

Step by Step Procedure for Resetting Login Password by the User when the user has been disabled after 3 unsuccessful attempts.

Notes: This document helps the customers to Reset 'Login password' on their own, in case they have made 3 unsuccessful attempts in inputting correct 'Login Password' and has been disabled for accessing Internet Banking.

Note: After successfully Resetting the password on their own, customers will still remain disabled for access. The customer will be enabled, for security reasons, only after a written request is submitted at the Branch for enabling user id.

Step 1: This is an example of the message a user receives after 1st unsuccessful attempt in inputting wrong password.

'You have made 1 unsuccessful attempt(s). The maximum retry attempts allowed for this access mode are 3. If 3 is exceeded, then you be disabled to use the access mode.'



Step 2: This is an example of the message the user receives after 2nd unsuccessful attempt of inputting wrong password.

'You have made 2 unsuccessful attempt(s). The maximum retry attempts allowed for this access mode are 3. If 3 is exceeded, then you be disabled to use the access mode.'

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	SBI (Mauritius) Ltd Bank to grow with SP you have made 2 unsuccessful attempt(s). The maximum retry attemptoe.	th:cationControllergsessionid=0001WOD-U3TqxBaUaSWboa1JgD:-483A44?bwayparam		ß	
	Welcome to New Internet Banking User ID madhusbi Password	Self Help Features Forget Password? New Real Registration New Corporate Registration First Time Login? For Corporate users new login ID * format is CorporateID.UserID Please enter verification code * as seen on Screen. *For Retail (Personal) Users, Login User ID remains unchanged.*			

Step 3: This is an example of the message the customer receives after 3rd unsuccessful attempt of inputting wrong password.

"The maximum retry attempts for the access mode is exceeded. The usage of the access mode is being disabled. Contact the bank for further information. Max Retry attempts (3)'

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	$C \ \leftarrow \ \rightarrow \ O$	රා 🔒 STAT	E BANK OF INDIA [IN] onlinesbiglobal.com/MUINB/Authenti	cationController;jsessionid=0001xHW_Nrtu6dQ4XGgVqmNaNIK:-483A44?bwayparan 🔟 🛧	ృ	l~	ß	
The maximum retry attempts for the access mode is exceeded. The usage of the access mode is being disabled. Contact the bank for further information. Max. Retry Attempts: [3] Welcome to New Internet Banking Self Help Features User 10 machinash Grigot Password? Verification 1351 Confirm Verification Grigot Password? Tor Corporate Registration Rev Corporate Registration Confirm Verification For Corporate users new login 10 ± format is CorporateID.UserID Please enter verification code * as seen on Screen. For Retail (Personal) Users, Login User ID remains unchanged.	C	9 <u>SE</u>	BI (Mauritius) Ltd Bank to grow with	All your banking from a single secure login				^
Welcome to New Internet Banking Self Help Features User ID* madhusbi Forgot Password? Password* Self Help Features Verification* 1351 Confirm Verification For Corporate Users new login ID * format is CorporateID.UserID Login For Corporate users new login ID * format is CorporateID.UserID Please enter verification code * as seen on Screen. "for Retail (Personal) Users, Login User ID remains unchanged."		O The maximum Attempts: [3]	um retry attempts for the access mode is exceeded. The us	age of the access mode is being disabled. Contact the bank for further information. Max. Retry				
		Use Passw Venificat	Welcome to New Internet Banking rttp* madhusbi ord and 1351 Confirm Verification Login	Self Help Features Forget Password? Mew Retail Registration Mew Corporate gastration Time Login? Or Corporate users new login ID * format is CorporateID.UserID Passe enter verification code * as seen on Screen. *For Retail (Personal) Users, Login User ID remains unchanged.*				

Step 4: The user can now access 'Reset Password' Menu on online banking portal. When the login page is accessed, there are Self-help features on the right hand side of the screen. Click 'Forgot Password' Menu.

SBI (Mauritius) Ltd			
Bank to grow with	All your banking from a single secure login		
Welcome to New Internet E	Self Help Features Forgot Password?		
Password	New Retail Registration New Corporate Registration		
Verification* 7333	First Time Login?		
Confirm Verification	For Corporate users new login ID * format is CorporateID.UserID		
Login	Please enter verification code * as seen on Screen.		
	"For Retail (Personal) Users, Login User ID remains unchanged."		
Thi asse you encounter problems in reserving you plane number needs to b			
"For best viewing of this website in IE 10/1 Compatibility	l, the 'Compatibility View' setting should be turned off. To turn off the Compatibility View setting, go to Tools -> View Settings and remove the mention of this website from the selected URLs."		
	Privacy Policy Terms & Conditions Disclaimer		

Step 5: This will take the customer to the next screen, where the user will have to input 'user id', followed by retyping the verification code generated and displayed on the screen as below.

