



Retail User Manual-Desktop

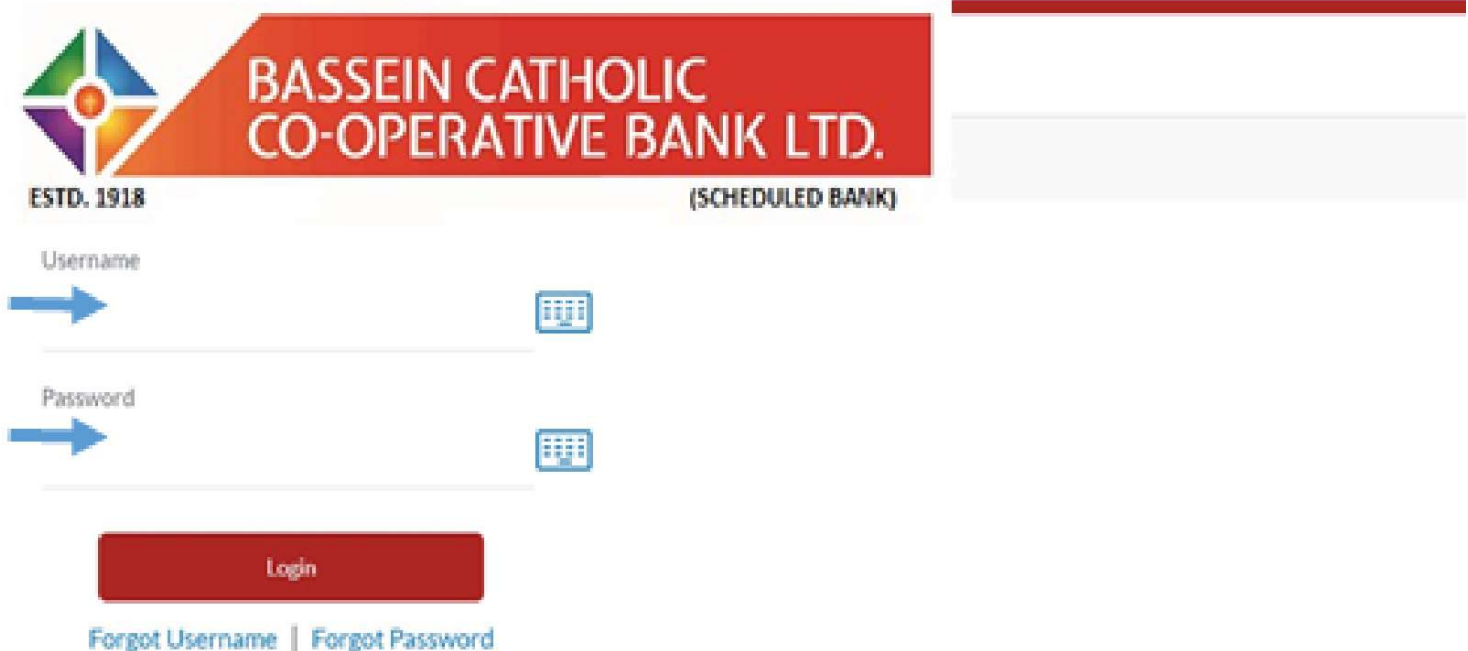
- 1. How do I Login?.....4
- 2. What is Session Timeout?4
- 3. How do I get User name if I forget my User name?.....5
- 3.1 Getting User name through the *Forgot User name Link*.....5
- 4. How to reset password if I forget my Password?8
- 4.1 Reset Password through the *Forgot Password Link*8

1. How do I Login?

To visit online banking, go to <https://netbanking.bccb.co.in>

Use the online banking **Username** and **Password** provided by bank to login.

If you have forgotten your password, click on “*Forgot Password?*” Link to reset your password. A verification code will be sent to the registered email address and mobile number entered at the time of user account creation. Enter this code to login and receive a temporary password on the registered mobile number. Login with your username and this temporary password and then change to password of your choice.



ESTD. 1918

BASSEIN CATHOLIC
CO-OPERATIVE BANK LTD.

