

## New Personal Online Banking Portal

# Login Guide

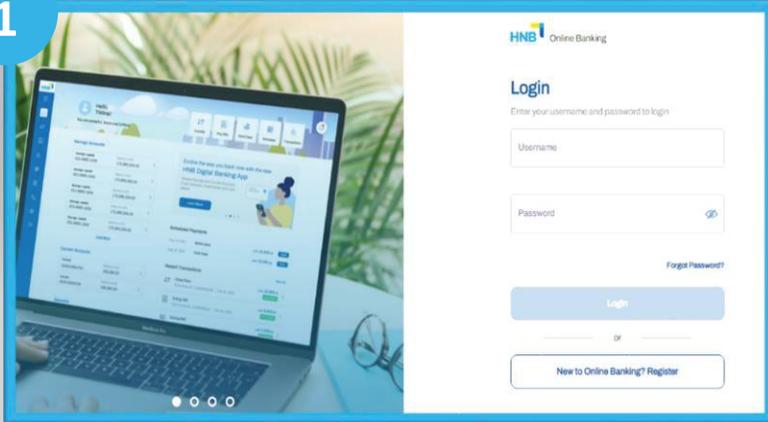
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Call us for 24/7 support on + 94 112 462 462

# I am an existing Internet-banking user

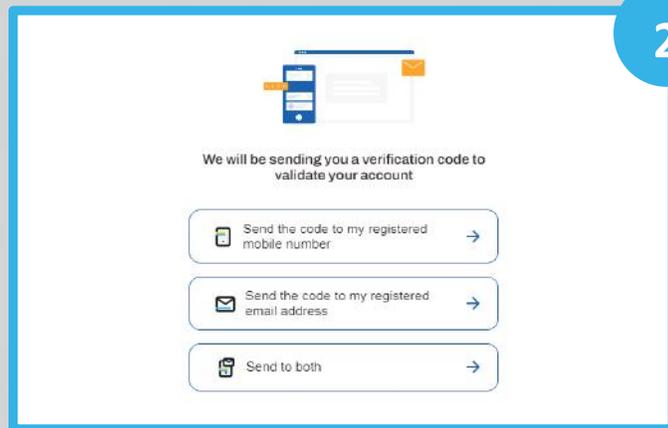
1



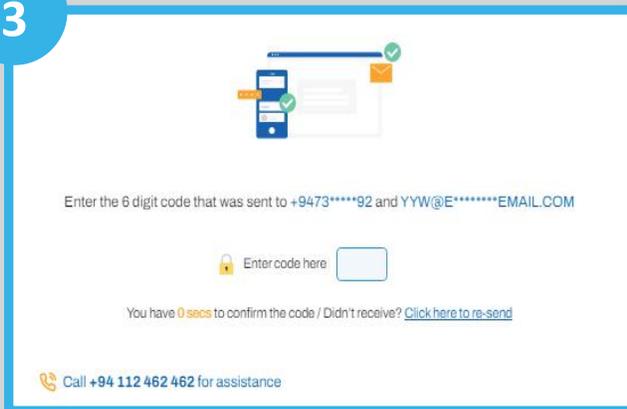
Use your current internet banking username and password to log into our New Personal Online Banking portal

Select your preferred mode to receive the OTP (One Time Password)

2



3



Enter the OTP (OTP will be valid for 3minutes only)

4

Username for Online Banking

Use Existing Username

Create a New Username

Next

You can continue with the existing username or can create a new username (We recommend you create a new username)

Create a new password and confirm

5

Let's set up a password to secure your login & payment

Enter new password

Confirm new password

Next

- Password length should be at least 8 characters.
- Password should contain both numeric and alphabetic characters.

