



**Detaljno uputstvo za prijavu na NetBanking, mBanking
i mToken – postojeći klijenti /**

**Detailed login instructions for NetBanking, mBanking
and mToken – Existing Clients /**

**Подробная инструкция по входу в NetBanking,
mBanking и mToken – существующие клиенты**

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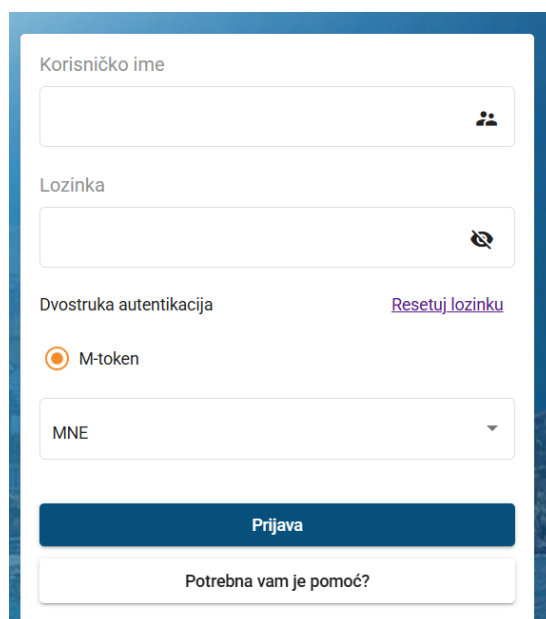
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ME: Detaljno uputstvo za prijavu na NetBanking – postojeći klijenti

Kredencijali

Za pristup NetBanking aplikaciji potrebni su:

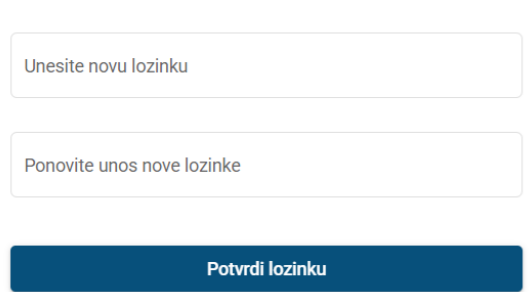
- **Korisničko ime** - Vaša e-mail adresa koju ste dali Banci kao Vaš kontakt
- **Link za pristup:** Otvorite link [<https://ebanking.zapadbanka.me:7001/#/login>] i Unesite svoje Korisničko ime i kliknite na opciju „**Resetuj lozinku**“



The screenshot shows a login form with the following elements:

- Input field for "Korisničko ime" (Username) with a user icon.
- Input field for "Lozinka" (Password) with an eye icon for visibility toggle.
- Section for "Dvostruka autentikacija" (Two-step authentication) with a link "Resetuj lozinku" (Reset password).
- Radio button for "M-token" (selected).
- Dropdown menu for "MNE" (Mandatory National Element).
- Dark blue button labeled "Prijava" (Login).
- Light blue button labeled "Potrebna vam je pomoć?" (Need help?).

- **Provjera poruka:** Na e-mail će vam stići link za postavljanje nove lozinke za NetBanking.
- Postavite novu lozinku u masici ispod.



The screenshot shows a password confirmation form with the following elements:

- Input field for "Unesite novu lozinku" (Enter new password).
- Input field for "Ponovite unos nove lozinke" (Repeat new password).
- Dark blue button labeled "Potvrdi lozinku" (Confirm password).

- Nakon unosa i potvrde, aplikacija će prikazati poruku da je lozinka uspješno promijenjena i bićete preusmjereni na početnu stranicu za Prijavu, gdje unosite Korisničko ime i novu lozinku koju ste kreirali i kliknite na dugme „**Prijava**“.

Korisničko ime

Lozinka

Dvostruka autentikacija [Resetuj lozinku](#)

M-token

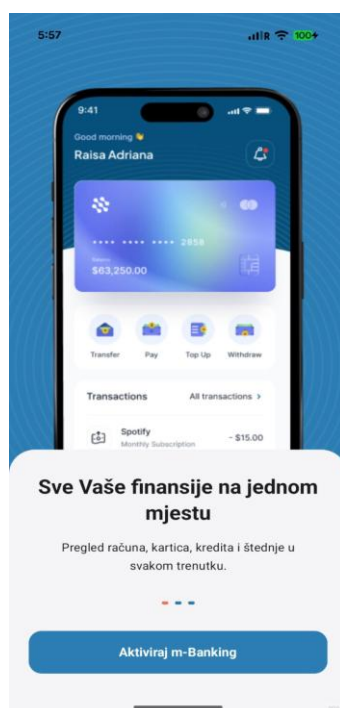
MNE

Prijava

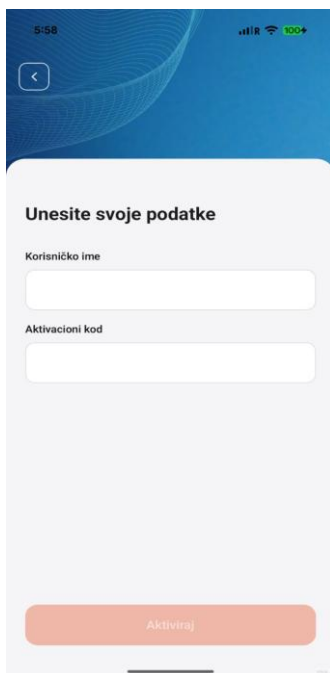
Potrebna vam je pomoć?

Aktivacija mBanking aplikacije

- **Preduslov za pristup NetBankingu je aktiviran mBanking aplikacija**
Sada je potrebno da mBanking aplikaciju instalirate na svom mobilnom telefonu. Aplikacija *Zapad mBanking* je dostupna na Google Play Store (<https://play.google.com/store/apps/details?id=com.ecept.zapadbanka.mbanking&pli=1>) i App Store (<https://apps.apple.com/us/app/zapad-mbanking/id6761052078>)
- Nakon ulaska u aplikaciju, potrebno je kliknuti na „**Aktiviraj mBanking**“.



