

FREQUENTLY ASKED QUESTIONS - ANSWERS

What operating system should the HERMES2 terminal run on?

Windows XP sp3 (32bit) or Windows 7 (32 bit or 64 bit) with Greek regional settings

What browsers are compatible with the new HERMES 2 service?

Internet Explorer 8, 9, 10, 11 (compatibility view – [instructions](#))

Google Chrome (version 26 – 41)

Google Chrome (version 42 or any latest version- [instructions](#))

Mozilla Firefox 3.6.18 (and 19)

Where can I download Nexus personal;

From [helex.gr](#) page ([32 bit version](#) / [64 bit version](#))

Where can I download the necessary certificates for the new HERMES2 service?

<http://www.helex.gr/documents/10180/681760/Certificates.zip>

What is the address I must connect to for the new HERMES2 service?

After you have placed the new card for the HERMES2 service in the card reader

- trial environment (<https://hermes2-test.helex.gr>)
- HERMES 2 production environment (<https://hermes2.helex.gr>)

Do I use the same terminal as with the HERMES1 service? Should Smart Trust Personal be uninstalled?

Yes it must be uninstalled.

I would like to have my PIN-PUK reissued. What should I do?

Contact with the Digital Certification Services at pkica-services@helex.gr

Where can I download user instructions for the new service?

From helex website select the link [HERMES User Manual](#).