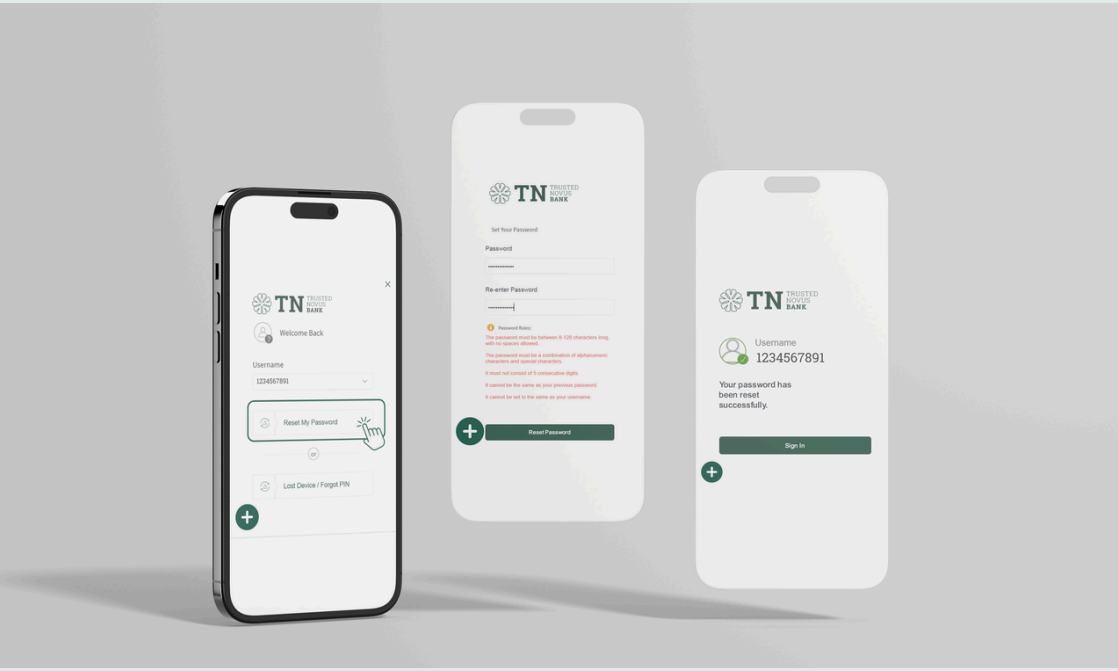
Security

Step-by-Step Guide



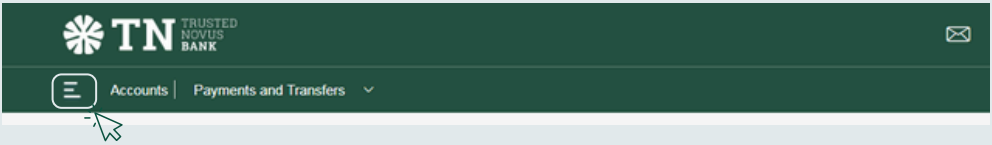
Welcome to your new digital banking experience! This step-by-step guide will cover:

- How to reset your NetBank password
- Forgotten your password
- Forgotten PIN / New Device Setup / Lost Device

