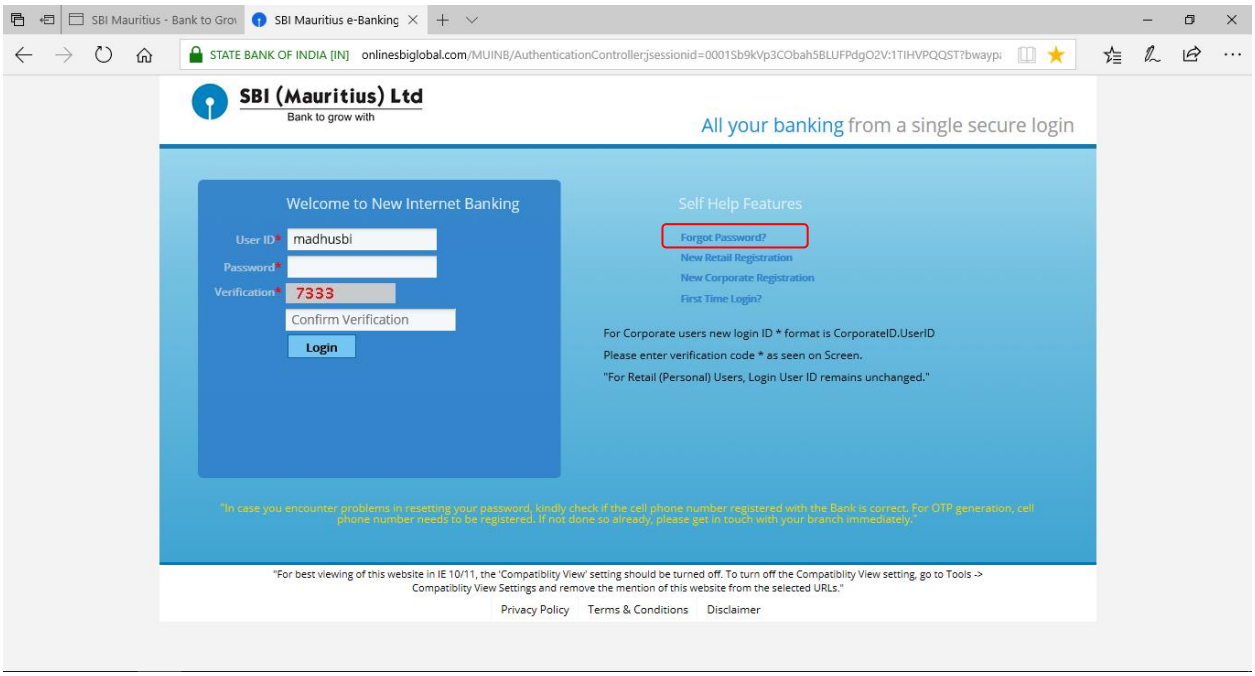
SBI (Mauritius) Ltd
Bank to grow with

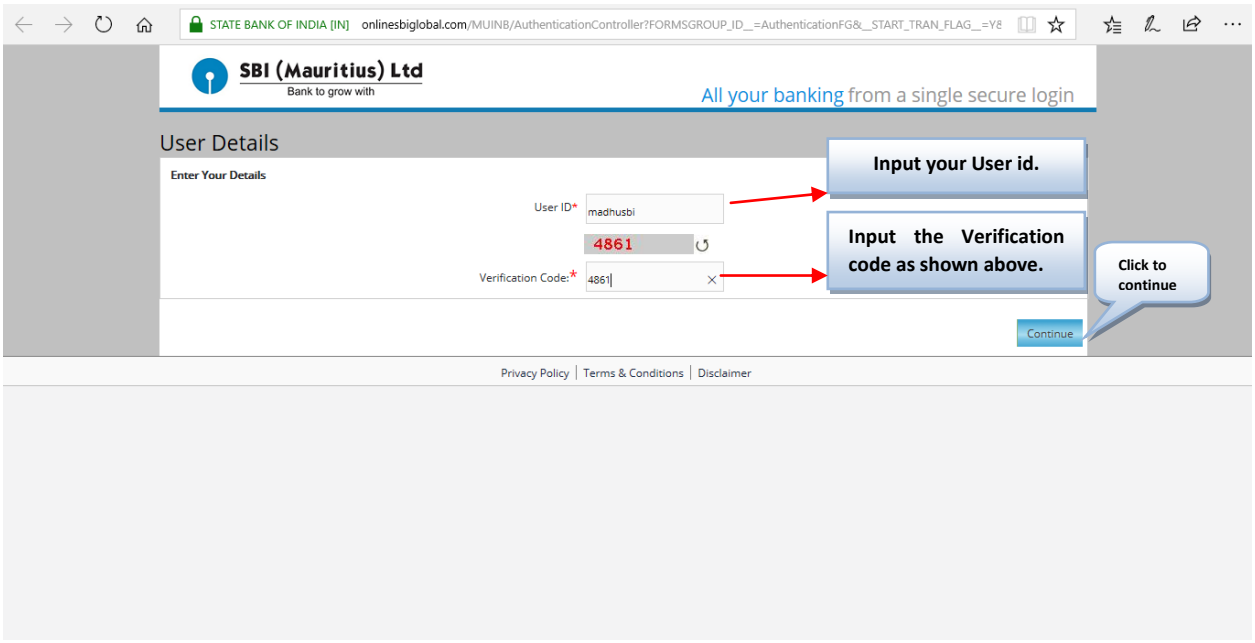
Step by Step Procedure for Creating New Password when the user has forgotten 'Sign on Password' or 'Transaction Password' or 'Both' of them.

This document helps the customer or user with a Step-by-Step procedure to reset 'Signon Password' or 'Transaction Password', when the user has forgotten both, or anyone of them.

Step 1: In the login page or landing page, there will be Self-help features on the right hand side of the screen. Click 'Forgot Password' Menu.

