

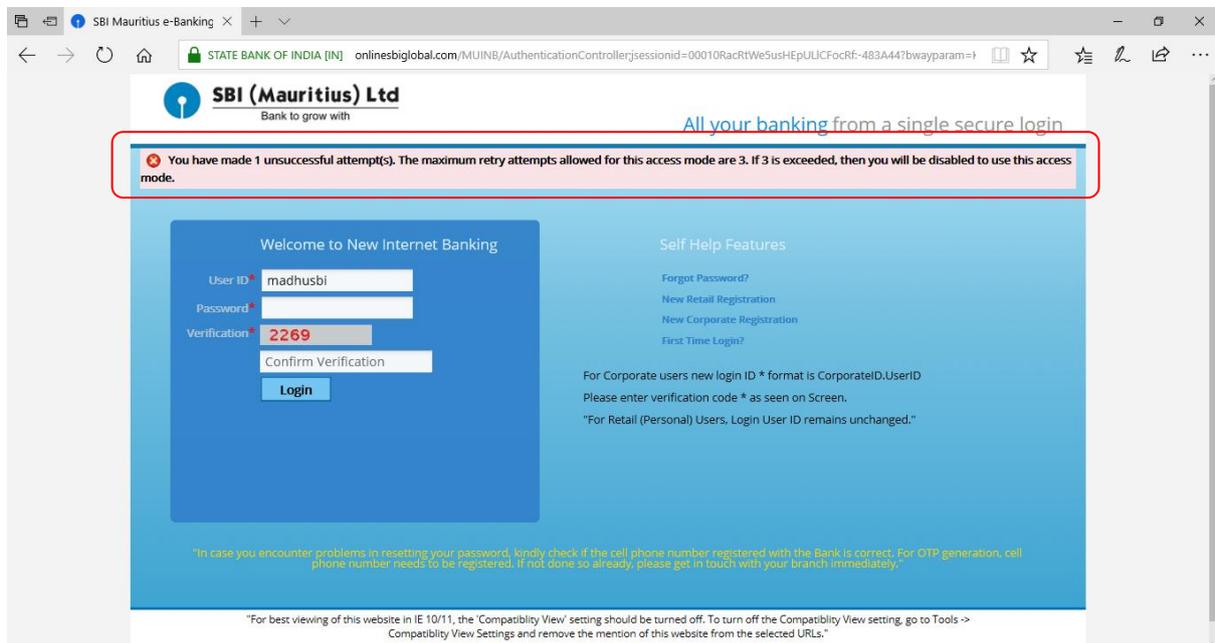
## **Step by Step Procedure for Resetting Login Password by the User when the user has been disabled after 3 unsuccessful attempts.**

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.

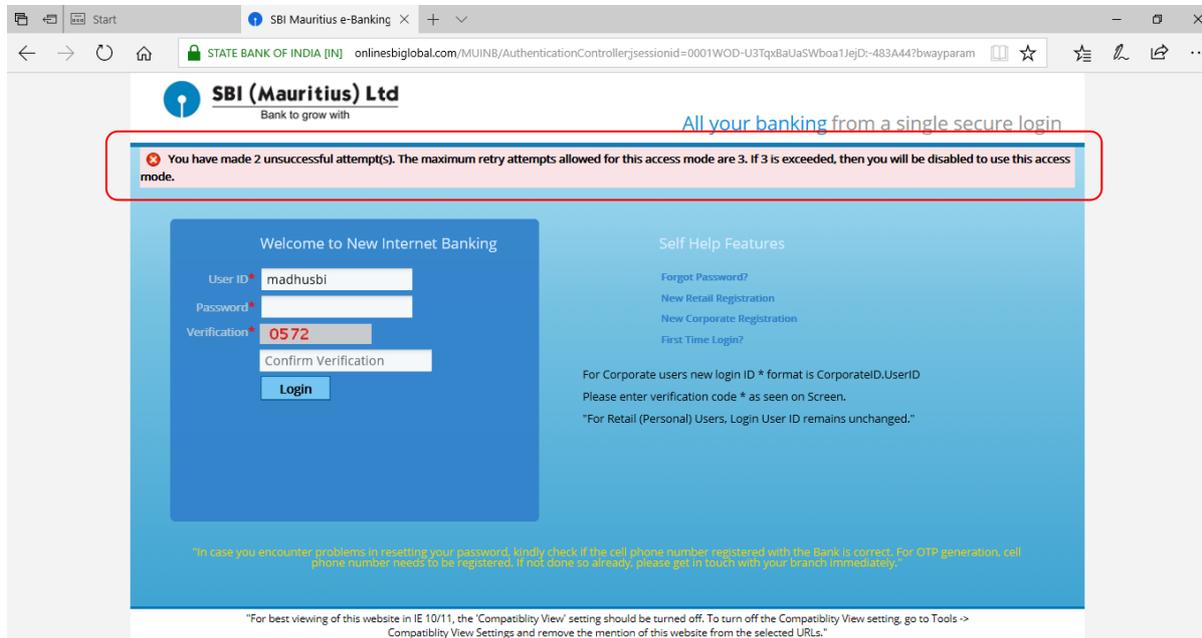
Step 1: This is an example of the message a user receives after 1st unsuccessful attempt in inputting wrong password.