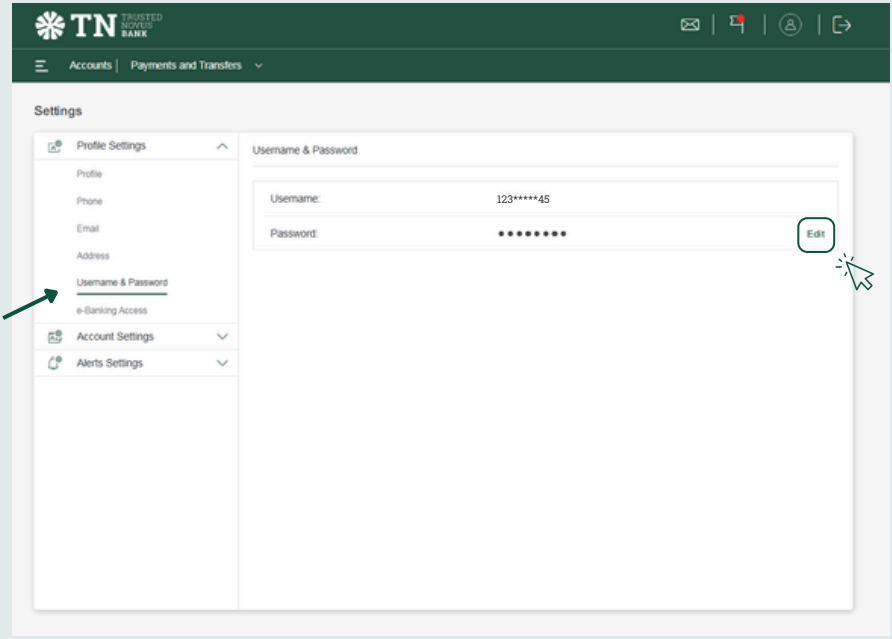
How to reset your NetBank password

1. If you want to change your password, login to your NetBank with your username and current password.

2. Click on the main **'Menu'** (three horizontal lines on the top left side of the screen).



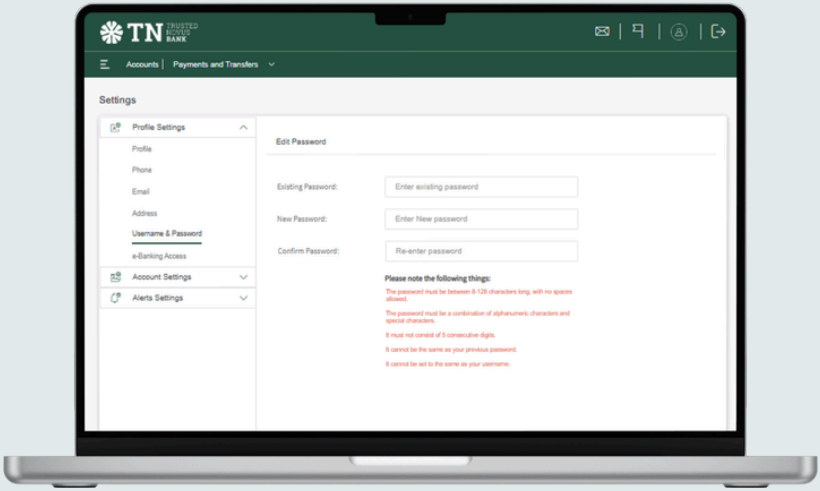
3. Select **'Settings'** drop down followed by **'Profile Settings'** and then click on **'Username & Password'**.



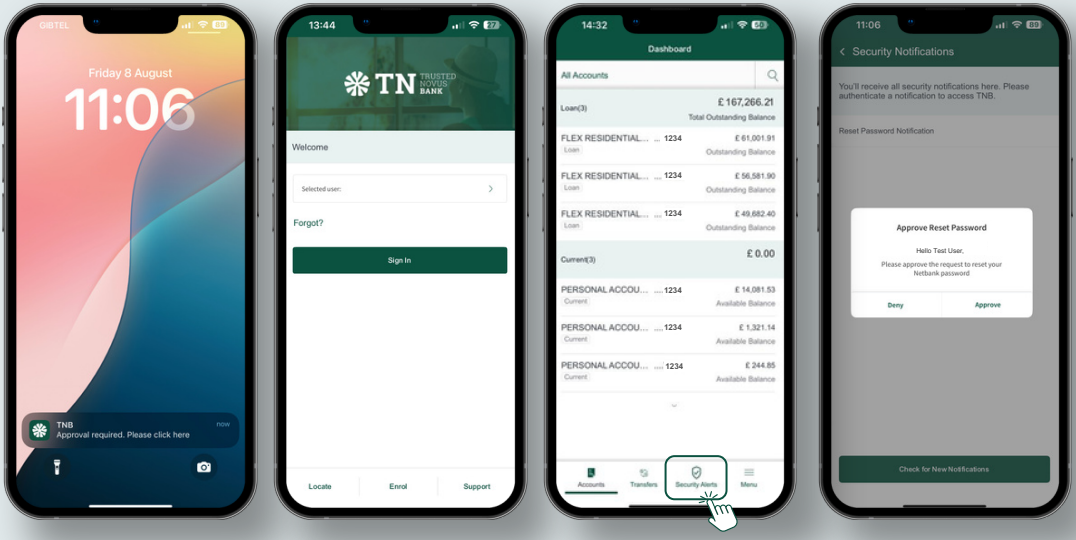
4. **'Edit'** Your Password:
   - After selecting **'Username & Password'**, your username and current password will be displayed.
   - To make changes, click the **'Edit'** button next to your password on the right.

How to reset your NetBank password

5. Enter your **'Existing Password'** followed by the **'New Password'** entered twice, click **'Confirm'** to save the change.



