Internet Banking Password Set/Reset process

1. Retail Users

LOGIN PASSWORD CREATION PROCESS

Go to **www.unionbankonline.co.in**, Click on Retail Login and then click on   FORGOT/CREATE PASSWORD, in the same screen:

1. Select from below options
   Online reset of Login/Transaction password(s)- Retail users having Debit Card
   Online reset of Login Password- Retail users without Debit Card:

2. Enter mandatory details i.e. User ID, Account number, **Date of Birth or PAN Number** (Not both)

3. Enter Captcha and Continue.

On successful validation OTP will be triggered to the customer registered mobile number. on successful validation of OTP, system will prompt the user to set the Login password.

TRANSACTION PASSWORD CREATION PROCESS (NOT HAVING ACTIVE DEBIT CARD)

1. Login to internet banking.
2. Go to Password Management>> Step1 U-TOKEN REGISTRATION>> Continue>> OTP >> SUBMIT
    I.   Download the U-Token mobile application from AppStore/Play Store and install
    II.   On successful installation of U-Token app>> Open App
    III.   Click on "Register Here" link.
    IV.   Enter your User ID (Login id of Net Banking)
    V.   Enter channel type (RETAIL)
    VI.   Set your six-digit MPIN. This is Six-digit pin which will be authentication factor to login to the U-Token. (MPIN should not be disclosed to others)
    VII.   Click on submit button.
    VIII. OTP will be triggered to the customer registered mobile number.
    IX.   On successful validation of OTP, registration process will be completed and pop will show as "Congratulations you have successfully registered for mobile token service".
3. Login to Internet Banking
4. Go to Password Management>>Step2 ENABLE U-TOKEN>> Enable MobiToken (select Yes)>>OTP >>SUBMIT
5 Go to   PASSWORD MANAGEMENT>> PASSWORD MANAGEMENT>>GENERATE TRANSACTION PASSWORD>>
6 System will prompt to enter the 6-digit U-TOKEN i.e. The 6-digit number generated in U-Token application after successful login to U-Token (Not the 6 digit MPIN)
7 On successful validation, system prompt the user to set the Transaction password
8 Enter new transaction passwords and save.

TRANSACTION PASSWORD CREATION PROCESS (HAVING ACTIVE DEBIT CARD)

1. Login to Internet Banking
2. Go to   PASSWORD MANAGEMENT>> PASSWORD MANAGEMENT>>GENERATE TRANSACTION PASSWORD>>
3. System will populate masked Debit card no >> Click on Continue button >> Enter OTP >> Continue >> Debit card PIN >>Set Transaction Password.

2. FOR CORPORATE USERS

LOGIN PASSWORD CREATION PROCESS

Go to www.unionbankonline.co.in, Click on Corporate Login and then click on FORGOT PASSWORD, in the same screen:
   In the new screen enter details as below:
1. In First row: CORPORATEID.USERID (e.g., ABCD123456789.USER1)
2. In Second row: enter **Customer ID**
3. In Third row: enter **Account Number**
4. In Fourth row: enter Email Id. (Same as available in EBANKING menu)
5. Identify the captcha value and submit

TRANSACTION PASSWORD CREATION PROCESS

1. Login to internet banking.
2. Go to Password Management>> Step1 U-TOKEN REGISTRATION>> Continue>> OTP >> SUBMIT

   I.   Download the U-Token mobile application from AppStore/Play Store and install
   II.   On successful installation of U-Token app>> Open App
   III.   Click on "Register Here" link.
   IV.   Enter your User ID (Corporate Id. User Id)
   V.   Enter channel type (CORPORATE)
   VI.   Set your six-digit MPIN. This is Six-digit pin which will be authentication factor to login to the U-Token. (MPIN should not be disclosed to others)
   VII.   Click on submit button.
   VIII. OTP will be triggered to the customer registered mobile number.
   IX.   On successful validation of OTP, registration process will be completed and pop will show as "Congratulations you have successfully registered for mobile token service".
3. Login to Internet Banking
4. Go to Password Management>>Step2 ENABLE U-TOKEN>> Enable MobiToken (select Yes)>>OTP >>SUBMIT
5 Go to   PASSWORD MANAGEMENT>> PASSWORD MANAGEMENT>>GENERATE TRANSACTION PASSWORD>>
6 System will prompt to enter the 6-digit U-TOKEN i.e. The 6 digit number generated in U-Token application after successful login to U-Token (Not the 6 digit MPIN)
7 On successful validation, system prompt the user to set the Transaction password
8 Enter new transaction passwords and save.

HOW TO DISABLE U-TOKEN

1. Go to "PASSWORD MANAGEMENT" >>U-TOKEN>> ENABLE U-TOKEN>> Select No (validate with U-Token)