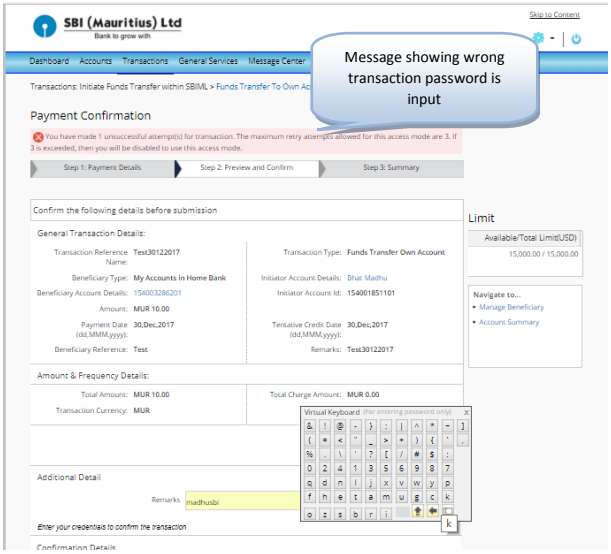
Step by Step Procedure for Resetting 'Transaction Password' by the User. when the user has been disabled after 3 unsuccessful attempts.

The following module helps the Customers in Resetting 'Transaction password' on their own in case they have made 3 unsuccessful attempts in inputting correct 'Transaction Password' and have been disabled for Transaction Rights.

Note: After successfully Resetting the password on their own, the customers will still remain disabled for access. The customer will be enabled, for security reasons, only after a written request is submitted to the Branches for enabling 'Transaction Rights'

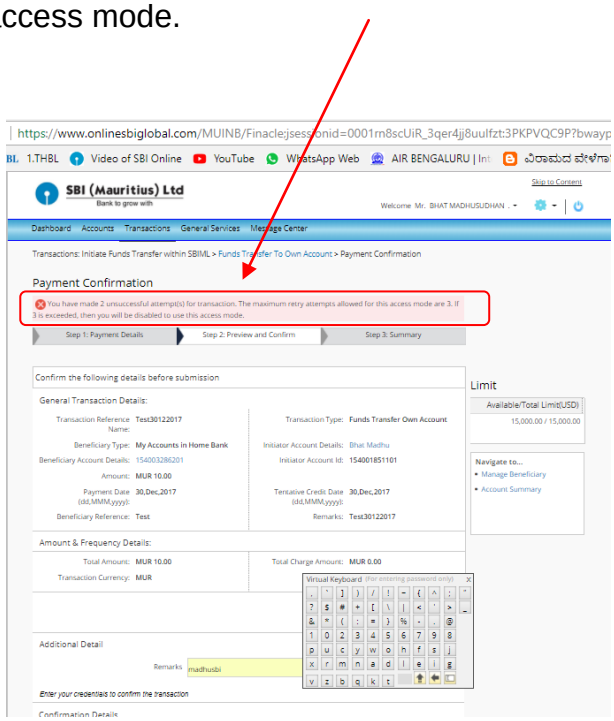
Step 1: When the customer inputs a wrong 'Transaction Password' for the first time, he will be receiving a message as below on the screen.

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



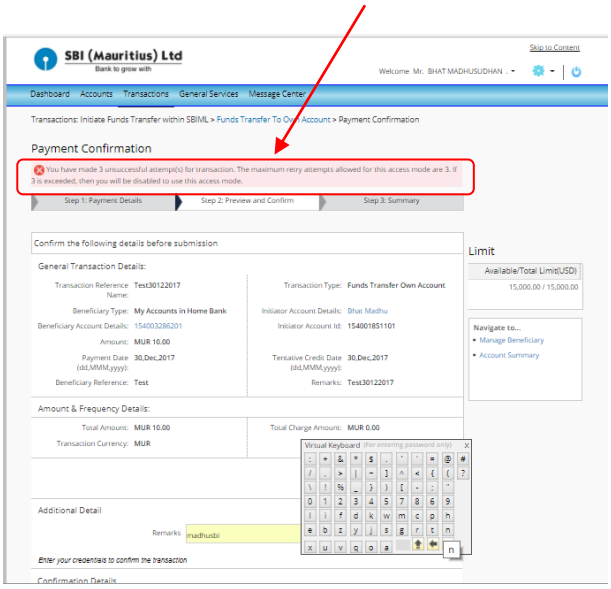
Step 2: When the user inputs a wrong ‘Transaction Password’ for the second time, the user will be receiving a message as below on the screen.

