

Baroda Connect Internet banking user manual for Customer

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1. USER IDS

Initially BCOT department sends the USERID of both Retail and Corporate to the customer's registered email.

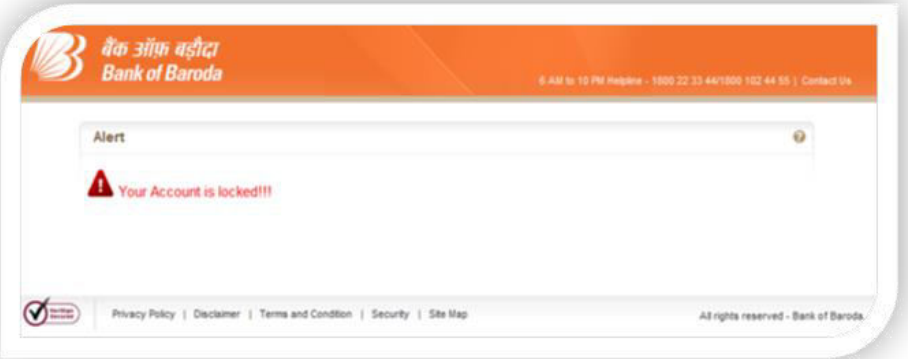
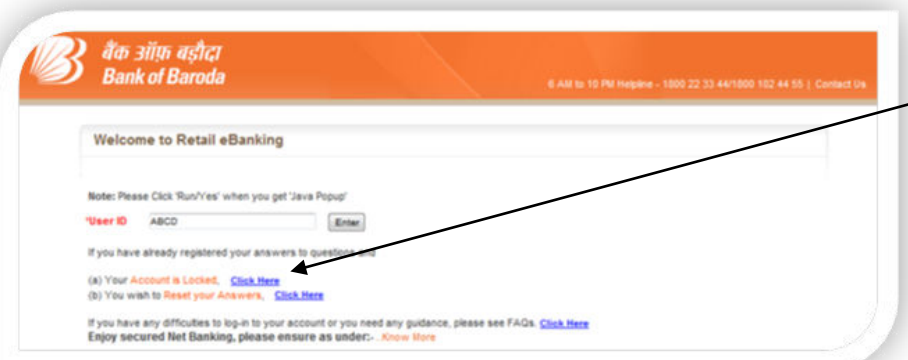
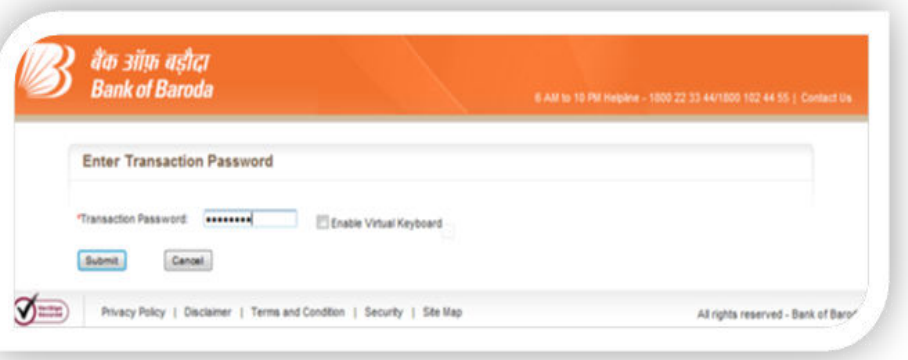
In case the user id is not received by the customer or he has forgotten the same then the following measures are to be adopted:

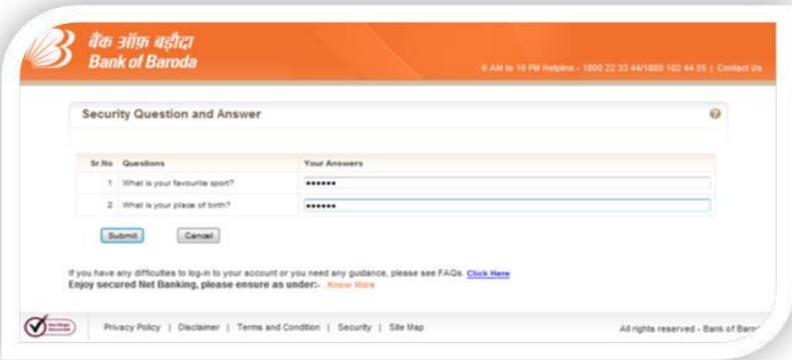
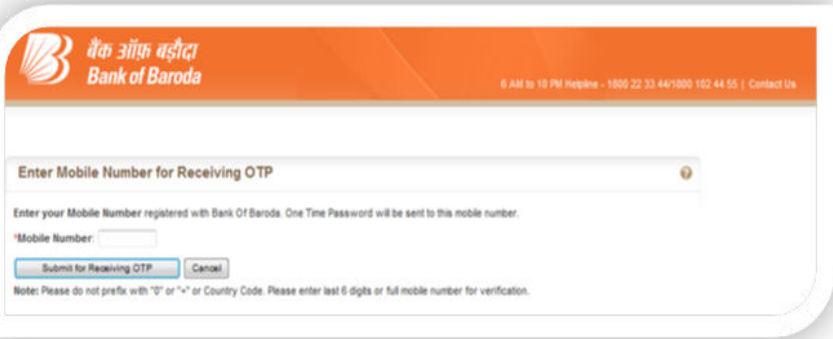
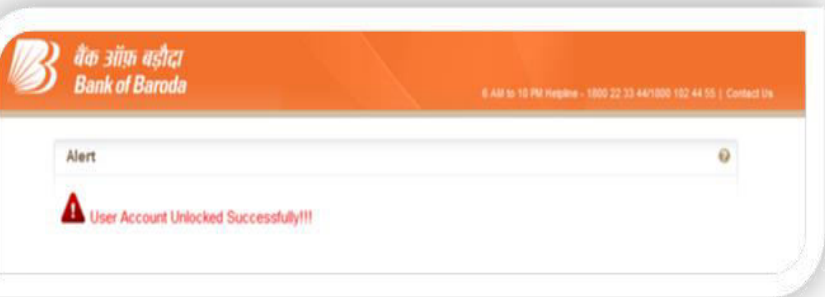
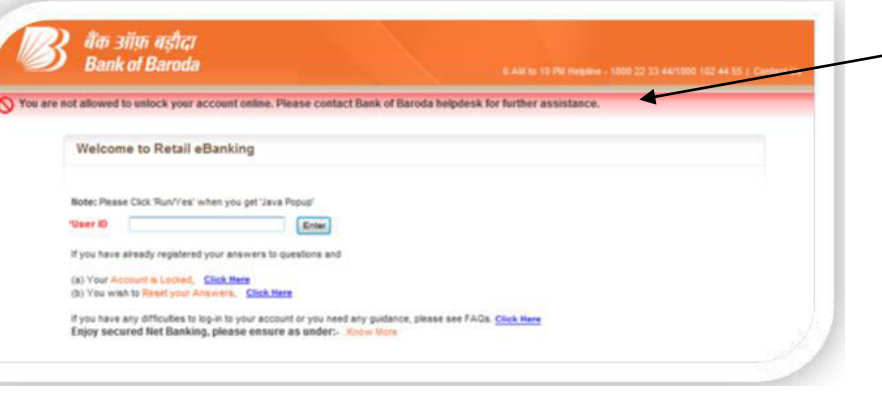
1. The any issue for Retail **customer** has to call the toll free no from his Registered mobile number(RMN) to obtain his USERID.
2. When the branch receives the re-request from the **Corporate Customer** for USERID, the branch will invoke the menu option MOBUPLD in Finacle and reconfirm the mobile number as well as the registered email id of the customer. The branch will then send a request mail to Baroda Connect department for USERID.

2. Customer Account is locked: For unlocking the account please follow the below steps :

1. Login to www.bobibanking.com
2. Click Retail user/Corporate User.
3. Enter Retail ID/Corp Id/User ID
4. **Don't click Enter button**
5. Click “a) your account locked. Click here”
6. Then proceed.

System will prompt for Transaction password (Mandatory) and Mobile no for OTP/QnA for unlocking the Account Online.

STEP	Error screen sноп shot	Action
Step 1		<p>This error message occurs when “ACCOUNT IS LOCKED”</p>
Step 2		<p>Enter Copr Id /User id and Do not click on ENTER tab.</p> <p>Click on Option a) ACCOUNT IS LOCKED CLICK HERE</p>
Step 3		<p>Enter the Transaction password which is mandatory to unlock the account.</p>

