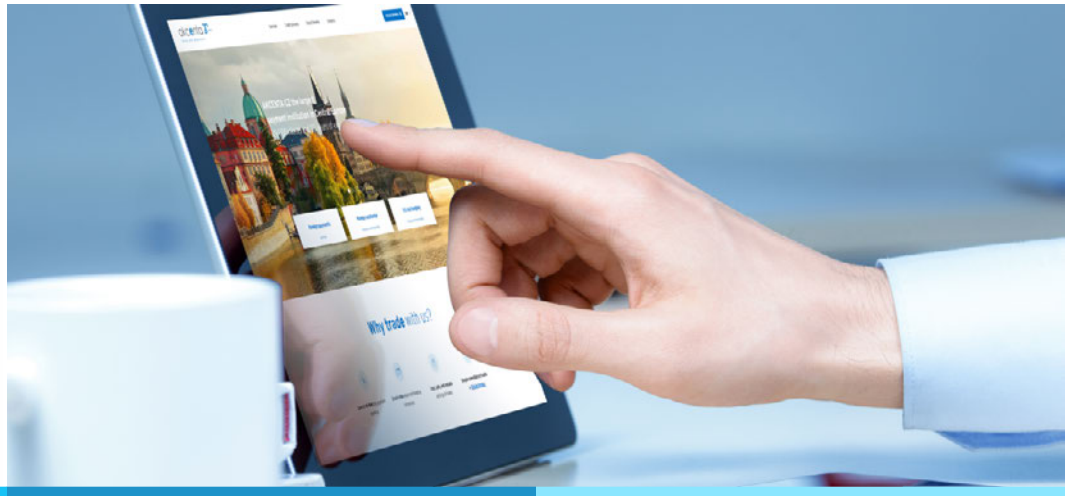


# APPLICATION FIRST STEPS On-line Broker



## HOW TO LOG IN THE ON-LINE BROKER APPLICATION (OLB)

The OLB application is available at <https://www.olb.eu>.

Enter the username that has been sent to your registered email address. The username is an eight-digit number. In the Password box, enter the one-time password that was sent to your registered mobile phone number. If you are unable to log in, call 498 777 770.

When you enter your login data, press the **“SMS code”** button. When you receive the code to your mobile phone, enter it in the respective field and log in.

## HOW TO ENTER OUTGOING PAYMENTS TO PARTNERS

When you log in the system, first check whether you have the respective partner registered in the OLB application. To do so, choose the **“Partners”** option in the main menu and then the **“Partner administration”** option. If not found on the list, enter the partner by choosing the **“Add new partner”** option.

When you enter the respective payment, choose the **“Transactions”** option in the menu and then the **“Enter payment order from IPA”** option to make the payment. It is necessary to complete all required fields (the partner for the respective currency will be shown after choosing the **“Currency”** field) and confirm the payment by an SMS code that you receive. When you confirm the payment, the bottom left part of the screen will show the balance of your account, including all fees for the payment.

If the balance is negative, you may buy the necessary amount. Click on the required currency on the initial screen with exchange rates. When the transaction window opens, enter the required data. Make sure that the **“To Akcenta's account”** option is ticked in the **“Client to pay”** section and that the most suitable bank details are chosen. Moreover, make sure that the **“To IPA”** option is ticked in the **“Akcenta to pay”** section. Confirm the transaction by pressing the **“Perform transaction”** button and then confirm it again by pressing the **“Yes”** button with a time limit.

**!** If you cancel purchase of a foreign exchange on IPA and a payment order to a partner is relating to it, it is also necessary to cancel the respective payment order. If you fail to do so, the respective order will be settled automatically if there is a sufficient balance on IPA.

## HOW TO ENTER TRANSACTIONS TO BE TRANSFERRED TO CLIENTS' BANK ACCOUNTS

Click on the chosen currency pair on the initial screen and complete the required fields. Check that the **“To Akcenta's account”** option is ticked in the **“Client to pay”** option and that the most suitable bank details are chosen. Moreover, make sure that the **“To client's account”** option is ticked in the **“Akcenta to pay”** section. Then choose the required account to which you want to transfer your money. Complete the transaction by pressing the **“Perform transaction”** button and then confirm it again by pressing the **“Yes”** button with a time limit.

## HOW TO ENTER NEW PARTNERS FOR INCOMING PAYMENTS AND HOW TO ISSUE BANK DETAILS

Choose the “[New partner for incoming payments](#)” option in the “[Partners](#)” menu and complete the required fields. When completed, you will be sent the bank details for the respective partner by e-mail.

## FREQUENTLY ASKED QUESTIONS (FAQ)

### How to transfer money to my subaccount (IPA)?

Choose the “[Akcenta's bank accounts](#)” option in the “[Accounts](#)” menu. Choose Akcenta's account with the respective currency and bank that is most suitable for you. Then transfer the money from your bank account to the chosen AKCENTA's account. **ADVICE:** The variable symbol of the payment should be your master agreement number.

### Error messages are shown in the application or some functions do not work

We recommend deleting the cache memory in your Internet browser and restarting the browser. If you are not sure about the steps, please contact your company IT administrator or call +420 498 777 770 to contact our sales support centre.

### The “Session timed out” error is shown when I try to open the OLB application page

Follow the instructions mentioned in the previous paragraph.

### The application shows the “Wrong login data entered” error message when I try to log in the system

Please reset your login data as follows: Press the “[Forgotten password?](#)” button on the login screen and follow the instruction. Then log in the application using a generated password that will be sent to your mobile phone in the form of an SMS.

### How to set my own currency pairs on the OLB application initial screen?

Choose the “[Settings](#)” option in the main bar of the OLB application and then choose the “[Settings of the exchange rates window](#)” option. Then choose the required currency pairs to be shown on the initial screen and their number.



If you have any further questions, please call +420 498 777 770 to contact our client centre