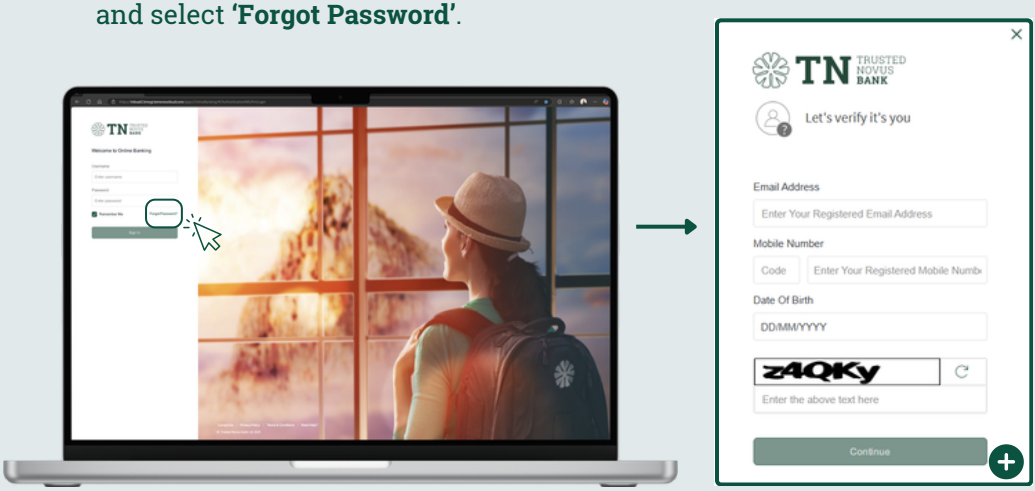
6. Once completed you will get a mobile notification to confirm new changes on the TNB mobile banking app.



7. Once **'Approved'** you will be asked to login again with the new password you have created.

Forgotten your password

1. If you have forgotten your login details, go onto the NetBank login page and select **'Forgot Password'**.

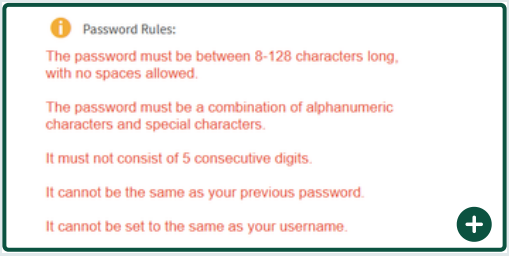


2. You will then be required to enter your **'Email Address'**, **'Mobile Number'**, and **'Date Of Birth'** as well as answer a CAPTCHA verification.

3. Once completed you need to choose to **'Reset My Password'** or **'Lost Device / Forgot Pin'**.

4. Click on **'Reset My Password'.**

5. Create the new password following the password requirements shown.

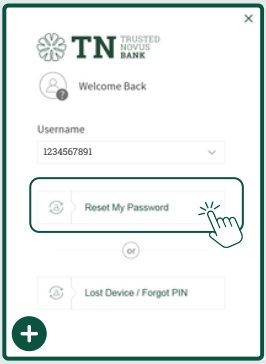


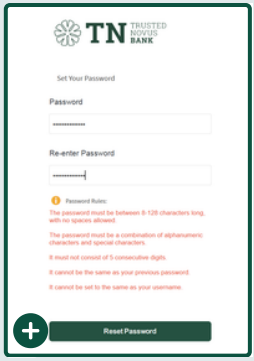
6. Once completed, you will be notified: **'Your password has been reset successfully.'**

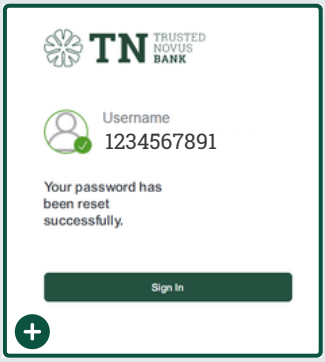
8. You will receive a notification prompting you to **'Approve'** the password reset on the TNB mobile app.

