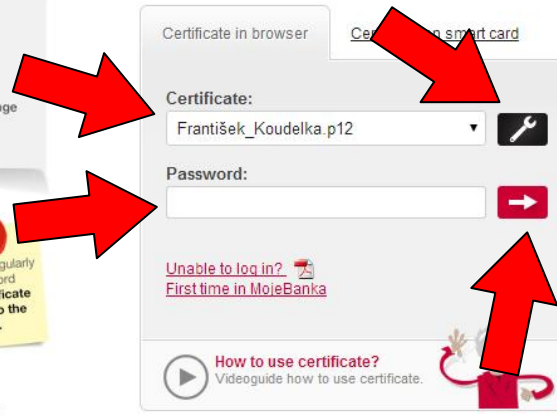
Certificate in browser Certificate on smart card

Certificate:
František_Koudelka.p12 

Password:
 

[Unable to log in?](#)  [First time in MojeBanka](#)

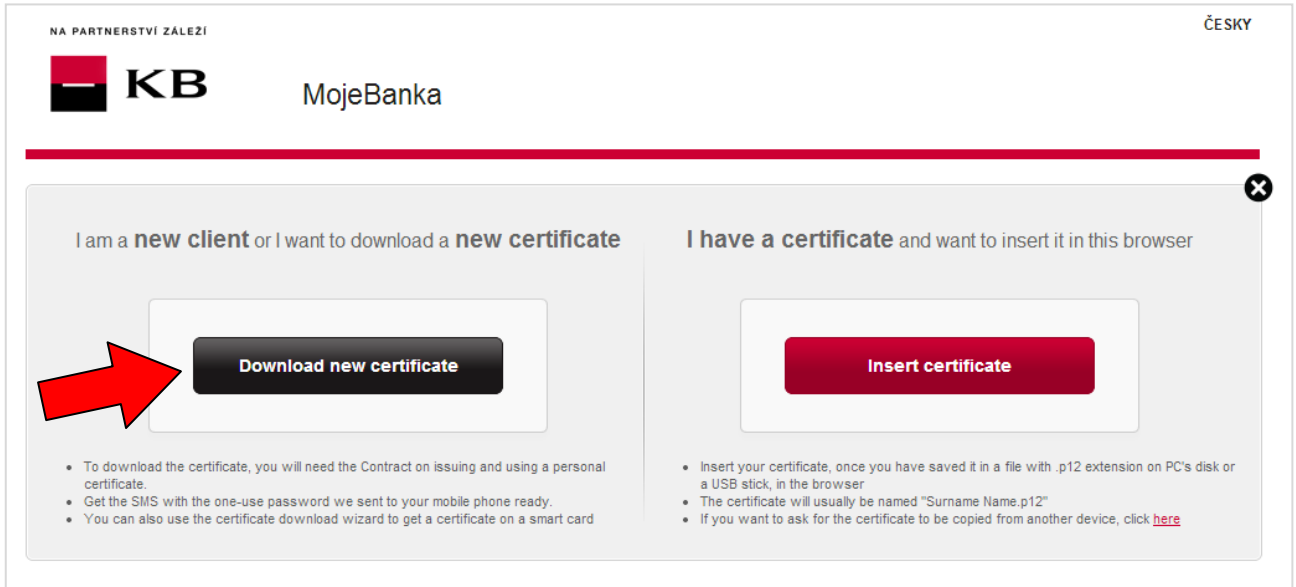
 **How to use certificate?**
Videoguide how to use certificate. 




B. I already have a certificate but it is not saved in my browser

If you have created the certificate and saved it in the .p12 format on a USB stick or computer disk, it is necessary to insert it in the browser first.

1. If there is no certificate inserted in the browser you want to use for logging in to MojeBanka or MojeBanka Business internet banking, a screen containing the "Insert certificate" button will appear. Press the button to display the screen to insert a certificate.



