SafePlace

User manual

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Version 4.0

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1. A NEW WAY TO ACCESS E-BANKING SERVICES

SafePlace is a virtual machine allowing customers to access Banca dello Stato online services in a safe way.

SafePlace is easy to use and allows to access the e-banking service as you already are used to do.

2. PREREQUISITES FOR SAFEPLACE INSTALLATION

Before installing SafePlace, it is necessary to verify the following prerequisites:

- ***Operating system**: SafePlace can be installed on personal computer with operating system Windows 7, 8, 10, Vista and XP.*
- ***Required memory**: 640 MB of free memory. This amount of memory refers not to the memory available on your PC, but to the actually available memory when the system is running.*

Important information for Windows 10 systems

Your Windows 10 PC must be updated at the latest release to run SafePlace.

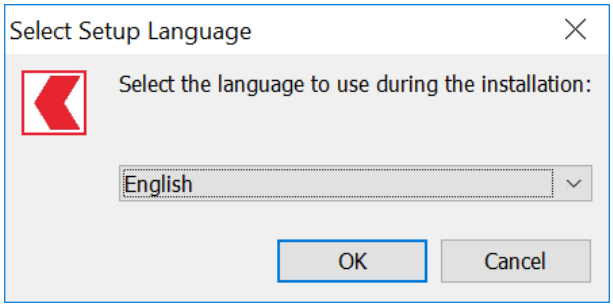
To check for updates now, select the Start button, and then go to Settings > Update & security > Windows Update, and select Check for updates. If Windows Update says your device is up to date, you have all the updates that are currently available

3. SAFEPLACE INSTALLATION

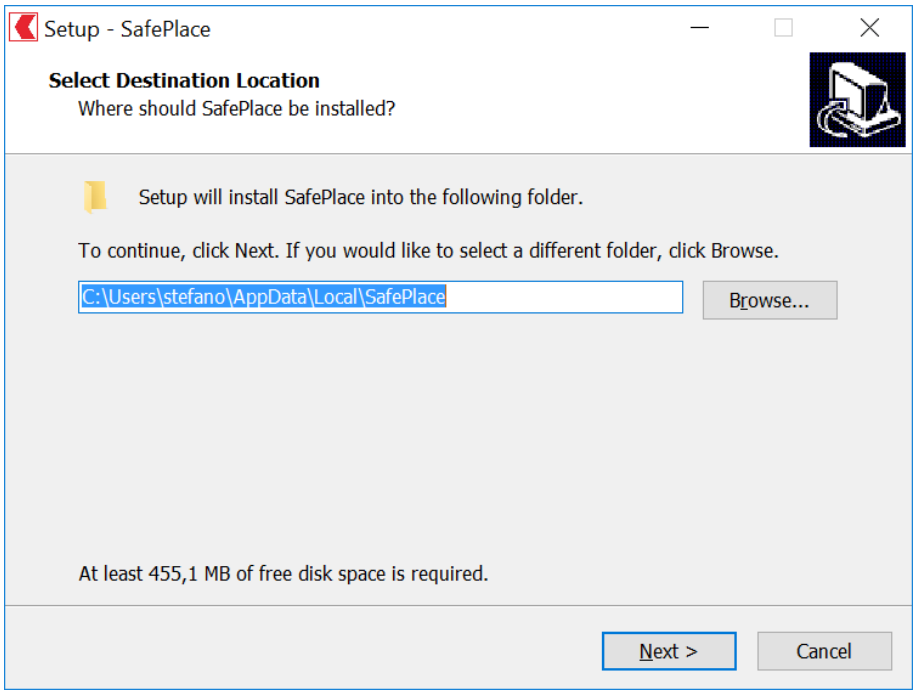
Once the program has been downloaded from the Banca dello Stato site, you need to run it.

SafePlace installation must be run by a user with administrative privileges.