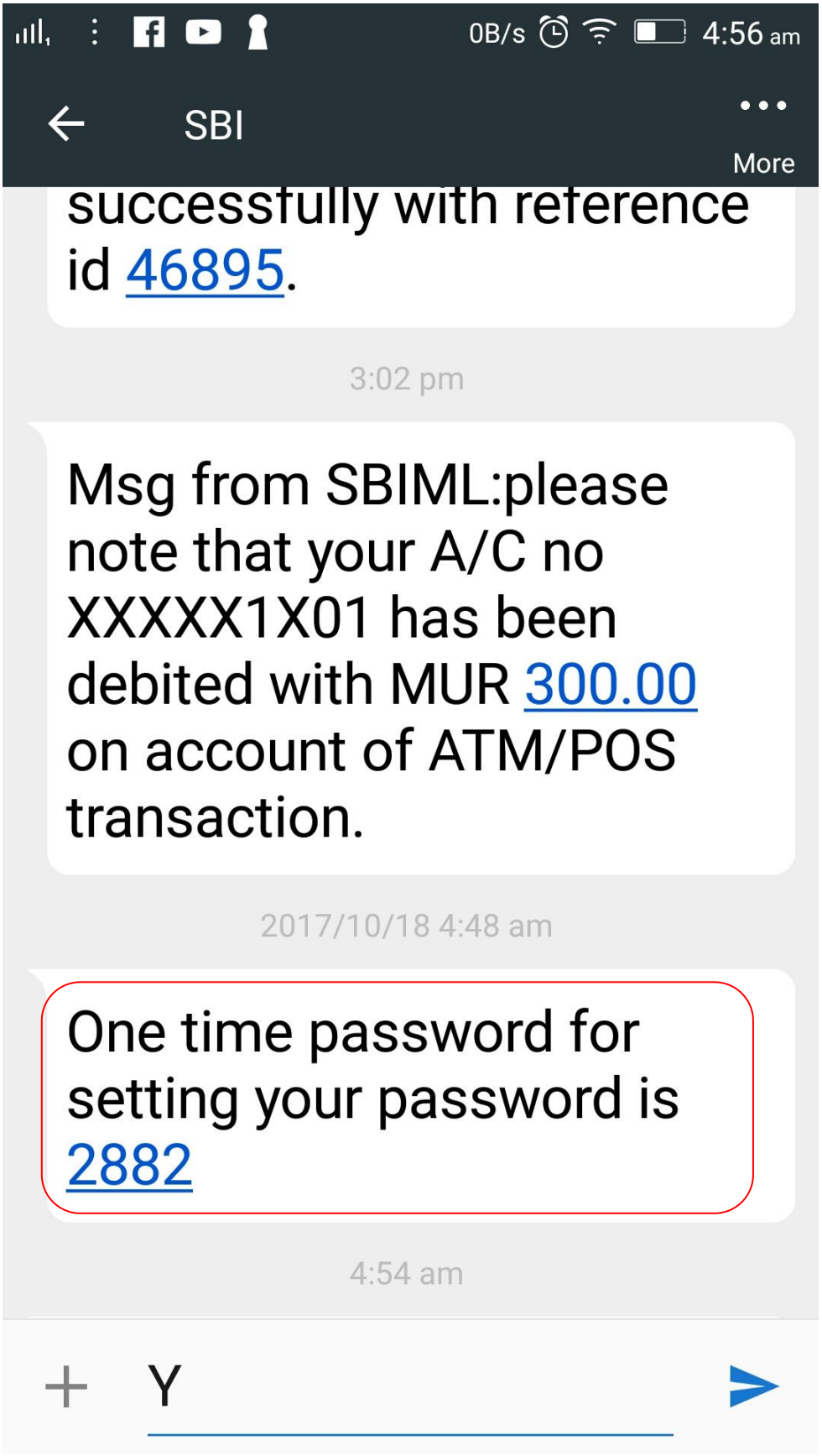


Step 2: This will take the user to the next screen, where the user will have to input 'user id', followed by re-typing the verification code generated and displayed on the screen as below.

