## **Internet Banking**

μ

How to Register



January, 2020



## **Information and Communication Division**

INTERNET BANKING



Internet banking makes it quick, easy and convenient for you to manage your finances. No matter where you are or what time it is, you can check your balance and transfer funds all with a few simple clicks on your mouse or taps on your smartphone with Internet banking.

# Security Tips??

The most three (03) important security measurements are:

- Always use a **computer** or **device** that you trust.
- Always **log out** after finishing an online banking session.
- In case of **suspicious activity** please contact UBL Support team immediately.

\*\*\*No matter where you go, you can manage your money online with confidence and security with Union Bank Limited Internet Banking \*\*\*

<u>Go green & Save your time!</u>

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## **1. Registration Process:**

#### **Registration Process:**

Please go to the Union Bank limited Internet Banking login page and click <u>http://ibanking.unionbank.com.bd/</u> if you are a new user then click "<u>Not registered? Please</u> <u>sign up here...</u>" for new registration.



Figure 01: UBL IB Homepage

## Information for completing the Registration Process:

- Input Account Number (UBL Mudaraba Savings/Al Wadiah Current Account)
- CIS ID According to your Account Number (Please ask from respective Account Opening Branch)
- A valid E-mail Id registered with bank (Must be Linked in CBS)

Page 2 of 8

An updated Mobile Number registered with bank (Must be Linked in CBS)
 Then put Captcha result and press **Register**.

UBL INTO	iter banking
Ke	gistration
Instructions for Registration	Register Now
P Account Number : must be an active account number of Union Bank Limited	Account Number(Only Demand Deposit)
I⊅ Username : must be unique (the customer id of provided account) . I⊅ Email Address : should be a valid email address through which internet banking will send	Username (Customer Id)
various emails to you.	Email
Mobile Number : must be a valid mobile number with 11 digits (e.g. 01XXXXXXXXXX).     Internet hanking will send various sms to you using this number	Mobile Number
Credit Card No : If you have a credit card from Union Bank Limited, write down the card	
number (optional).	Credit Card No (if any)
L/ Captena Result : Write down the summation of numbers from image box. Refresh if necessary.	≈ -25 +2 ± 2 € 0
	Captcha Result
	Register
	Already registered? Please sign in here

### Figure 02: Register Now

## **Registration Successful Process:**

Once you have clicked Register button you will find the below page (Figure 03) that showing you have successfully registered to our Internet Banking facility.

And also find a message that "An email was sent to" your given email (at the time of registration) where you will find a Reference number. Please take the Reference No and get back to respective UBL Branch where you have opened the Account.



- A reference number is sent to the provided valid e-mail ID of the user. The user should download & print the pdf form from Internet Banking section of Union Bank Limited official website or collect the form from respective branch, fill it up properly & put the user information & reference number in that form.
- > With the properly filled up form, submit it to the IB officer of the branch.
- 1. Once your User has been activated, an email will be sent to Client email address along with User Name & Password.

Image: Constraint of the second state of the second sta	,
Des Value I Contemporate 1555	
Dear Valued Customer ranatoo,	
Your Internet Banking user has been activated based on registration.	
Please login with below credentials: User: rahat555	
Password: D'2R*h5x	
Thanks for banking with Union Bank Limited.	
Best regards, Union Bank Limited EMAIL DISCLAIMER: The contents and any attachment of this email are confidential and legally privileged. It is intended solely for recipient or recipient and/or expose of any part of the content of this e-mail and/or attachment by not intended recipient is fully unauthorized and unlawful. If you have receiv mail by mistake please notify the sender immediately. Also note that any view or opinion presented in this e-mail is solely responsibility of the author ar necessarily represent the Union Bank Limited. We strongly suggest that you should do the needful against virus while checking e-mail and/or attachmen Bank Limited bears no liability for any harm caused by any malicious code or virus transmitted by this e-mail.	ts. Any use ed this e- Id do not nts, Union

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2. Client can login now with their USER NAME & PASSWORD from Internet banking website (<u>http://ibanking.unionbank.com.bd</u>).

Figure 10: User Activation Mail

ABOUT SSL CERTIFICATES		100 E.S. Co.S.		
			D	Message Please do not modify the URL. This may block your account.
	Login	rnet Banking October 10.000 -0		
	User name Password	246438		
	How much is	e Virtual Keyboard $6 + 2 = 2$	IIIII	Sil-Nigolani
- The state of the		Sign in		
1/2/1	rvot registered ? Please sig	n up nere Help : 😴 🕐 🐶 💿		Vo assault the this may block your account:

Figure 11: First time login with temporary password

3. After clicking "Sign in" you will be asked to give a secured PIN NUMBER of 6 Digit, which is very confidential and please remember the given PIN NUMBER because you will have asked to put the given PIN NUMBER every time when your login. This is required for secured transaction. (Do not disclose the PIN NUMBER).



Figure 12: Enter Secured PIN NUMBER (Secondary Authentication)

Then the User have to set a security code consists of 6-digits. The user should memorize this security code & every time ibanking user tries to login in IB, a random 2 digits of that security number will be asked to put on the appropriate place in order to login successfully.

4. Saving your secured PIN NUMBER Client will get Password Change option. Enter your previous password (provide in your Email ID) then give your New Password of your own choice, confirm New Password then select "Change". Please make sure your password match the policy i.e. keep at least one CAPITAL LETTER, a number and a special character like @ \_\$.

UBL Internet Banking	Message     Please change your existing password
Force Password Change	
Password Policy Password matched	
Password Policy Password matched	
Password Policy     Password matched	

Figure 13: Force Password Change

5. You will get a message that "Password Changed Successfully". Then login with your new password.

### **INTERNET BANKING**



Figure 14: Login with Client Password

 Then enter your Secured Number's Fourth & third digit i.e. if your security number was 896963 then enter 69. This is not necessary to put 3<sup>rd</sup> & 4<sup>th</sup> digit every time, it will be changed like 1<sup>st</sup> & 2<sup>nd</sup> or 5<sup>th</sup> & 6<sup>th</sup>. you will have asked to put the given PIN NUMBER every time when your login so do not forget the Pin Number.



Figure 15: Secondary Authentication with your Secured PIN NUMBER

2. Entering your Secured number, you will be login to your Union Bank Internet Banking Home page.

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Vision Bank Limited		≡								(2) 77	7286 ~
希 Home		User Details	~ ×	Account Sum	mary	~ ×	Mini Stater	nent		~ ×	
Account Information	~	REHENUMA TARANNUM Customer : 77286		A/C No 0021130007656	Type DEPOSIT	Available Balance 23,912.73	Account No : Date	002113 Debit	30007656	Balance	^
Topup	* *	<ul> <li>♣ 77286</li> <li>■ 01792089493</li> <li>➡ rehenumatarannum@rocketm</li> </ul>	nail.com	0023020004697	SSP	1,20,000.00	29/12/2019 26/12/2019	2,500.00	0.00	23,912.73 26,412.73	
E Credit Card	~						26/12/2019	10,000.00	0.00	28,412.73	
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Figure 16: Union Bank Internet Banking Client Home page

\*\*\*For registration and further details please contact your home branch.

## Fraud Alert:

There have been cases of frauds requesting for personal account details. We would never ask you to reveal account information such as your password, security code or user details. If you receive any suspicious calls or emails, please contact Union Bank immediately.