- Zatim je potrebno unijeti **korisničko ime (e-mail adresa kao za NetBanking)** i **aktivacioni kod koji ste dobili putem SMS-a**



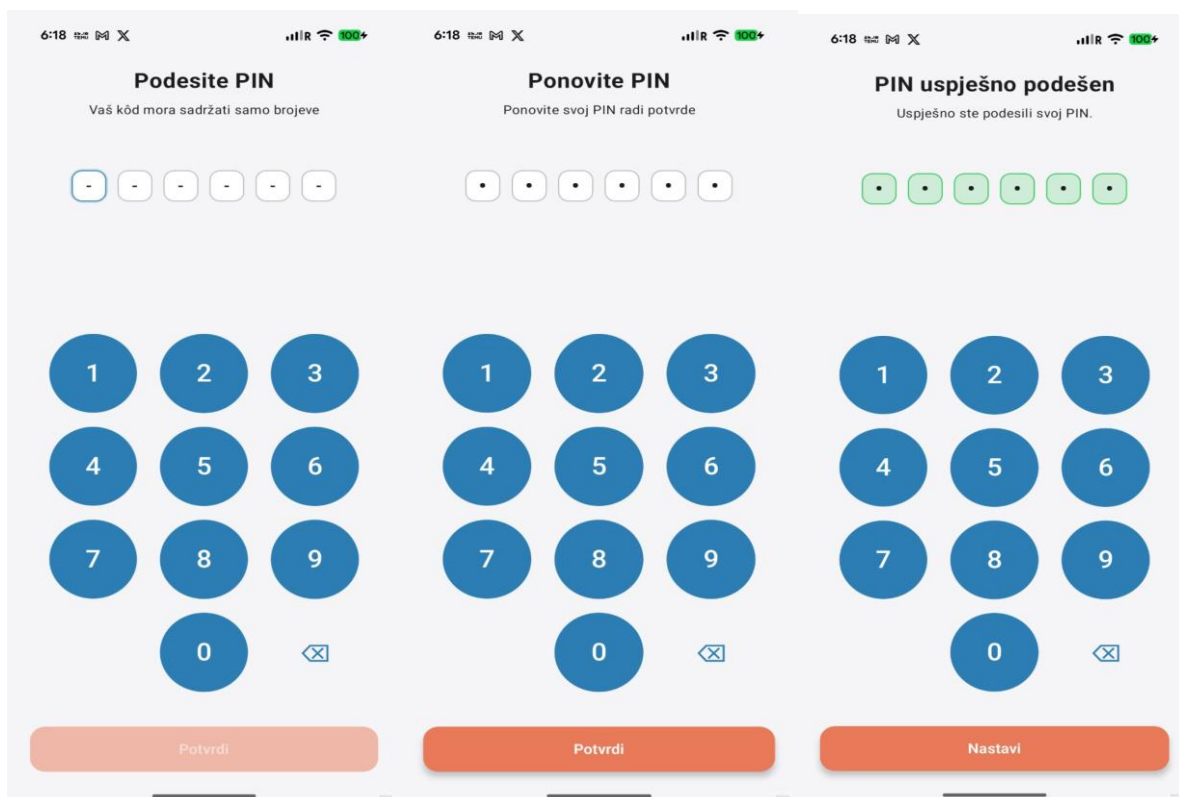
Unesite svoje podatke

Korisničko ime

Aktivacioni kod

Aktiviraj

- Dalje je potrebno slijediti korake za kreiranje **PIN-a**.



6:18 100% 6:18 100% 6:18 100%

Podesite PIN
Vaš kôd mora sadržati samo brojeve

1 2 3
4 5 6
7 8 9
0

Potvrđi

Ponovite PIN
Ponovite svoj PIN radi potvrde

1 2 3
4 5 6
7 8 9
0

Potvrđi

PIN uspješno podešen
Uspješno ste podesili svoj PIN.

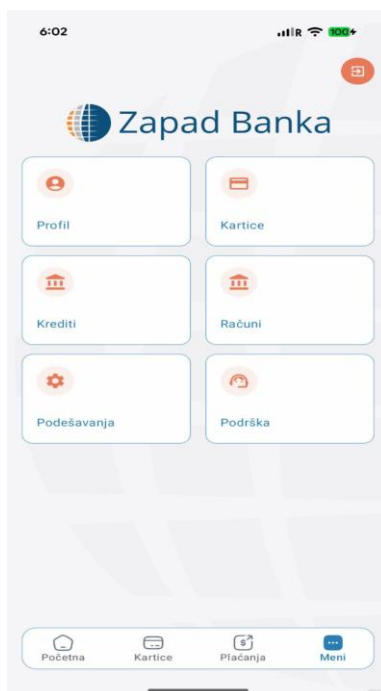
1 2 3
4 5 6
7 8 9
0

Nastavi

Nakon postavljanja PIN-a, otvoriće se opcija za postavljanje biometrije.

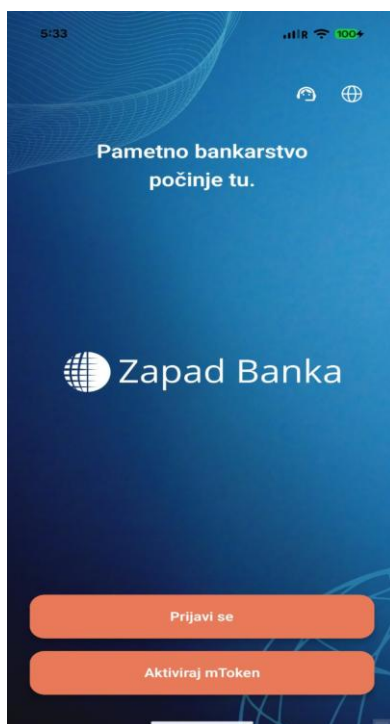


Kada se pojavi ekran ispod, potrebno je da se izlogujete (ikonica u gornjem desnom uglu).