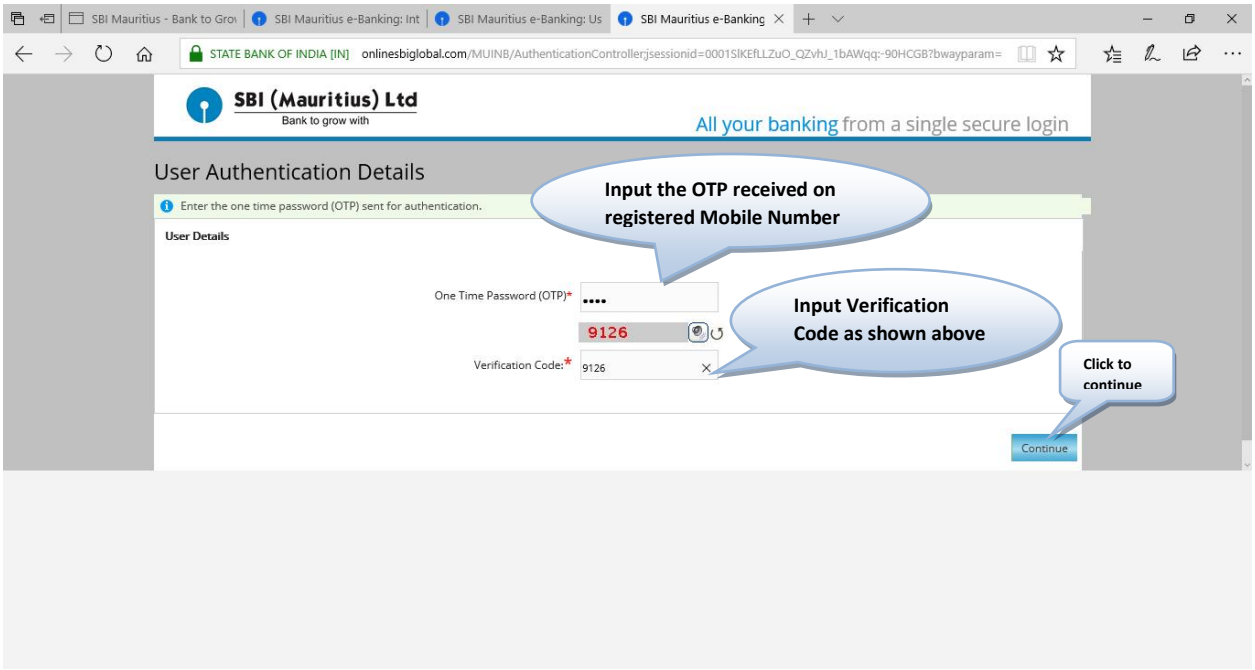


‘

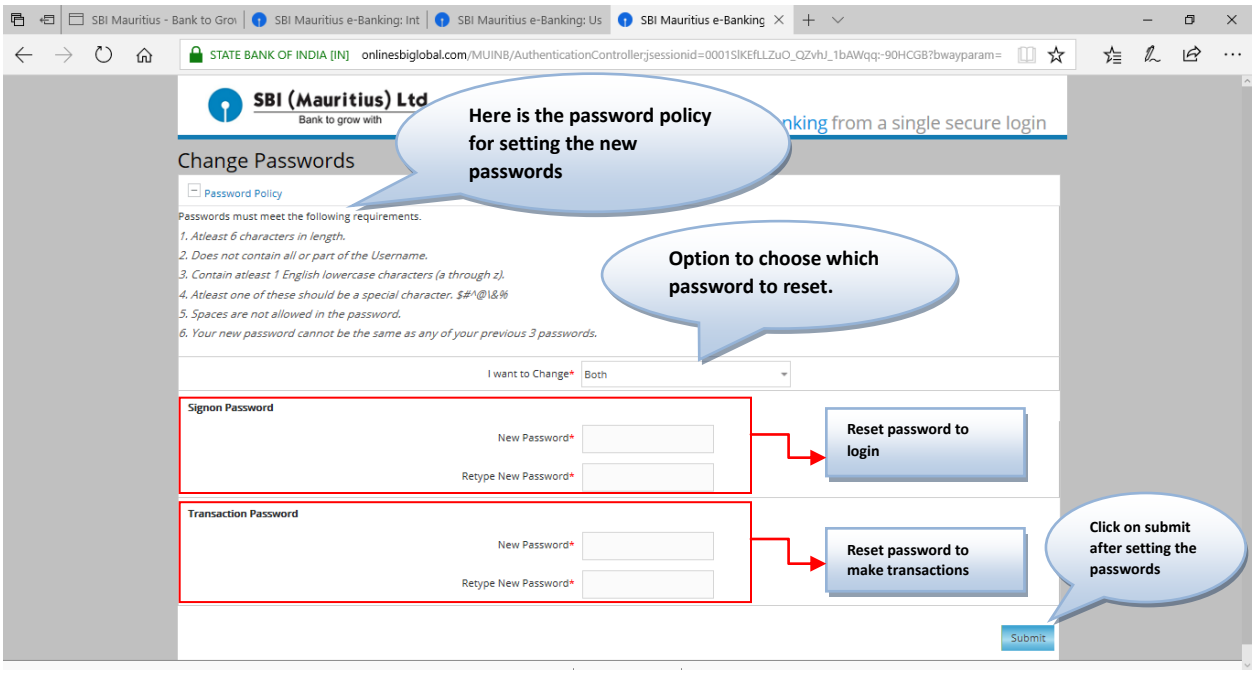
Step 3: The customer will now receive a ‘One Time Password’ Message on the Registered Mobile number as below


0B/s 4:56 am
SBI
More
successfully with reference id 46895.
3:02 pm
Msg from SBIML:please note that your A/C no XXXXX1X01 has been debited with MUR 300.00 on account of ATM/POS transaction.
2017/10/18 4:48 am
One time password for setting your password is 2882
4:54 am
Y