NA PARTNERSTVÍ ZÁLEŽI ČESKY

 MojeBanka

I am a **new client** or I want to download a **new certificate**

Download new certificate

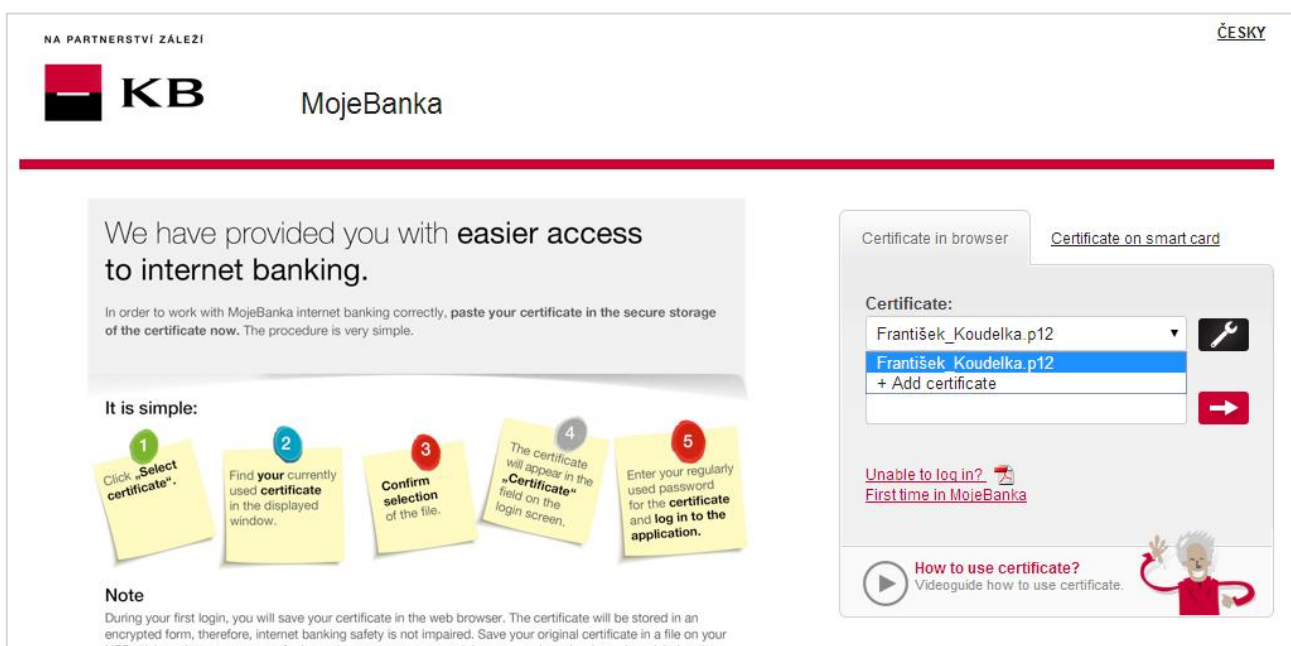
- To download the certificate, you will need the Contract on issuing and using a personal certificate.
- Get the SMS with the one-use password we sent to your mobile phone ready.
- You can also use the certificate download wizard to get a certificate on a smart card

I have a **certificate** and want to insert it in this browser


Insert certificate

- Insert your certificate, once you have saved it in a file with .p12 extension on PC's disk or a USB stick, in the browser
- The certificate will usually be named "Surname Name.p12"
- If you want to ask for the certificate to be copied from another device, click [here](#)

If there is the certificate of another user inserted in the browser you want to use for logging in to MojeBanka or MojeBanka Business internet banking, select the "+ Add certificate" option in the "Certificate" list. Once you have selected the certificate, you will be redirected to the screen to insert the certificate.



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 MojeBanka

We have provided you with **easier access to internet banking.**

In order to work with MojeBanka internet banking correctly, **paste your certificate in the secure storage of the certificate now.** The procedure is very simple.

It is simple:

- 1 Click „Select certificate“.
- 2 Find your currently used **certificate** in the displayed window.
- 3 Confirm **selection** of the file.
- 4 The certificate will appear in the „Certificate“ field on the login screen.
- 5 Enter your regularly used password for the **certificate** and **log in to the application.**

Note
During your first login, you will save your certificate in the web browser. The certificate will be stored in an encrypted form, therefore, internet banking safety is not impaired. Save your original certificate in a file on your USB stick so that you can transfer it to other computers or use it in case you lose the data when deleting the


Certificate in browser Certificate on smart card


Certificate:



František_Koudelka.p12

František_Koudelka.p12

+ Add certificate



[Unable to log in?](#)  [First time in MojeBanka](#)