'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.'



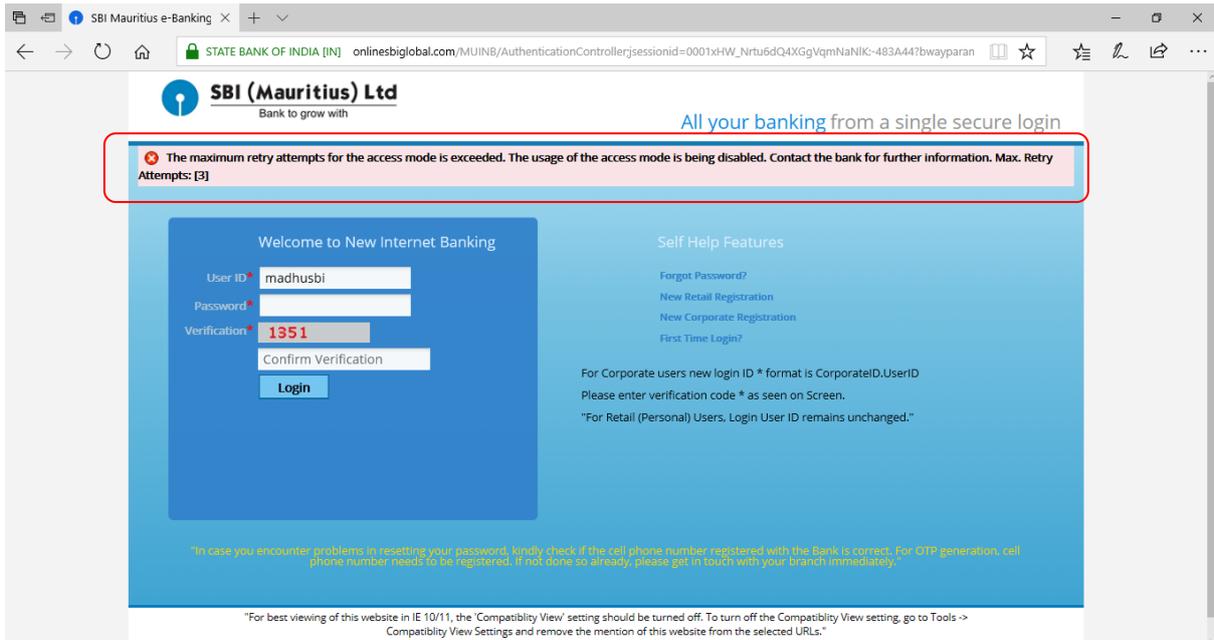
Step 2: This is an example of the message the user receives after 2nd unsuccessful attempt of inputting wrong password.

'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.'