6

You've successfully updated your credentials

Login

You will get a success message once user credentials are updated

Click **“Login”** and experience our New Online Banking Portal

# I am using both existing Internet-Banking and Mobile Banking App

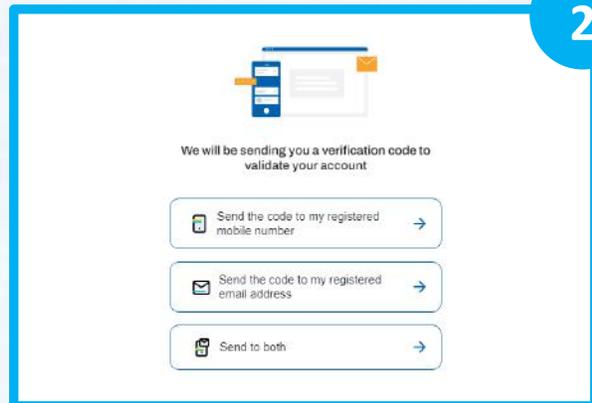
1



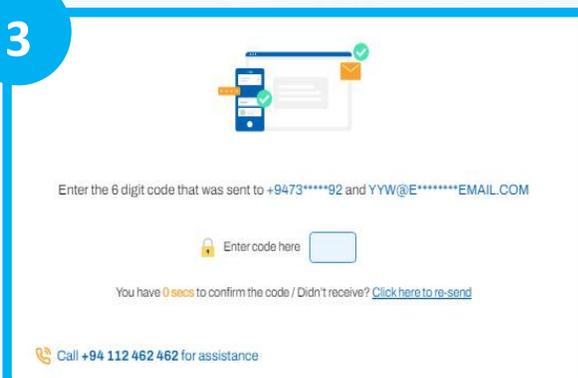
You can use either your current Internet-Banking username or your Mobile Banking app username along with your Internet-Banking password to log into our New Personal Online Banking portal

Select your preferred mode to receive the OTP (One Time Password)

2



3



Enter the OTP (OTP will be valid for 3minutes only)

4

Username for Online Banking

This is your new username to login to Online banking

username@gmail.com

Next

Your Mobile Banking App username will be auto populated here and you have to continue with this username for future logins

5

Let's set up a password to secure your login & payment

Enter new password

Password length should be at least 8 characters.

Password should contain both numeric and alphabetic characters.

Confirm new password

Next

Create a new password and confirm

6

You've successfully updated your credentials

Login

You will get a success message once user credentials are updated

Click **“Login”** and experience our New Online Banking Portal

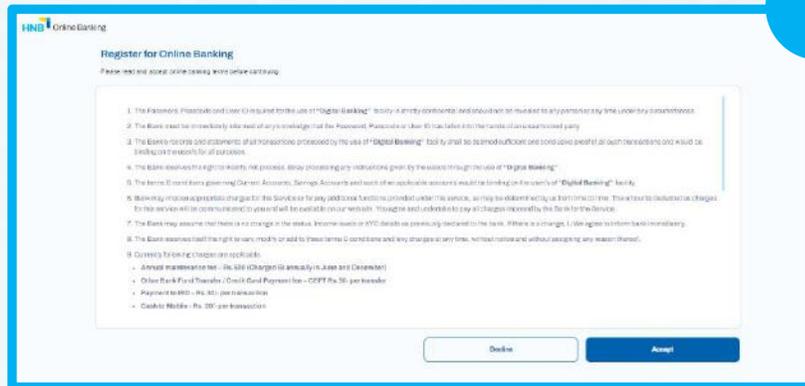
# I am new to Personal Online Banking Portal

1



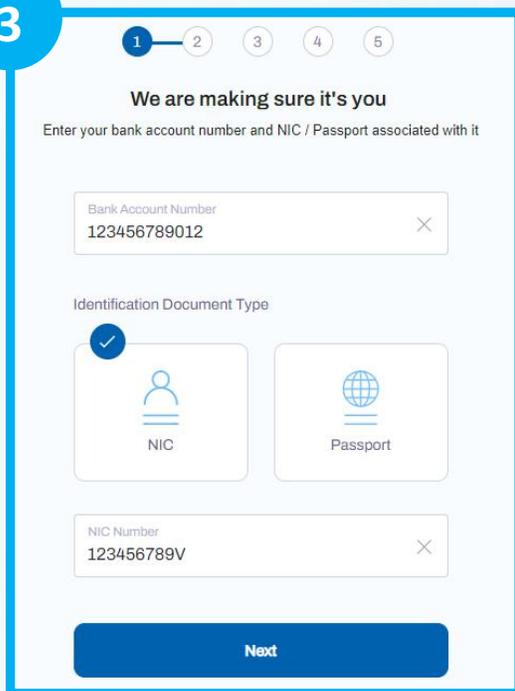
Use the option “New to Online Banking? Register”

