



BelfiusWeb

Fast electronic banking
and data exchange

Starting with BelfiusWeb in three steps

Get to know BelfiusWeb, the tool for electronic banking and so much more. We are happy to guide you through the start-up procedure:

- 1 Make sure you have your **personal BelfiusWeb Card** and your **card reader**.
- 2 Surf to **www.belfius.be** or **PubliLink** (<http://publink.gkb-ccb.be>)¹ and click on **BelfiusWeb- Start** or immediately type the address <https://belfiusweb.belfius.be> into your browser.

You will immediately see the identification screen, with clear instructions.

Technical information for your system administrator: DexiaWeb is started up via the URL <https://belfiusweb.belfius.be> (Hypertext Transfer Protocol over Secure Socket Layer) and uses port 443

- 3 Enter your BelfiusWeb Card number in the appropriate boxes.

You will find this number on your BelfiusWeb Card after the word CARD. The first four figures, "6703", have already been entered, so you only need to enter the other 13 figures.

Identification

1. Card number	2. Belfius Card Reader	3. Access code
<p>Enter your card number :</p>  <p>6703</p>	<ol style="list-style-type: none">1. Insert your BelfiusWeb Card into the Belfius Card Reader2. Press the button3. Enter the following number in the Belfius Card Reader Challenge: 1077 0025 and confirm by pressing4. Enter the PIN of your BelfiusWeb Card and confirm by pressing	<p>Please enter the number that appears on the Belfius Card Reader below: (at most 8 digits, without white spaces)</p> <p>Response: <input type="text"/></p> <p><input type="button" value="Continue"/></p> <p>To start with a connected card reader, click on Connected.</p> <p><input type="button" value="Connected"/></p>



You can start up DexiaWeb faster as from the second time by ticking "Add to Favorites". That way, your card number will already be entered via "Favourites" when you start.



Your BelfiusWeb Card is personal

Access to BelfiusWeb is based on your personal BelfiusWeb Card. Each additional user who also wishes to bank via BelfiusWeb will therefore need his or her own card. The documents (user sheet) needed to request this can be found in the BelfiusWeb file at www.belfius.be or <http://publink.gkb-ccb.be>¹.

Each additional user will need his or her own card.

1. For clients with a PubliLink contract



Additional information about your card reader

The card reader, or BelfiusWeb Card Reader, has been intentionally developed to be as small as possible so that it is easy to carry. With this card reader, you can use BelfiusWeb with any computer in combination with your BelfiusWeb Card and your PIN code.

If you often carry out your banking transactions from different places, you could request a second card reader. Please note that it does not matter which card reader you use. The security feature is not contained in your card reader but rather it uses the chip of your BelfiusWeb Card in combination with your PIN code.

With your personal BelfiusWeb Card you can therefore start up BelfiusWeb on any computer regardless of which BelfiusWeb Card Reader you are using.



Your card reader is being sent along with this letter, free of charge. It is possible to order an additional card reader. The procedure and the request form are to be found in the BelfiusWeb dossier on our website.

Your card reader: practical and safe!

You can use the BelfiusWeb card reader connected (via the USB cable supplied) or unconnected.

In connected mode, the operations for logon and signing your transactions are limited to a minimum: you only need to confirm the data with "OK" and enter your PIN code!

Both connected and unconnected you enjoy optimum security, because each time you have to enter your PIN code via the card reader.



Make optimum use of BelfiusWeb

Below are a number of instructions to make the best possible use of BelfiusWeb in a minimum of time and with maximum security!

Using your card reader in connected mode

Below are instructions for installing your card reader. This requires specific authorisations on your computer however.

→ Using the USB cable supplied, connect the card reader to a USB port on your computer.

In certain cases, your operating system will ask for a driver. You can find this driver via the "Update" or "Automatic search" function of your operating system² (internet connection required).

During installation, the card reader screen will display the word "Initialising". Once the installation procedure has been carried out correctly, the text "DP855" will appear.

→ Slide your BelfiusWeb Card into the card reader with the chip visible and pointing downwards.

On the card reader screen you will (again) see "DP855".

→ Start up BelfiusWeb (card reader in connected mode) and your card reader will be detected automatically.

In order for your card reader to be detected automatically, a one-time installation of software is required. This is described on the next page.

→ On your card reader, "PIN?" will now appear, after which you must enter your PIN code.

You will see a short horizontal line for each number to be entered.

→ Reconfirm with the green OK key on your card reader.

On your card reader, "PIN OK!" will appear for a moment and BelfiusWeb will immediately start up.

Congratulations! You are now ready for online banking with BelfiusWeb! You have access to your account information and can carry out all your banking transactions.

