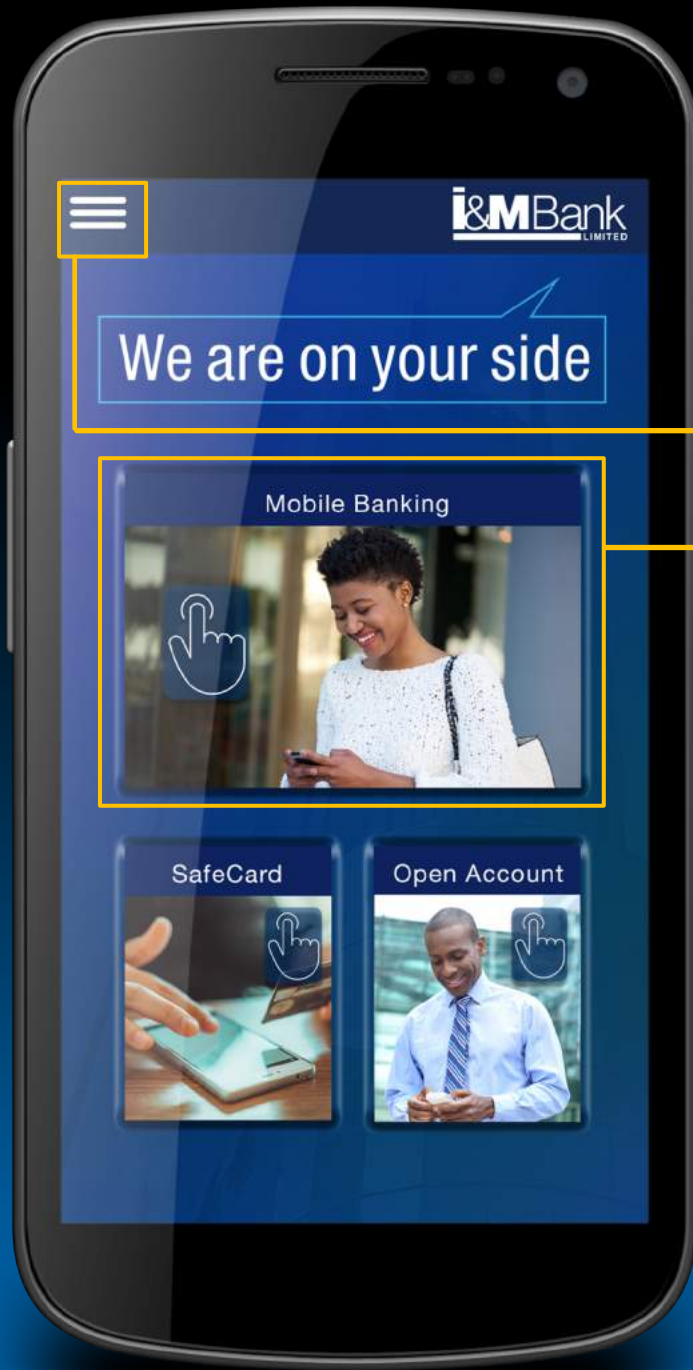


# STEP 1

Once you open the App, you will have below 2 options to sign in.