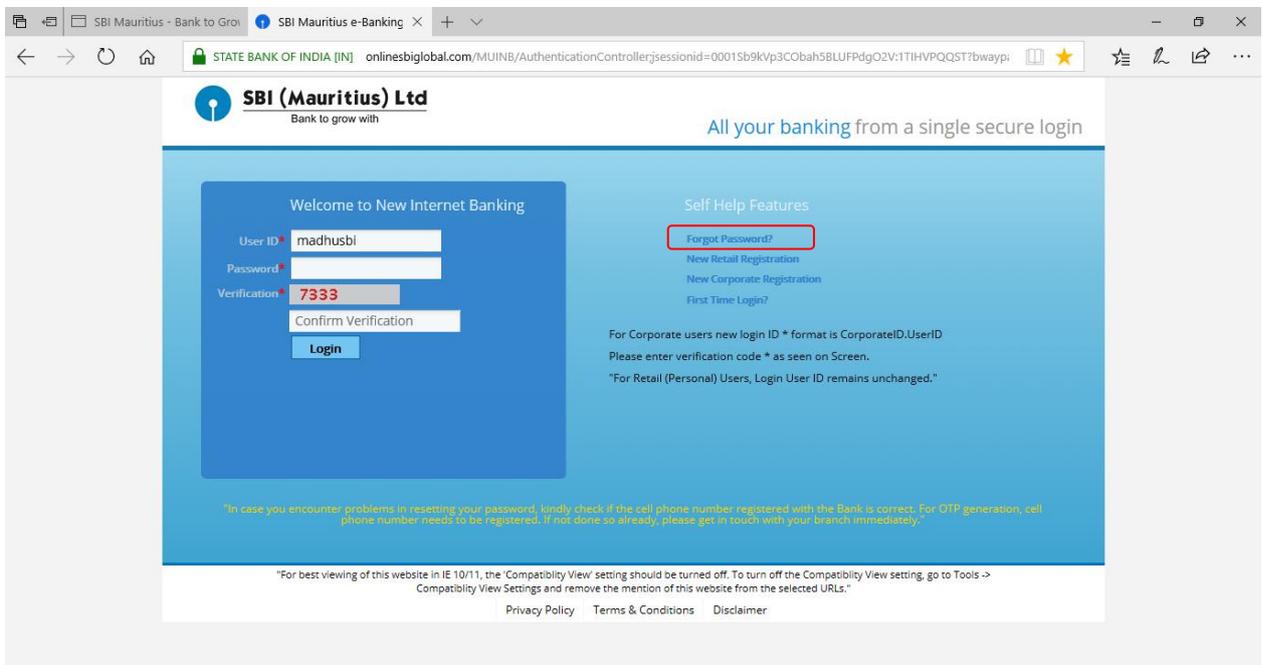


Step 3: This is an example of the message the customer receives after 3<sup>rd</sup> unsuccessful attempt of inputting wrong password.

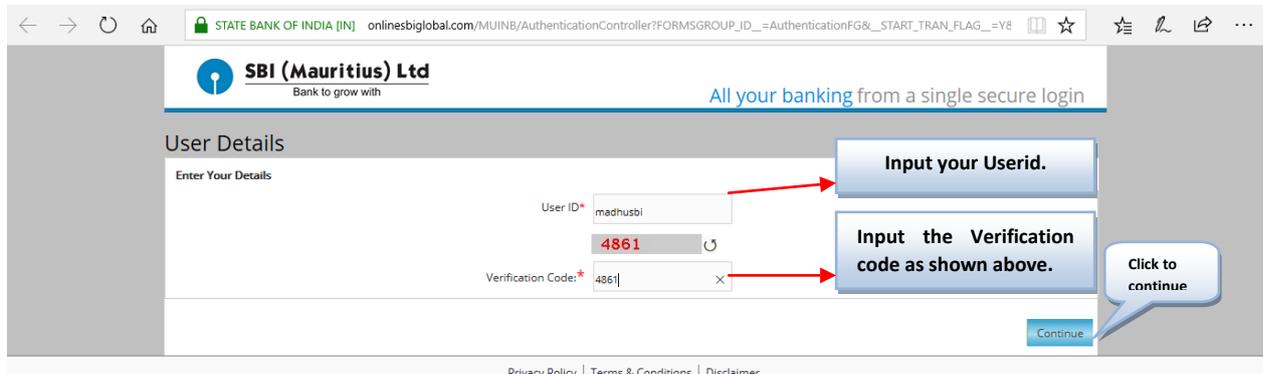
'The maximum retry attempts for the access mode is exceeded. The usage of the access mode is being disabled. Contact the bank for further information. Max Retry attempts (3)'



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.



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.



The screenshot shows the SBI (Mauritius) Ltd login page. The header includes the bank logo and the tagline "All your banking from a single secure login". The main section is titled "User Details" and contains a form with the following fields:

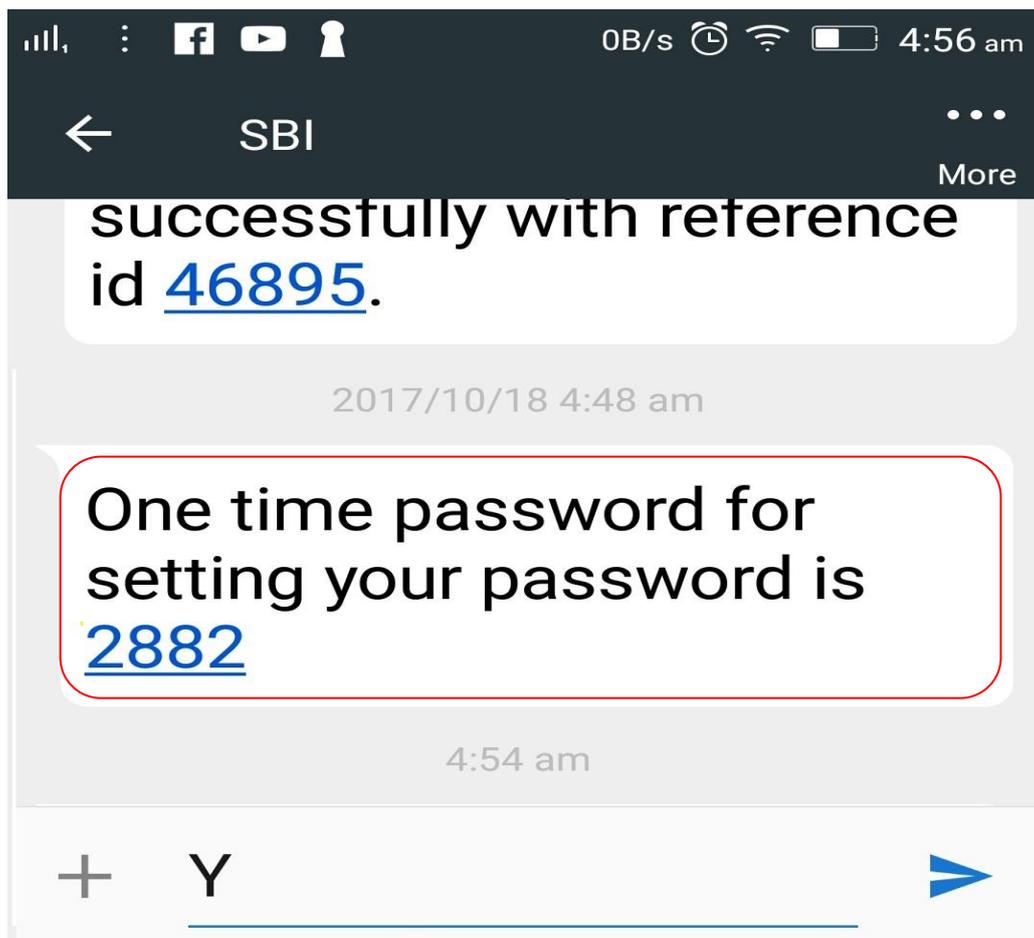
- User ID:** madhusbi
- Verification Code:** 4861 (displayed in a grey box above the input field)

Red arrows point from the "User ID" and "Verification Code" fields to callout boxes:

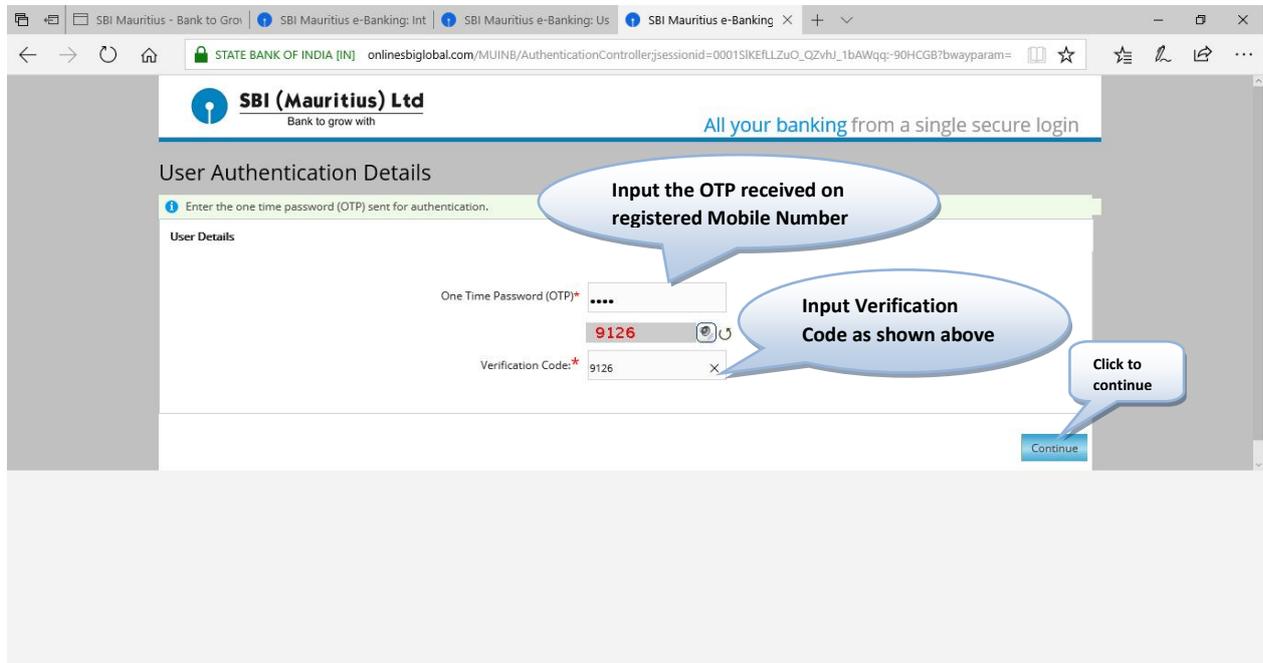
- Callout 1: "Input your Userid."
- Callout 2: "Input the Verification code as shown above."