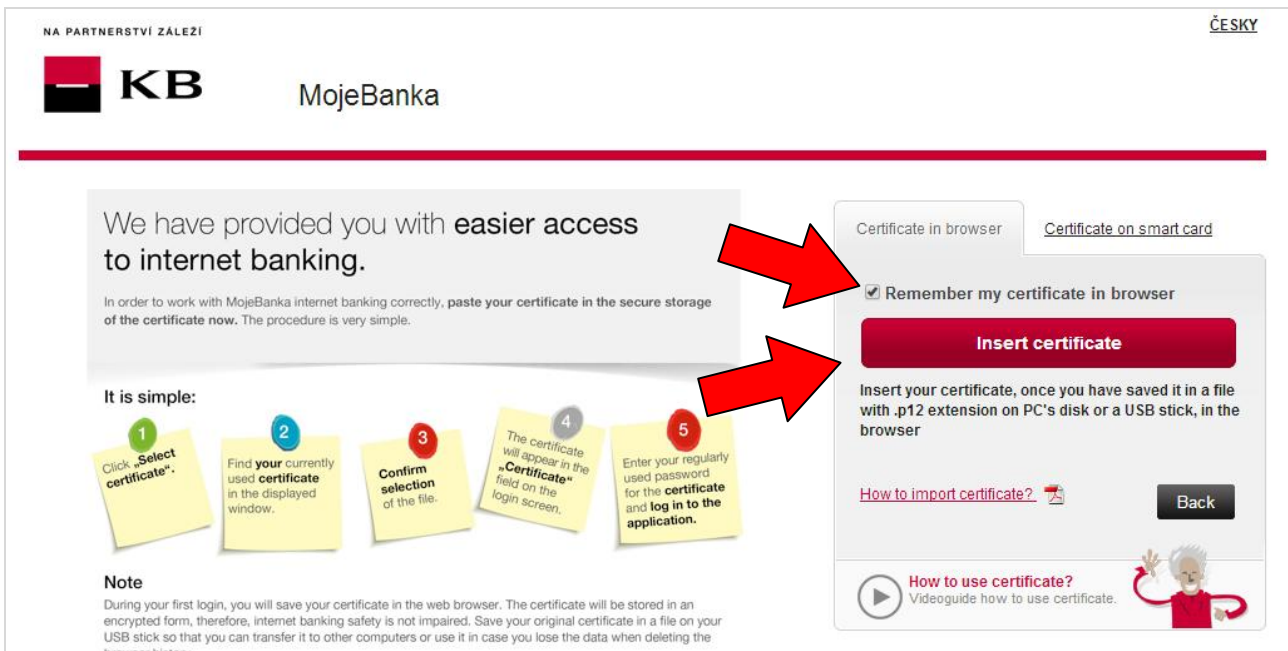
 **How to use certificate?**
Videoguide how to use certificate. 

2. Click "Insert certificate".

Check the "Remember the certificate in browser" box to have the browser save the personal certificate in a secure location in the browser. If the box is not checked, the certificate will be deleted once you have logged out of the application.

You can also remove the certificate from the storage location by deleting the browser history (data and cookies). Your personal certificate will also not be saved permanently if you use the so-called Anonymous mode

Therefore, it is important to keep a copy of your certificate in the .p12 format file in safe storage, ideally on a USB stick. Use this back-up in case of loss of data from the browser or to transfer the certificate to other browsers.



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In order to work with MojeBanka internet banking correctly, paste your certificate in the secure storage of the certificate now. The procedure is very simple.

It is simple:

- 1 Click "Select certificate".
- 2 Find your currently used certificate in the displayed window.
- 3 Confirm selection of the file.
- 4 The certificate will appear in the "Certificate" field on the login screen.
- 5 Enter your regularly used password for the certificate and log in to the application.


Note
During your first login, you will save your certificate in the web browser. The certificate will be stored in an encrypted form, therefore, internet banking safety is not impaired. Save your original certificate in a file on your USB stick so that you can transfer it to other computers or use it in case you lose the data when deleting the browser history.

Certificate in browser | [Certificate on smart card](#)



Remember my certificate in browser

Insert certificate

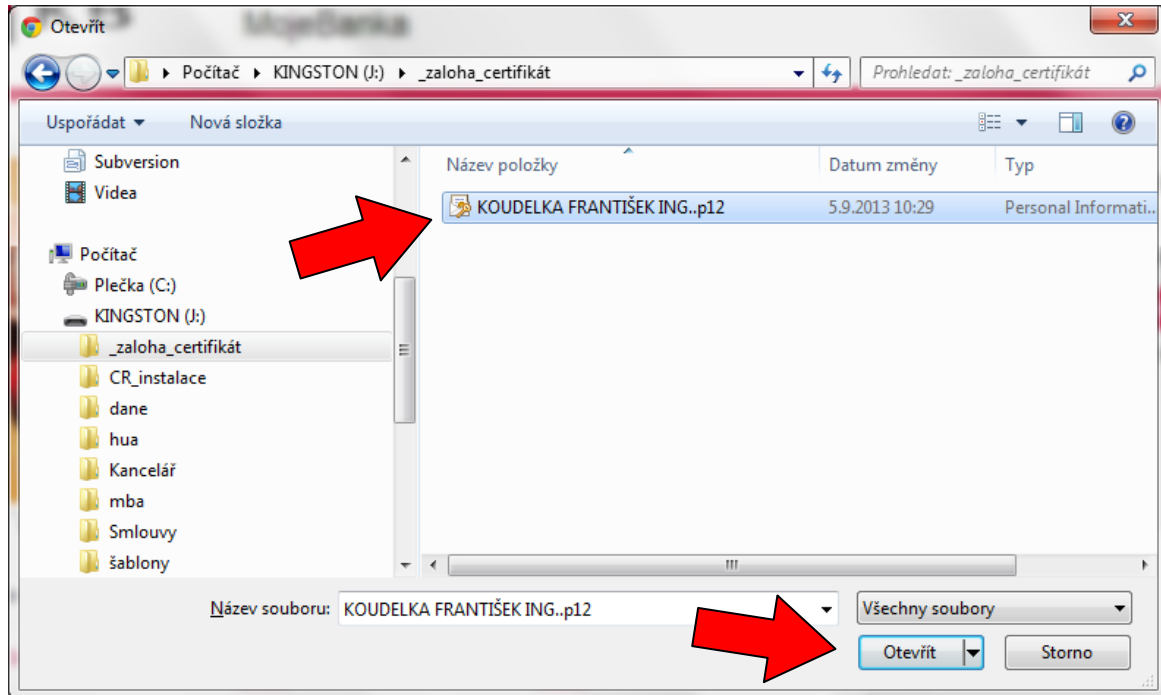
Insert your certificate, once you have saved it in a file with .p12 extension on PC's disk or a USB stick, in the browser