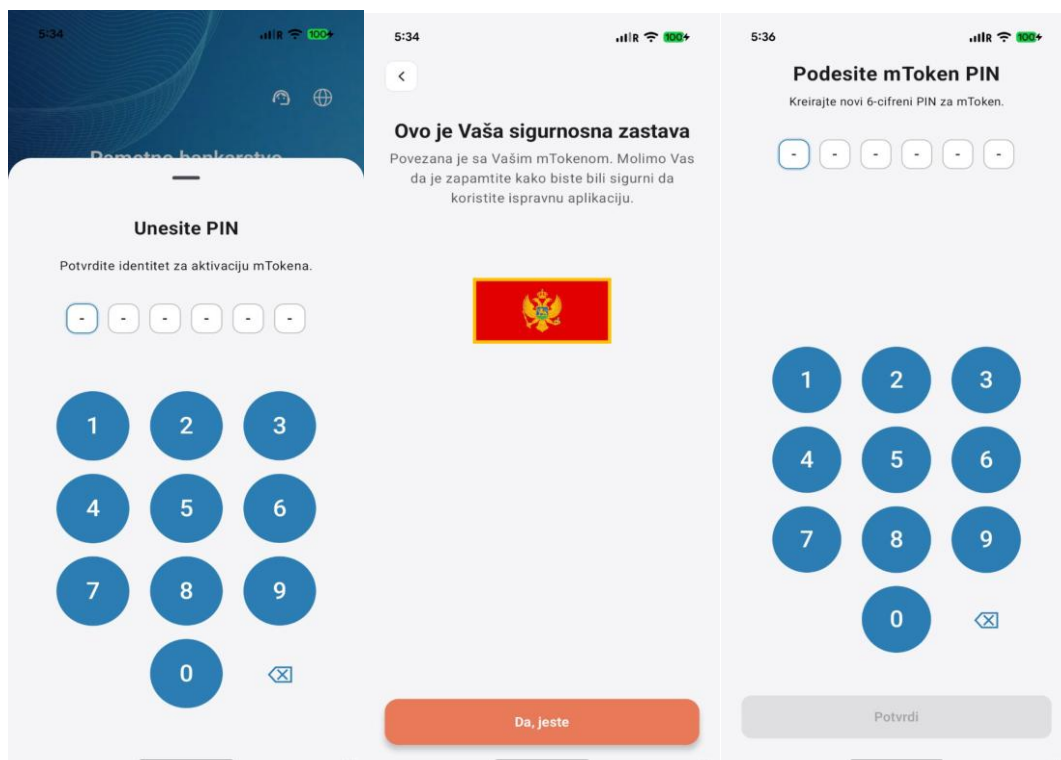


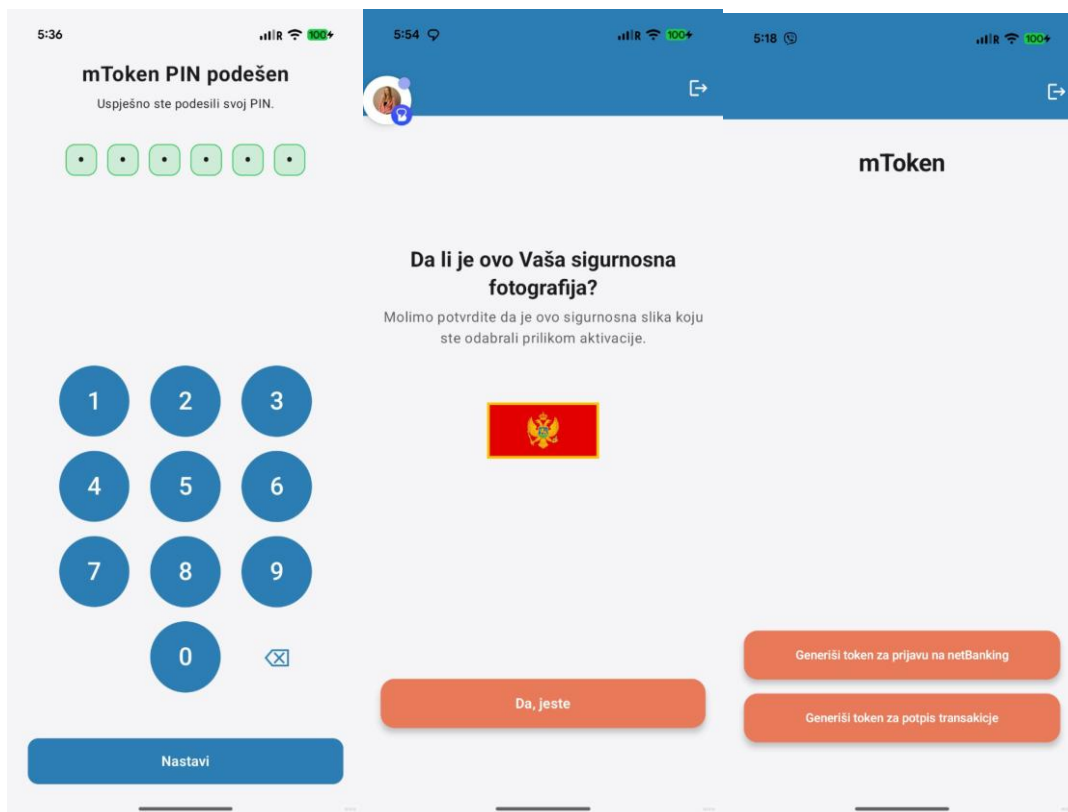
Aktivacija mToken-a

- Klikom na dugme „**Aktiviraj mToken**“ započinje proces aktivacije.

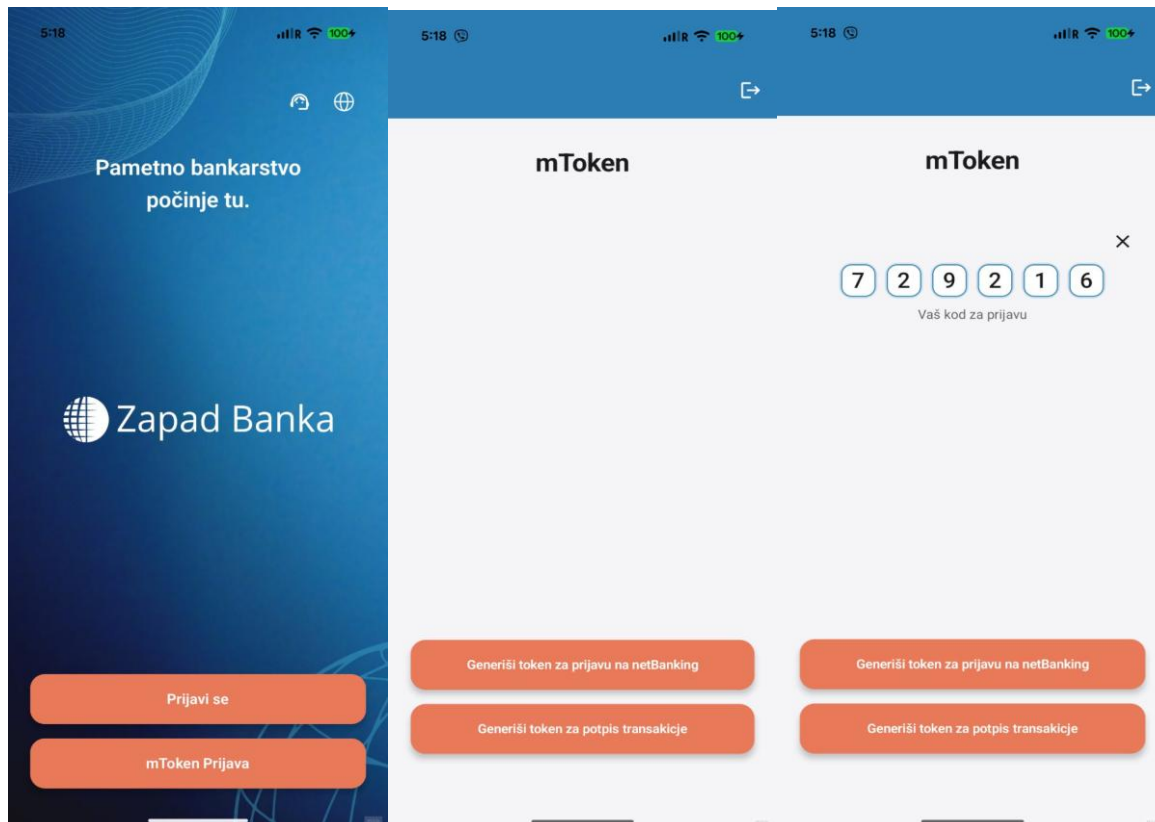


- Za aktivaciju mTokena potrebno je unijeti PIN koji kreiran u prethodnom koraku, nakon čega je potrebno podesiti pin za mToken, kao što je prikazano ispod.