A "Continue" button is located at the bottom right of the form, with a speech bubble pointing to it that says "Click to continue". The footer contains links for "Privacy Policy", "Terms & Conditions", and "Disclaimer".

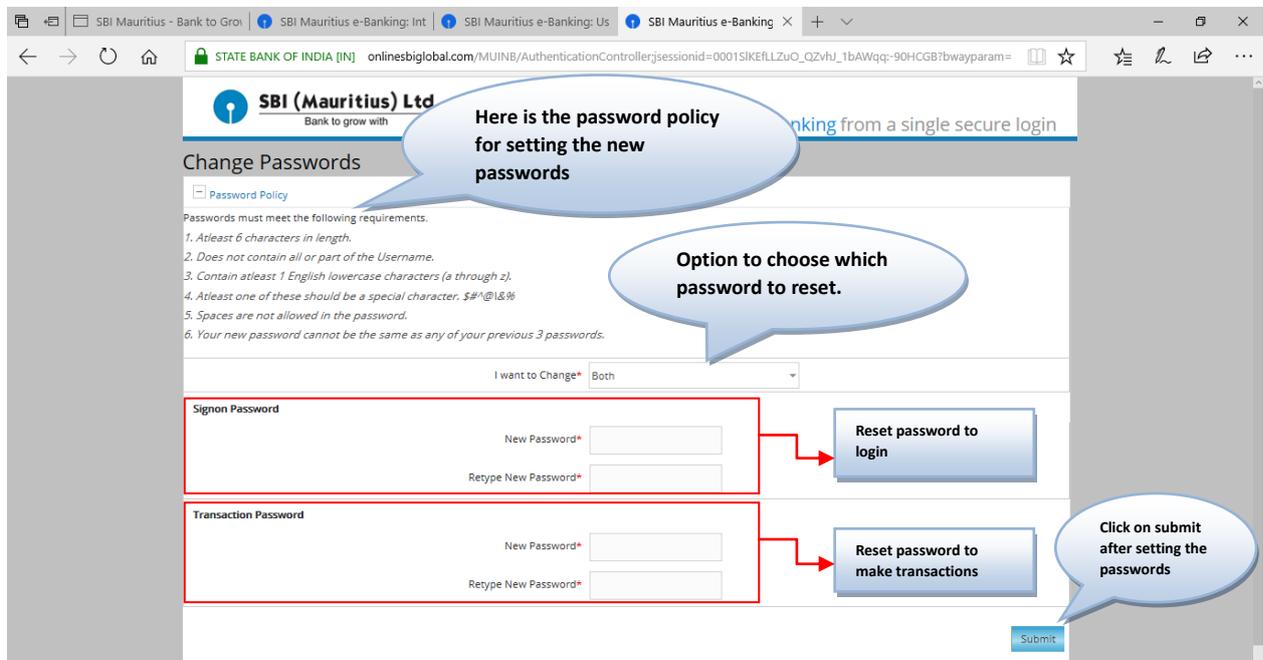
Step 6: The user will now receive a 'One Time Pass Code or Password' (OTP) Message on Registered Mobile number as below



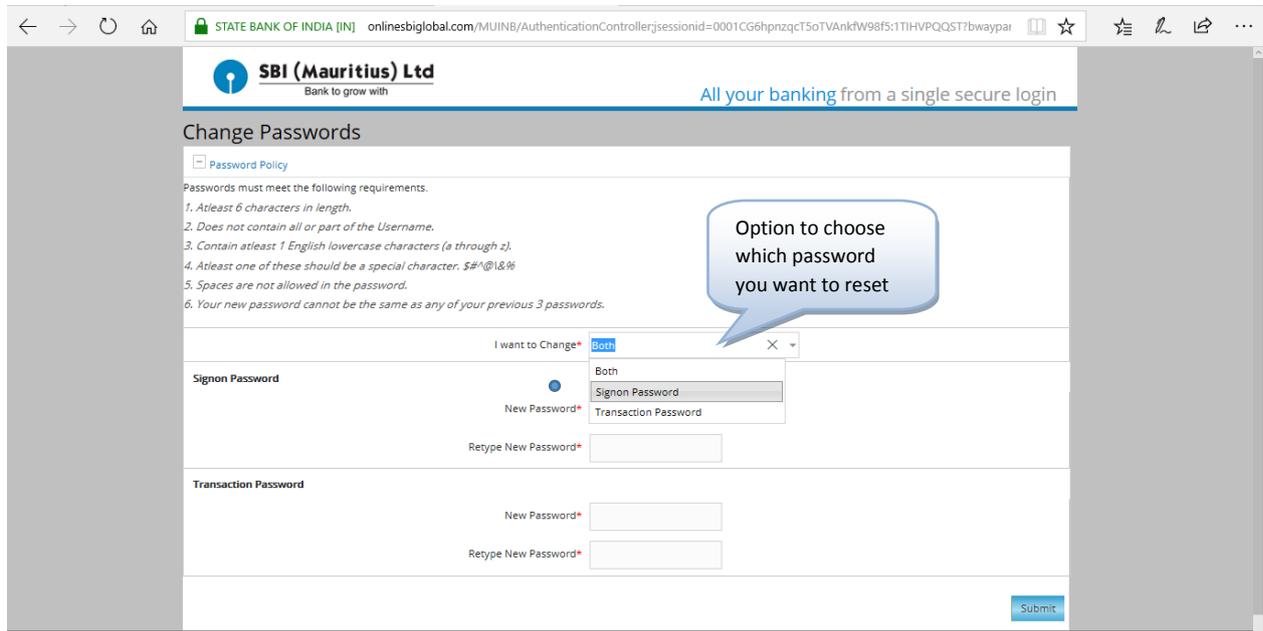
Step 7: In this screen, the user can input the 'One Time Pass Code (OTP)' received on Registered Mobile number, followed by retyping the verification code generated and displayed on the screen.