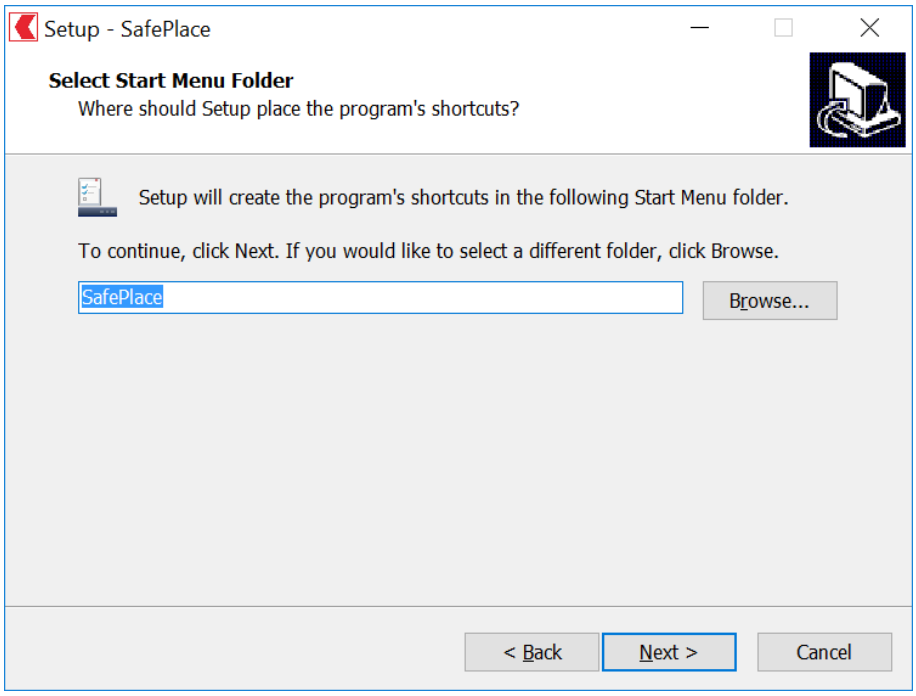
a) Select the language to use during installation



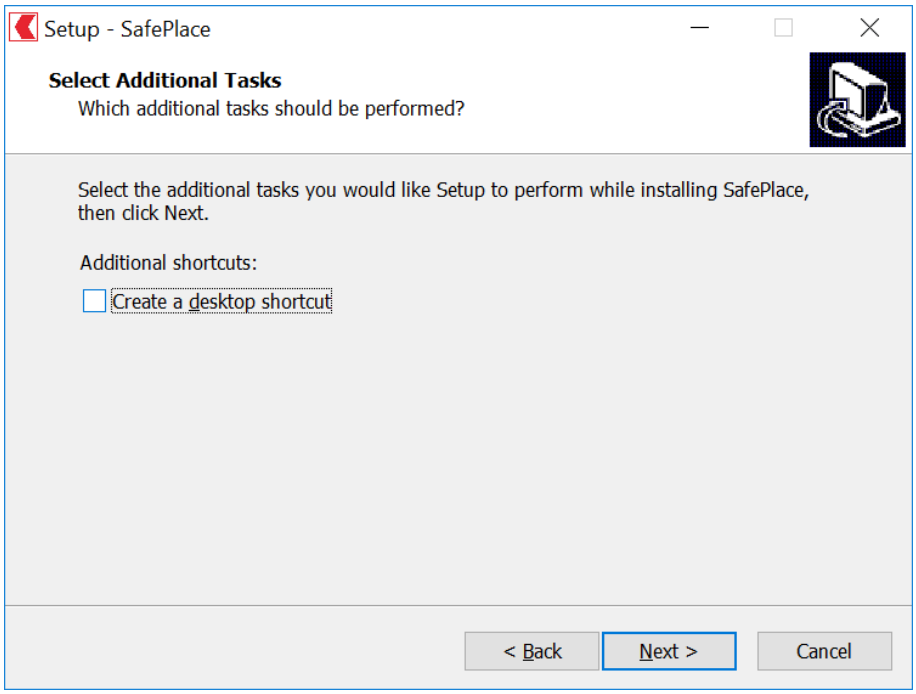
b) Choose the installation destination folder.



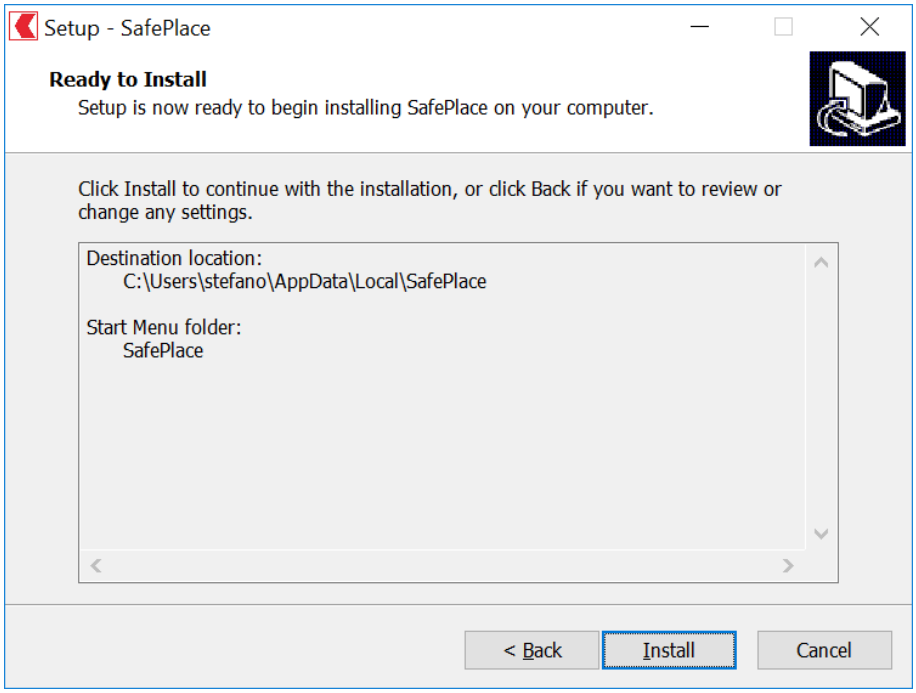
c) Confirm the name of the program. This is the name shown on the Desktop and on the program start menu.



