



Internet Banking Manual for Retail Customer

Version – 1.0

(Retrieve Password)

Table of Contents

FORGOT PASSWORD PROCESS FOR CONSUMER BANKING.....	3
1. FORGOT USER PASSWORD:.....	3
1.1 ACCESS BLOCKING, LOSS OF PASSWORD.....	3
1.2 Approach	3
1.3 Forgot Password Functionality.....	4

Forgot Password Process for Consumer Banking

1. Forgot User Password:

1.1 ACCESS BLOCKING, LOSS OF PASSWORD

NBQ Online permits only three unsuccessful attempts for entering your password. After three unsuccessful attempts, your access to NBQ Online will be blocked. In such case you will have to choose “Forgot your password” option, and you will be able to reset your password.

To retrieve password you should have your;

Account Number (or)

Debit Card Number (or)

Credit Card number and

And IVR PIN * [\(TPIN – Telephone PIN\)](#) (Mandatory)

You will be prompted to enter Mobile Number, E-mail ID, and answer the security questions chosen during your initial registration.

If you fail to input the information correctly the access to the account will be blocked and you will have to contact our Call Center at [600-565656](tel:600-565656) for assistance.

1.2 Approach

Following link will be appear on the Consumer (Retail) login page called as shown below

Forgot your Password

The screenshot shows a login interface with the following elements:

- User Id:** A text input field with a small icon to its right.
- Password:** A text input field with a small icon to its right.
- Login:** A red button.
- Clear:** A red button.
- Password is case sensitive:** A text label below the buttons.
- Footer links:** A row of links: [Forgot your user id](#), [Forgot your password](#) (highlighted with a red box), [Customer Service](#), [Internet Banking FAQ's](#), [Terms & Policy](#), and [Online Security](#).

1.3 Forgot Password Functionality

Once you click on '**Forgot your password**' link, following page will be displayed

You will be prompted to enter the following

- a) Account Number or Debit Card Number or Credit Card Number
- b) IVR Pin* ([TPIN – Telephone PIN](#)) (Mandatory)

You will click on "**Next**" button. Details entered will be authenticated.

Case - 1

If the above details are correct below screen will appear for you, In-case you already chosen the “Security Question” & “Answer” at the time of registration.

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Please enter your Verification Details

CIF Id *

Mobile Number* (In Format 00971xxxxxxxx)

Email Id *

Security Question

Your Answer (Case Sensitive)

Note:

- Please call us on 600 56 56 56 for any assistance
- One Time Password(OTP) will be sent to registered Mobile number

You will be prompted to enter;

- a) Mobile Number (Registered Mobile Number)
- b) E-Mail Id (Registered Email ID)
- c) Secret Question (Which was selected at the time of registration)
- d) Secret Answer (Which was selected at the time of registration)

بنك أم القيوين
NBO

Please enter your Verification Details

CIF Id *

Mobile Number* (In Format 00971xxxxxxxx)

Email Id *

Security Question

Your Answer (Case Sensitive)

Note:

- Please call us on 600 56 56 56 for any assistance
- One Time Password(OTP) will be sent to registered Mobile number/Email Id

Case - 2

In case you have not chosen the “Security Question” & “Answer” at the time of initial stage you will enter following mandatory fields.

The screenshot shows the NBO verification interface. At the top left is the NBO logo with the text 'بنك أم القيوين' and 'NBO'. Below the logo, the heading 'Please enter your Verification Details' is displayed. The form contains the following fields:

- CIF Id ***: A text input field containing the value '123456'.
- Mobile Number***: A text input field with a greyed-out value and a note '(In Format 00971xxxxxxxxx)'.
- Email Id ***: A text input field with a greyed-out value.
- Security Question**: A dropdown menu with the selected option 'What is your favourite movie'.