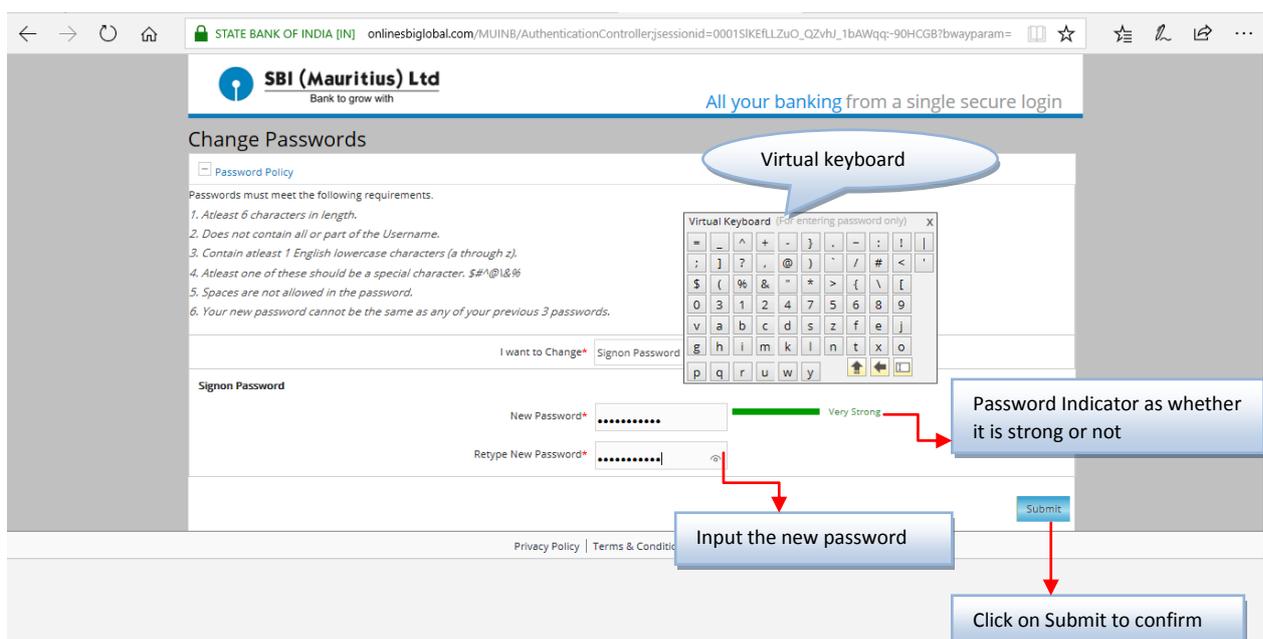
Step 8: The user will be taken to this screen, which has password policy related information. It also gives the user option of Changing both 'Sign on Password' and 'Transaction Password' or selecting any one of them.