‘You have made 2 unsuccessful attempts for transaction. The maximum retry attempts allowed for this access mode are 3. If 3 are exceeded, then you be disabled to use the access mode.



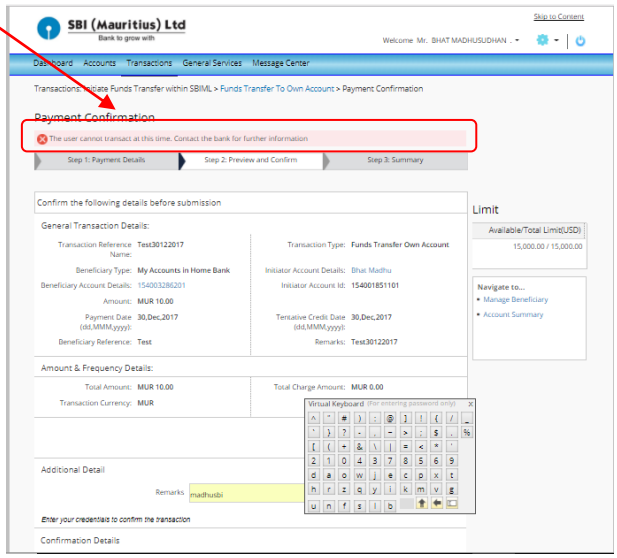
Step 3: When the users input a wrong ‘Transaction Password’ for the third time, the customer will be receiving a message as below on the screen.

‘You have made 3 unsuccessful attempts for transaction. The maximum retry attempts allowed for this access mode are 3. If 3 are exceeded, then you be disabled to use the access mode.’

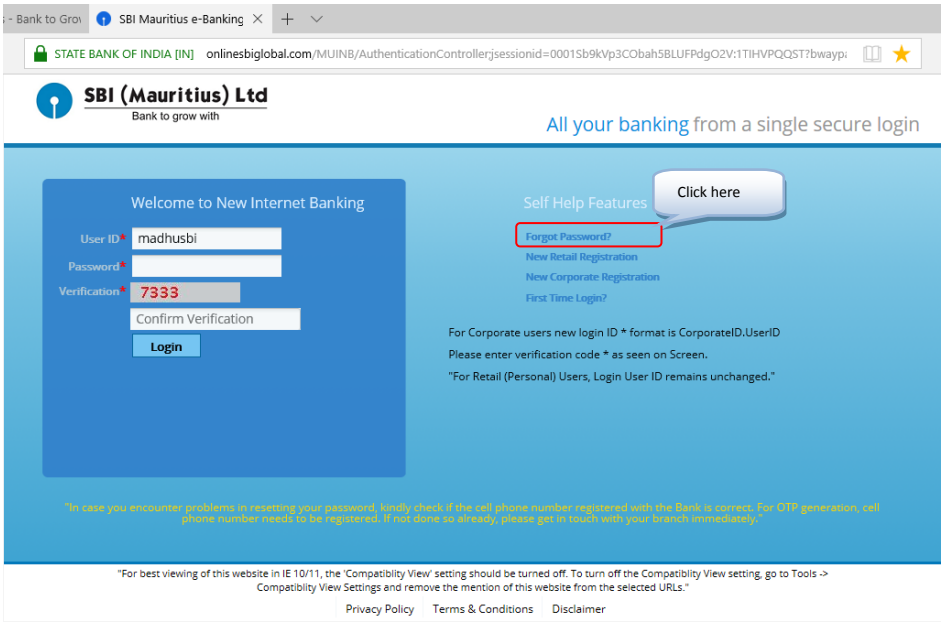


Step 4: In case the user still tries to input the 'Transaction Password' for the 4th time , the results will be as follow:

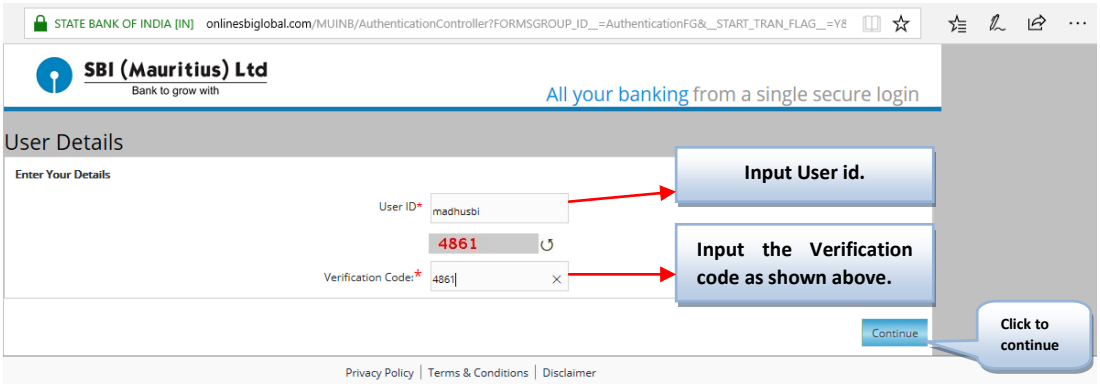
'The user cannot transact at this point of time. Contact the Bank for further information.'



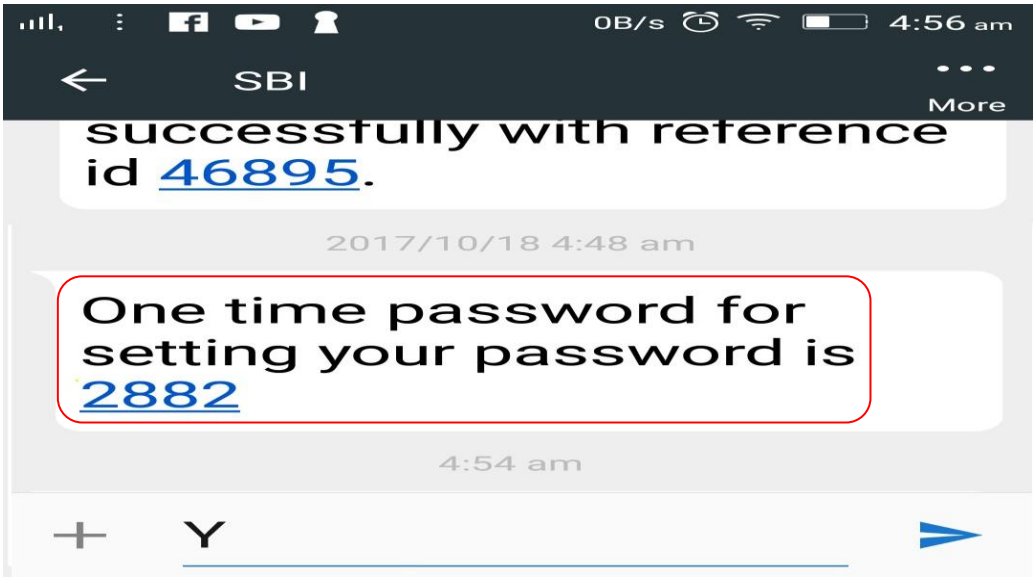
Step 5: Step 4 : The user can now access 'Reset Password' Menu on online banking portal. When the login page is accessed , there are Self-help features on the right hand side of the screen. Click 'Forgot Password' Menu.



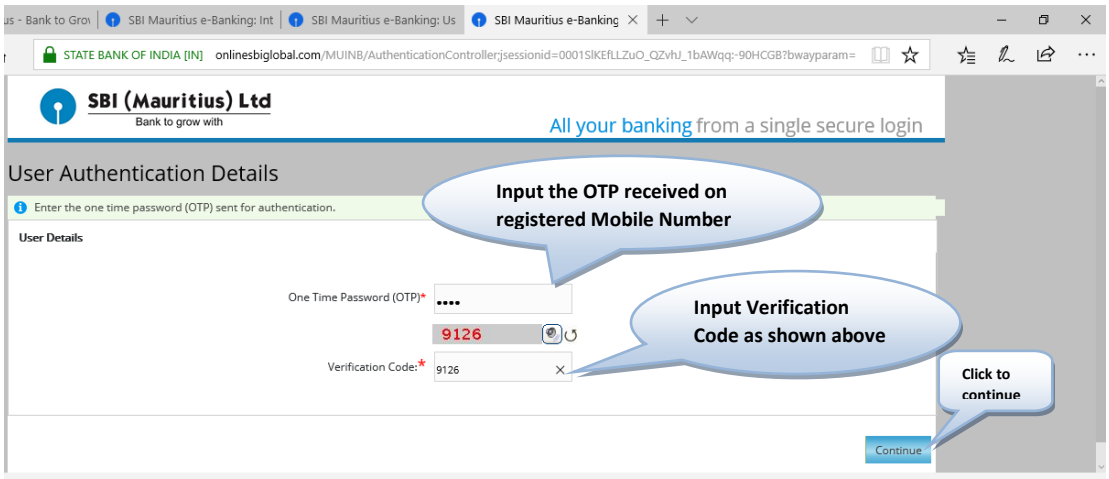
Step 6: This will take the customer to the next screen, where the user will have to input ‘user id’, followed by retyping the verification code generated and displayed on the screen as below.