[How to import certificate?](#) 

Back

 [How to use certificate?](#)
Videoguide how to use certificate. 

3. Find the file containing the certificate on your USB stick or computer disk. It has the .p12 extension. Select the file and click the Open button.




- Your certificate will be loaded into the list of certificates. Enter your password for the certificate and press the *Arrow* icon to log in to the MojeBanka internet banking application.

You can also administer the certificate on this screen. Press the *Key* icon to display a menu with the following options: view certificate details, back up onto disk or USB, block the certificate and remove the certificate. You can also download a new certificate or request transfer of the certificate from another PC.

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MojeBanka

We have provided you with **easier access** to internet banking.


In order to work with MojeBanka internet banking correctly, paste your certificate in the secure storage of the certificate now. The procedure is very simple.


It is simple:

- 1 Click „Select certificate“.
- 2 Find your currently used certificate in the displayed window.
- 3 Confirm selection of the file.
- 4 The certificate will appear in the „Certificate“ field on the login screen.
- 5 Enter your regularly used password for the certificate and log in to the application.



Note
During your first login, you will save your certificate in the web browser. The certificate will be stored in an encrypted form, therefore, internet banking safety is not impaired. Save your original certificate in a file on your

Certificate in browser
Certificate on st...

Certificate:
František Koudelka.p12 

Password:
..... 

[Unable to log in?](#)
[First time in MojeBanka](#)

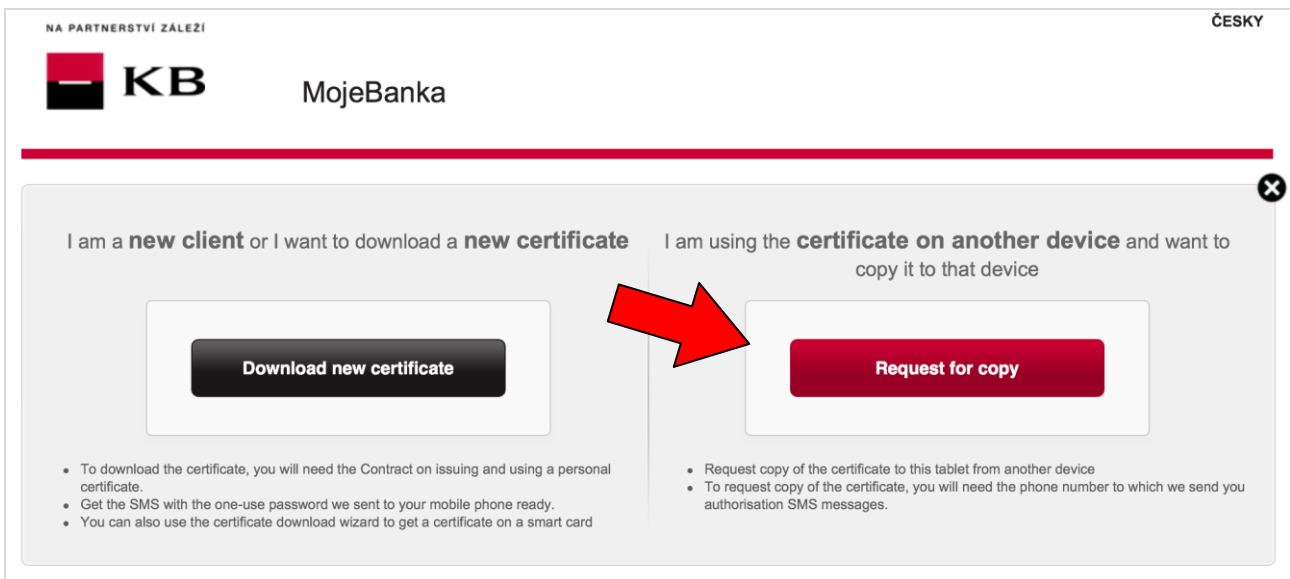
 **How to use certificate?**
Videoguide how to use certificate. 