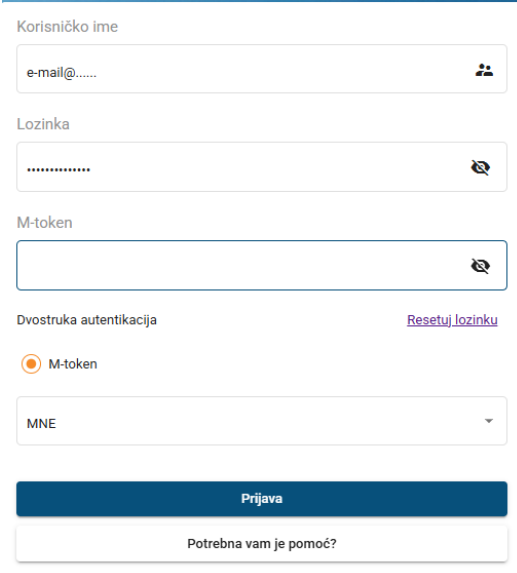


- Odabirom opcije „Generiši token za prijavu na eBanking“ dobijate šestocifreni kod.



Aktivacija NetBankinga

- Vratite se u NetBanking aplikaciju, unestite šestocifreni kod u polje za **M-token** i kliknete na „**Prijava**“.



The screenshot shows a login form with the following elements:

- Korisničko ime**: Input field containing "e-mail@....." with a user icon.
- Lozinka**: Password input field with a masked password "....." and an eye icon.
- M-token**: Input field for the M-token code with an eye icon.
- Dvostruka autentikacija**: Section with a [Resetuj lozinku](#) link.
- Authentication Method**: Radio button selected for "M-token".
- Dropdown Menu**: A dropdown menu currently showing "MNE".
- Prijava**: A dark blue button for logging in.
- Potrebna vam je pomoć?**: A link for help.

- Čestitamo! Uspješno ste aktivirali svoj novi NetBanking servis.

EN: Detailed login instructions for NetBanking – Existing Clients

Credentials

To access the NetBanking application, you need:

- **Username** - your email address provided to the Bank as your contact

Access link: Open the [https://ebanking.zapadbanka.me:7001/#/login] link, enter your username, and click on the “**Reset password**” option

Username

Password

Two-factor authentication [Reset password](#)

M-token

ENG

Sign in

Need help?

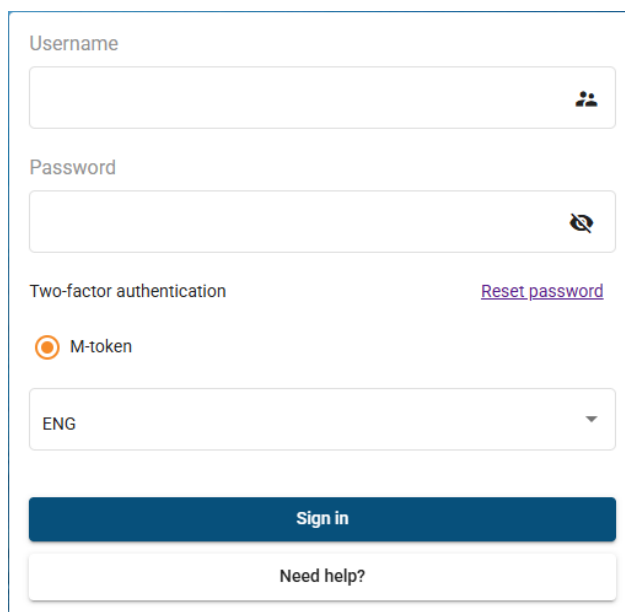
- **Message check:** You will receive an email with a link to set a new NetBanking password.
- Set a new password in the form below.

Unesite novu lozinku

Ponovite unos nove lozinke

Potvrdi lozinku

- After entering and confirming, the application will display a message that the password has been successfully changed, and you will be redirected to the login page, where you should enter your username and the new password you created, then click the **“Sign in”** button



Username

Password

Two-factor authentication [Reset password](#)

M-token

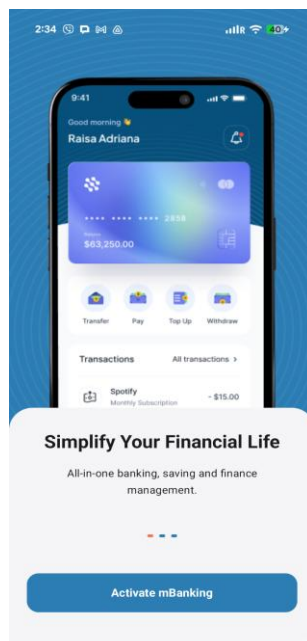
ENG

Sign in

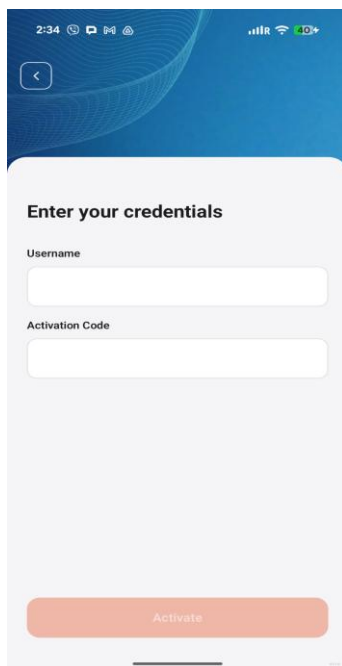
Need help?