2



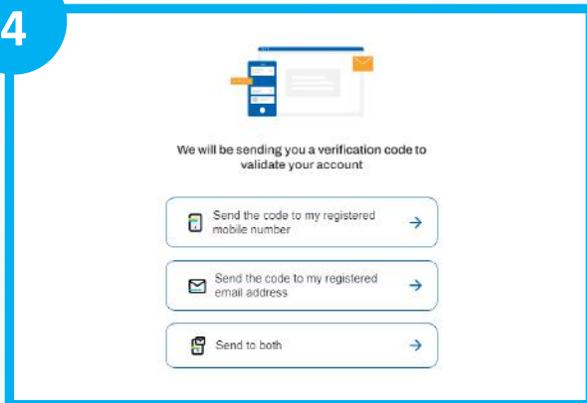
Please Read and Accept the T&C

3



Enter your Account Number & NIC or Passport Number

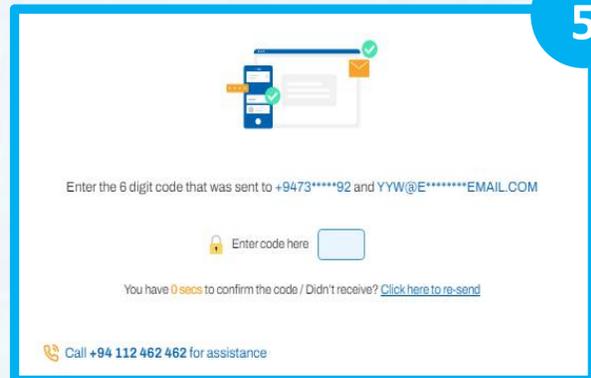
4



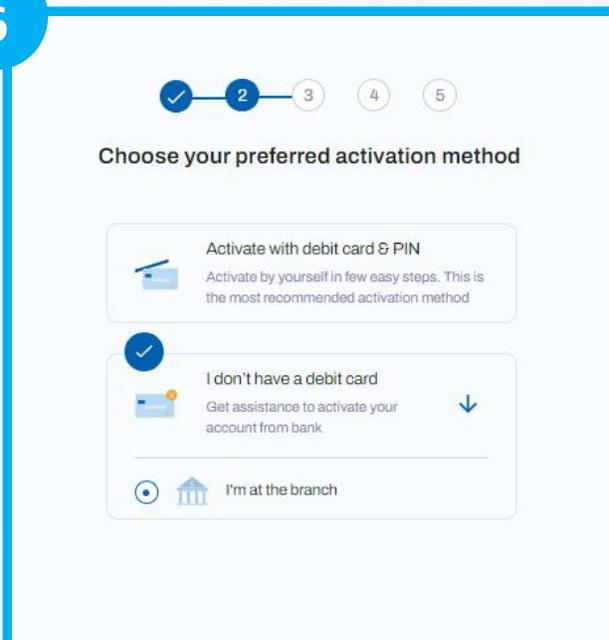
Select your preferred mode to receive the OTP (One Time Password)

Enter the OTP (OTP will be valid for 3minutes only)