C. I want to transfer my certificate to my tablet without USB support.

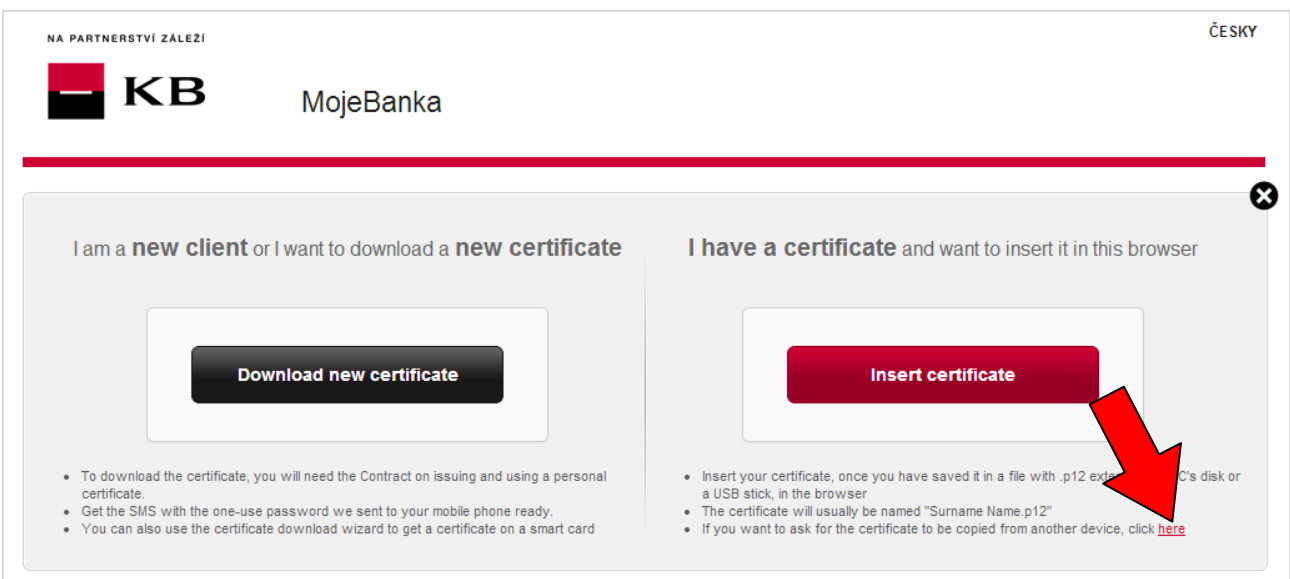
For devices without USB support (such as tablets), it is possible to transfer your personal certificate using the application for certificate transfer submitted from the tablet to which you want to transfer the certificate; then you must authorize the application in the MojeBanka internet banking application. Once you have completed transfer of the certificate to the tablet, enter the telephone number to which we will send you the authorization SMS messages.

1. Go to the MojeBanka login page on the tablet.

If the device is recognized as a tablet and there is still no certificate saved on it to access the MojeBanka and MojeBanka Business internet banking applications, the "Request for copy" button will be displayed. Press this button to run the first step of the wizard to request certificate transfer.



If the device is not recognized as a tablet and there is still no certificate for internet banking access saved in the browser, click "here" in the "I have a certificate and want to insert it in this browser" column. Press this button to run the first step of the wizard to request certificate transfer.