mBanking Application Activation

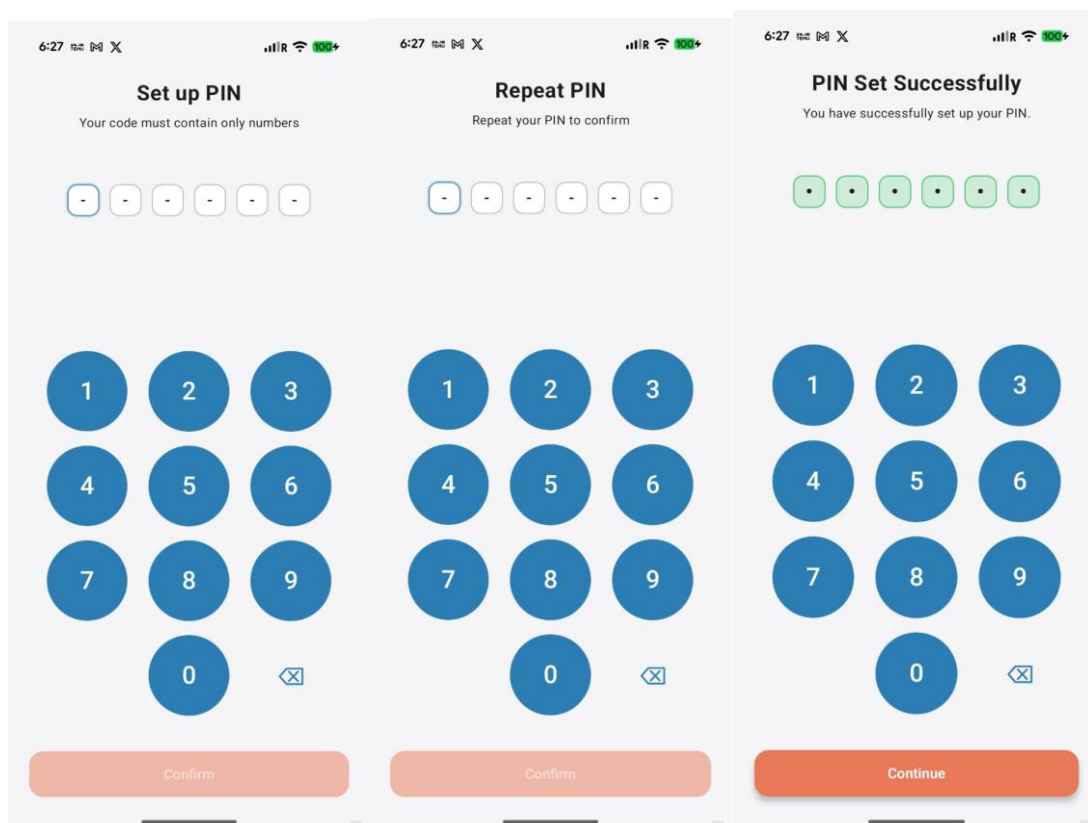
- **A prerequisite for accessing NetBanking is an activated mBanking application.** You now need to install the mBanking application on your mobile phone. The application *Zapad mBanking* is available on Google Play Store (<https://play.google.com/store/apps/details?id=com.ecelept.zapadbanka.mbanking&pli=1>) i App Store (<https://apps.apple.com/us/app/zapad-mbanking/id6761052078>).
- After opening the application, click on “**Activate mBanking**”.



- Then enter your **username (email address, same as for NetBanking)** and the **activation code you received via SMS**.



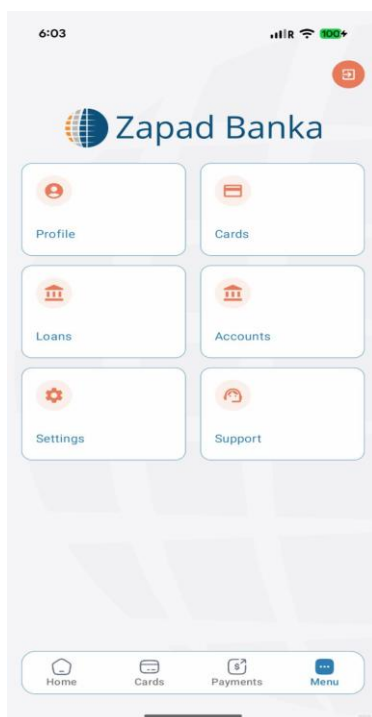
- Next, follow the steps to create a **PIN**.



After setting the PIN, the option to set up biometrics will open.

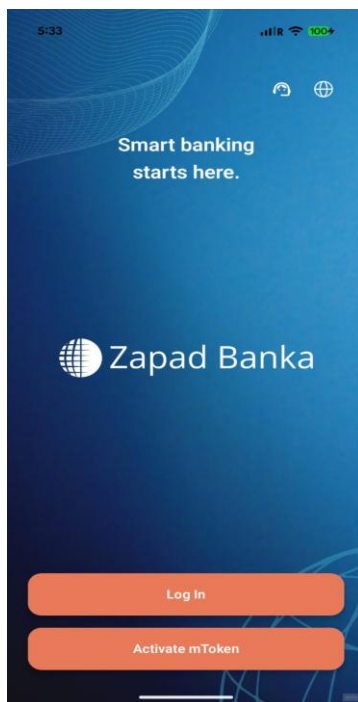


When the screen below appears, you need to log out (icon in the top right corner).