1. Click on the burger menu and click on sign In
2. Click on the image for mobile banking

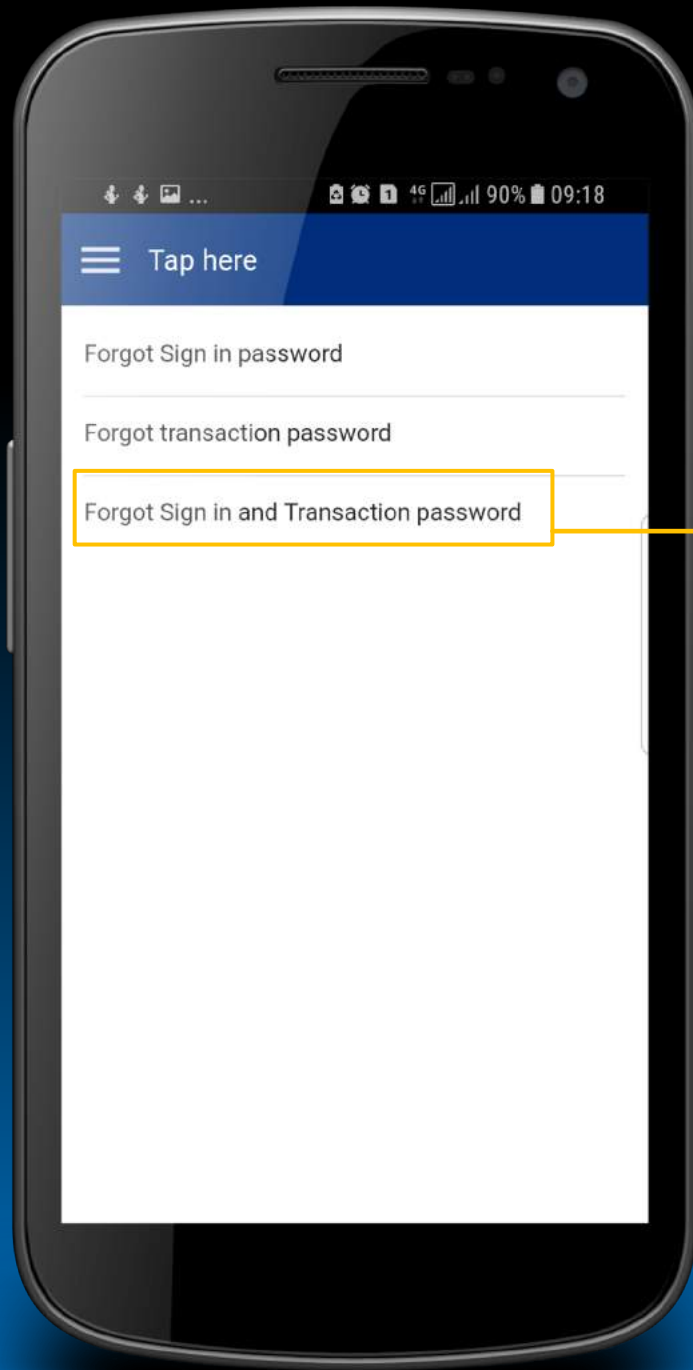
## STEP 2



This landing page would be displayed. Click on Forgot Password

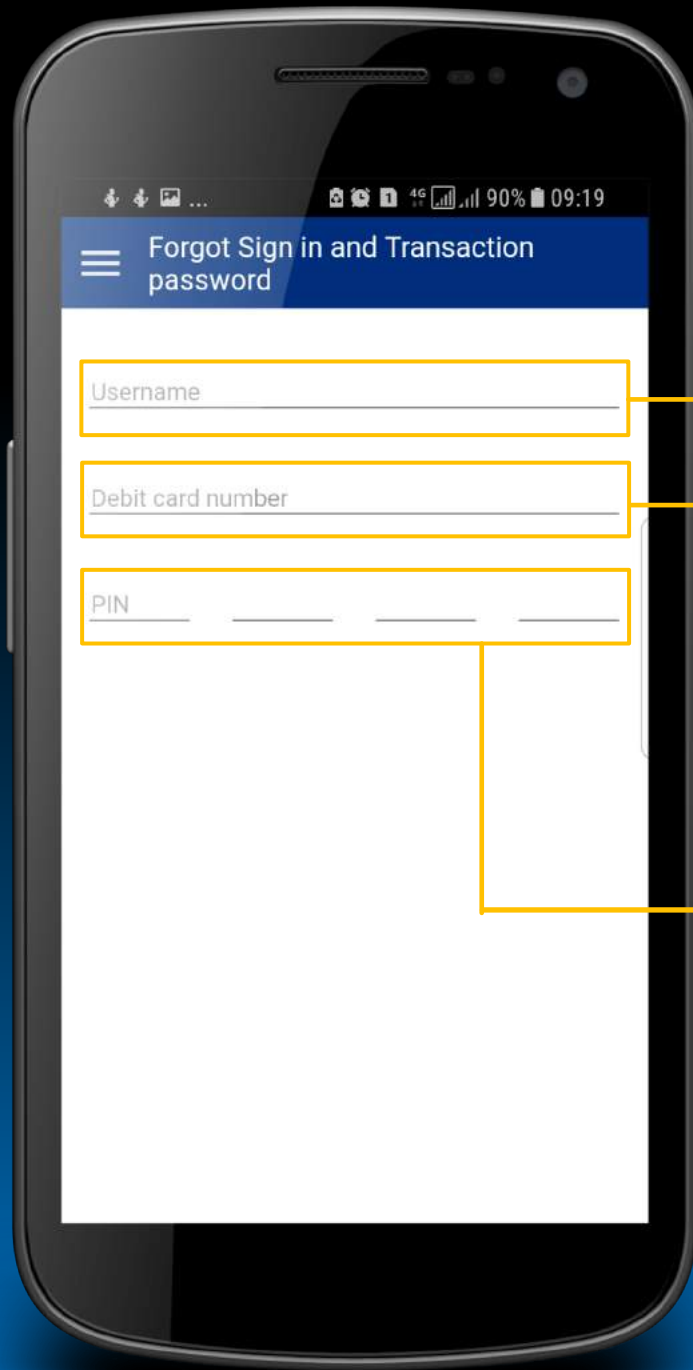
## STEP 3

Upon clicking Forgot Password Link, the screen below will be displayed. This will allow you to set either Sign in password or/and Transaction password separately or set both at the same time ( Sign in and transaction password). Click