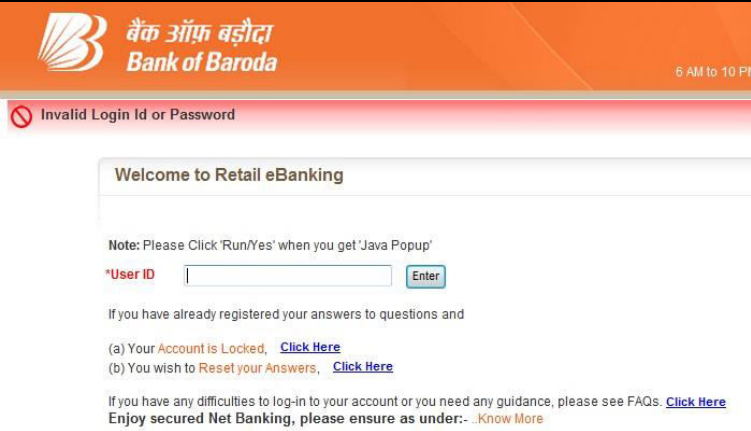
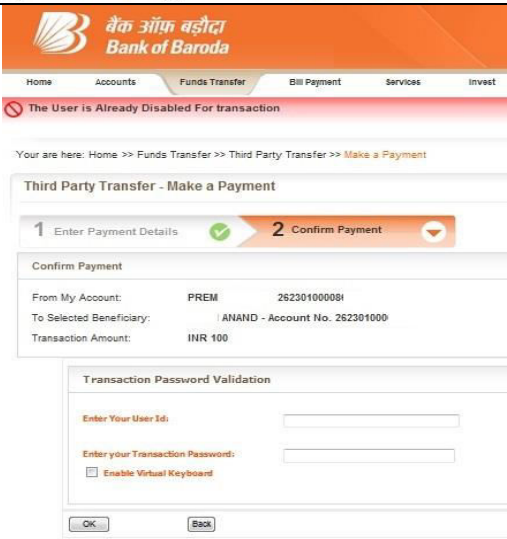
<p>Step 4</p>		<p>Enter Security answers prompted by the system.</p> <p>Note : In case you have forgotten the answers then give 5 wrong attempts and repeat step 1 to 3 .</p>
<p>Step 5</p>		<p>Now system will prompt for Mobile no for OTP instead of Security questions.</p>
<p>Step 6</p>		<p>After enter the correct Transaction password and Security answers/OTP the account will be Unlocked successfully.</p>
<p>Step 7</p>		<p>If Retail Users gets an error as “You are not allowed to unlock your account online. Please contact Bank of Baroda helpdesk for further assistance.” Then User should contact Toll free Helpline no - 1800 22 33 44/1800 102 44 55 to get the Transaction password activated. Once Password is activated then repeat step 1 to 6.</p>
<p>NOTE:</p> <ol style="list-style-type: none"> 1. In case corporate customer receives the error mentioned in step 7 then only Baroda Connect Team will activate the account once we receive an email from Branch with subject line as “ACTIVATION” with screen shot of error message. 2. For Security reason activation of account for Retail/Corporate Customers (except for step 7) will not be done at our end. 		

3. Activation of password (Corporate and Retail Users)

New user: Fresh Internet banking facility needs to be applied through HDCR menu in Finacle and activation of the same to be done through PWDEL option in HDCR after delivering the password to the Customer.

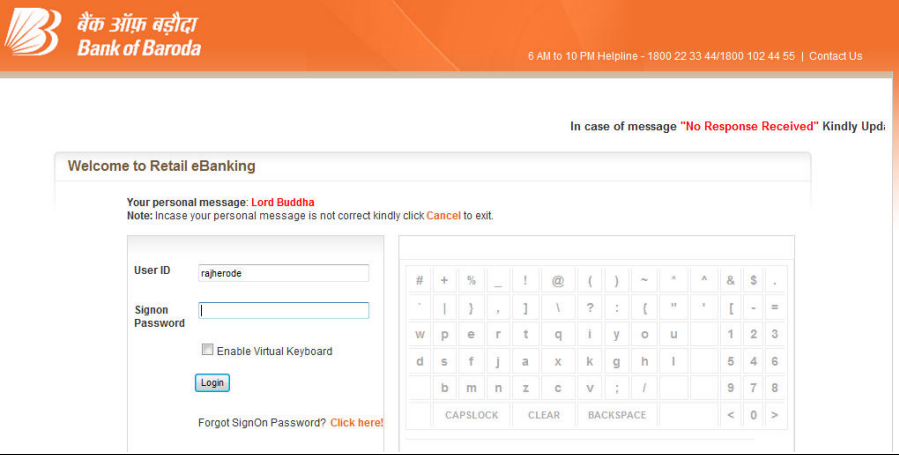
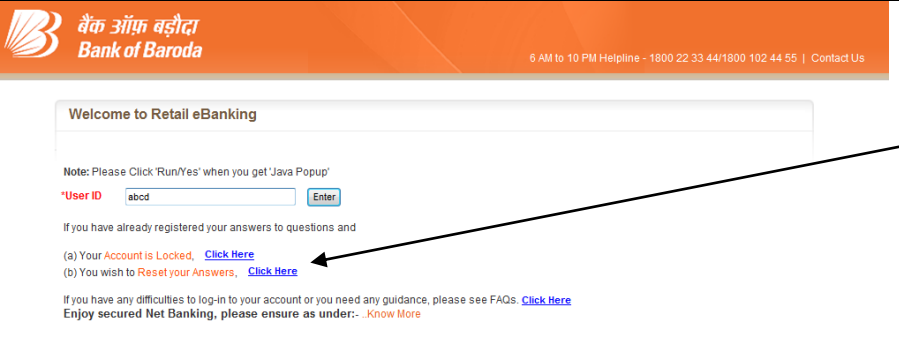
Existing User: For regeneration of password apply through REGPW menu in Finacle and activate the same through REGPW only after delivering the password to the Customer.