(SCHEDULED BANK)

Username

Password

Login

[Forgot Username](#) | [Forgot Password](#)

Figure3.1-1

2. What is Session Timeout?

Session timeout represents the event occurring when a user does not perform any action on online banking website during an interval of 15 minutes.

3. How do I get User name if I forget my Username?

As an E–Banking customer, you can retrieve your user name if you forget your username through

- Online Banking platform via our website <https://netbanking.bccb.co.in>
- Mobile Banking application available for
 - IOS devices (I Phone and I Pad)
 - Android devices

This guide explains how to get Username via our website. You can get Username through ***Forgot Username Link***.

3.1 Getting Username through the *Forgot Username Link*

3.1.1 Go to the Login Page

Click on the (1) ***Forgot Username*** Link

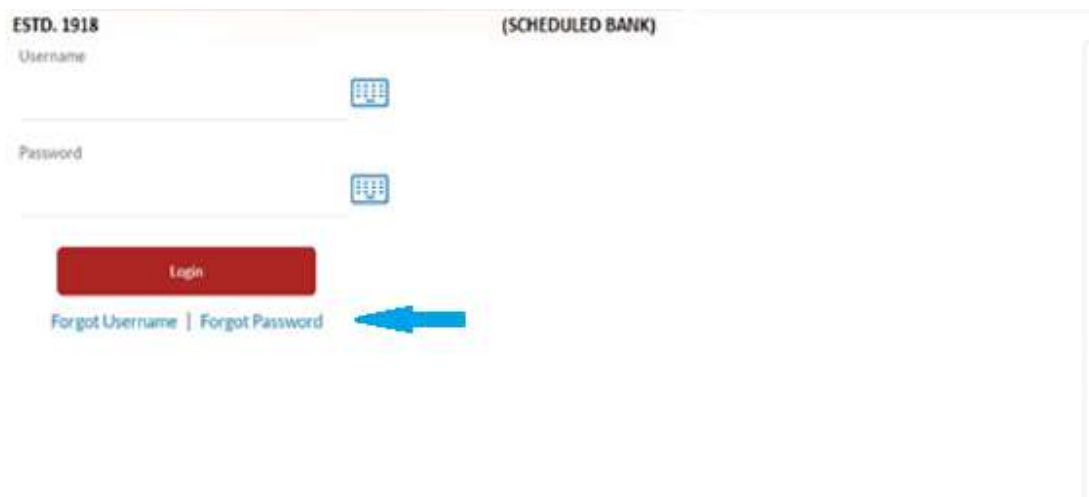


Figure3.1-1

3.1.2 Enter details to Get Username

Enter following details to **Get Username**

- Email—Email Id registered with the bank for your profile
- Date of Birth—Your Date of Birth

Click **Submit** to **get User name** or click **Cancel** to go **back** to the login page.

BASSEIN CATHOLIC CO-OPERATIVE BANK LTD.
ESTD. 1918 (SCHEDULED BANK)

Forgot Username

To retrieve your Username, please enter your email address and date of birth registered in your bank account.

Email

Date of Birth

The Gibraltar International Bank Ltd. is authorised and regulated by the Financial Services Commission. | Company registration number: 109679

Figure3.1-2

3.1.3 Enter Verification code

Verification Code is sent to the user on registered email address and mobile number

OTP Alert

OTP Alert

no-reply1
To: ABCXYZ@gmail.com

Dear Customer,

Your One time password (OTP) for User Registration is 621970. This can be used only once and is valid for 15 minutes.

Please do not share this with anyone.

Regards
Customer Service -

Figure3.1-3

Enter the verification code in the following section displayed at the bottom of Forgot Username screen:

One Time Verification

A verification code has been sent to your registered mobile number. Please enter that code below to complete the process.

Verification Code

[Resend Code](#)

Attempts Left

4

Reference Number

39742

Figure3.1-2

Click **Submit** to receive an email to registered email address containing the link to reset password. Click **Cancel** to go **Back** to the login page.