9. See screenshots of these steps below.

Forgotten your password

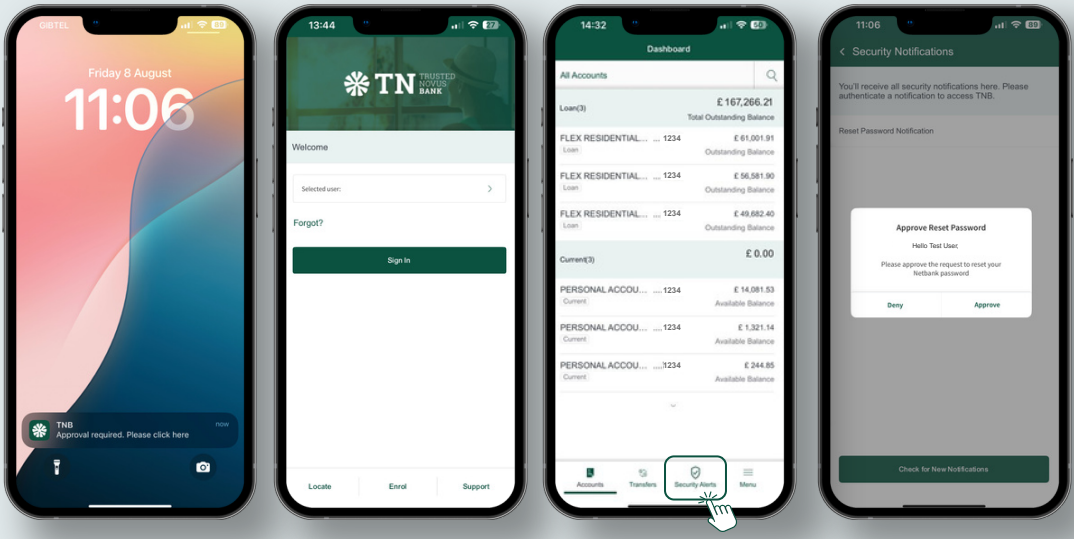






10. Once clicked follow the steps
    - Sign In
    - **'Approve'** Pop up (if it's not shown, go to **'Security Alerts'** in the bottom tool bar) and click **'Reset Password Notification'.**

11. See screenshots of these steps below.



12. Now you can login to NetBank with the new password.

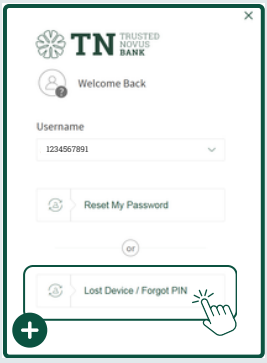
Forgotten PIN / New Device Setup / Lost Device

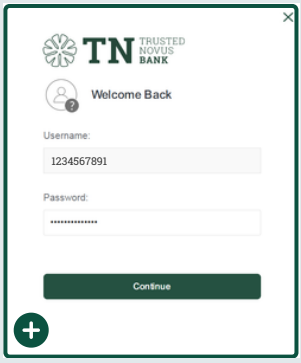
1. If you have forgotten your Login details or have a new phone, go to the NetBank login page and select **'Lost Device / Forgot PIN'**.

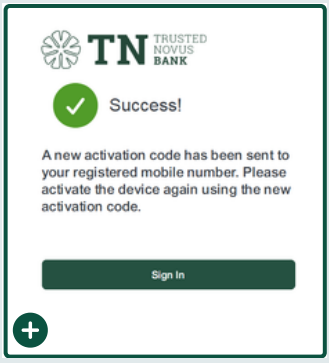
2. Then type in **'Username'** and **'Password'** (for your NetBank).

3. Click **'Continue'.**

4. This will tell the system to send a new **'Activation Code'** by SMS to your phone.







5. Click on the SMS received and copy **'Activation Code'**.

6. Go to the **TNB Mobile Banking App.**

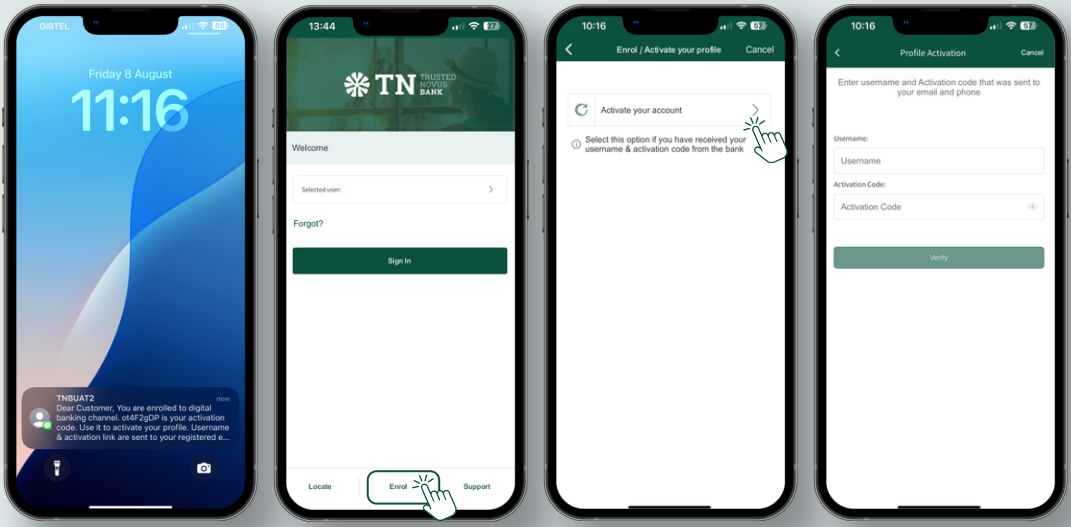
7. Click **'Enrol'** at the bottom tool bar of the screen.

8. Click **'Activate your account'.**

9. Type in your **'Username'** and the new **'Activation Code'** received by SMS.

10. See screenshots of these steps below.

Forgotten PIN / New Device Setup / Lost Device



11. You will be prompted to type in your new PIN twice.

12. If you want to use biometrics click **'Enable'.** If not then click **'Not now'** to continue without.

13. You are ready to login with your new PIN.

