

## ATM PIN Regeneration through Internet Banking

Step 1: When Login to INB on Dashboard, select General Services  $\Rightarrow$  Service Request

The screenshot shows the SBI (Mauritius) Ltd Internet Banking Dashboard. The header includes the bank logo, the tagline "Bank to grow with", and a "Welcome" message. A navigation bar at the top contains "Dashboard", "Accounts", "Transactions", "General Services", and "Message Center". The "General Services" menu is expanded, showing options: "Service Requests", "Personalize Limits", "Otp Preference", and "Inquiry Facility". On the left, there is a "Dashboard" section with an "Accounts Summary Widget" and a "Nickname / A/c. ID" field. On the right, there is a "Refresh Accounts" button.

Step 2: Click on ATM Card Services

The screenshot shows the SBI (Mauritius) Ltd Internet Banking "Service Requests" page. The breadcrumb trail is "General Services: General Services > Service Requests > New Requests". There are two tabs: "New Requests" (active) and "My Requests". A "Service Requests" button is visible. The main heading is "New Requests" with a note: "Note:-Please enter at least three characters for search". Below this is a "Request Categories" section with a search box and a "Search" button. The "Request Type" section is expanded to show "ATM Card Services", "Operative Accounts", and "Other Services". On the right, there is a "Favorites" section with a dropdown menu and an "Add to Favorites" button, and a "Navigate to..." section with a link to "Account Summary".

### Step 3: Select ATM Pin Generation

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Welcome ..

Dashboard Accounts Transactions General Services Message Center

General Services: General Services > Service Requests > New Requests

▶ New Requests ▶ My Requests

Service Requests

### New Requests

Note:-Please enter at least three characters for search

#### Request Categories

Request

**Request Type**

- ATM Card Services
  - Block Debit Card
  - ATM Pin Generation**
  - New ATM Card Activation
  - Application for a New Card Online
- Operative Accounts
- Other Services

#### Favorites

Select your favorite activity

Select

#### Navigate to...

- Account Summary

### Step 4: A one time Password shall be sent to registered Mobile Number

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Dashboard Accounts Transactions General Services Message Center

General Services: General Services > Service Requests > New Request

Service Requests

### New Request

Step 1: New Request Details Step 2: Preview and Confirm Step 3: Summary

\* Indicates Mandatory Fields

Enter your credentials to confirm the transaction

#### Confirmation Details

One Time Password\*:

OTP has been generated and sent to your registered Mobile Number

\*NOTE - Mobile number is mandatory if you wish to change ATM pin manually.

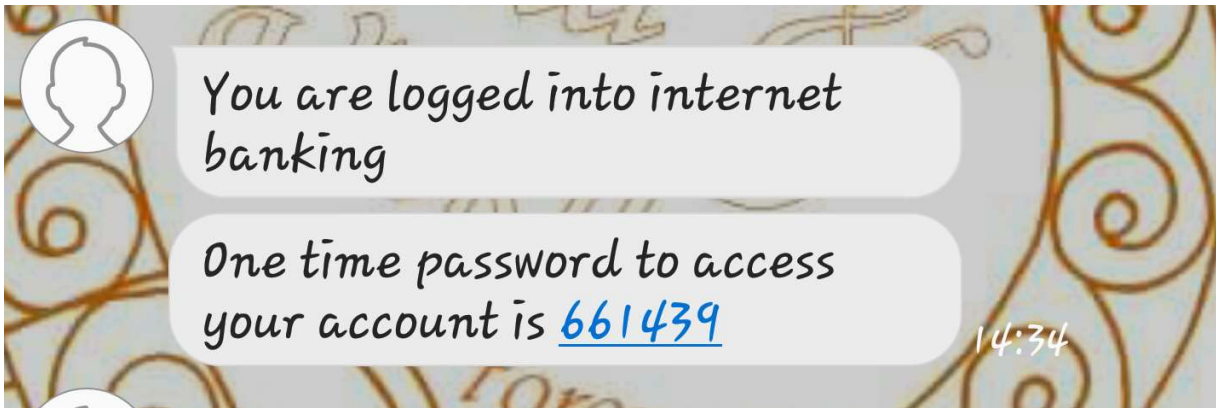
#### Favorites

Select your favorite activity


Select

#### Navigate to...



- Account Summary



**Enter the OTP Number and click on Continue**

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[Skip to Content](#)

Welcome ▼  

Dashboard Accounts Transactions **General Services** Message Center

General Services: General Services > Service Requests > New Request

[Service Requests](#)

### New Request

Step 1: New Request Details | Step 2: Preview and Confirm | Step 3: Summary

\* Indicates Mandatory Fields

Enter your credentials to confirm the transaction

Confirmation Details

One Time Password\*:  [Resend OTP](#)

OTP has been generated and sent to your registered Mobile Number

\*NOTE - Mobile number is mandatory if you wish to change ATM pin manually.