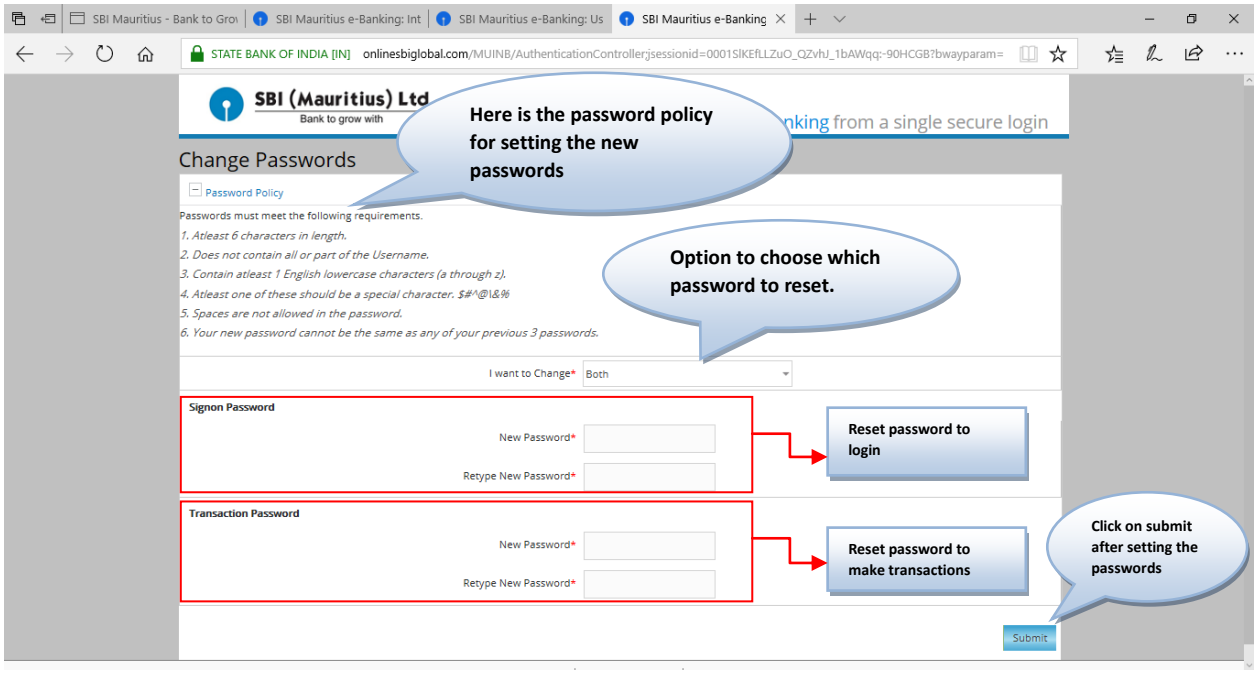
Step 7: The user will now receive a ‘One Time Pass Code or Password ’ (OTP) Message on Registered Mobile number as below