Reactivation /Disable:

STEP	Error screen snep shot	Action
Step 8	 <p>The screenshot shows the Bank of Baroda login interface. At the top, there is a red banner with the text "Invalid Login Id or Password". Below this, the page says "Welcome to Retail eBanking" and includes a note about Java Popups. There is a "User ID" input field with an "Enter" button. Below the input field, there are links for account lock status and password reset options.</p>	<p>For error message <i>“Invalid Login Id or Password”</i> . Activate the password through HDCR/REGPW menu in Finacle.</p> <p>Retail User should contact Toll free Helpline no - 1800 22 33 44/1800 102 44 55 to get the password activated</p>
Step 9	 <p>The screenshot shows the "Third Party Transfer - Make a Payment" page. A red banner at the top displays the error message "The User is Already Disabled For transaction". Below the banner, there is a progress indicator with two steps: "1 Enter Payment Details" (completed) and "2 Confirm Payment" (current step). The "Confirm Payment" section shows transaction details: "From My Account: PREM 262301000081", "To Selected Beneficiary: ANAND - Account No. 262301000", and "Transaction Amount: INR 100". At the bottom, there is a "Transaction Password Validation" form with fields for "Enter Your User Id:" and "Enter your Transaction Password:", along with an "Enable Virtual Keyboard" checkbox and "OK" and "Back" buttons.</p>	<p>For error message <i>“The User is Already Disabled for transaction”</i>. Activate the password through REGPW menu in Finacle.</p> <p>Retail User should contact Toll free Helpline no - 1800 22 33 44/1800 102 44 55 to get the password activated</p>
<p>NOTE:</p> <ol style="list-style-type: none"> In case corporate customers receives the error mentioned in step 8 & 9 and branch is unable to activate the password through Finacle then only Baroda Connect Team will activate the account once we receive an email from branch with subject line as <i>“ACTIVATION”</i> with screen shot of error message. For Security reason activation of account for Retail/Corporate Customers (except for step 8 & 9) will not be done at our end. 		

4. Regeneration of Sign On password for the Users who had already enrolled by setting security Questions and answers:

In such cases where customer has completed enrollment by setting security Question and answers, Regeneration of Sign on password cannot be done at our end. Customer has the option to reset the sign on password through “Forgot Sign On Password link”.

STEP	Error screen sноп shot	Action
<p>Step 10</p>		<p>Customer has to click on “FORGOT SIGN ON PASSWORD link”. System will prompt for Mobile no for OTP and Security Question and answers.</p> <p>Answers to the security questions then follow step 11 to reset the same.</p>
<p>Step 11</p>		<p>Enter Copr Id /User id and Do not click on ENTER tab.</p> <p>Click on Option b)Reset Your answers CLICK HERE</p> <p>System will prompt for Mobile no for OTP and Transaction Password.</p>

3. Frequently Ask Question & Tips

- Length and combination of Password:** - Minimum 8 and maximum 16 characters & combination of Alpha(ABC...), Numeric(123...) & Special character(@#\$...)
- Validity of Password :-** For Sign on password is 1 year(365 days) and for Transaction password 360 days
- Validity of OTP and Tracker ID:-** for OTP 3 Minutes and for Tracker ID till med night 11:59 pm
- SMS for Pull OTP:-** SMS on 5616150(premium charge applicable) & for overseas customers use +919176612303
- Payment to newly registered beneficiary:-** After 24 hours of registration (cooling period)
- Person receiving Txn SMS alert, even not our bank customer:-** Find out a/c number thru **MOB2AC** menu and ensure correct feeding of mobile number.
- Note: Any changes in Finacle for Net banking it will be effected in next day**

For Internet banking service Know How It works and Useful Information on <https://www.bobibanking.com/>