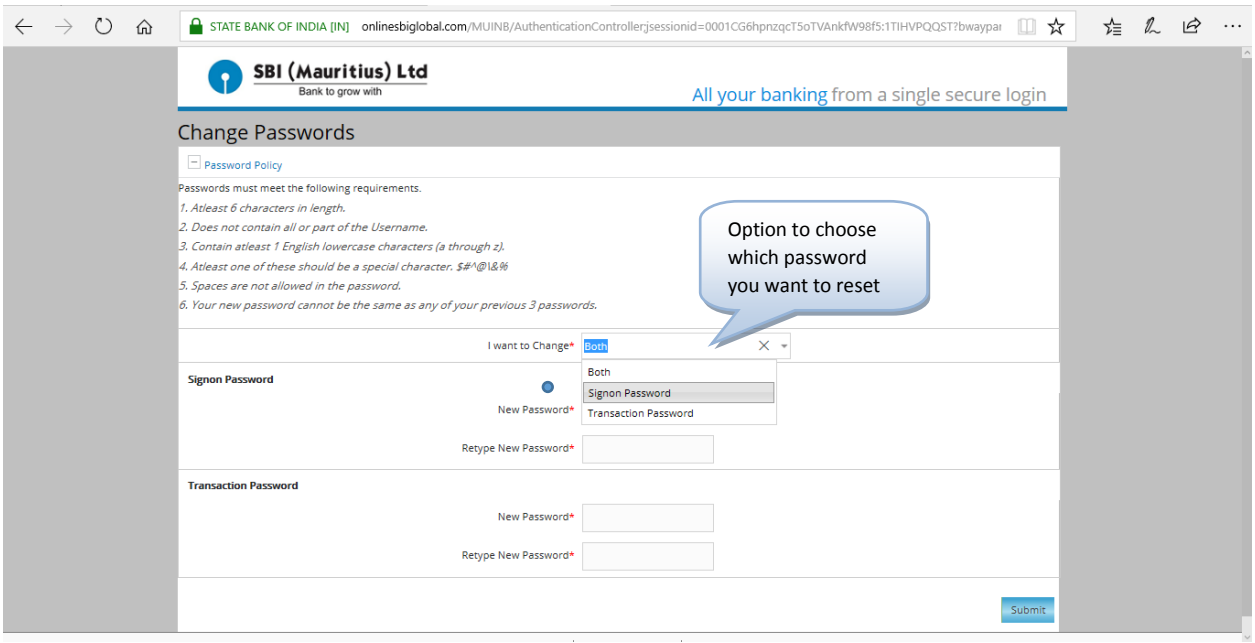
Step 4: In this screen, the customer can input the One Time Password (OTP) received on the Registered Mobile number, followed by retyping the verification code generated and displayed on the screen.



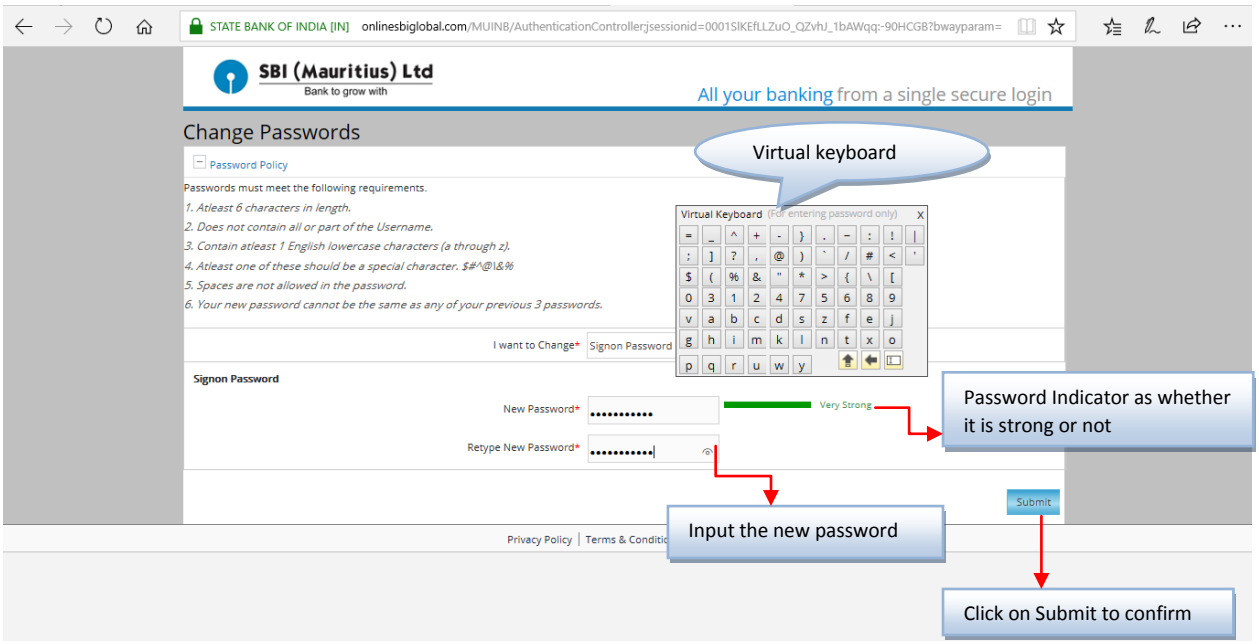
Step 5: The customer will be now taken to this screen, which has password policy related information. It also gives the option of Changing both 'Sign on Password' and 'Transaction Password' or selecting any one of them.



