

Short Instruction for USB key installation

For making possible the installation of USB first you should insert the USB key in the USB port of the PC and wait until the installation to be finished.

Below steps should be followed for installation of USB key:

➤ **Nexus personal installation for Windows**

Install Nexus Personal following the below link:

<https://www.halcom.si/en-2/installation/> 64 bit

<https://www.halcom.si/en/installation-windows-32-bit/> 32 bit

1. Click on "Download for Windows"
2. Click "Run"
3. Confirm clicking "Yes"
4. Nexus personal is successfully installed

After successful installation of program Nexus Personal you should restart your computer.

After the USB is installed, you can access Ebanking service, opening the official website of OTP Bank Albania in the link: www.otpbank.al

When you access the webpage it required you to enter the PIN code that you with find in the envelope received with the USB key. After entering the PIN code you have to specify a personal Password following the instruction of the message that will appear.

- If after the installation of Nexus and the USB appear the message « Title Missing » , you have to install the below drivers in depends of the type of the windows system of your PC :

- [Windows 10- 32/64-bit](#)

Select the type of the Windows system you have your PC.



- If you are not able to open the USB even after installation of Nexus, as a similar message with « Windows do not support this program », click on the below link in order to update the drivers of the USB token, selecting your OS (operating system) as per your PC:

https://supportportal.gemalto.com/csm/?id=kb_article_view&sys_kb_id=07c49457db258b08d298728dae9619e0&sysparm_article=KB0016515

- If the client has installed an antivirus that blocks all certificates on the client computer, you have to disable the session with yellow as it is shown in the below screen, in order that the antivirus not to block installation of the USB.