on the third option “Forgot Sign in and Transaction password”.



## STEP 4

The page for authentication would be displayed where you need to input username, debit card number, Pin and click “Confirm”.



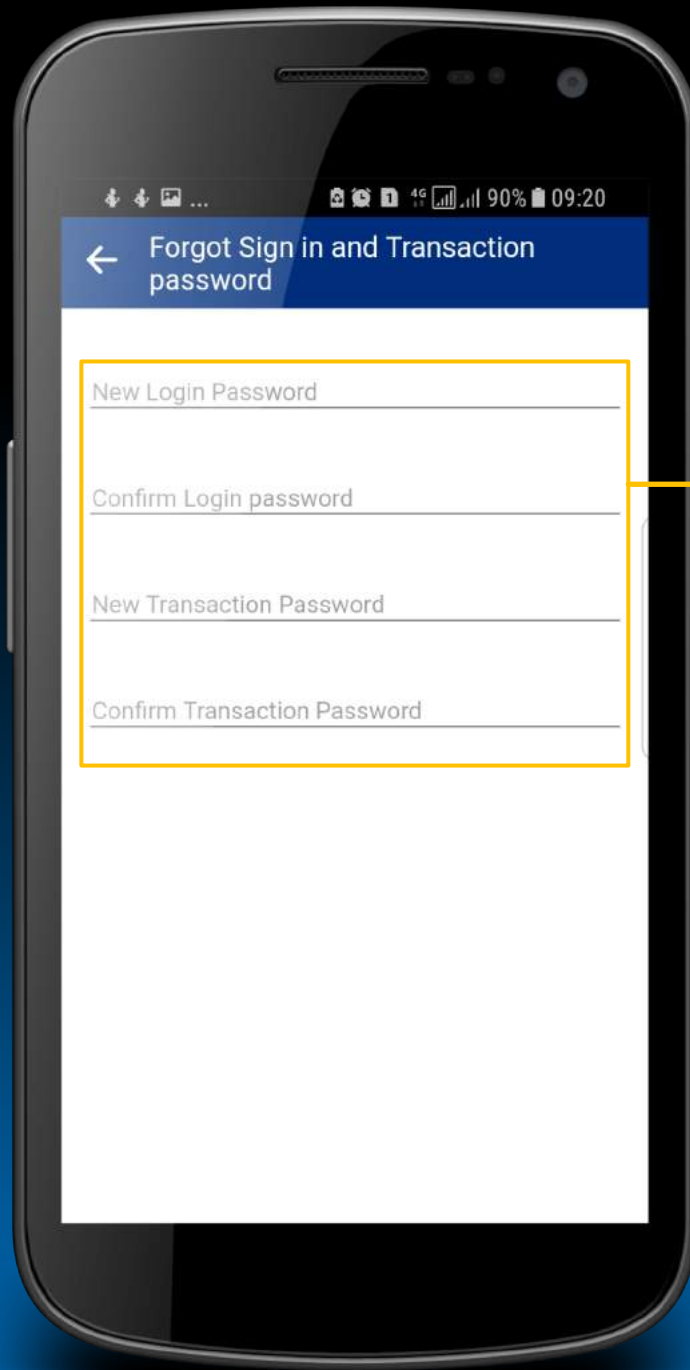
**Username:** Enter seven digits of your account number that come after the first three digits. For instance, if your account number is 00100012341201 then the username will be 0001234. You can personalise your username after login.

