

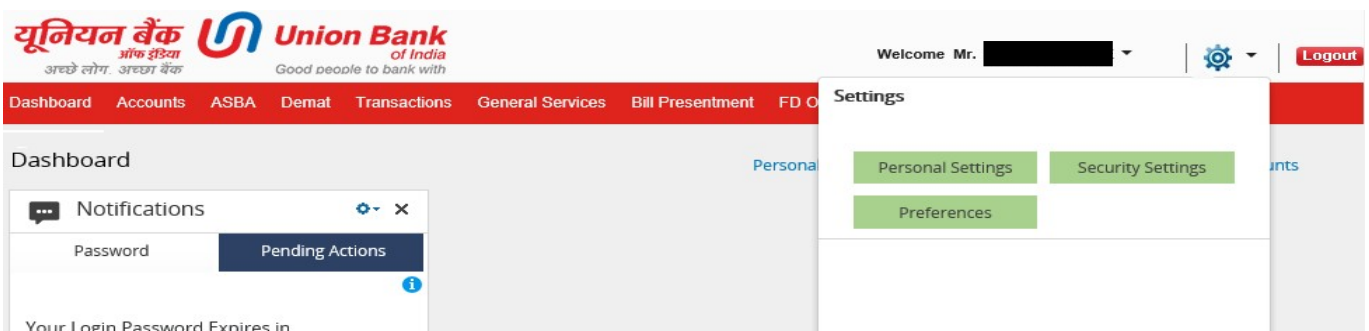
Enrolling OTP or Security Question as 2nd Factor Authentication for login to Internet Banking

OTP or Secure Questions is used as second factor authentication for login to Internet Banking. By default, OTP facility is enabled as 2nd factor authentication for all users who were enrolled for 2FA in old version of Internet Banking. Users not having any 2FA in old version of Internet Banking will be shown alert message on every login to opt for 2FA from “Settings Icon (Top Right Corner)-> Security Settings ->Change 2FA Mode”. Alert message will be shown on every login until user chooses any one of the following 3 options :

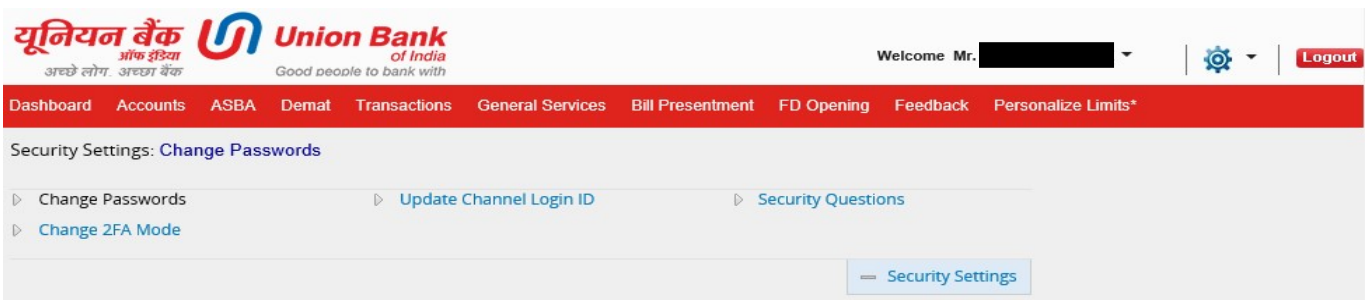
- One Time Password Mode (i.e OTP)
- Security Question Answer Mode
- None

All users can change between the above 3 options any time for login purpose from “Change 2FA Mode”. Screenshots for 2FA options are as under :

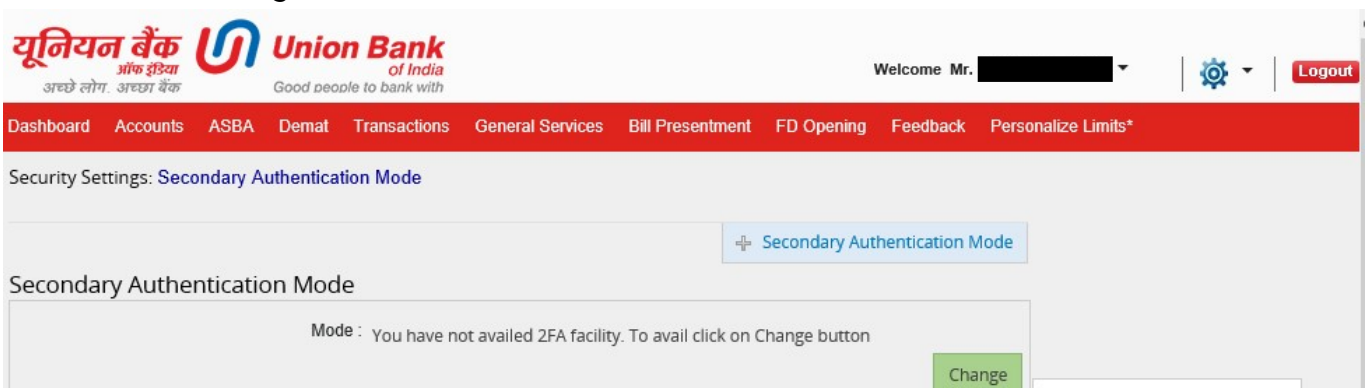
- After login to retail Net Banking click on **SETTINGS** (next to Logout Button) ,select **Security Settings**



- Select **Change 2FA Mode**



- Click on **Change Button**



- Select the desired mode and click on Submit

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Welcome Mr. [Redacted] | [Settings] | Logout

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Security Settings: Secondary Authentication Mode

+ Secondary Authentication Mode

Secondary Authentication Mode

Mode : You have not availed 2FA facility. To avail click on Change button

Select required Mode None One Time Password Mode Security Question Answer Mode

Submit

Favorites
Select your favorite activity

- In case of selecting Security Question Answer Mode, user will be required to select any 2 questions and set answer to these questions

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Security Settings: Security Questions

Change Passwords Update Channel Login ID Security Questions

Change 2FA Mode

Security Settings

Security Questions

Pick a Question Select a Security Question

Answer

Pick a Question Select a Security Question

Answer

Enter your credentials to confirm the transaction

Confirmation Details

Transaction Password*

Register

Favorites
Select your favorite activity
Select
Add to Favorites

Navigate to...
Personal Settings
Preferences

- The selected mode will be activated after authentication.

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Welcome Mr. [Redacted] | [Settings] | Logout

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Security Settings: Secondary Authentication Mode

+ Secondary Authentication Mode

Secondary Authentication Mode

You have successfully changed the mode.

Register