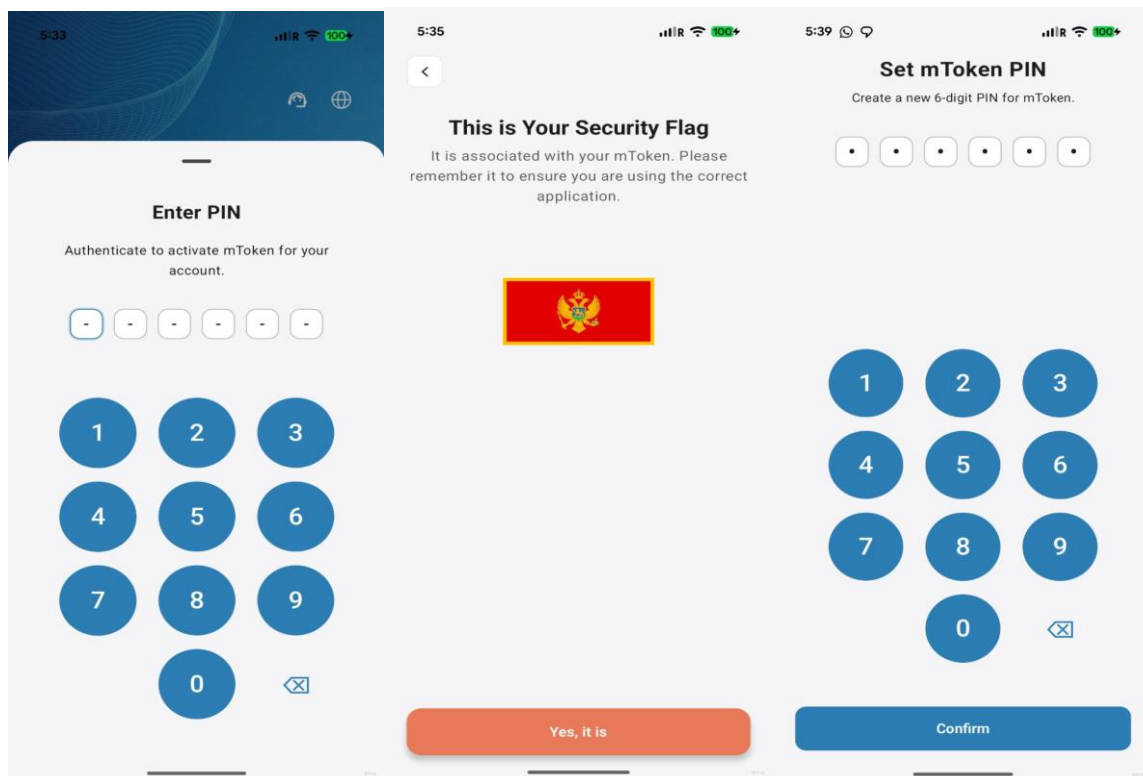


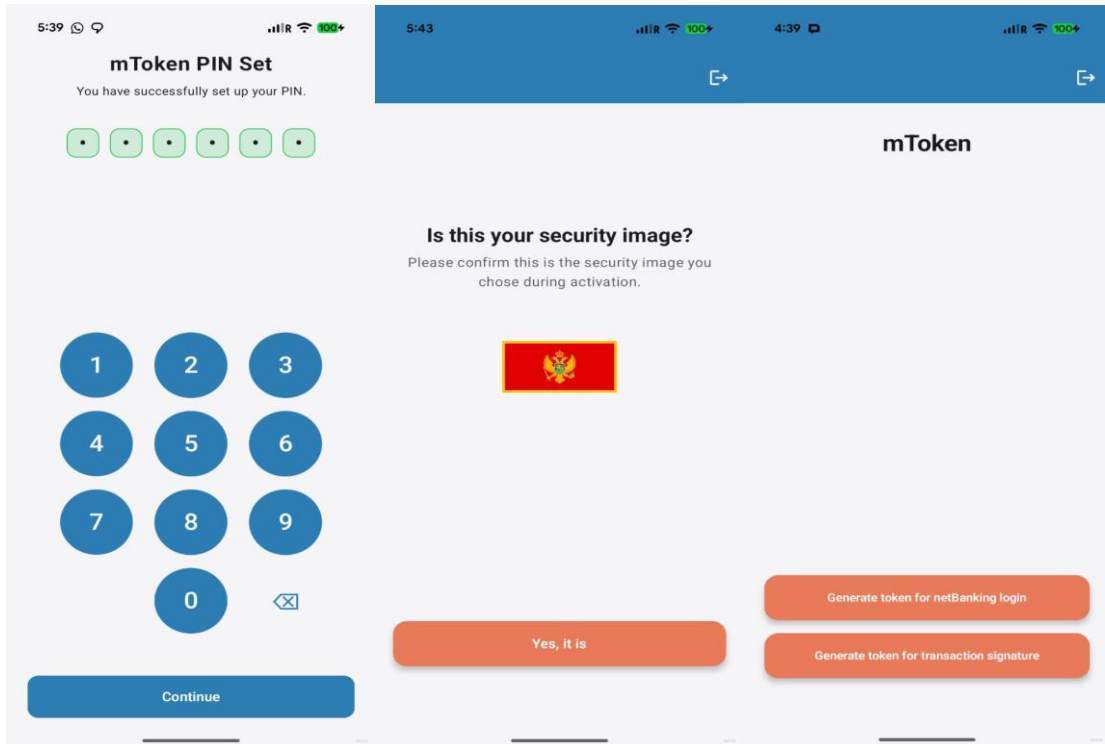
mToken Activation

- By clicking the “**Activate mToken**” button, the activation process begins.

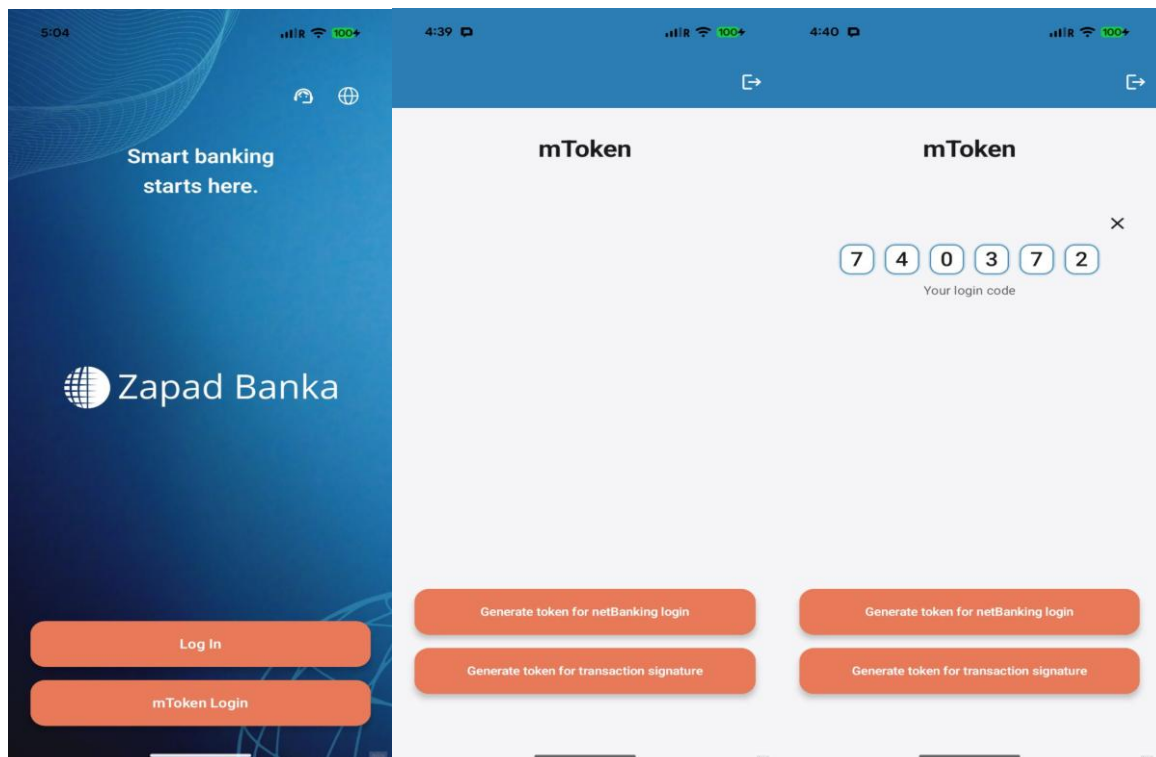


- To activate mToken, enter the PIN created in the previous step, after which you need to set up a PIN for mToken, as shown below.