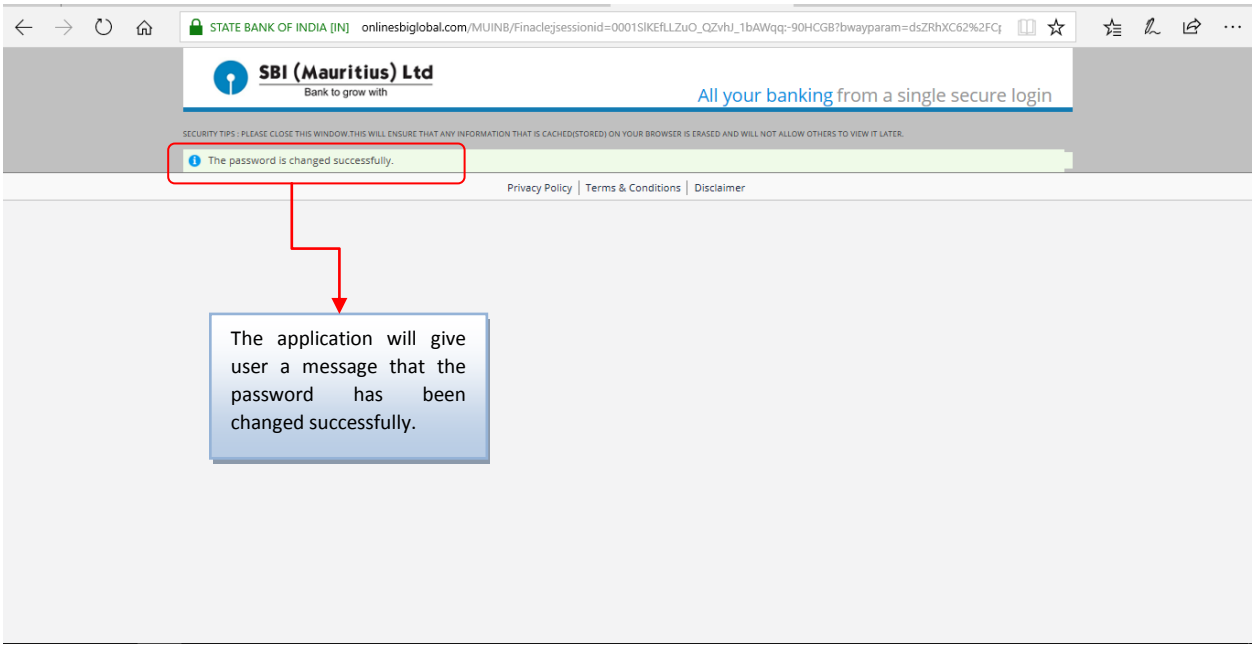
Step 6: In case the Customer wants to change the ‘Sign on Password’ only, then the user can select the same menu on the drop down menu as below.



