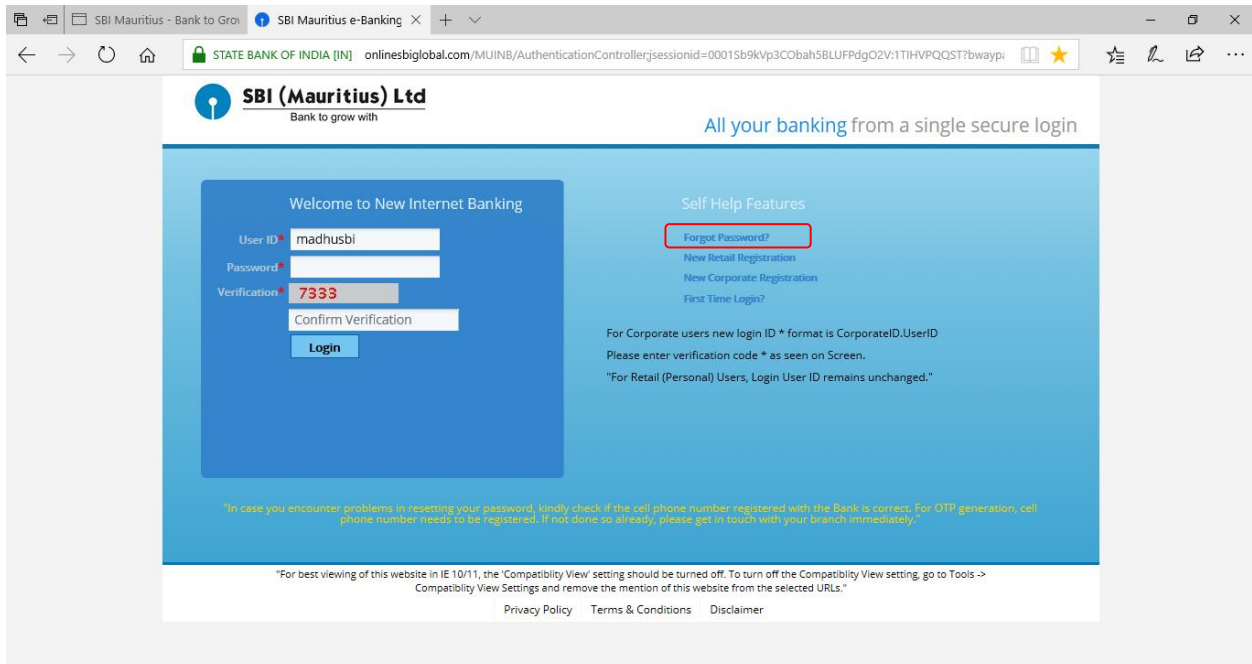


Step by Step Procedure for Creating New Password when the user has forgotten ‘Sign on Password’ or ‘Transaction Password’ or ‘Both’ of them.

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.



The screenshot displays the SBI (Mauritius) Ltd login page. The header includes the bank's logo and the tagline "Bank to grow with". The main content area is divided into two sections: "Welcome to New Internet Banking" and "Self Help Features".

Welcome to New Internet Banking

User ID:

Password:

Verification:

Confirm Verification:

Self Help Features

- [Forgot Password?](#) (highlighted with a red box)
- [New Retail Registration](#)
- [New Corporate Registration](#)
- [First Time Login?](#)