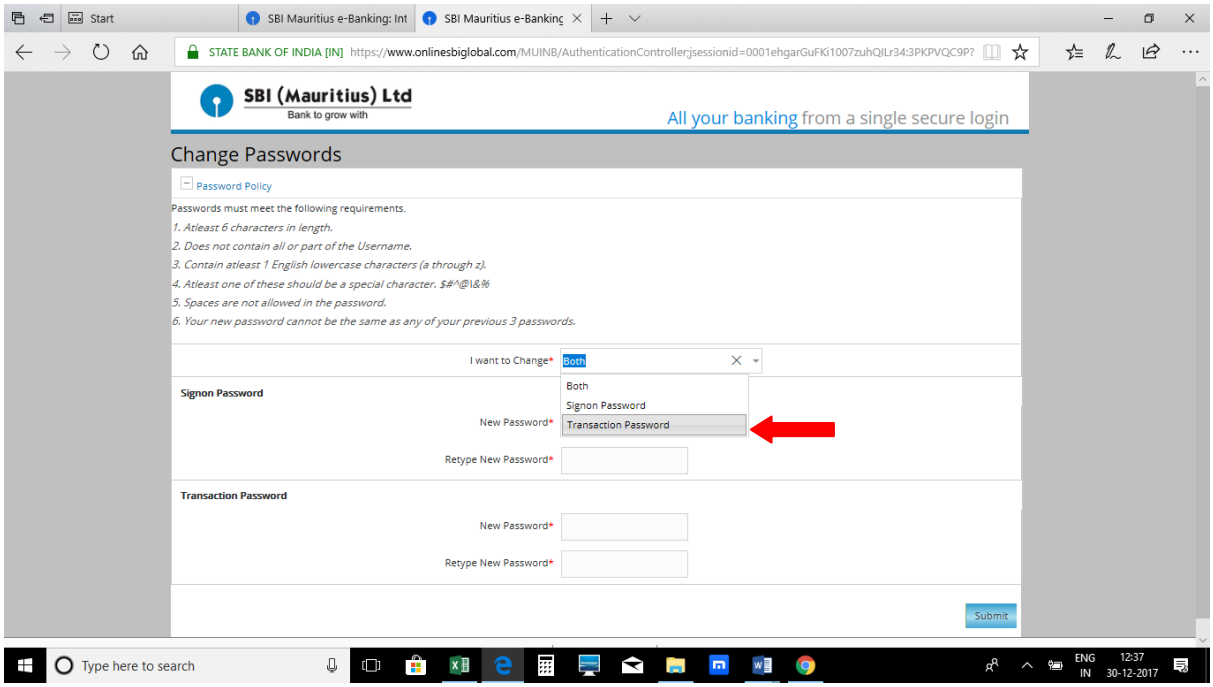
Step 8: In this screen, the user can input the One Time Pass Code (OTP) received on Registered Mobile number, followed by retyping the verification code generated and displayed on the screen.



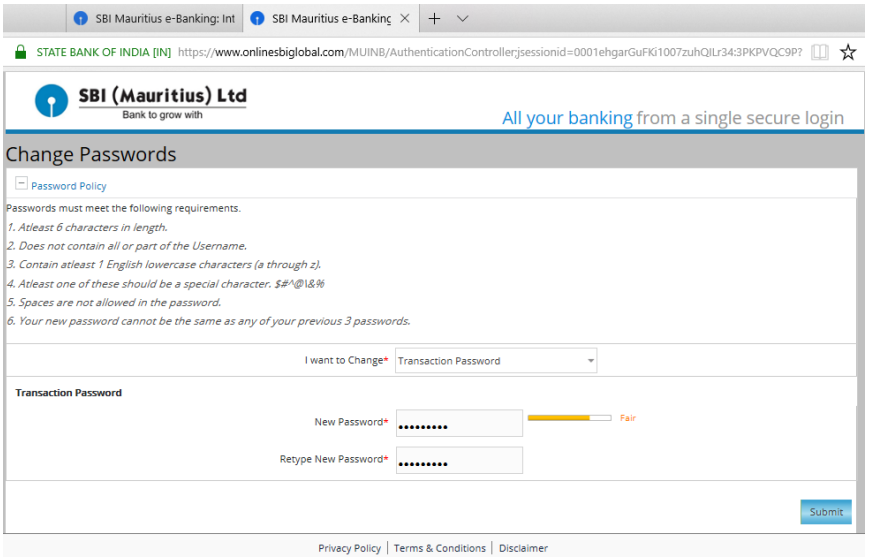
Step 9: The user will be taken to this screen, which has password policy related information. It also gives the user the option of Changing both 'Sign on Password' and 'Transaction Password' or selecting any one of them.



