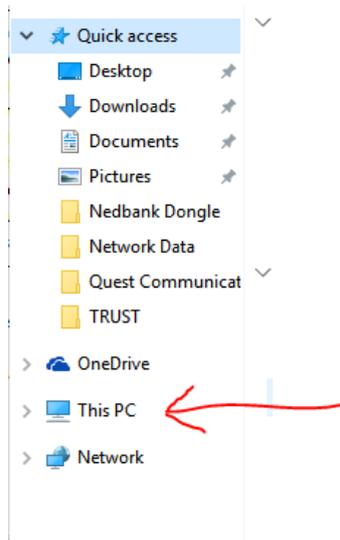


## NEDBANK DONGLE FIX

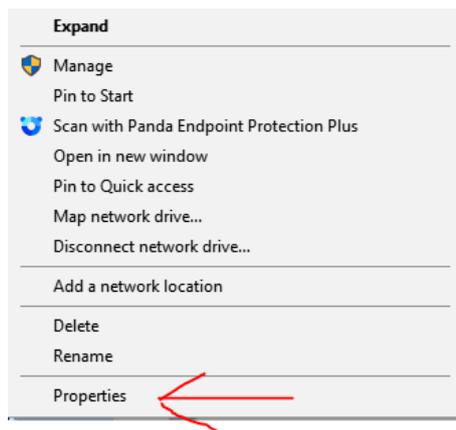
1. Make sure the Nedbank dongle is plugged in.
2. Click File Explorer on your task bar.



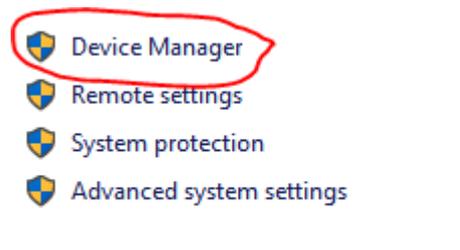
3. Look for This PC icon and right click on it.



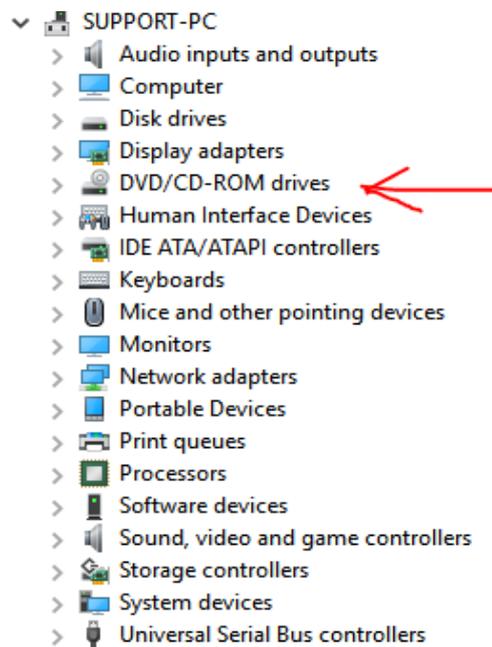
4. Left click on Properties.



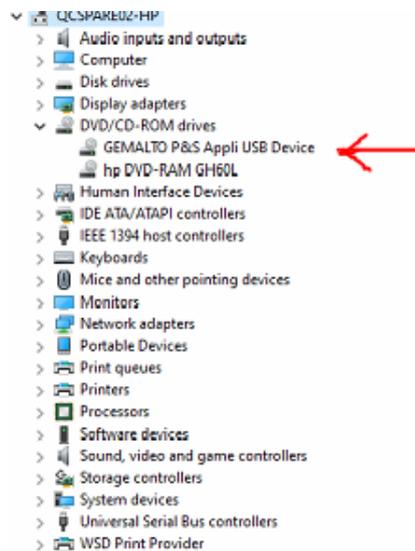
5. On the Properties screen click on Device Manager.



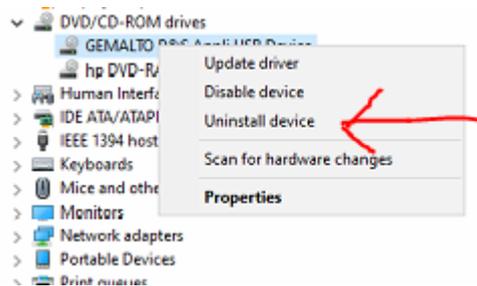
When the device manager appears, look for DVD / CD rom and click the → next to it to show all the devices listed under this section.



6. Look for GERMALTO under the DVD / CD Rom section and right click on it.



7. Click on the Uninstall device.



8. When the uninstall button appears, click on uninstall. Once the device is uninstalled remove the dongle and restart. When the computer has restarted and you have the desktop on the screen you can plug in the dongle and carry on.