



FOR RETAIL USERS

- **KNOW YOUR USER ID**

To know your user details, go to www.unionbankonline.co.in.

1. Click on “KNOW YOUR USER ID” tab
2. Enter Customer ID, Mobile Number and Account Number and submit.

System will display user details in the format either NUMERIC or ALPHANUMERIC or TEXT

- **LOGIN PASSWORD CREATION PROCESS**

Go to www.unionbankonline.co.in, Click on Corporate Login (DO not enter anything in the screen) and then click on FORGOT PASSWORD, in the same screen:

1. In the new screen enter details as below:
2. In First row: (as generated above)
3. In Second row: enter CUSTOMER ID:
4. In Third row: enter ACCOUNT NUMBER
5. In Fourth row: enter email id.
6. Identify the value and submit.

System will push OTP for validation. Validate to get screen for creating LOGINPW.

- **TRANSACTION PASSWORD CREATION PROCESS**

1. Login to internet banking.
2. Go to Password Management>> Step1 UTOKEN REGISTRATION> Continue>> OTP WILL COME>> SUBMIT
3. Go to Password Management>>Step2 ENABLE UTOKEN>> Enable MobiToken (select Yes)>>OTP WILL COME>>SUBMIT
 - I. Install Mobile U-Token app successfully
 - II. Open App
 - III. Click on “Register Here” link.
 - IV. Enter your User ID
 - V. Enter channel type (if user id is in type select RETAIL only)
 - VI. Set your six-digit MPIN. This is your own6 DIGIT SECRET NUMBER/ PIN which should not be disclosed to others (This is used for logging in to UTOKEN)
 - VII. Click on submit button.

App now shows OTP Page screen. After entering valid OTP. It will show message “Congratulations” you have successfully registered for mobile token service. Please login”



After login in U-Token app, there will be 6-digit token No. showing on mobile screen, Customer can use token no for internet banking transaction or resetting Transaction password.

4. Login to Internet Banking
5. Go to PASSWORD MANAGEMENT>> PASSWORD MANAGEMENT>>GENERATE TRANSACTION PASSWORD>>
6. System will prompt to enter the 6-digit UTOKEN.
7. Enter UTOKEN. Password.
8. Enter new transaction passwords and save.

- **HOW TO DISABLE U-TOKEN**

1. Go to “PASSWORD MANAGEMENT” >>UTOKEN>> ENABLE UTOKEN>> Select No (validate with the OTP received)
2. HOW TO ENABLE DISABLED UTOKEN (to generate transaction password with UTOKEN process again)
3. Go to “PASSWORD MANAGEMENT” >>UTOKEN>> ENABLE UTOKEN>> Select YES (validate with the OTP received)

FOR CORPORATE USERS

- **KNOW YOUR USER ID**

To know your user details, go to www.unionbankonline.co.in.

1. Click on “KNOW YOUR USER ID” tab
2. Enter Customer ID, Mobile Number and Account Number and submit.

System will display user details in the format ABCD123456789.USER1 where ABCD123456789 is CORPORATE ID and USER1 is USER ID.

- **LOGIN PASSWORD CREATION PROCESS**

Go to www.unionbankonline.co.in, Click on Corporate Login (DO not enter anything in the screen) and then click on FORGOT PASSWORD, in the same screen:

1. In the new screen enter details as below:
2. In First row: CORPORATEID.USERID (e.g., ABCD123456789.USER1)
3. In Second row: enter CUSTOMER ID:
4. In Third row: enter ACCOUNT NUMBER
5. In Fourth row: enter email id.
6. Identify the value and submit

- **TRANSACTION PASSWORD CREATION PROCESS**



Login to internet banking.

1. Go to PASSWORD MANAGEMENT: STEP1 UTOKEN REGISTRATION >continue>>enter OTP >> and submit.
2. Go to PASSWORD MANAGEMENT: STEP2 ENABLE UTOKEN>Enable MobiToken* (Select radio button “Yes” enter OTP >> and submit.
3. *After that the above-mentioned procedure: *
 - I. Install Mobile U-Token app successfully from Play Store
 - II. Open App
 - III. Click on “Register Here” link.
 - IV. In first row, Net Banking User ID enter CORPORATEID.USERID
 - V. Select channel type as CORPORATE
 - VI. Set your six-digit MPIN. This is your own6 DIGIT SECRET NUMBER/ PIN which should not be disclosed to others (This is used for logging in to UTOKEN)
 - VII. Click on submit button”

App now shows OTP Page screen. After entering valid OTP. It will show message “Congratulations” you have successfully registered for mobile token service. Please login”

After login in U-Token app, there will be 6-digit token No. showing on mobile screen, Customer can use token no for internet banking transaction or resetting Transaction password.

4. Login to Internet Banking
5. Go to PASSWORDMANAGEMENT>> PASSWORD MANAGEMENT>> GENERATE TRANSACTION PASSWORD>>
6. System will prompt to enter the 6 digit UTOKEN.
7. Enter UTOKEN Password.
8. Enter new transaction passwords and save.

• **HOW TO DISABLE U-TOKEN**

1. Go to “PASSWORD MANAGEMENT” >>UTOKEN>> ENABLE UTOKEN>> Select No. (validate with the OTP received)
2. HOW TO ENABLE DISABLED UTOKEN (to generate transaction password with UTOKEN process again)
3. Go to “PASSWORD MANAGEMENT” >>UTOKEN>> ENABLE UTOKEN>> Select YES (validate with the OTP received)