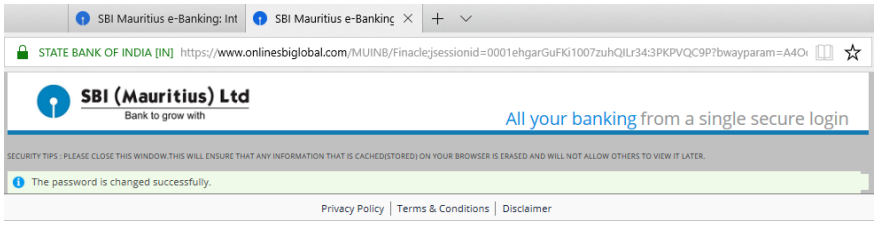
Step 10: Since the user requires to change ‘Transaction Password’ only, the user can choose the Transaction Password Menu.



Step 11: The customer can type new 'Transaction Password' and retype 'Transaction Password' here and submit it by typing the 'Submit' Button at the bottom.

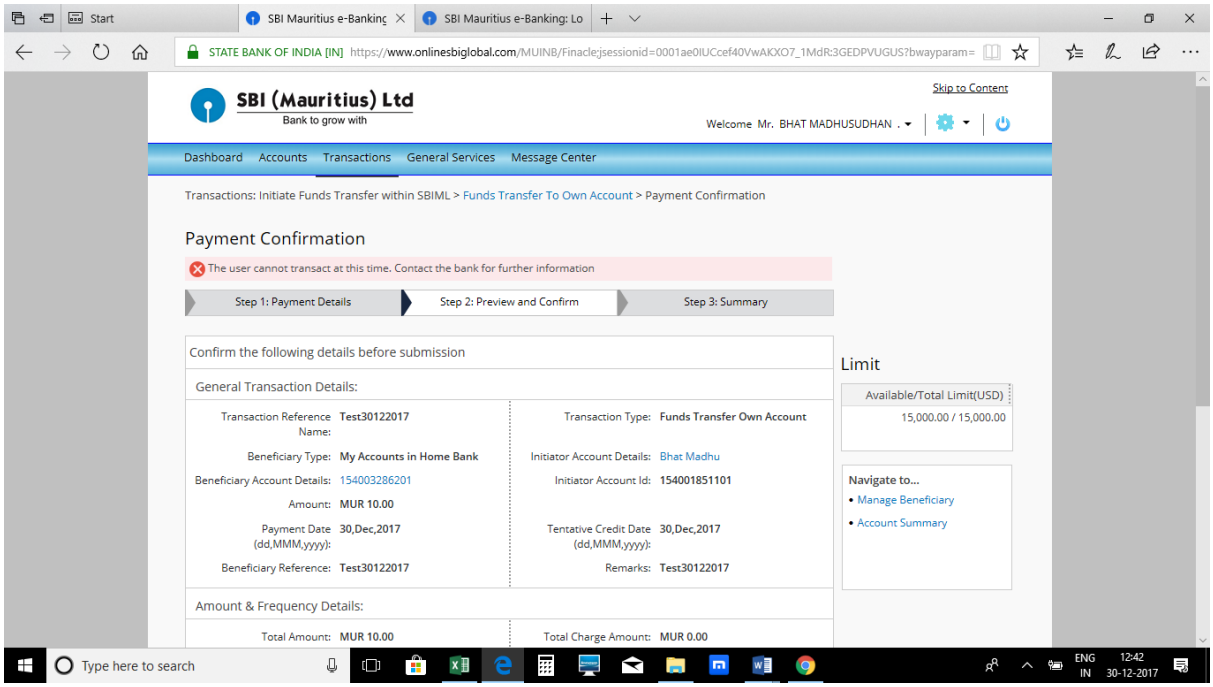


Step 12: The user will get a message that ‘The Transaction Password’ has been changed successfully.



Step 13: Though the ‘Transaction Password’ is set successfully, the user cannot perform another transaction and will get a message as below if an attempt is made to authenticate a transaction through ‘Transaction Password’.

‘The user cannot transact at this time. Contact the Bank for further information’



Step 14: The customer is advised to visit the Branch and submit an application in the standard format to enabling him for ‘Transaction Rights’.

SBI (Mauritius) Ltd
Bank to grow with

INTERNET BANKING USER TRANSACTION RIGHTS ACTIVATION FORM

USERID:_____
_____Branch

Account Number: _____
Date:_____

Customer
Name:_____

Customer's Mobile
Number:_____

Kindly activate my Transaction Rights, which has been has been disabled for the following reasons:

- Input of wrong password for more than 3 times

Yours faithfully,

……

(Customer Signature)

----------**FOR BANK USE ONLY** **Branch Authorisation**

Authorised by: ……

Signature: .....

Date: ……../……../……..