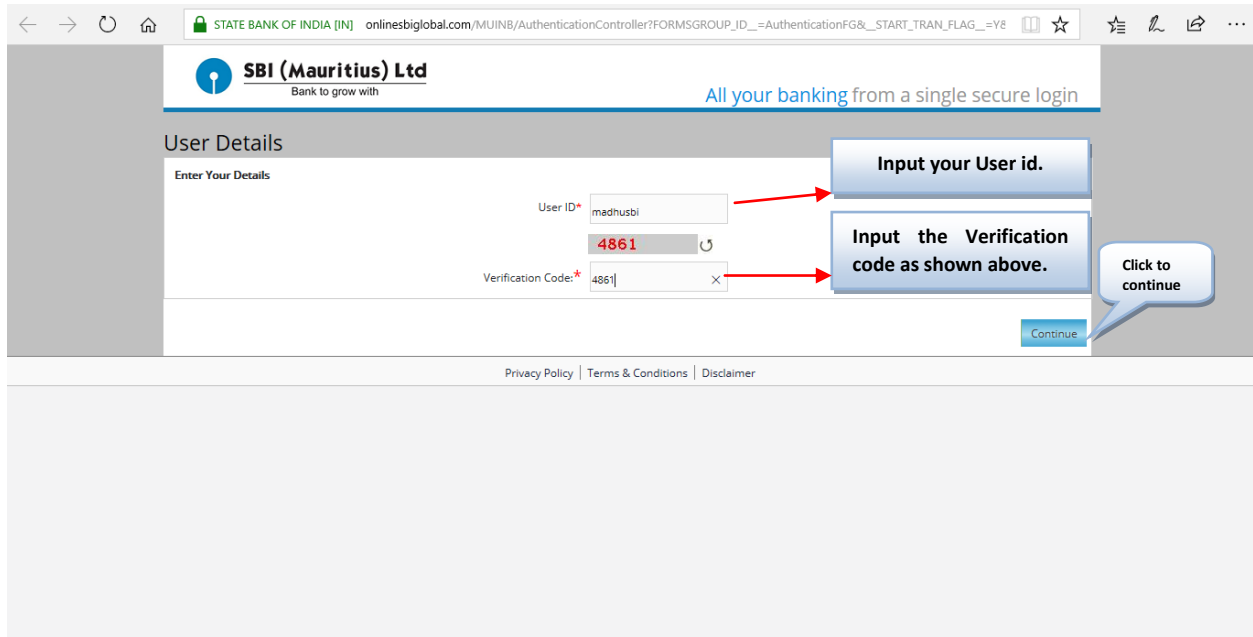
For Corporate users new login ID * format is CorporateID.UserID
Please enter verification code * as seen on Screen.
"For Retail (Personal) Users, Login User ID remains unchanged."

*In case you encounter problems in resetting your password, kindly check if the cell phone number registered with the Bank is correct. For OTP generation, cell phone number needs to be registered. If not done so already, please get in touch with your branch immediately.

For best viewing of this website in IE 10/11, the 'Compatibility View' setting should be turned off. To turn off the Compatibility View setting, go to Tools -> Compatibility View Settings and remove the mention of this website from the selected URLs.

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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



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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.

The screenshot displays the SBI (Mauritius) Ltd online banking interface for user authentication. The page title is "User Authentication Details". A message at the top states: "Enter the one time password (OTP) sent for authentication." Below this, the "User Details" section contains the following fields:

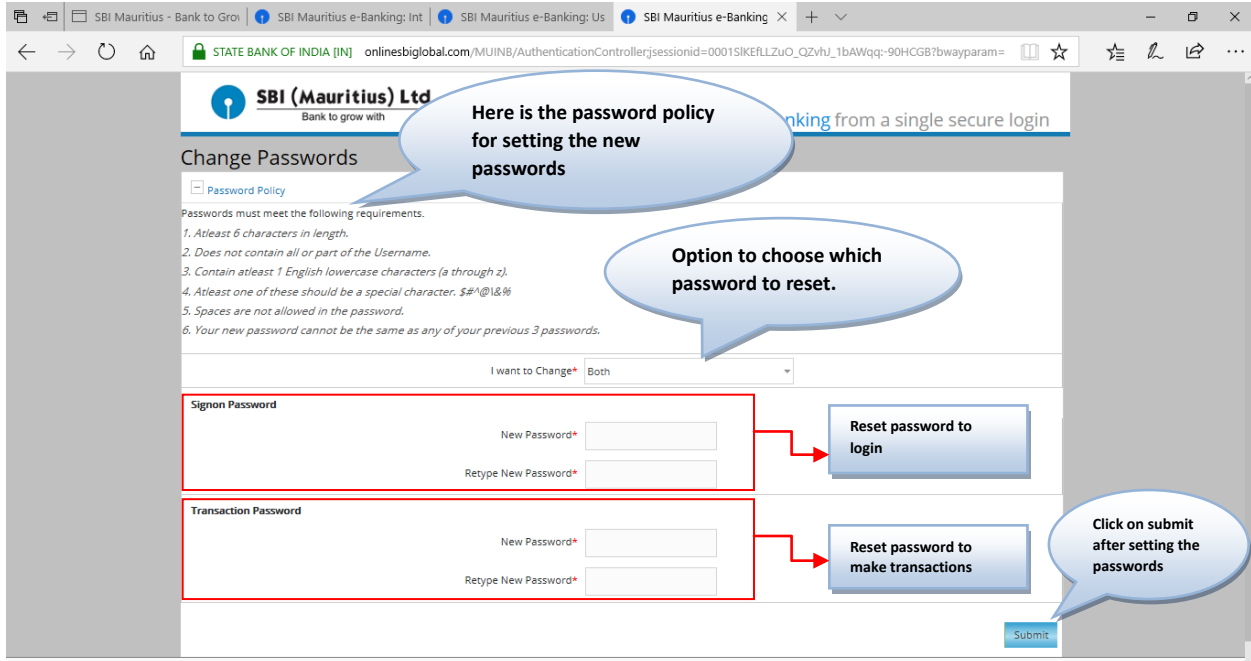
- One Time Password (OTP)***: A text input field containing four asterisks (****).
- Verification Code***: A text input field containing the number "9126".