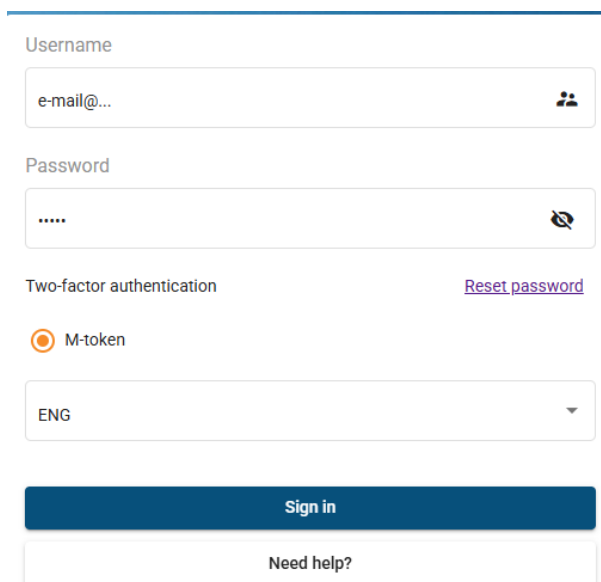


- By selecting the option “**Generate token for netBanking login**”, you will receive a six-digit code.



NetBanking Activation

- Return to the NetBanking application, enter the six-digit code in the **mToken** field, and click **“Sign in”**.



The screenshot shows a login form with the following elements:

- Username**: A text input field containing "e-mail@..." with a user icon on the right.
- Password**: A text input field with masked characters "...." and an eye icon on the right.
- Two-factor authentication**: A section with a radio button selected for "M-token" and a link for "Reset password".
- Language**: A dropdown menu currently set to "ENG".
- Sign in**: A prominent blue button.
- Need help?**: A link located below the "Sign in" button.

- Congratulations! You have successfully activated your new NetBanking service.

RU: Подробная инструкция по входу в NetBanking – существующие клиенты

Данные для входа

Для доступа к приложению NetBanking необходимы:

- Имя пользователя** - Ваш адрес электронной почты, который Вы предоставили Банку как контактный
- Ссылка для доступа:** откройте ссылку [https://ebanking.zapadbanka.me:7001/#/login], Введите своё Имя пользователя и нажмите „Сбросить пароль“

Имя пользователя

ПАРОЛЬ

Двойная аутентификация [Сбросить пароль](#)

M-token

RUS

Вход

Нужна помощь?

- **Проверка сообщений:** на вашу электронную почту придёт ссылка для установки нового пароля NetBanking.
- Установите новый пароль в форме ниже.

Unesite novu lozinku

Ponovite unos nove lozinke

Potvrdi lozinku

- После ввода и подтверждения приложение покажет сообщение об успешной смене пароля, и вы будете перенаправлены на стартовую страницу Входа, где необходимо ввести Имя пользователя и созданный Вами новый пароль, затем нажать кнопку „**Вход**“

Имя пользователя

ПАРОЛЬ

Двойная аутентификация [Сбросить пароль](#)

M-token

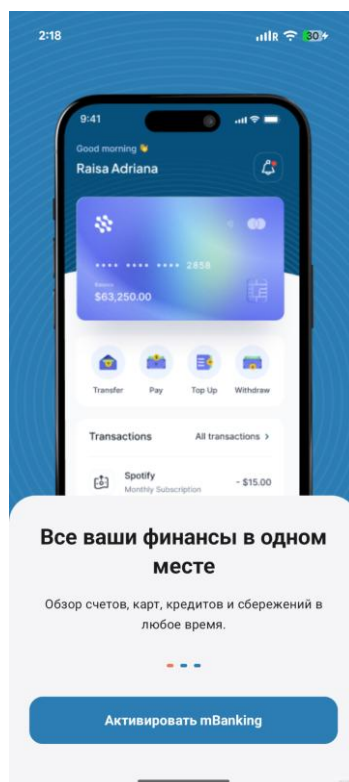
RUS

Вход

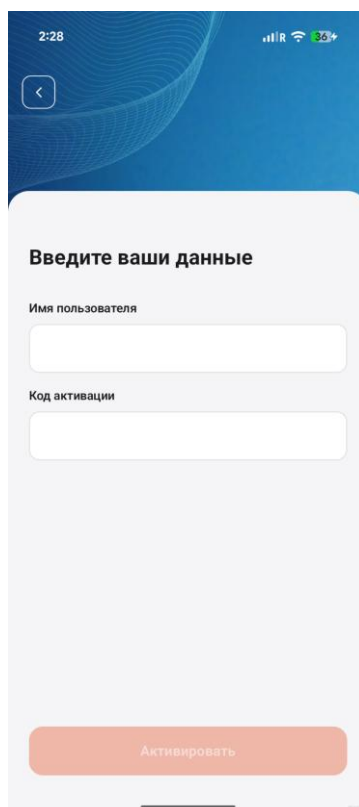
Нужна помощь?

Активация приложения mBanking

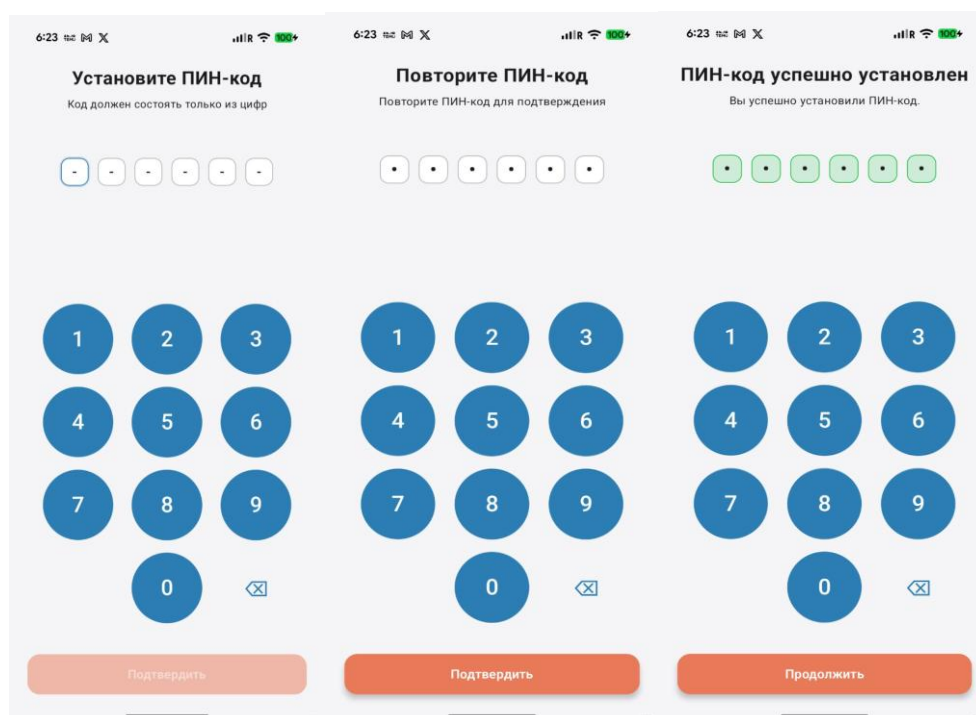
- **Предварительным условием для доступа к NetBanking является активированное приложение mBanking.**
Теперь необходимо установить приложение mBanking на мобильный телефон. Приложение *Zapad mBanking* доступно в Google Play Store (<https://play.google.com/store/apps/details?id=com.ecept.zapadbanka.mbanking&pli=1>) и App Store (<https://apps.apple.com/us/app/zapad-mbanking/id6761052078>).
- После входа в приложение нажмите „**Активировать mBanking**“.