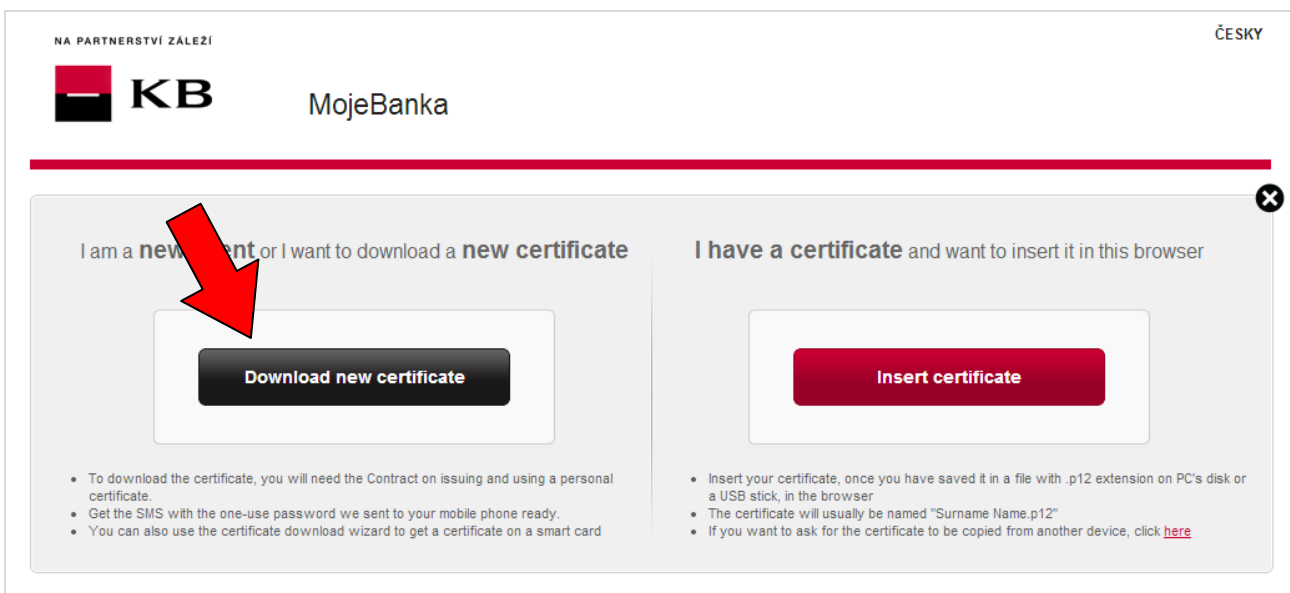


Logging in using the personal certificate on smart card


- A. [I do not have my own personal certificate – I am a new client or want to download a new certificate](#)
- B. [I already have my personal certificate on smart card](#)

A. I do not have my own personal certificate – I am a new client or want to download a new certificate

1. If there is no certificate inserted in the browser you want to use for logging in to MojeBanka or MojeBanka Business internet banking, a screen containing the "Download new certificate" button will appear. Press the button to go to the first step of downloading the certificate.



NA PARTNERSTVÍ ZÁLEŽÍ ČESKY

 MojeBanka

I am a **new client** or I want to download a **new certificate**

Download new certificate

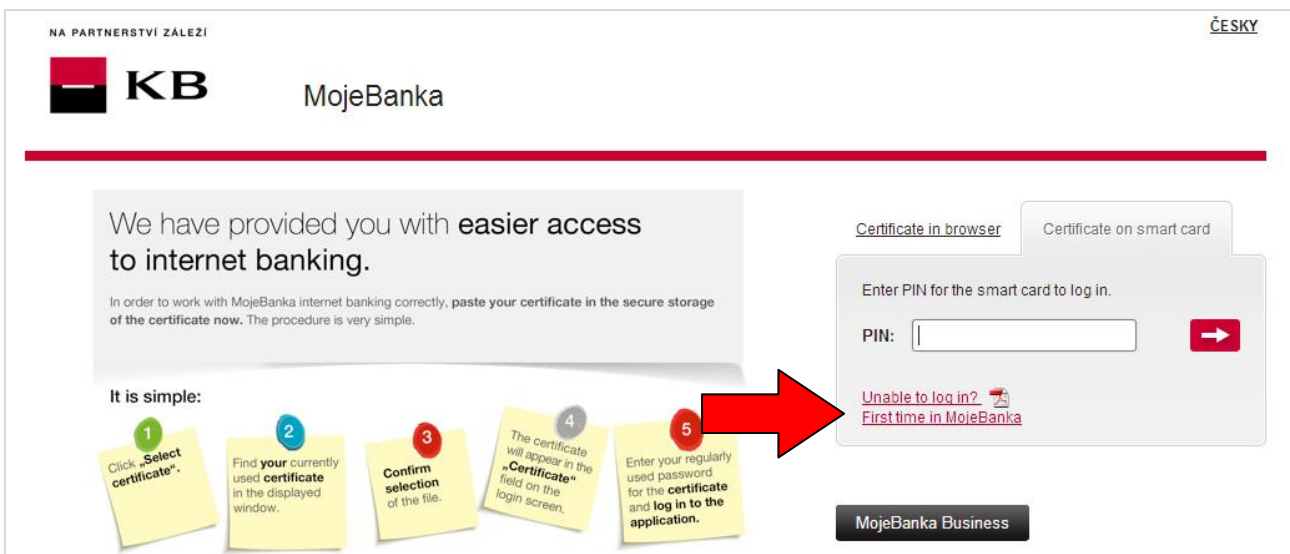
- To download the certificate, you will need the Contract on issuing and using a personal certificate.
- Get the SMS with the one-use password we sent to your mobile phone ready.
- You can also use the certificate download wizard to get a certificate on a smart card

I have a **certificate** and want to insert it in this browser


Insert certificate

- Insert your certificate, once you have saved it in a file with .p12 extension on PC's disk or a USB stick, in the browser
- The certificate will usually be named "Surname Name.p12"
- If you want to ask for the certificate to be copied from another device, click [here](#)

If the certificate of another user has been already saved in the browser, click "Logging in for the first time". Press the button to go to the first step of downloading the certificate.