Three blue callout bubbles provide instructions:

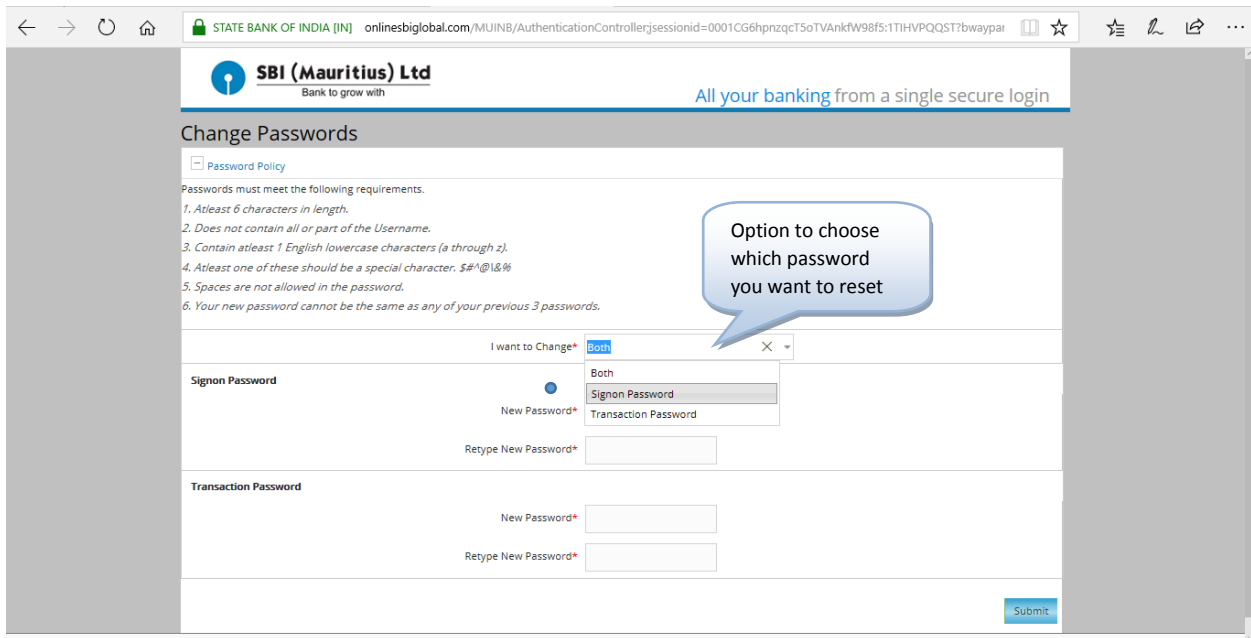
- The first bubble points to the OTP field: "Input the OTP received on registered Mobile Number".
- The second bubble points to the Verification Code field: "Input Verification Code as shown above".
- The third bubble points to the "Continue" button: "Click to continue".