- Затем введите **имя пользователя** (адрес электронной почты, как для NetBanking) и код активации, полученный по SMS.



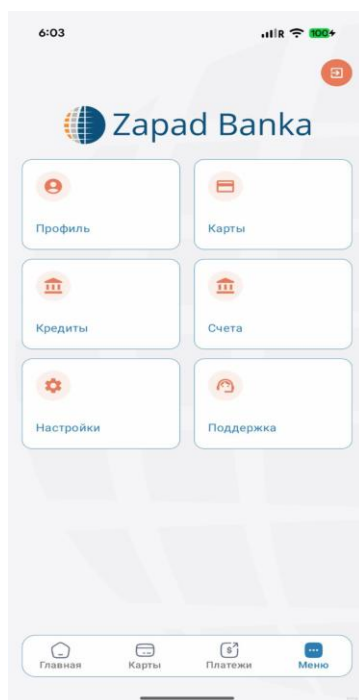
- Далее следуйте шагам для создания **PIN**-кода.



После установки PIN-кода откроется опция для настройки биометрии.



Когда появится экран ниже, необходимо выйти из системы (иконка в правом верхнем углу).

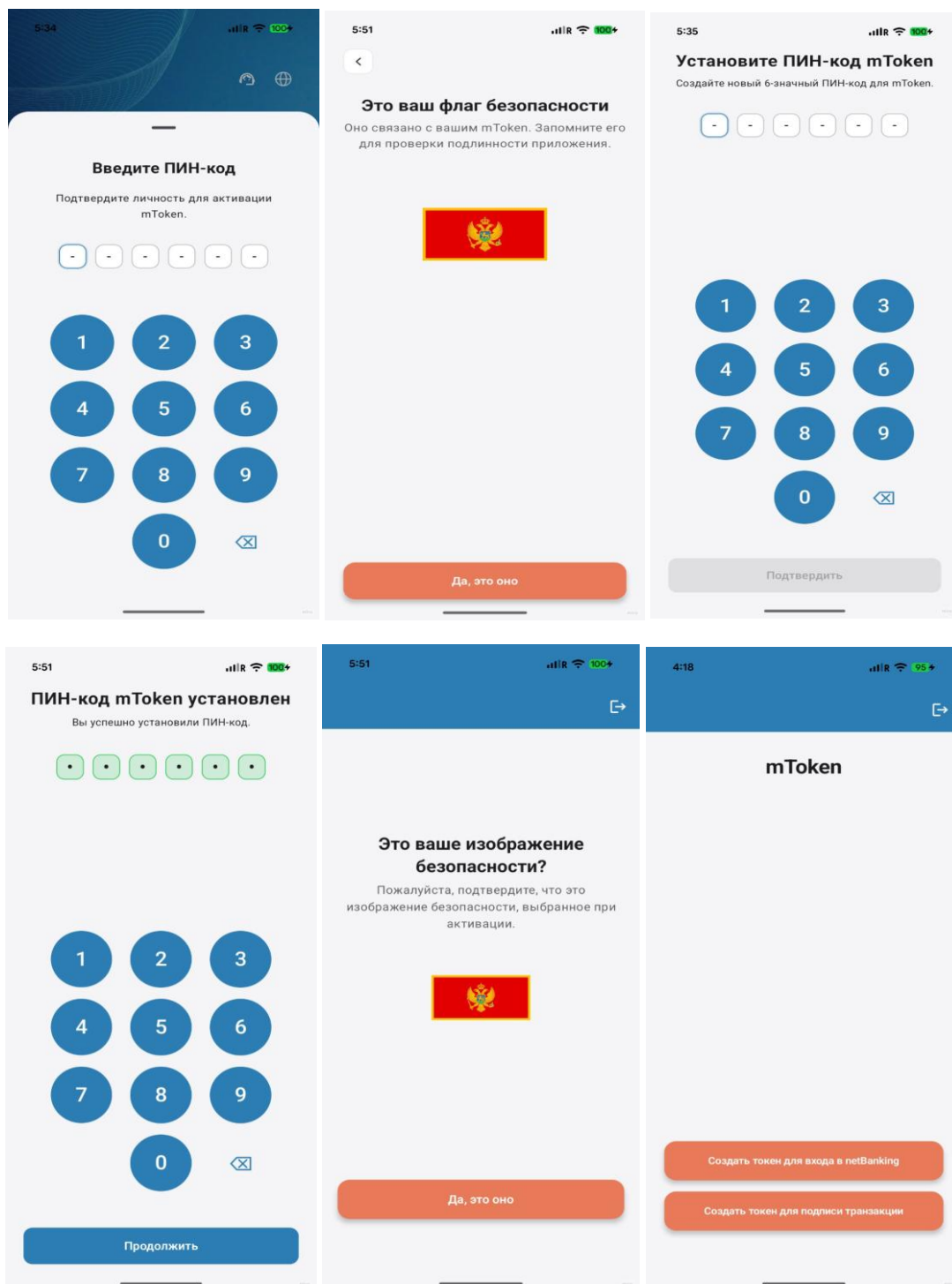


Активация mToken

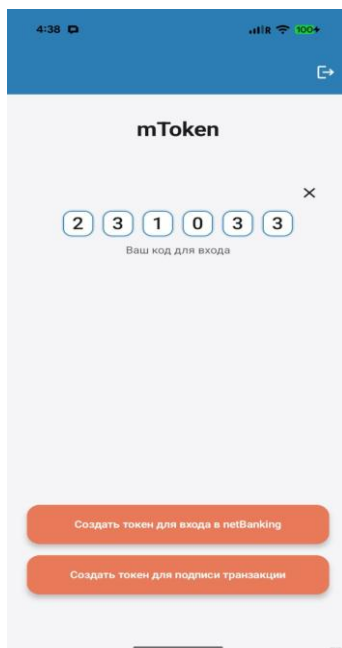
- Нажав кнопку „**Активировать mToken**“, вы запускаете процесс активации.



- Для активации mToken необходимо ввести PIN-код, созданный на предыдущем шаге, после чего необходимо создать PIN-код для mToken, как представлено ниже.



- Выбрав опцию „Создать токен для входа в netBanking“, вы получите шестизначный код.



Активация NetBanking

- Вернитесь в приложение NetBanking, введите шестизначный код в поле **M-token** и нажмите на кнопку „**Вход**“.

- Поздравляем! Вы успешно активировали Ваш новый сервис NetBanking