[Continue](#)

**Favorites**

Select your favorite activity

Select ▼

[Add to Favorites](#)

**Navigate to...**

- Account Summary

## Step 5: Select the Account Number from the drop down arrow

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Dashboard Accounts Transactions General Services Message Center

General Services: General Services > Service Requests > New Request

Service Requests

### New Request

Step 1: New Request Details Step 2: Preview and Confirm Step 3: Summary

\* Indicates Mandatory Fields

ATM Green Pin

Account\* Select

Back

**Favorites**  
Select your favorite activity  
Select  
Add to Favorites

**Navigate to...**  
Account Summary

## Step 6: Select Card Number from Drop Down Button

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Dashboard Accounts Transactions General Services Message Center

General Services: General Services > Service Requests > New Request

Service Requests

### New Request

Step 1: New Request Details Step 2: Preview and Confirm Step 3: Summary

\* Indicates Mandatory Fields

ATM Green Pin

Account\* (MUR) - 15601158

Card Number\* Select

Back

**Favorites**  
Select your favorite activity  
Select  
Add to Favorites

**Navigate to...**  
Account Summary

**Step 7: The card status will be shown to customer and he/she will need to input first TWO digits of new pin number he/she wants to create. Afterwards the remaining two digits will be followed through SMS**

The screenshot shows the SBI (Mauritius) Ltd web interface. The header includes the bank logo, the slogan "Bank to grow with", and a "Skip to Content" link. A navigation menu contains "Dashboard", "Accounts", "Transactions", "General Services", and "Message Center". The current page is "General Services: General Services > Service Requests > New Request".

The main content area is titled "New Request" and features a progress bar with three steps: "Step 1: New Request Details" (active), "Step 2: Preview and Confirm", and "Step 3: Summary". A red asterisk indicates mandatory fields.

The "ATM Green Pin" form contains the following fields and information:

- Account\*: (MUR) - 15601158
- Card Number\*: 5109xxxxxxxx0536
- Card Status: Active
- Card Name:
- Enter First Two Digits of Your Desired Pin :\*

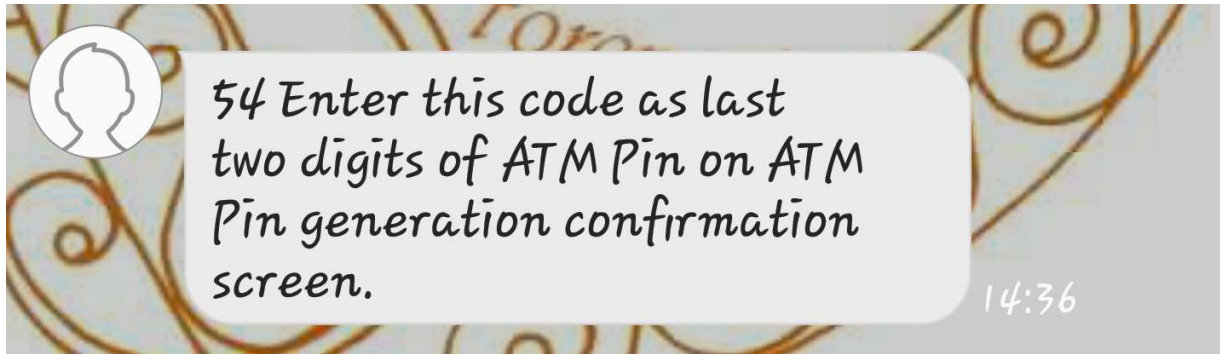
A red note states: "\*NOTE - Enter the first two digits of new pin number you want to create. The remaining two digits will be sent to you through SMS." A "Continue" button is located at the bottom right of the form.