5



6



Choose your preferred activation method

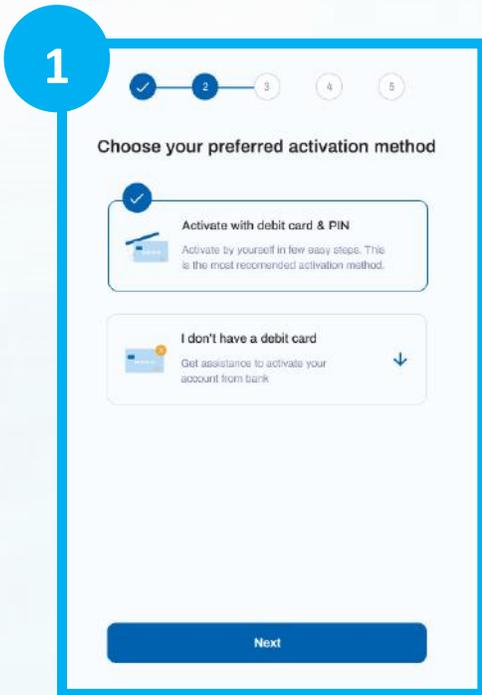
1. Activate with Debit Card & PIN

2. If you don't have a Debit Card;

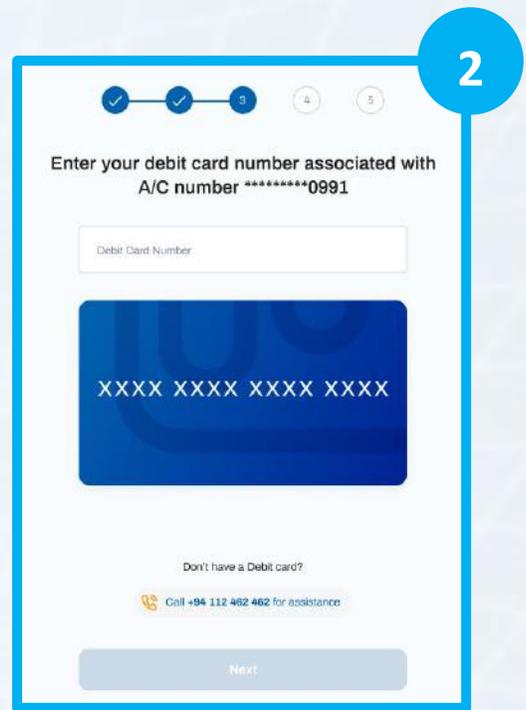
a. You can click on “**I am at the Branch**” if you are already present at a Branch for the activation

b. Alternatively, you can call our Call Centre on 011 2 462 462 if you are unable to visit a Branch

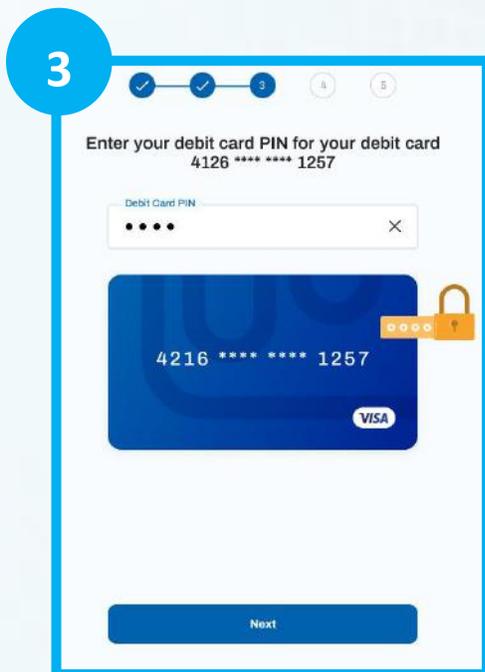
# 1. Activate with Debit Card & PIN



Select activate with Debit Card & PIN



Enter Debit Card number



Enter Debit Card PIN

4

Create a username for your online banking

Username

Next

Create username

5

Let's set up a password to secure your login & payment

Enter new password

- Password length should be at least 8 characters.
- Password should contain both numeric and alphabetic characters.

Confirm new password

Next

Create a new password and confirm

6

Hooray!

Your online banking is now ready to be used

Download the mobile banking app

Google Play

Download on the App Store

Login Now

You will get a success message once user credentials are updated

Click **“Login”** to experience our New Personal Online Banking Portal

## 2. I don't have a Debit Card

1

Choose your preferred activation method

Activate with debit card & PIN  
Activate by yourself in few easy steps. This is the most recommended activation method

I don't have a debit card  
Get assistance to activate your account from bank

I'm at the branch

Select I'm at the branch.