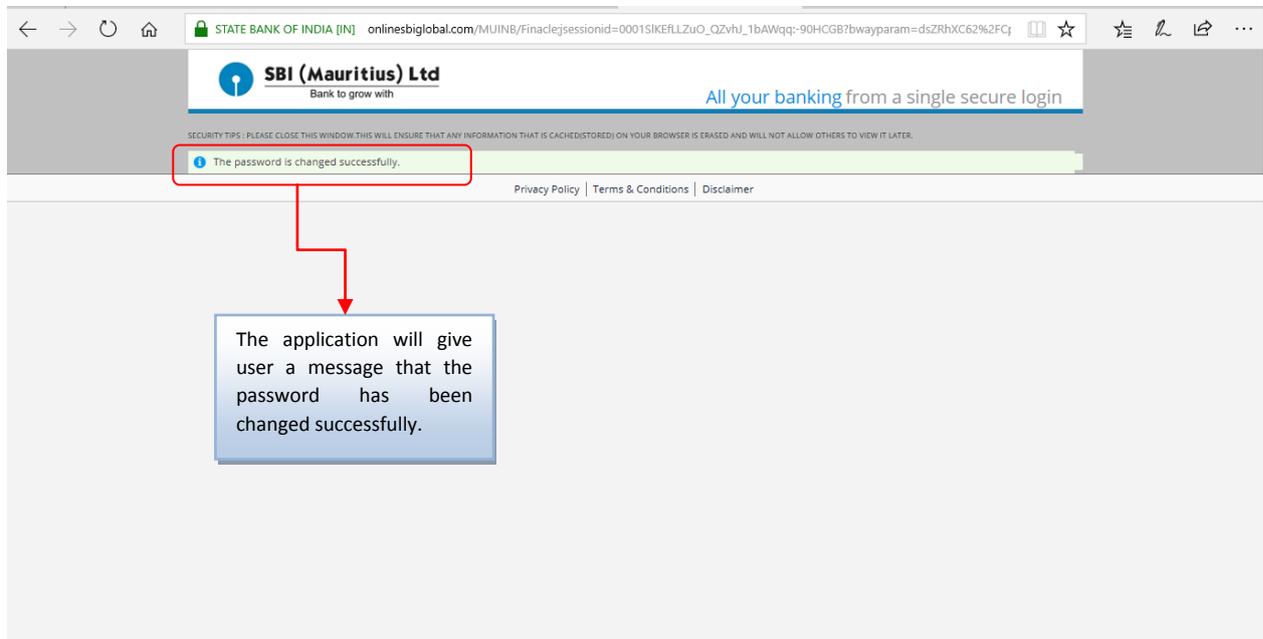
Step 9: In case the customer wants to change the 'Sign on Password' only, then the user can select the same menu on the drop down menu as below.



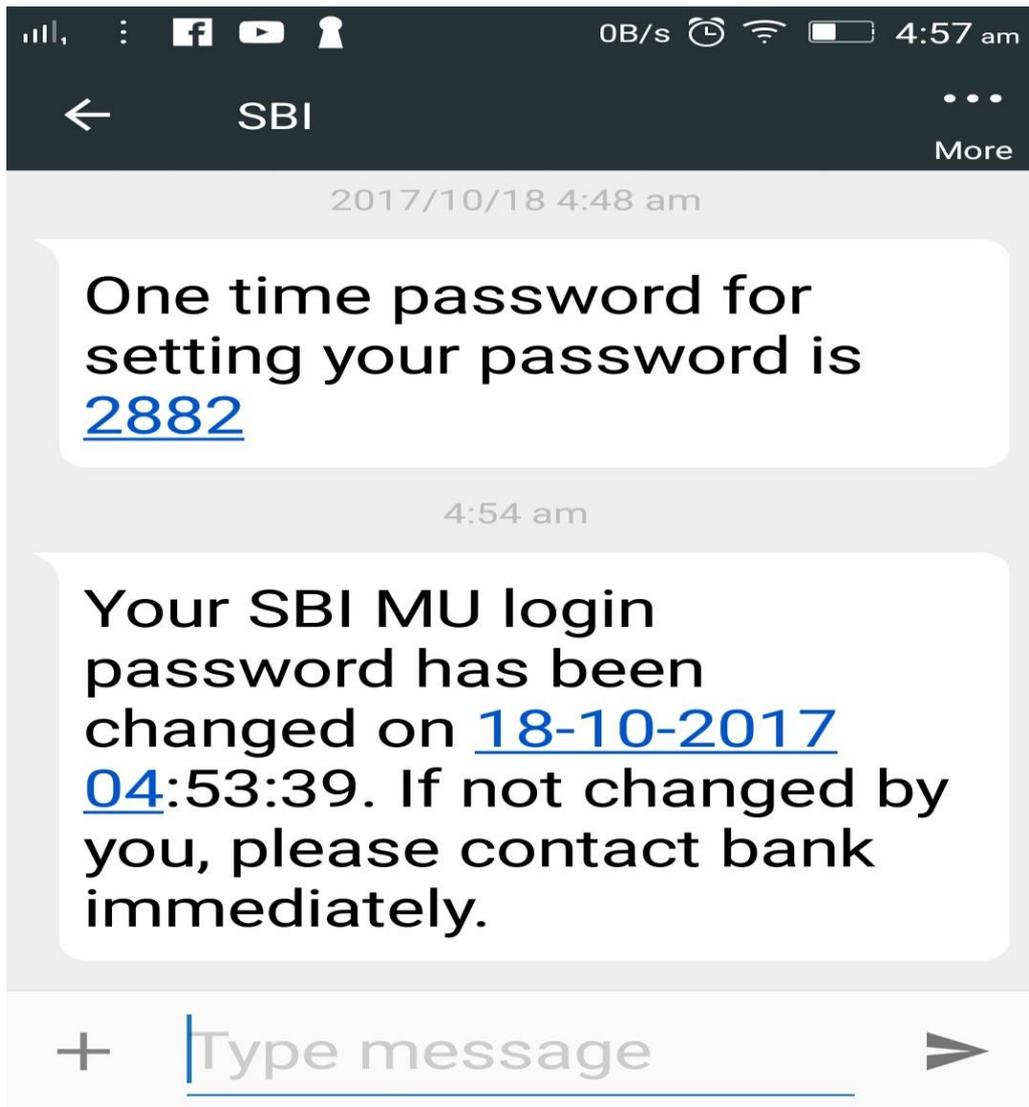
Step 10: In this screen, the customer will be inputting new 'Sign on' Password twice against "New Password' Menu and 'Retype Sign on Password' Menu. Please follow the password rules as given in the page and let it be as strong and rememberable by users (but not guessable by others) as possible.