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 MojeBanka

We have provided you with **easier access** to internet banking.

In order to work with MojeBanka internet banking correctly, **paste your certificate in the secure storage of the certificate now**. The procedure is very simple.


It is simple:

1. Click "Select certificate".
2. Find your currently used certificate in the displayed window.
3. Confirm selection of the file.
4. The certificate will appear in the field on the login screen.
5. Enter your regularly used password for the certificate and log in to the application.

Certificate in browser Certificate on smart card

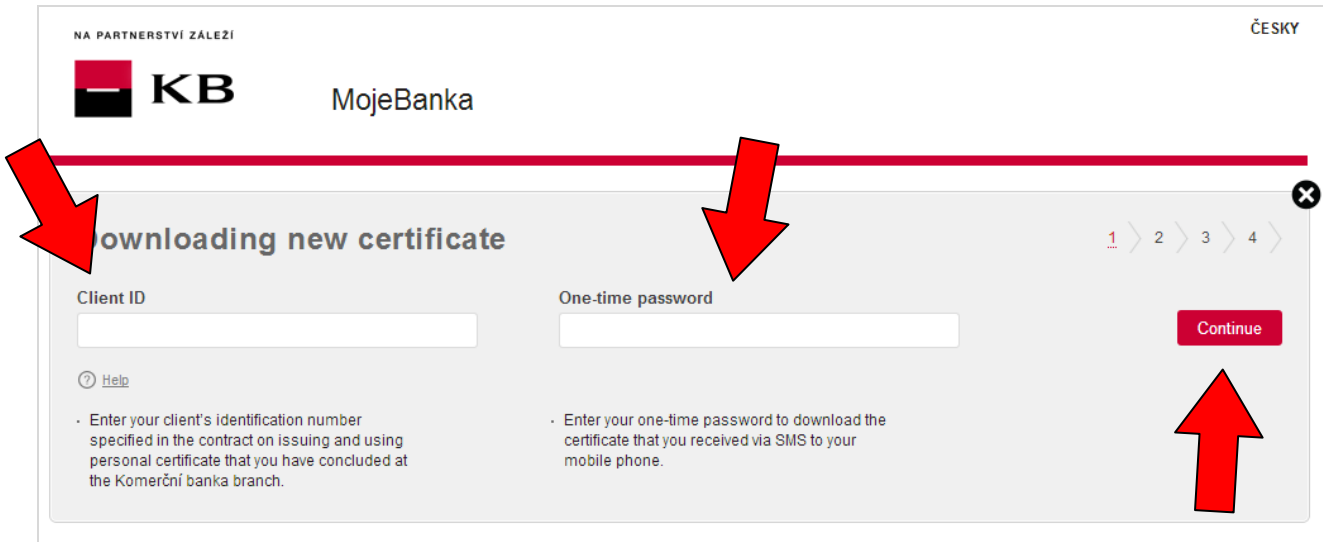
Enter PIN for the smart card to log in.

PIN: →


[Unable to log in?](#)  [First time in MojeBanka](#)

MojeBanka Business

1. In the first step of the new certificate download wizard, enter:
 - a. **Client's identification number** – this is the 9-digit number that you can find in the Contract on issuing and using a personal certificate
 - b. **One-time password** to download certificate – this password was sent to you in an SMS message, to the telephone number you registered when signing the contractual documentation. Please enter it in the same format.



