

## Instructions for checking the computer and installing the RBA SignErgy application 3.21.003

### Steps:

1. **Uninstallation** - before installing a new version of the RBA SignErgy application, uninstall the existing version of the application from the computer. Select **Start/Settings/Applications**, find the **RBA SignErgy** application in the list of applications, and select the **Uninstall** button.
2. **Restart** - After the previous steps, restart the computer.
3. **Installation** - download the new version of the RBA SignErgy application, and start the installation. The new version of the application is available for download on the mojaRBA and RBA iDIREKT login page, as well on the bank's website under the software support for FINA Certificates.

<https://www.rba.hr/en/mala-poduzeca-i-obrtnici/korisne-informacije/fina-certifikati>

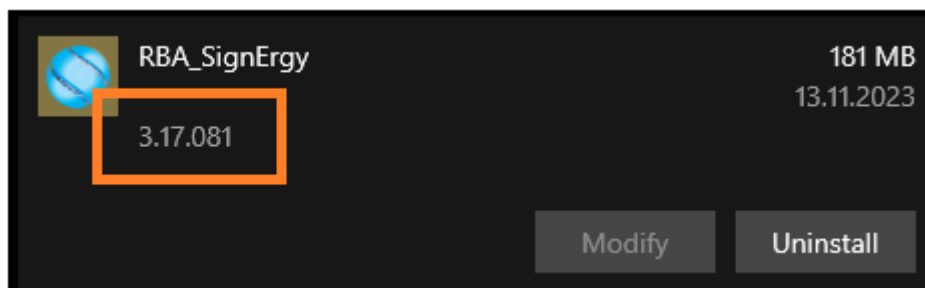
4. **Login** - login to mojaRBA or RBA iDIREKT internet banking with your USB/SmartCard device with stored FINA Certificate.

### If you have not successfully logged in to internet banking:

1. **Time** - Make sure the time on your computer is set correctly. If not, select **Start/Settings/Time and Language/Date & Time** and set it to the correct time zone.

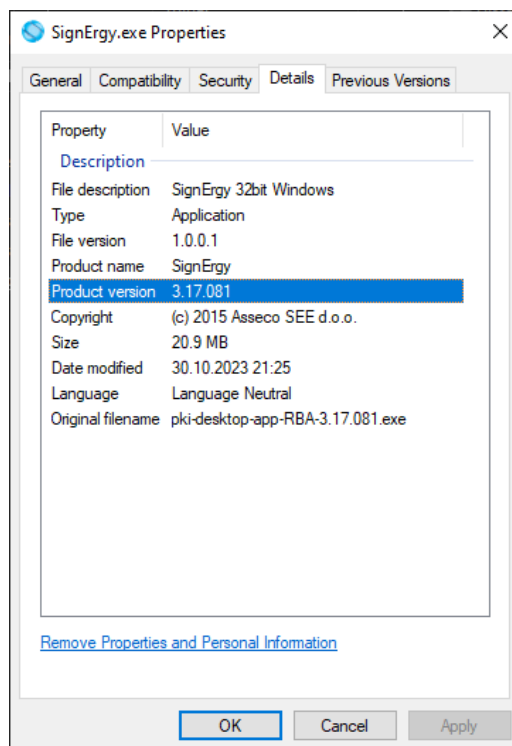
(UTC+01:00) Sarajevo, Skopje, Warsaw, Zagreb

2. **Check the installed version** - Select **Start/Settings/Applications**, find the **RBA SignErgy** application in the list of applications, and select the **Uninstall** button. Check the RBA SignErgy application version.



Select **Windows (C:)/Program Files (x86)/RBA/PKI Management Applications/SignErgy**, then right-click on the **SignErgy.exe** file to open the properties.

Select the **Details** tab and check the version of the RBA SignErgy application.



In both places version of the RBA SignErgy application must be identical. If not, perform the following steps.

- 3. Uninstallation** - repeat the uninstallation of the RBA SignErgy application via menu **Start/Settings/Applications**, find the **RBA SignErgy** application, and select the **Uninstall** button.
- 4. Deleting the old version** - select **Windows (C:)/Program Files (x86)** and then delete the **RBA** folder.
- 5. Restart** - After the previous steps, restart the computer.
- 6. Installation** - download the new version of the RBA SignErgy application, and start the installation.
- 7. Login** - login to mojaRBA or RBA iDIREKT internet banking with your USB/SmartCard device with stored FINA Certificate.

#### **Additional recommendation!**

From time to time, clear the browsing history on your internet browser. This will ensure the correct and fast operation of your internet browser. Pay attention to clear the complete browsing history.

[Instructions for Google Chrome](#)

[Instructions for Microsoft Edge](#)

[Instructions for Mozilla Firefox](#)