**Debit card number:** Enter the full sixteen digit debit card number.

**PIN:** Enter the debit card pin

## STEP 5

Once you have been authenticated on the below screen setup your Login and Transaction Passwords and click on “Continue”.



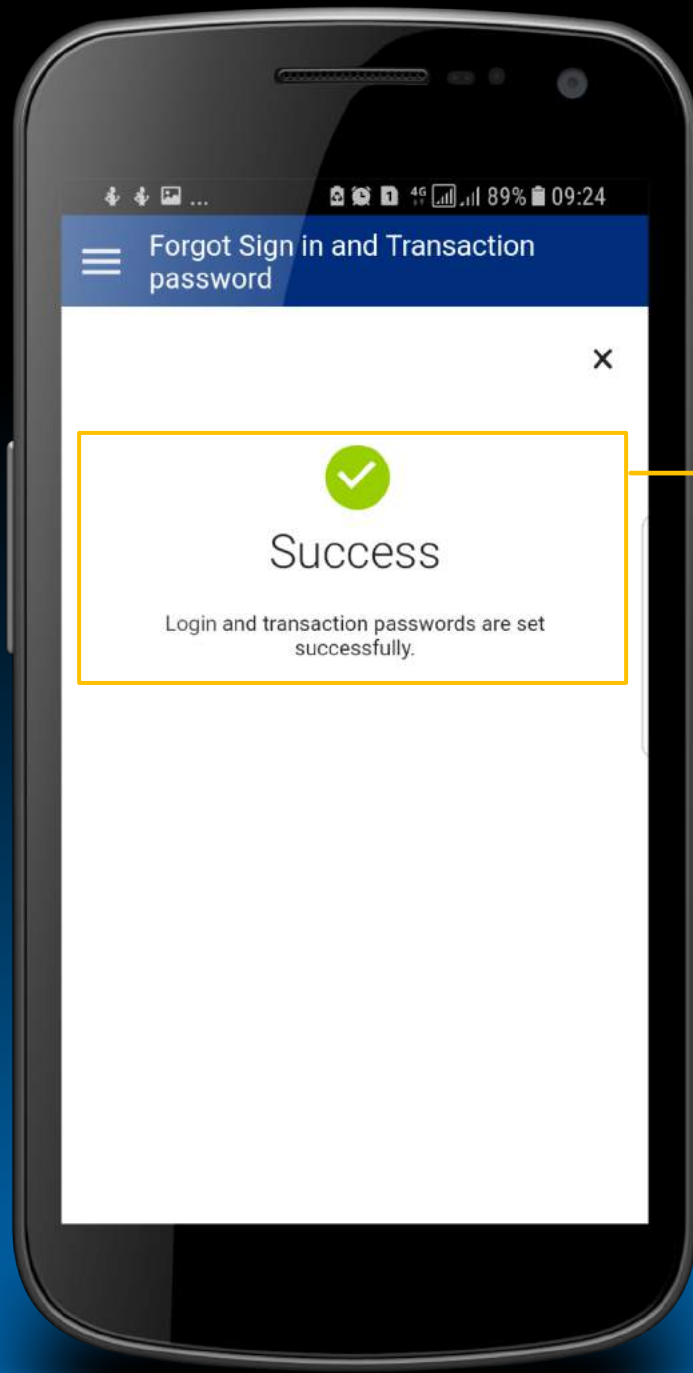
The image shows a smartphone screen with a blue header bar containing a back arrow and the text "Forgot Sign in and Transaction password". Below the header, there are four text input fields arranged vertically, each with a label above it: "New Login Password", "Confirm Login password", "New Transaction Password", and "Confirm Transaction Password". A yellow rectangular box highlights these four fields. A yellow arrow points from the right side of the "Confirm Login password" field towards the text requirements on the right.