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	SBI (Mauritius) Ltd All your banking from a single secure login					
	User Details Enter Your Details					
		User ID* madhusbi 4861 U Verification Code:* 4861 ×	Input the Verification code as shown above.	Click to		
			Continue			
		Privacy Policy Terms & Conditions Disclaimer				

Step 6: The user will now receive a 'One Time Pass Code or Password' (OTP) Message on Registered Mobile number as below

"

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← SBI	•••
	More
successfully with the	ith reference
2017/10/18	4:48 am
One time pass setting your pa 2882	word for assword is
4:54 a	am
+ Y	

Step 7: In this screen, the user can input the 'One Time Pass Code (OTP)' received on Registered Mobile number, followed by retyping the verification code generated and displayed on the screen.

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Stitlearitius) Ltd All your banking from a single secure login User Authentication Details Input the OTP received on registered Mobile Number One Time Password (OTP)* Urerification Code* 1926 1926 1926 1926 1926 1926 1926 1926 1926 1926 1926 1926 1926 1926 1928	C -> O In State BANK OF INDIA [IN] onlinesbiglobal.com/MUINB/AuthenticationController; sessionid=0001SIKEfLLZuO_QZvbJ_1bAWq	q:-90HCGB?bwayparam= 🔟 🕁	1 h	È	
User Authentication Details	SBI (Mauritius) Ltd Bank to grow with All your banking from	m a single secure login			
Verification Code* 9126 9126 Code as shown above Click to continue Continue Continue	User Authentication Details	rification			
	9126 OU Code as s Verification Code:* 9126 ×	shown above Clic continue	ck to ntinue		

Step 8: The user will be taken to this screen, which has password policy related information. It also gives the user option of Changing both 'Sign on Password' and 'Transaction Password' or selecting any one of them.

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\leftarrow \rightarrow O \textcircled{a}	🔒 STATE BANK OF INDIA [IN] onlinesbiglobal.com/MUINB/AuthenticationController;isessionid=0001SIKEfLLZuO_QZvhJ_1bAWqq:-90HCGB?bwayparam= 📗 🛠	∑	h e	
Cł I=	SBI (Mauritius) Ltd Bank to grow with hange Passwords Pessword Policy			~
Pass 1.A 2.C 3.C 4.A 5.S 6.Y	swords must meet the following requirements. Atleast 6 characters in length. Does not contain all or part of the Username. Contain atleast 1 English lowercase characters (a through z). Atleast one of these should be a special character. \$#\@\&\ Spaces are not allowed in the password. Your new password cannot be the same as any of your previous 3 passwords.			
	I want to Change* Both -			
Si	New Password*			
Tr	Transaction Password New Password* Reset password to make transactions	Click on after se passwo	submit tting the rds	
	Submit			

Step 9: In case the customer wants to change the 'Sign on Password' only, then the user can select the same menu on the drop down menu as below.

$\Leftrightarrow \ \ominus \ \bigcirc \ \Leftrightarrow$	STATE BANK OF INDIA [IN] onlinesbiglobal.com/MUINB/Authentication	onControllerjsessionid=0001CG6hpnzqcT5oTVAnkfW98f5:1TIHVPQQST?bwaypar 🛄 📩	ź	h	\$
	SBI (Mauritius) Ltd Bank to grow with	All your banking from a single secure login			
C	Change Passwords				
	Password Policy				
Pa 1.	asswords must meet the following requirements. . Atleast 6 characters in length.				
2.	. Does not contain all or part of the Username. . Contain atleast 1 English lowercase characters (a through z).	not contain all or part of the Username. Option to choose in atleast 1 English lowercase characters (a through z). which password			
4. 5. 6	, Atleast one of these should be a special character. \$#∿@\&% . Spaces are not allowed in the password. . Your new password cannot be the same as any of your previous 3 passwor	you want to reset			
-	I want to Change*	Both X -			
-	Signon Password	Both Signon Password			
	New Password*	Transaction Password			
	Retype New Password*				
	Transaction Password				
	New Password*				
	Retype New Password*				
		Submit			

Step 10: In this screen, the customer will be inputting new 'Sign on' Password twice against "New Password' Menu and 'Retype Sign on Password' Menu. Please follow the password rules as given in the page and let it be as strong and rememberable by users (but not guessable by others) as possible.