The "Continue" button is located at the bottom right of the form and is highlighted in blue.

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.



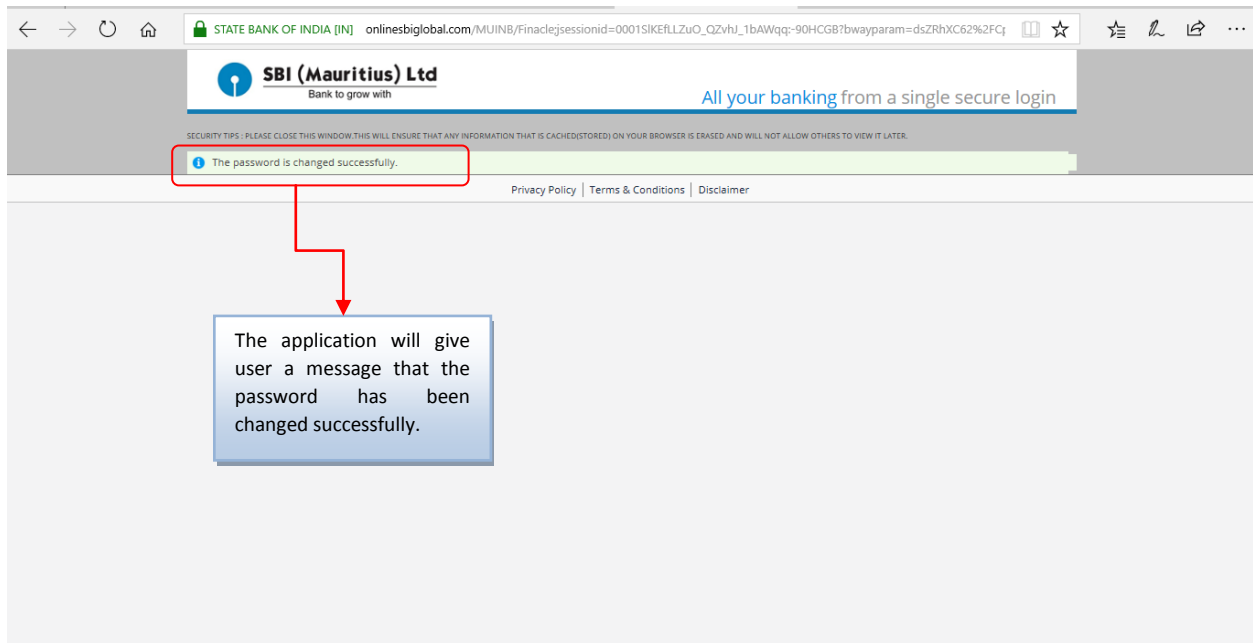
Step 7: In this screen, the user will be inputting the new 'Sign on Password' twice against "New Password" Menu and 'Retype Sign on Password' Menu. Please follow the password rules as given in the page and let it be as strong and rememberable by user (but not guessable by others) as far as possible.

The screenshot shows the 'Change Passwords' page on the SBI (Mauritius) Ltd website. The page includes a 'Password Policy' section with six requirements: 1. At least 6 characters in length. 2. Does not contain all or part of the Username. 3. Contain atleast 1 English lowercase characters (a through z). 4. Atleast one of these should be a special character. \$#@!&% 5. Spaces are not allowed in the password. 6. Your new password cannot be the same as any of your previous 3 passwords.

Annotations on the screenshot include:

- A blue callout bubble labeled 'Virtual keyboard' pointing to the 'Virtual Keyboard' pop-up window.
- A blue callout bubble labeled 'Password Indicator as whether it is strong or not' pointing to the green progress bar next to the 'New Password' field, which is labeled 'Very Strong'.
- A blue callout bubble labeled 'Input the new password' pointing to the 'New Password' and 'Retype New Password' input fields.
- A blue callout bubble labeled 'Click on Submit to confirm' pointing to the 'Submit' button.

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



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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