Password must meet the following requirements:

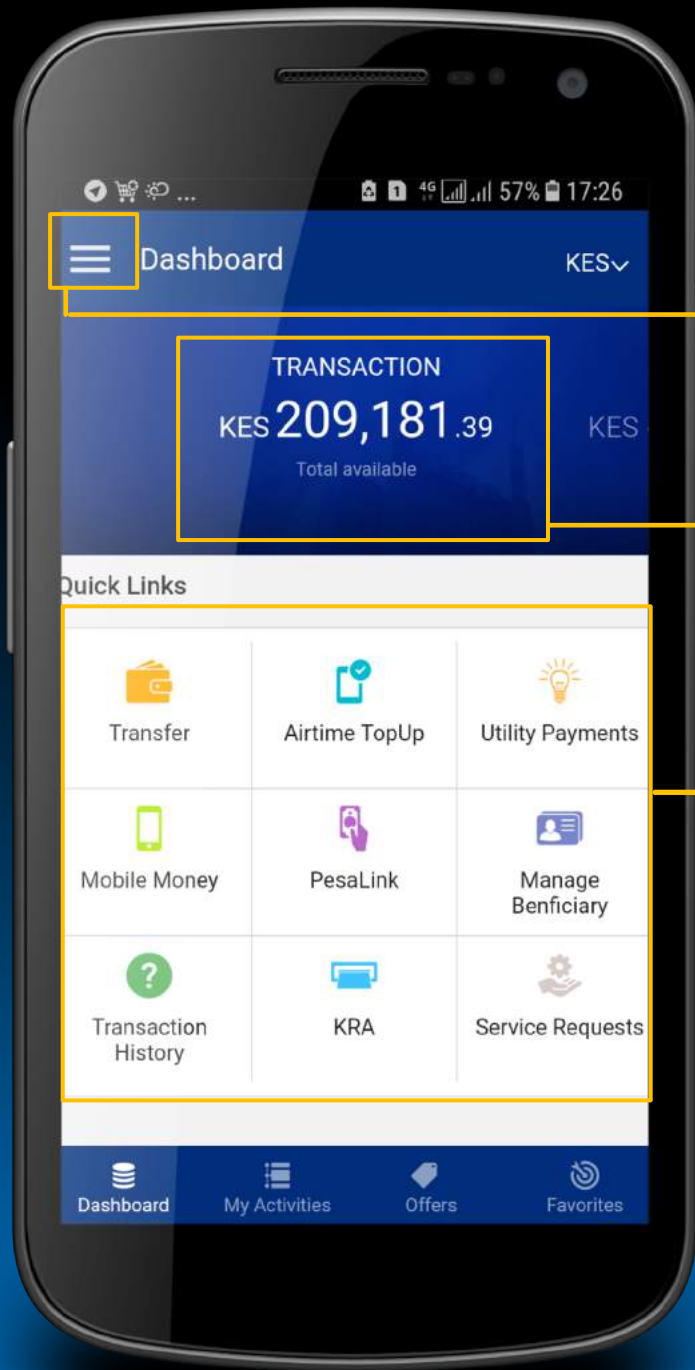
1. Minimum of 8 characters and maximum of 28 characters.
2. Contain at least one upper case letter (A to Z), one lower case letter (a to z), and one number (0 to 9).
3. Should not contain all or part of User ID.
4. Should not contain any space.
5. New password should be different from previous three passwords.
6. Login Password should be different from Transaction Password.

## STEP 6

Once the user has set passwords correctly a success message would be displayed. Close the page and proceed to login using the new credentials.



# STEP 7



After logging in you will have below three navigation options available to you

The burger menu, from here you can access all the functionalities

Slide/swipe and Tap on the landing page

Quick links for easy transactions