NA PARTNERSTVÍ ZÁLEŽI ČESKY

 KB MojeBanka

Downloading new certificate

1 > 2 > 3 > 4

Client ID

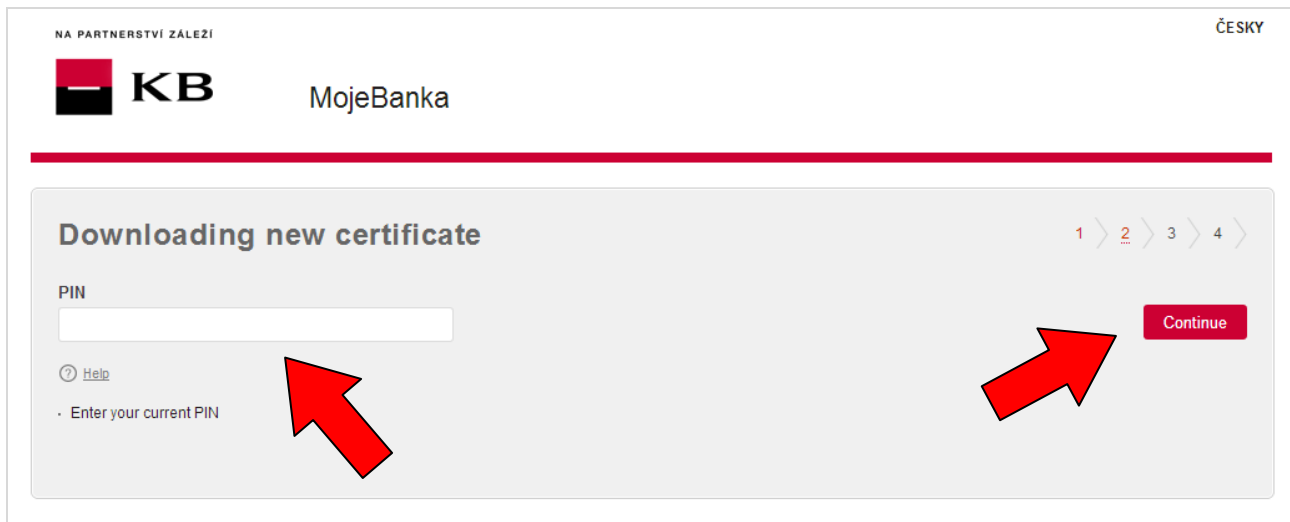
One-time password

[Continue](#)


[Help](#)

- Enter your client's identification number specified in the contract on issuing and using personal certificate that you have concluded at the Komerční banka branch.
- Enter your one-time password to download the certificate that you received via SMS to your mobile phone.

2. Enter the PIN to your card and press *Continue*.



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 KB MojeBanka

Downloading new certificate

1 > 2 > 3 > 4

PIN


[Continue](#)

[Help](#)

- Enter your current PIN

3. Press *Finish*.

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 **MojeBanka**

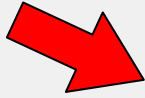
Finish and backup 1 > 2 > 3 > 4 >

Data contained in your certificate

Name	KOUDELKA FRANTIŠEK ING.
Client ID	123456789
Address	PRAŽSKÁ 12 LIBEREC CZ
E-mail:	franta_koudelka@kb.cz
Certificate validity to	28. 2. 2016 16:31:04


In order to be able to use your new certificate to log in to the application, the certificate will be saved to the smart card and a receipt confirmation will be sent after you click Finish.

For security reasons, check the data in the certificate. If any data do not match, contact the Direct banking client support line on +420 955 551 552 or visit a branch of Komerční banka.

 **Finish**

4. Press *OK*

NA PARTNERSTVÍ ZÁLEŽÍ ČESKY

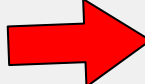
 **MojeBanka**

Downloading new certificate 1 > 2 > 3 > 4 >

Congratulations on creating your personal certificate on the smart card.

Once you have closed the wizard, press OK to log in to internet banking. On the login page, just enter the smart card PIN and press the arrow to log in.

In case of any questions, contact the Direct banking client support line on +420 955 551 556.

 **OK**

5. Select the "*Certificate on smart card*" tab on the login page, enter the PIN to your card and press the Arrow button to log in.

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- 2 Find your currently used certificate in the displayed window.
- 3 Confirm selection of the file.
- 4 The certificate will appear in the „Certificate“ field on the login screen.
- 5 Enter your regularly used password for the certificate and log in to the application.

Certificate on smart card

Enter the PIN from the smart card to log in.

PIN:

[Unable to log in?](#) [First time in MojeBanka](#)

MojeBanka Business

B. I already have my personal certificate on smart card

If there is no certificate inserted in the browser you want to use for logging in to MojeBanka or MojeBanka Business internet banking, a screen containing the "Download new certificate" button will appear. Please, press the Cross icon in the upper-right corner of the box.

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KB MojeBanka

I am a **new client** or I want to download a **new certificate**

Download new certificate

- To download the certificate, you will need the Contract on issuing and using a personal certificate.
- Get the SMS with the one-use password we sent to your mobile phone ready.
- You can also use the certificate download wizard to get a certificate on a smart card


I have a **certificate** and want to insert it in this browser

Insert certificate

- Insert your certificate, once you have saved it in a file with .p12 extension on PC's disk or a USB stick, in the browser
- The certificate will usually be named "Surname Name.p12"
- If you want to ask for the certificate to be copied from another device, click [here](#)

1. Select the "Certificate on smart card" tab on the login page, enter the PIN to your card and press the Arrow button to log in.

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It is simple:

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- 2 Find **your** currently used **certificate** in the displayed window.
- 3 **Confirm selection** of the file.
- 4 The certificate will appear in the field on the **„Certificate“** login screen.
- 5 Enter your regularly used password for the **certificate** and **log in to the application.**

Certificate in browser Certificate on smart card

Enter PIN for the smart card to log in.

PIN:

[Unable to log in?](#)  [First time in MojeBanka](#)

MojeBanka Business