 **BASSEIN CATHOLIC CO-OPERATIVE BANK LTD.**
ESTD. 1918 (SCHEDULED BANK)

Forgot Username

 **SUCCESSFUL**
Username sent successfully on your email address / mobile number.

 [Login to your bank account.](#)

The Gibraltar International Bank Ltd. is authorised and regulated by the Financial Services Commission. | Company registration number: 109679

Figure3.1-5

A success message is displayed. Username will be received on registered email. Click **Login to your bank account** to go to login page.

Please find your user name below. Please do not share this with anyone.

Username: DemoUser1

Regards

Administrator

Figure3.1-6

4. How to reset password if I forget my Password?

As an E-Banking customer, you can create new Password if you forget your password through

- Online Banking platform via our website <https://netbanking.bccb.co.in>
- Mobile Banking application available for
 - IOS devices (I Phone and I Pad)
 - Android devices

This guide explains show to reset password via our website. You can reset Password through ***Forgot Password Link***.

4.1 Reset Password through the *Forgot Password Link*

4.1.1 Go to the Login Page

Click on the ***Forgot Password*** Link



The screenshot shows the login page of the BCCB-OBDX Customer Manual. At the top, there is a logo for 'BASSEIN CATHOLIC CO-OPERATIVE BANK LTD.' and 'BCCB-OBDX Bank'. Below the logo, there are two input fields: 'Username' and 'Password'. To the right of each field is a small icon of a document. Below the 'Password' field is a red button labeled 'Login'. At the bottom left, there is a link that says 'Forgot Username | Forgot Password' with a blue arrow pointing to the right.

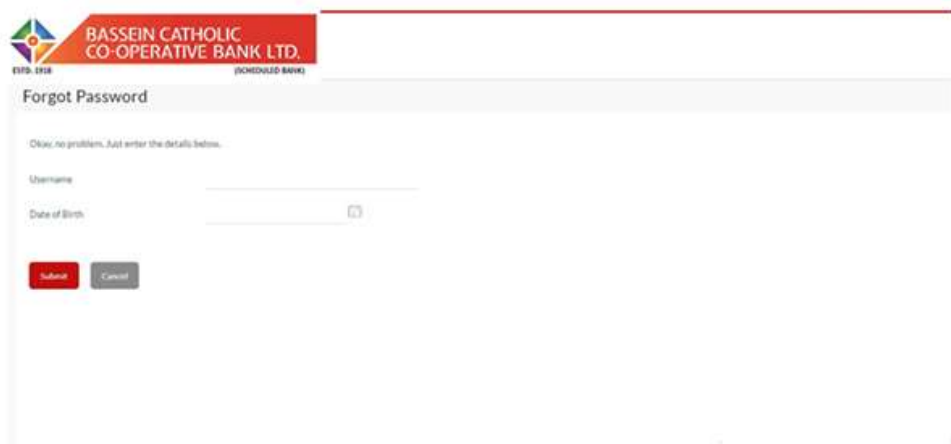
Figure4.1-1

4.1.2 Enter details to Reset Password

Enter following details to **Reset Password**

- Username—Login id provided by the bank
- Date of Birth—Your Date of Birth

Click **Submit** to **reset password** or click **Cancel** to go **back** to the login page.



The screenshot shows the 'Forgot Password' page of Bassein Catholic Co-operative Bank Ltd. The page has a red header with the bank's logo and name. Below the header, the title 'Forgot Password' is displayed. A message 'Okay, no problem. Just enter the details below.' is shown. There are two input fields: 'Username' and 'Date of Birth'. At the bottom, there are two buttons: 'Submit' (red) and 'Cancel' (grey).