2

Approval in progress...

We appreciate your patience while we are validating your account for approval

[Click here to update status](#)

Please wait until we are validating your account for approval

3

Create a username for your online banking

Username

Next

Create username

4

Let's set up a password to secure your login & payment

Enter new password

- ✔ Password length should be at least 8 characters.
- ✔ Password should contain both numeric and alphabetic characters.

Confirm new password

Next

Create a new password and confirm

You will get a success message once user credentials are updated

Click **“Login”** to experience our New Personal Online Banking Portal

5

✔ ✔ ✔ ✔ ✔



**Hooray!**

Your online banking is now ready to be used

Download the mobile banking app



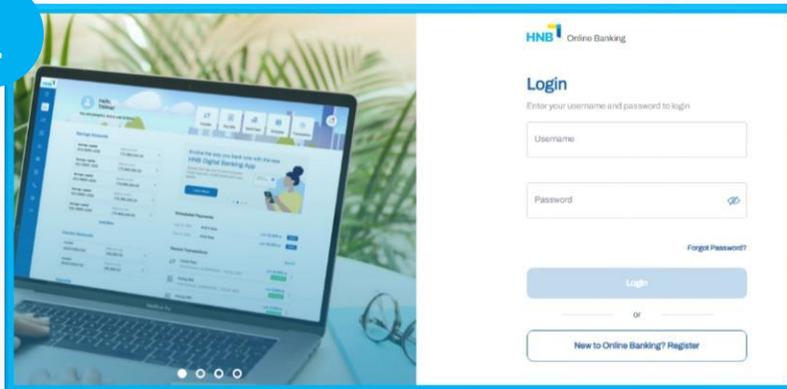
GET IT ON Google Play

Download on the App Store

Login Now

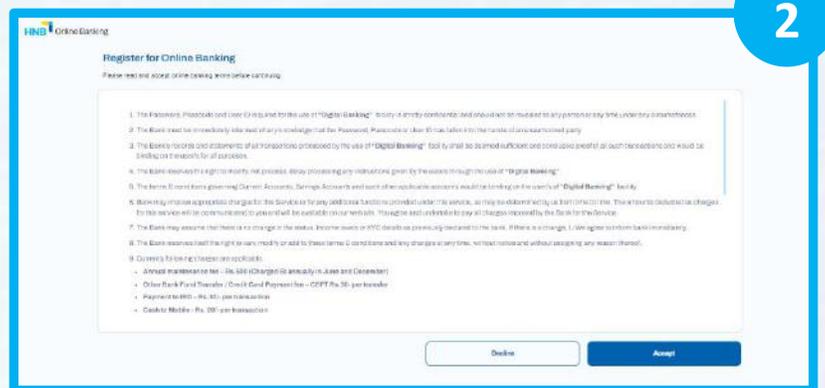
# I am an Existing Mobile Banking App user

1



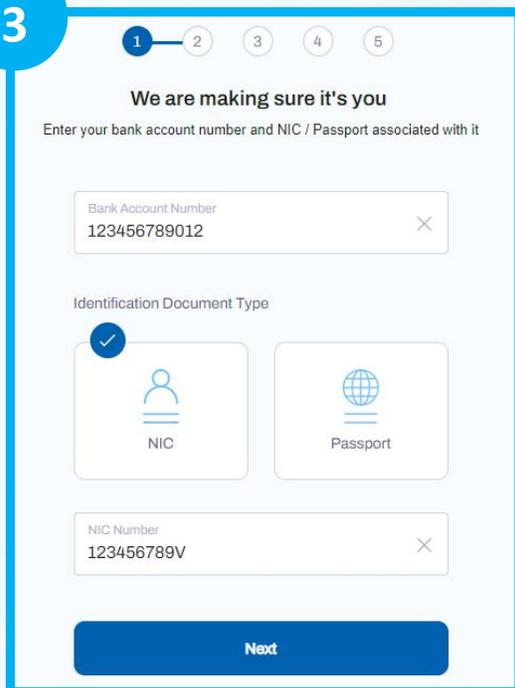
Use the option "New to Online Banking? Register"