 At the bottom of the form, there are two buttons: 'SUBMIT' and 'Back'. Below the form, there are two lines of text:

- Please call us on 600 56 56 56 for any assistance
- One Time Password(OTP) will be sent to registered Mobile number

You will be prompted to enter;

- a) Mobile Number (Registered Mobile Number)
- b) E-Mail Id (Registered Email ID)

This screenshot shows the NBO verification interface with the following details:

- CIF Id ***: '123456'
- Mobile Number***: '009715012345678' (In Format 00971xxxxxxxxx)
- Email Id ***: 'OMAN.AHMED@NBO.AE'
- Security Question**: 'What is your favourite food'

 The 'SUBMIT' button is highlighted in blue. The text at the bottom of the form is:

- Please call us on 600 56 56 56 for any assistance
- One Time Password(OTP) will be sent to registered Mobile number/Email Id


Once you click "**Submit**" button, system will authenticate your details.

You will receive an OTP (One Time Password) as SMS on your registered mobile number with the Bank.

For Example;

Dear Customer
 Your One Time Password (OTP) for completing the NBQ Online forgot password process is *****.
 Please ensure to complete the process within 5 minutes as the validity of the OTP is 5 minutes only.

Customer will enter the OTP password and click on "**Submit**" button.



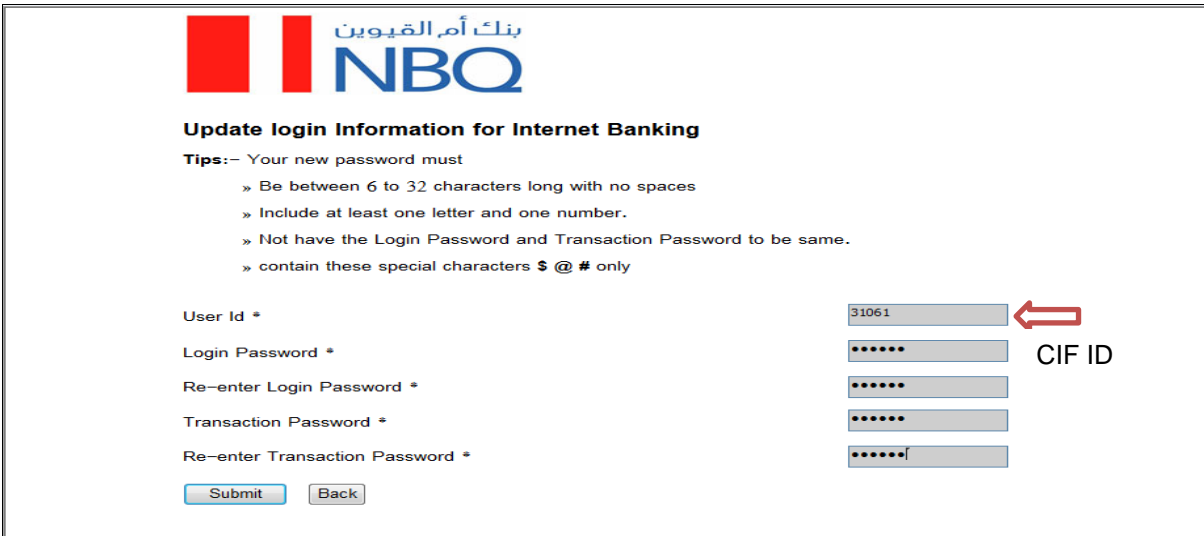
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Note:

- Please note that the Authentication code received by SMS is valid only for 5 minutes.
- If the time is expired or incorrect code has been entered, system will reject.
- You are requested to follow the steps again to receive the code again, or may contact Bank's Call Centre **600565656** for further information.

Enter the Passcode

You will be prompted to set the Login Password and Transaction Password and click Submit.



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Update login Information for Internet Banking

Tips:- Your new password must

- » Be between 6 to 32 characters long with no spaces
- » Include at least one letter and one number.
- » Not have the Login Password and Transaction Password to be same.
- » contain these special characters \$ @ # only

User Id * ← CIF ID

Login Password *

Re-enter Login Password *

Transaction Password *

Re-enter Transaction Password *

Upon submission a confirmation screen will be displayed to you for "Password Changed Successfully"



[12345] Password Changed successfully

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To Navigate to Login page, please [Click here](#)