Umfangreiche Möglichkeiten für die Übertragung und den Export von Dateien

With the "File transfer" option you can exchange files and data with Belfius Bank. In order to make this work optimally and in a user-friendly manner via the connected card reader (connected mode), you will have to install specific software (an applet) once.

As a result:

→ you can receive and send multiple files in one operation;

→ you limit the operations for signing and logging on to a minimum;

→ files will be immediately retrieved or saved to your preferred folders (set by you) and you can also have export files (account histories, credits, etc.) immediately saved to the desired folder;

→ you can make optimum use of the optional module PaPyRuS.



Keep your BelfiusWeb Card available during your BelfiusWeb session. This is because when you sign your transactions you will once again have to insert your BelfiusWeb Card in your card reader. Besides your PIN code, you must also enter a Challenge and a total amount (additional for files: number of orders). You will find additional information on this in the online manual on BelfiusWeb.

This one-time installation, for which the necessary authorisation is required on the computer, is as follows:

→ first, download the free program "Java Runtime Environment 1.6_10" (or a more recent version) via the website <http://java.sun.com/>;

→ then the necessary software (applet) is automatically installed on first start-up of BelfiusWeb.

You can find additional information on the BelfiusWeb homepage and in the online BelfiusWeb dossier.



2. For Windows: "Microsoft Windows Update"

Or opt for use without installation

If you decide not to install the software we recommended above for optimal use, BelfiusWeb will nevertheless continue to function. You will still be able to use all the features offered by BelfiusWeb.

Transmission and receipt of files and documents will then be individual and the card reader will only work in unconnected mode. Below you will learn more about the way to connect and submit transactions.

Using your card reader in unconnected mode

- Start up BelfiusWeb (do not choose “connected mode”)
- Slide your BelfiusWeb Card into the card reader with the chip visible and pointing downwards. or press the “ON” key if the

card is already in the reader. The card reader is now on.

On the screen of the card reader you will see: “M1 M2 OR INFO”.

- Press the M1 key on your card reader. On the screen, “SECURECODE” will appear for a moment and then immediately afterwards “CHALLENGE?”.
- Enter the eight figures of the Challenge and confirm with the green OK key on your cardreader.

The figures of the Challenge will appear on your computer screen.

- On your card reader, “PIN?” will now appear, after which you must enter your PIN code. You will see a short horizontal line for each number to be entered.



Keep your BelfiusWeb Card available during your BelfiusWeb sessions. This is because when you sign your transactions you will once again have to insert your BelfiusWeb Card in your card reader. Signing occurs in accordance with the same security principle, each time based on a new “CHALLENGE” and “RESPONSE”. For signing transactions, you must use the M2 key (instead of M1) and the PIN code for the Challenge and a total amount (additional for files: number of orders) is requested. You will find additional information on this in the online manual on BelfiusWeb. After some time, the card reader will automatically switch off. You can switch it on again via the ON key or by sliding in your card again.

Identification

1. Card number	2. Belfius Card Reader	3. Access code
Enter your card number 	1. Insert your BelfiusWeb Card into the Belfius Card Reader 2. Press the button  3. Enter the following number in the Belfius Card Reader Challenge: 1877 0825 and confirm by pressing  4. Enter the PIN of your BelfiusWeb Card and confirm by pressing 	Please enter the number that appears on the Belfius Card Reader below: (at most 8 digits, without white spaces) Response: <input type="text"/> <input type="button" value="Continue"/> To start with a connected card reader, click on Connected. <input type="button" value="Connected"/> 

- Reconfirm with the green OK key on your card reader. On your card reader, “PIN OK!” will appear for a moment and immediately afterwards “RESPONSE” with eight figures underneath.
- In the Response field on your screen, enter the eight figures (no space) shown on your card reader.
- Click Continue or confirm with the Enter key.

Congratulations! You are now ready for online banking with BelfiusWeb! You have access to your account information and can carry out all your banking transactions.

If not everything seems to work correctly...

Do you have start-up problems or questions?

Surf to www.belfius.be (or <http://publilink.gkb-ccb.be>) and click on "BelfiusWeb Dossier".

Here you will find:

- the necessary manuals which you can print or download;
- the FAQs (a list of frequently asked questions and their answers).

Do you experience problems during the use of BelfiusWeb?

Click the "?" key at the top right.

You will find the manual for the appropriate part.

- Contact our staff on +32 (0)2 222 87 20 (Monday through Friday, from 8.30 a.m. to 5.00 p.m.).
- Or send an e-mail to eb-contact@belfius.be. You will receive an answer as quickly as possible.