2



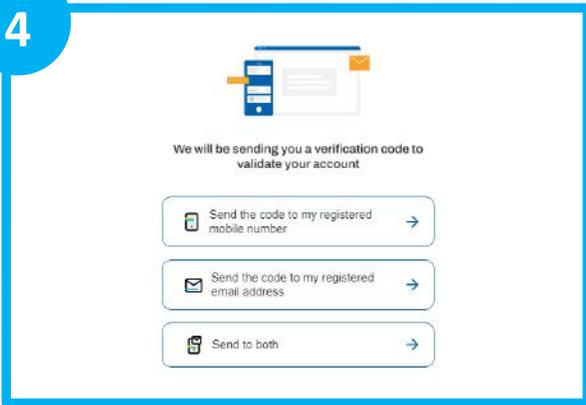
Please Read and Accept the T&C

3



Enter your Account Number & NIC or Passport Number

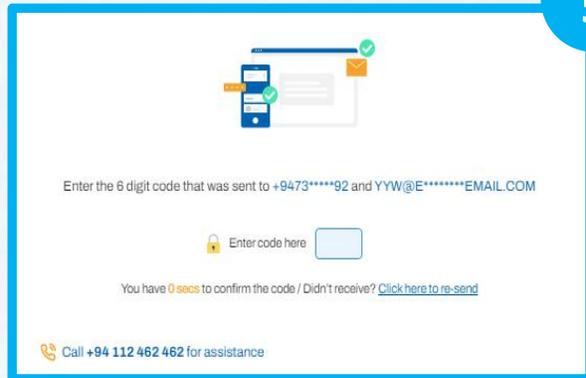
4



Select your preferred mode to receive the OTP (One Time Password)

Enter the OTP (OTP will be valid for 3minutes only)

5



Choose your preferred activation method

1. Activate with Debit Card & PIN

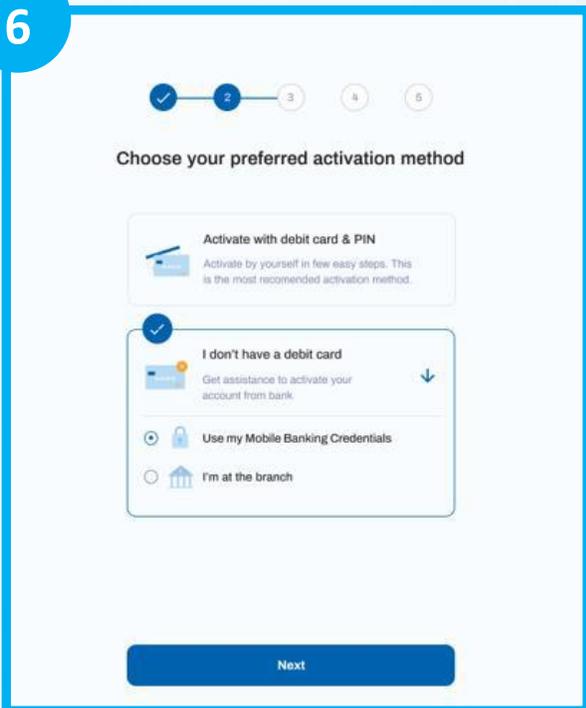
3. If you don't have a Debit Card;

a. You can use your Mobile Banking Credentials to activate Your New Personal Online Banking Portal.

b. You can click on "I am at the Branch" if you are already present at a Branch for the activation