Figure4.1-2

4.1.3 Enter Verification code

Verification Code is sent to the user on registered email address and mobile number

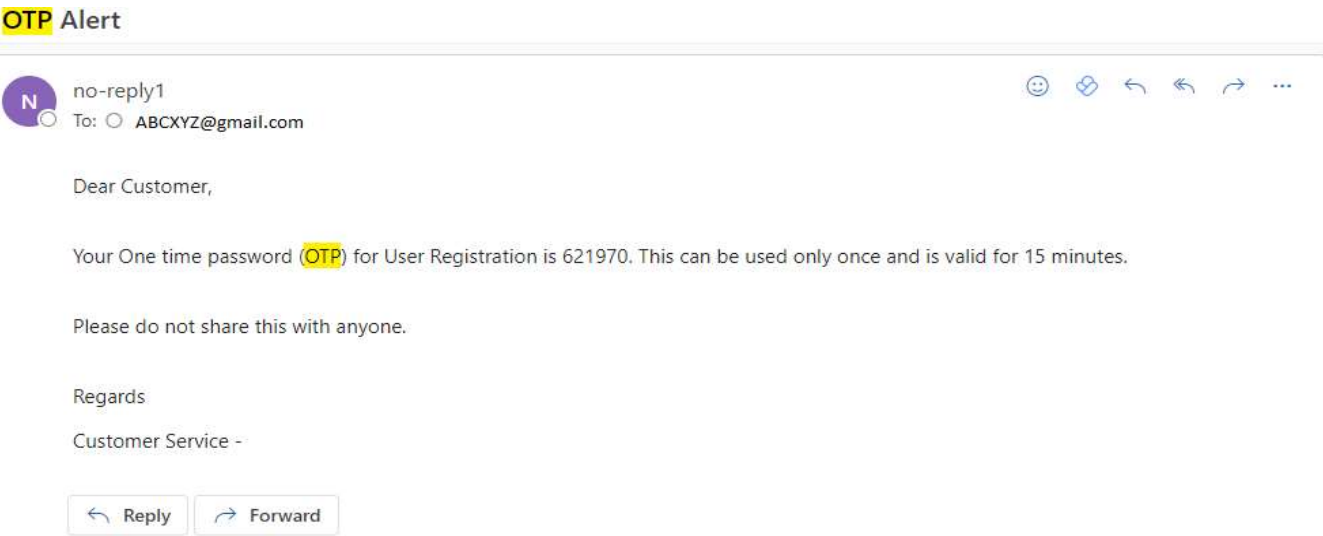


Figure4.1-3

Enter the verification code in the following section displayed at the bottom of Forgot Password screen:

One Time Verification

A verification code has been sent to your registered mobile number. Please enter that code below to complete the process.

Verification Code

[Resend Code](#)

Attempts Left

4

Reference Number

39742

Submit

Cancel

Figure4.1-4

Click submits **to** receive new password reset link an E-mail & SMS on the registered phone number.

Forgot Password

✓ SUCCESS

New Password reset link has been successfully sent on registered email & mobile via SMS



Login to your bank account.

Figure4.1-6

4.1.4 Enter New Password

Enter the **New Password** as per the password policy.

Password Policy will be displayed on the right-hand side of the page. New password can:

- Have 12 to 15 characters
- Have uppercase (Minimum1mandatory)
- Have lowercase (Minimum1mandatory)
- Have numbers (Minimum1mandatory)
- Have special characters (Minimum 1 mandatory ; Allowed characters are@,#,\$)
- Not contain consecutive characters more than 2
- Not contain identical characters more than 2
- Not be a common password

Click **Submit** to **submit** new password or click **Cancel** to **cancel** the operation



**BASSEIN CATHOLIC
CO-OPERATIVE BANK LTD.**

ESTD, 1918

(SCHEDULED BANK)

Change Password

Please change your password for security reasons.

New Password:



Re-enter Password:



Submit



Your Password can :

- ✓ Have 12 to 15 characters
- ✓ Have uppercase (Minimum 1 mandatory)
- ✓ Have lowercase (Minimum 1 mandatory)
- ✓ Have numbers (Minimum 1 mandatory)
- ✓ Have special characters (Minimum 1 mandatory)
(Allowed characters are @, #, \$)
- ✓ Not contain consecutive characters more than 5
- ✓ Not contain identical characters more than 8
- ✓ Not be a common password

Figure4.1-8

The success message of password reset appears. Click [Login](#) to **login**.



**BASSEIN CATHOLIC
CO-OPERATIVE BANK LTD.**

ESTD, 1918

(SCHEDULED BANK)

Change Password



Please click below to login.

Login

Figure4.1-9