

Himachal Pradesh Gramin Bank

02-12-2023

TO ALL OFFICES

CIRCULAR LETTER

INFORMATION TECHNOLOGY DEPARTMENT

SOP For Internet Banking Facility

Himachal Pradesh Gramin Bank is offering its customers Internet Banking Facility, a digital banking method using which they can use banking features within their comfort anytime anywhere on one tap. The Internet Banking Services has been made live on 01.11.2023 .This Internet Banking Services can be accessed via login through our bank's website i.e <u>https://hpgb.in</u> or <u>https://netbanking.hpgbank.in</u>

Activation of HPGB Mobile Banking For New Users

Before Activation of Internet Banking facility for new users, they have to make sure that they have the following things ready with them:

- > HPGB 14 digit Active Account No. (will called as Account ID)
- Customer Id of Active Account (will called as User ID- available in Passbook)
- HPGB active Debit card with 4 digit PIN

The following are the step-by-step process for the activation of HPGB Internet Banking Services for new user.

1-Go to the login page via <u>https://netbanking.hpgbank.in</u>. On this page click on the login button and user will be navigated to the page shown below:

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2- On the above page click on the new user option after which user will be navigated to the page shown below:

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Here user will have to click on register with debit card option after which below screen will open.

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For registration, two options are provided to the user i.e with Account no & Date of Birth combination or Account no & Pan Card. User can also have two different options for registration type i.e registration for only internet banking or registration for internet banking & mobile banking both services if he/she is not a mobile banking user for our bank.

3- After entering the required details in the shown fields of step 2, all details should be verified by the users by clicking the verify button and after successful validation they will be navigated the below mentioned page where OTP has to be entered by them received on their registered mobile no.

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4-After successful OTP validation in step 3 user will have to enter the debit card no and PIN no for the same on the screen shown below.

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5- After entering the details and clicking on the 'Continue' in step 4, user will be moved to the next screen shown below where accounts linked to his customer id are shown.

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In this screen user should have to set up his login password according to the set of rules mentioned in the screen. After successfully setting of password user will get the following screen and his/her registration will be completed.

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6-Now user can go the login page (Home Page) again and login with customer id of his/her account as shown below.

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7-After entering the customer id on home page user has to click on continue button & below show screen has been come-up in which login password & captcha field has to be entered by the user to login for mobile banking services.



8- After successful login completion Home page for Internet Banking Services has come up as shown below by which user can navigate to the different services options provided.

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9- For Fund transfer user can navigate to the transaction tab where option for fund transfer to own account option is given. By selecting his/her accounts in the given fields, user can transfer the funds to his own accounts.

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10- For authorizing the transactions through IBS, user needs to set up his/her transaction password by using the forgot password option from the given screen below where he/she has to enter the details of his debit card to reset the password.

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After entering, the OTP received on registered mobile number user can set the transaction password for his/her transactions.