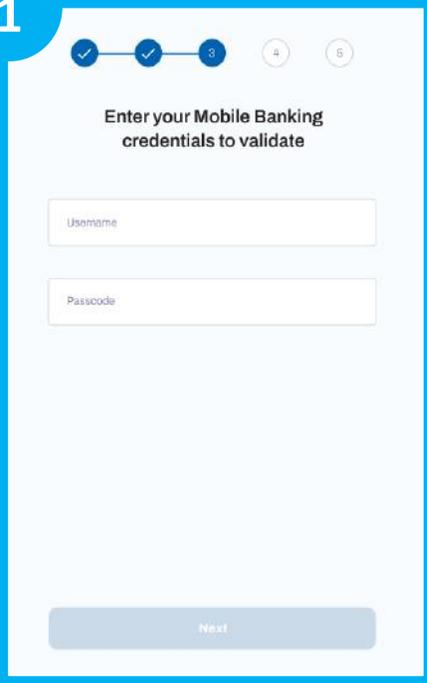
c. Alternatively, you can call our Call Centre on 011 2 462 462 if you are unable to visit a Branch

6



a. Mobile Banking Credentials to activate your New Personal Online Banking Portal

1



Enter your Mobile Banking credentials to validate

Username

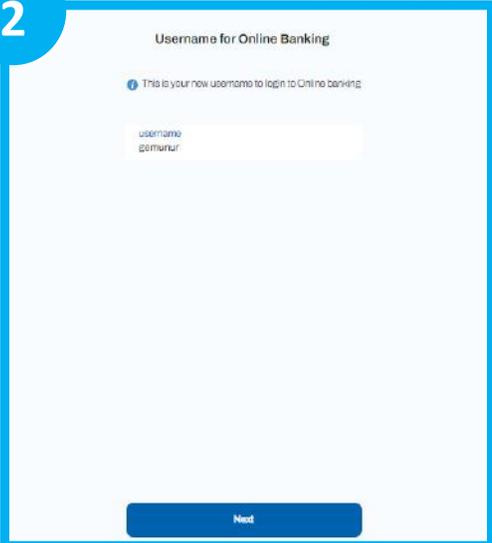
Passcode

Next

Enter your Mobile Banking credentials

Your Mobile banking App username will be auto populated here and you have to continue with this username for future logins

2



Username for Online Banking

This is your new username to login to Online banking

username@bank.com

Next

3

Let's set up a password to secure your login & payment

Enter new password

- ✔ Password length should be at least 8 characters.
- ✔ Password should contain both numeric and alphabetic characters.