\leftrightarrow $ m O$ $ m \rangle$	STATE BANK OF INDIA [IN] onlinesbiglobal.com/MUINB/AuthenticationControllerjsess	ionid=0001SIKEfLLZuO_QZvhJ_1bAWqq:-90HCGB?bv	vayparam= 🛄 🛧 🍃 🏠 🖒 …
	SBI (Mauritius) Ltd Bank to grow with	All your banking from a single	e secure login
	Change Passwords	Virtual kaybaard	
	Password Policy	Virtual Reyboard	
	Passwords must meet the following requirements. 1. Atleast 6 characters in length. 2. Does not contain all or part of the Username. 3. Contain atleast 1 English lowercase characters (a through z). 4. Atleast one of these should be a special character. \$#^@1&M 5. Spaces are not allowed in the password. 6. Your new password cannot be the same as any of your previous 3 passwords. I want to Change* Signon Password Signon Password New Password*	Virtuel Keyboard (rd entering password only) x a A + 3 + 1 + 1 3 7 , 0 7 / 4 < 5 5 (0 8 4 + 5 (1 + 1 + 1 + 1 + 1 + 1 + 1 + 1 + 1 + 1	Password Indicator as whether it is strong or not
	Retype New Password*		Submit
	Privacy Policy Terms & Conditio	Input the new password	
			Click on Submit to confirm

Page **6** of **10**

Step11: The user will receive a message advising that the Password is changed successfully as below

\leftrightarrow $ m \circ$ $ m \circ$ $ m \circ$	STATE BANK OF INDIA [IN] onlinesbiglobal.com/MU	INB/Finaclejsessionid=0001SIKEftLZuO_QZvhJ_1bAWqq:-90HCGB?bwayparam=dsZRhXC62%2FCf	∱≣	h	È	
	SBI (Mauritius) Ltd Bank to grow with	All your banking from a single secure login				
SE	ECURITY TIPS : PLEASE CLOSE THIS WINDOW.THIS WILL ENSURE THAT ANY INFORMA	NTION THAT IS CACHED(STORED) ON YOUR BROWSER IS ERASED AND WILL NOT ALLOW OTHERS TO VIEW IT LATER.				
	The password is changed successfully.					
	The application will give user a message that the password has been changed successfully.	Privacy Policy Terms & Conditions Disclaimer				

Step 12: The user will also receive a SMS Message on the Registered Mobile Number as below to doubly confirm that the password has been changed successfully. In case the user has not changed the Password, then immediately alert your Branch or send a mail to <u>customercare@sbimauritius.com</u> or contact the Branch.



Step 13: Though the 'Login Password' is set successfully, the user is still 'Disabled for access' for security reasons. If the user still tries to access, there will be a a message as below:

'Userid is disabled. Please contact bank for more details'

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 	henticationControllerjsessionid=0001yYgc59e6n9llwM-a-w3vnlF-884E4N7bwayparam=e/	I h~	Ŕ	
Welcome to New Internet Banking User ID madhusbi Password Verification Login	Self Help Features Forgot Password? New Retail Registration New Corporate Registration First Time Login? For Corporate users new login ID * format is CorporateiD.UserID Please enter verification code * as seen on Screen. "For Retail (Personal) Users, Login User ID remains unchanged."			
Thi case you encounter problems () researing your personnel () shane aunitier reader to be registered. I	ndly sted: if the cell phone number registerize with the bank is connect, por 019 generation, cell Inst some so all deay, place gir in tabler with your kranch immediately.			
"For best viewing of this website in IE 10/11, the 'Compatib Compatibility View's Settings a Privacy F	oliny Wew' setting should be turned off. To turn off the Compatibility Wew setting, go to Tools ≫ and remove the mention of this vesible from the selected URLs," Policy Terms & Conditions Disclaimer			

Step 14; The customer is advised to visit the Branch and submit an application in the standard format as below for enabling him to access.



INTERNET BANKING RETAIL USER ACTIVATION FORM

USERID:	Branch
Account Number:	Date:
CustomerName:	
Customer's Mobile Number:	
Kindly activate Login/ Transaction passw mentioned user id for the following reaso	vord for Internet banking of the above
 New User Input of wrong password for more Not accessed for more than 180 of Other (Please specify) 	e than 3 times days
(Note: Limit for retail user is USD 15,000)/- per day)
Yours faithfully,	
(Customer Signature)	
FOR BANK USE ONLY	Branch Authorisation
The Customer Signature for activating important mandate. Customer's sign recorded in SVS our CBS System be activating INB.	g Login/Transaction Password is an ature has been verified with the signature fore sending request to Admin for
Checked By:	Verified by
Date://	Date://