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

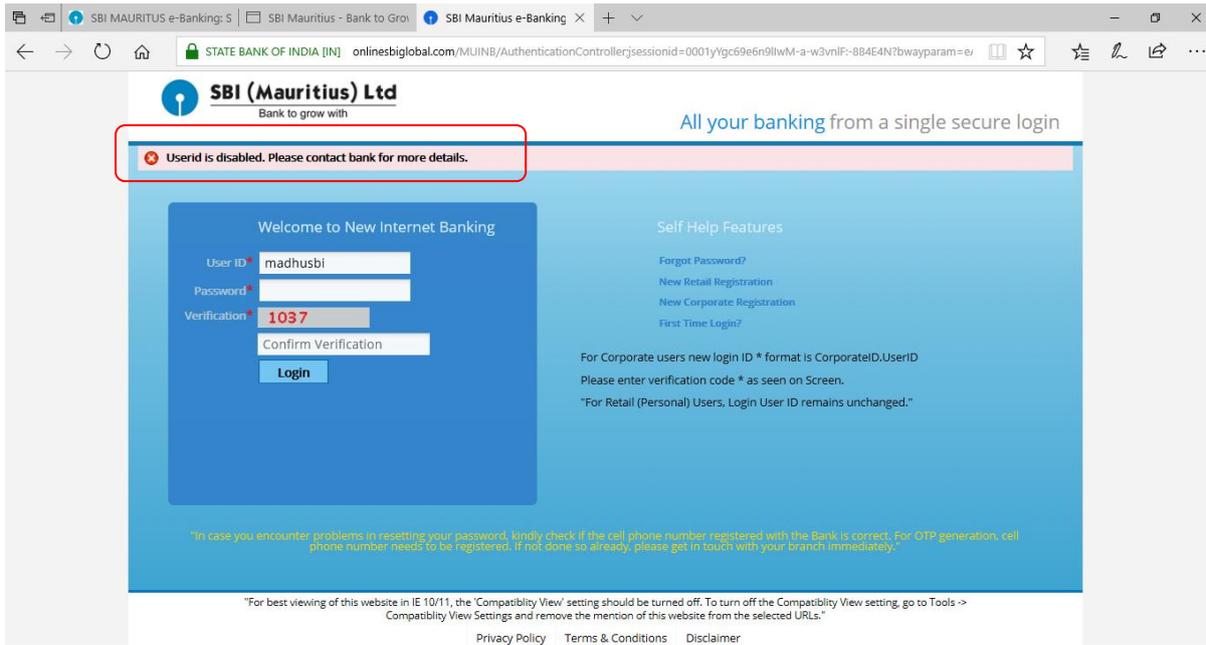


Step 12: The user will also receive a SMS Message on the Registered Mobile Number as below to doubly confirm that the password has been changed successfully. In case the user has not changed the Password, then immediately alert your Branch or send a mail to [customercare@sbimauritius.com](mailto:customercare@sbimauritius.com)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

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



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 password for Internet banking of the above mentioned user id for the following reasons:

- New User
- Input of wrong password for more than 3 times
- Not accessed for more than 180 days
- Other (Please specify)

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(Note: Limit for retail user is USD 15,000/- per day)

Yours faithfully,

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(Customer Signature)

**FOR BANK USE ONLY**

**Branch Authorisation**

**The Customer Signature for activating Login/Transaction Password is an important mandate. Customer's signature has been verified with the signature recorded in SVS our CBS System before sending request to Admin for activating INB.**

Checked By: .....

Verified by

Date: ...../...../.....

Date: ...../...../.....