Confirm new password

Next

Create a new password and confirm

You will get a success message once user credentials are updated

Click **“Login”** to experience our New Personal Online Banking Portal

4



**Hooray!**

Your online banking is now ready to be used

Download the mobile banking app



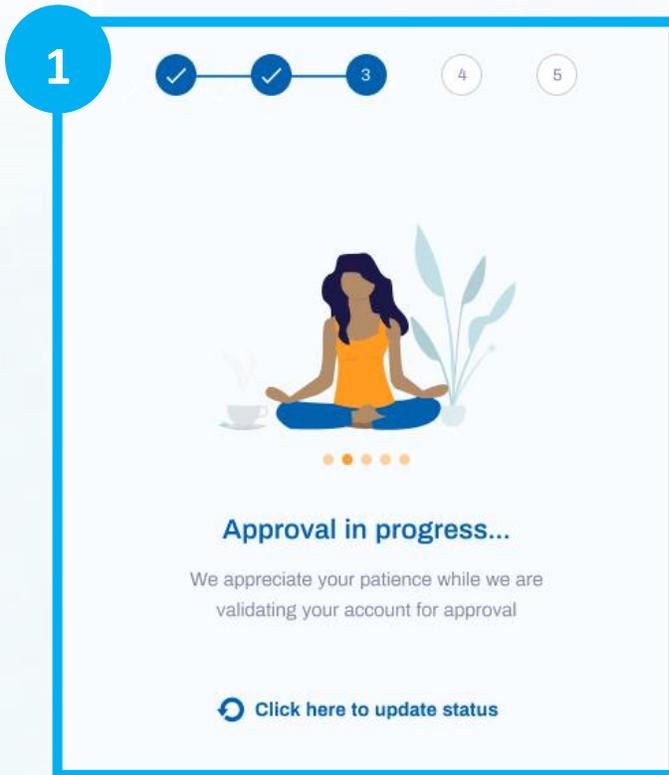
GET IT ON Google Play



Download on the App Store

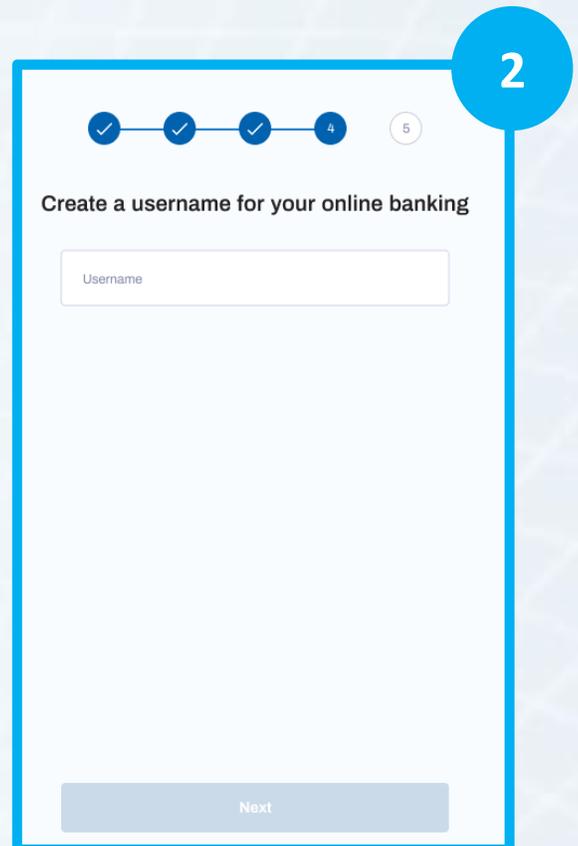
Login Now

## b. I am at the Branch



Please wait until we are validating your account for approval

Create username



3

Let's set up a password to secure your login & payment

Enter new password

- Password length should be at least 8 characters.
- Password should contain both numeric and alphabetic characters.

Confirm new password

Next

Create a new password and confirm

You will get a success message once user credentials are updated

Click "Login" to experience our New Personal Online Banking Portal

4

Progress: 1/5 ✓

**Hooray!**

Your online banking is now ready to be used

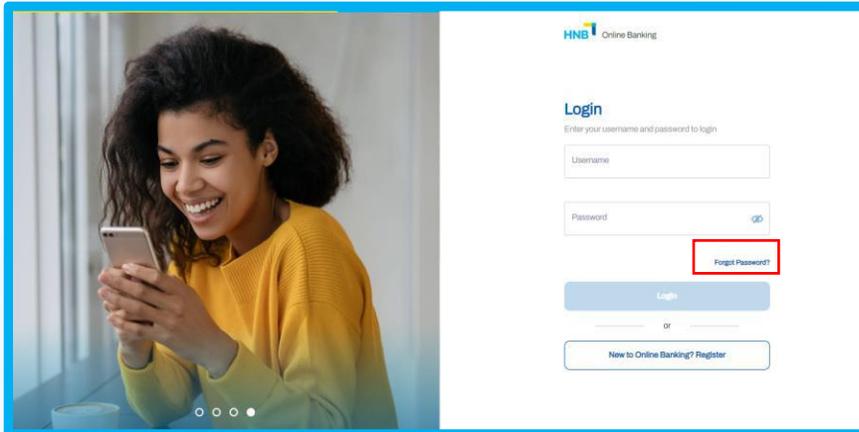
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Login Now

# I have forgotten my Internet-Banking password



If you can't remember your existing E-banking password, you have two options to reset it

## Option 1:

- a. Click "**Forgot Password**" option in the login page
- b. Provide your username
- c. Enter the OTP (One Time Password)
- d. In order to validate please provide your active debit card number and PIN number
- e. Setup a new password and login

## Option 2:

You can contact our Call Center on 011 2 462 462 to Reset your password