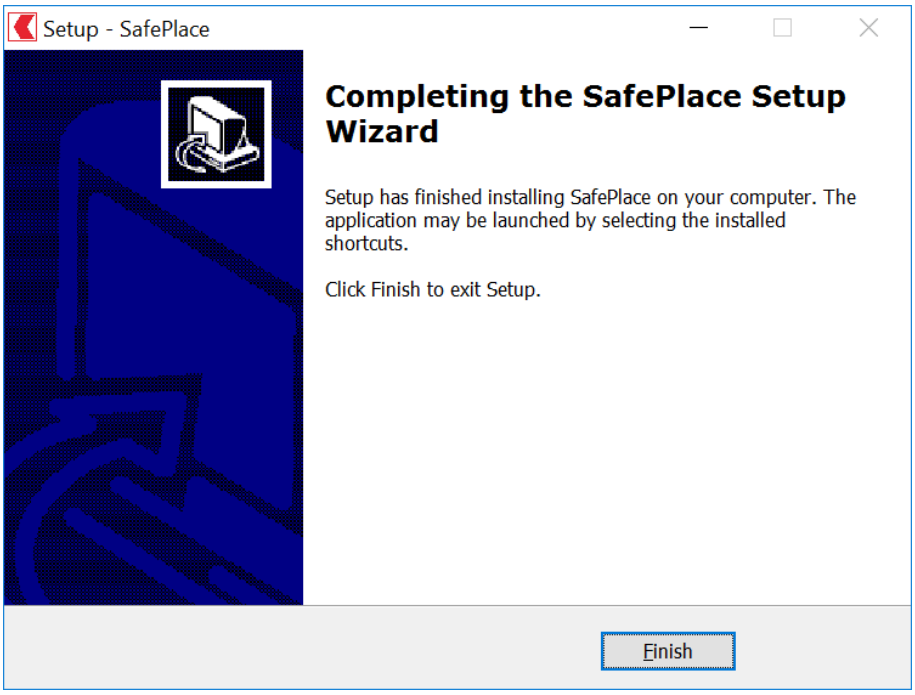
d) SafePlace installation allows to set two desktop icons: one to launch SafePlace, and another one to access the shared folder (see chapter 5).



e) After approving the installation setup, the installation is launched.



After installation, the following screen appears.