On the right side, there are two panels: "Favorites" with a "Select your favorite activity" dropdown and an "Add to Favorites" button, and "Navigate to..." with a link to "Account Summary".

After entering **first TWO digits** of new pin number, click on Continue

The screenshot shows the SBI (Mauritius) Ltd web portal. At the top left is the SBI logo and the text "SBI (Mauritius) Ltd Bank to grow with". At the top right, there is a "Skip to Content" link, a "Welcome" message, and icons for settings and power. A navigation bar below the header contains "Dashboard", "Accounts", "Transactions", "General Services", and "Message Center". The main content area shows the breadcrumb "General Services: General Services > Service Requests > New Request" and a "Service Requests" button. The "New Request" section has a progress bar with three steps: "Step 1: New Request Details", "Step 2: Preview and Confirm", and "Step 3: Summary". Below the progress bar, a red asterisk indicates mandatory fields. The form is titled "ATM Green Pin" and contains the following fields: "Account\*" (dropdown menu showing '(MUR) - 15601158'), "Card Number\*" (dropdown menu showing '5109xxxxxxxx0536'), "Card Status: Active", "Card Name:", and "Enter First Two Digits of Your Desired Pin :\*" (input field with two asterisks). A red note below the form states: "\*NOTE - Enter the first two digits of new pin number you want to create. The remaining two digits will be sent to you through SMS." On the right side, there is a "Favorites" section with a "Select your favorite activity" dropdown menu and an "Add to Favorites" button, and a "Navigate to..." section with a link to "Account Summary". A "Continue" button is located at the bottom right of the form.

**Step 8:** Screen below will appear. User will received a SMS on his registered number pertaining to the last two digits of ATM pin code



**Step 9:** Upon receipt of OTP, User shall have to enter all the complete 4 Digits of the Pin Code (That is the Two digits that was set by user in precedent step above and the last two digits received by OTP).

Dashboard Accounts Transactions General Services Message Center

General Services: General Services > Service Requests > New Request

Service Requests

### New Request

Step 1: New Request Details Step 2: Preview and Confirm Step 3: Summary

Request Details	
Account: 156 1 1102	Card Number: 5109xxxxxxxx0536
Card Status: Active	Card Name:
Issue Date: 17/05/2017	Expiry Date: 30/04/2022

ATM Green Pin

Enter Four Digits of New Pin :\*

\*NOTE - Enter the first two digits which you entered manually. Then enter the next two digits which you received through SMS..

Enter your credentials to confirm the transaction

Confirmation Details

Transaction Password\*

Submit

Favorites

Select your favorite activity


Select

Add to Favorites

Navigate to...

- Account Summary

## Step 10: After entering all the 4 Digits, user have to enter transaction password and submit

General Services: General Services > Service Requests > New Request 

[Service Requests](#)

### New Request

✖ Please enter 4 Digit pin

Step 1: New Request Details | Step 2: Preview and Confirm | Step 3: Summary

Request Details	
Account: 156 1 102	Card Number: 5109xxxxxxxx0536
Card Status: Active	Card Name:
Issue Date: 17/05/2017	Expiry Date: 30/04/2022

ATM Green Pin

Enter Four Digits of New Pin : \*

*\*NOTE - Enter the first two digits which you entered manually. Then enter the next two digits which you received through SMS..*

Enter your credentials to confirm the transaction

Confirmation Details

Transaction Password\*

[Submit](#)

**Favorites**

Select your favorite activity


Select

[Add to Favorites](#)



**Navigate to...**

- [Account Summary](#)


**ATM PIN NUMBER has been updated successfully**

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[Skip to Content](#)

Welcome Mr. Vicky Heeroo |  | 

Dashboard | Accounts | Transactions | **General Services** | Message Center

General Services: General Services > Service Requests > New Request 

[Service Requests](#)

### New Request

i Your Request is submitted successfully. Reference ID is 253

i ATM Pin number has been updated successfully.

Step 1: New Request Details | Step 2: Preview and Confirm | Step 3: Summary

Request Details	
Account: 156 15 102	Card Number: 5109xxxxxxxx0536
Card Status: Active	Card Name:
Issue Date: 17/05/2017	Expiry Date: 30/04/2022

**Favorites**

Select your favorite activity

Select

[Add to Favorites](#)

**Navigate to...**

- [Account Summary](#)