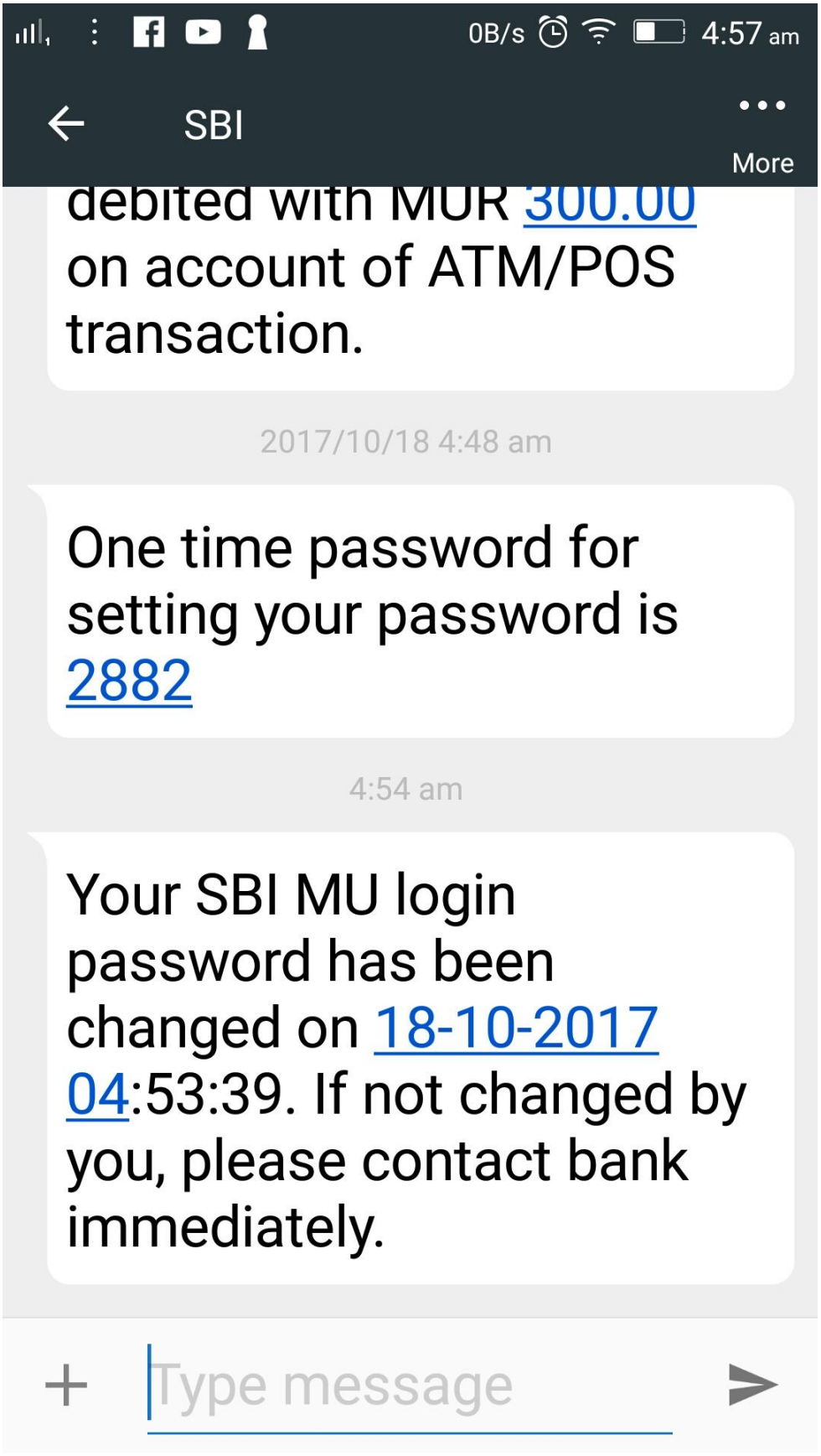
Step 7: In this screen, the user will be inputting the new 'Sign on Password' twice against "New Password' Menu and 'Retype Sign on Password' Menu. Please follow the password rules as given in the page and let it be as strong and rememberable by user (but not guessable by others) as far as possible.



Step 8: The customer will receive a message advising that the Password is changed successfully as below



Step 9: The customer 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 customer has not changed the Password, then the customer is advised immediately to alert the Branch or send a mail to customercare@sbimauritius.com or it@sbimauritius.com or Call on (230) 203 4913, (230) 2108809, 800 2009 (Toll free).


0B/s 4:57 am
SBI
More
debited with MUR 300.00 on account of ATM/POS transaction.
2017/10/18 4:48 am
One time password for setting your password is 2882
4:54 am
Your SBI MU login password has been changed on 18-10-2017 04:53:39. If not changed by you, please contact bank immediately.
Type message