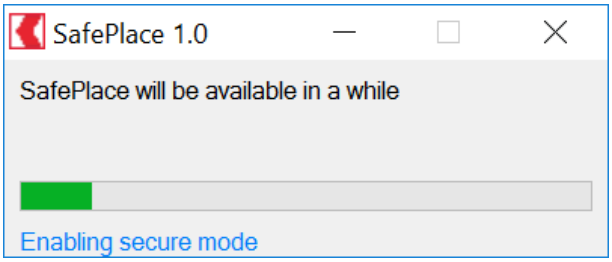


4. RUNNING SAFEPLACE

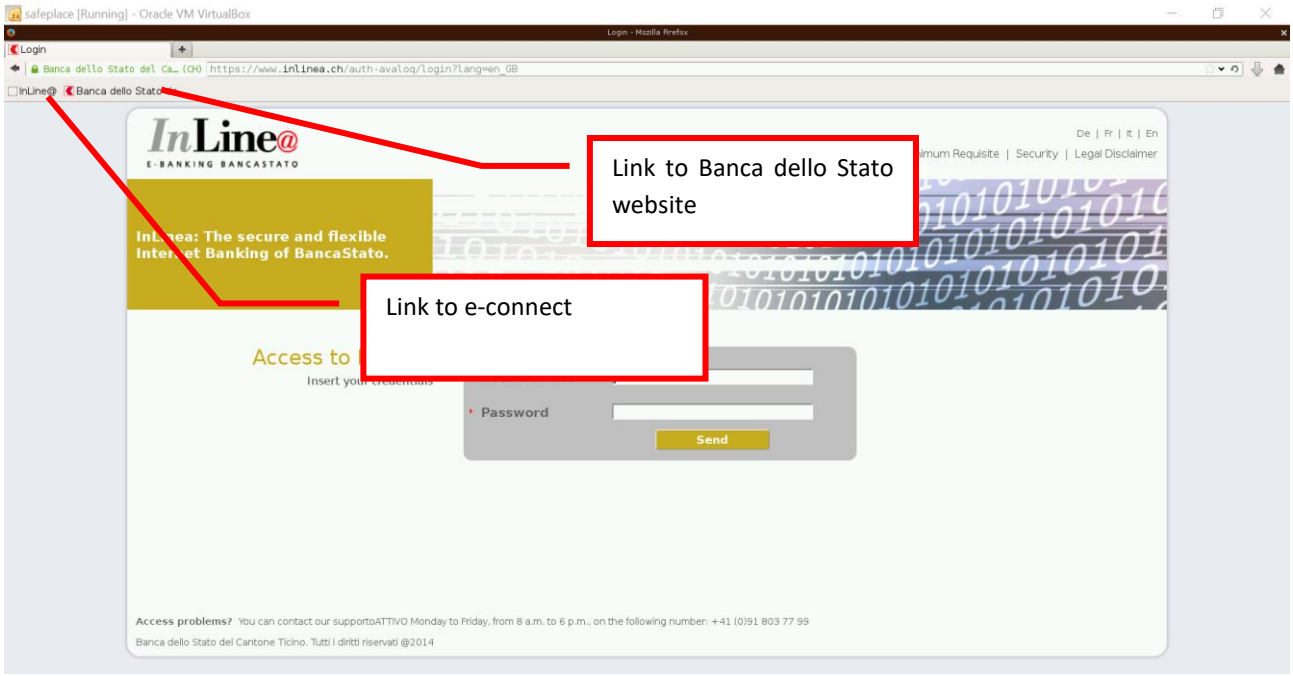
SafePlace can be run by selecting the desktop icon or from the Starting menu.

Once the virtual machine is started, the Firefox browser will open to the e-connect Home Page.

Note: the first time that SafePlace will be run, the initial configuration will take some dozens of seconds. From the next time, the launch of the program will take a few seconds.



Once launched, on the browser window you can find links to connect both to e-connect and to Banca dello Stato Bank institutional website.



5. FOLDER SHARED WITH THE PC

SafePlace can access a folder shared between the virtual machine and the PC, in order to transfer files between the two.

The folder named **SafePlace – Shared folder** is available on the desktop.

6. DISPLAYING DOCUMENTS

Documents accessible via e-connect, are saved on the shared folder and displayed on the PC, with the usual program to view files such as PDF, XLS etc.

Once viewed, the document can be printed on your preferred printer.

7. DTA PAYMENTS

To make payments by loading a DTA file, follow these simple steps:

• copy the DTA file in the shared folder, available on your desktop;

• in the DTA files section, select the relevant DTA file.

8. CLOSING SAFEPLACE

Before exiting SafePlace, the e-connect session should be closed.

To close SafePlace, you just need to click the X on the upper right corner of the window.

9. QUICK START MODE

At the close of SafePlace you are prompted whether to activate the Quick Start function, in order to speed up the next application start.

This mode allows you to save the state of SafePlace to the last operation performed.

10. UNINSTALLING SAFEPLACE

To uninstall SafePlace you need to open the Control Panel, section “Programs and features”.

Select the item SafePlace and the button Uninstall.

11. OTHER FEATURES

SafePlace allows a simple navigation thanks to the use of the Firefox browser, whose features have been stripped for security reasons.

- Block not allowed sites

  SafePlace has been tuned to allow to access only Banca dello Stato sites. All other sites are unreachable.

- Launch the browser automatically

  If the user close the browser, it will be automatically restarted.

- Window resize

  SafePlace window can be moved and resized at your convenience

- Usability

  SafePlace has been developped with usability in mind: it can be used like a usual browser, but with much more safety.

  The lack of many menu items limits SafePlace functionalities in order to navigate just on Banca dello Stato websites.

12. KNOWN PROBLEMS AND LIMITATIONS

Avira antivirus incompatibility on Windows 7

Incompatibility problems have been discovered when running SafePlace on a Windows 7 PC which has Avira installed. As a result, error messages are displayed when launching SafePlace and the virtual machine start is very slow.

SafePlace cannot be run when a Proxy is used to access the Internet

If your PC connects to Internet by means of a proxy, SafePlace cannot access the external network. A relevant warning is displayed when the program is run.

Browsers that does not respond to commands

If the browser does not respond to commands, please restart SafePlace without activating the Quick Access mode, which can still be reactivated at the next use.