

eBanking User Manuals:

How to Login & Change Password for the 1st Time:

1. **Check your registered email for User ID & Password. Once user is created in NRB Bank eBanking your login user ID and Password will be automatically sent to your provided email address. Mails will be as followed:**

User Creation Mail Sample

Subject: NRB BANK E-Banking Login User ID

Dear Customer,

Your NRB Bank E-Banking (Internet Banking) profile has been created.

User ID is: **ABCD1234**
The login Password for E-Banking will be emailed to you separately.

Thank you for registering with E-banking service.

Regards,
NRB Bank E-Banking Service
Disclaimer: This is a system generated mail. For any queries, please contact NRB BANK call centre at +880 966645 6000.

User Password Mail Sample

Subject: NRB BANK E-Banking Login Password

Dear Customer,

Your NRB Bank E-Banking (Internet Banking) Profile has been created. We have already sent you the login user ID in previous mail.

Your login Password is: **7ZRntu22**

To activate your E-Banking account please call +8809666456000

Regards,
NRB Bank E-Banking Service
Disclaimer: This is a system generated mail. For any queries, please contact NRB BANK call centre at +880 966645 6000.

2. **This User ID is in inactive state. To activate please dial NRB Bank Call center to activate your User ID.**
3. **Once Activated you will again receive a mail from eBanking System mentioning your user is been activated. Mail will be as followed:**

User Activation Mail Sample

Subject: NRB Bank E-Banking Activation Alert

2014-06-25 18:58:11.0

Dear Customer,

Your NRB Bank E-Banking account has been activated on 2014-06-25 18:58:11.0 upon your request.

To Login please visit: **<http://www.nrbbankbd.com>**

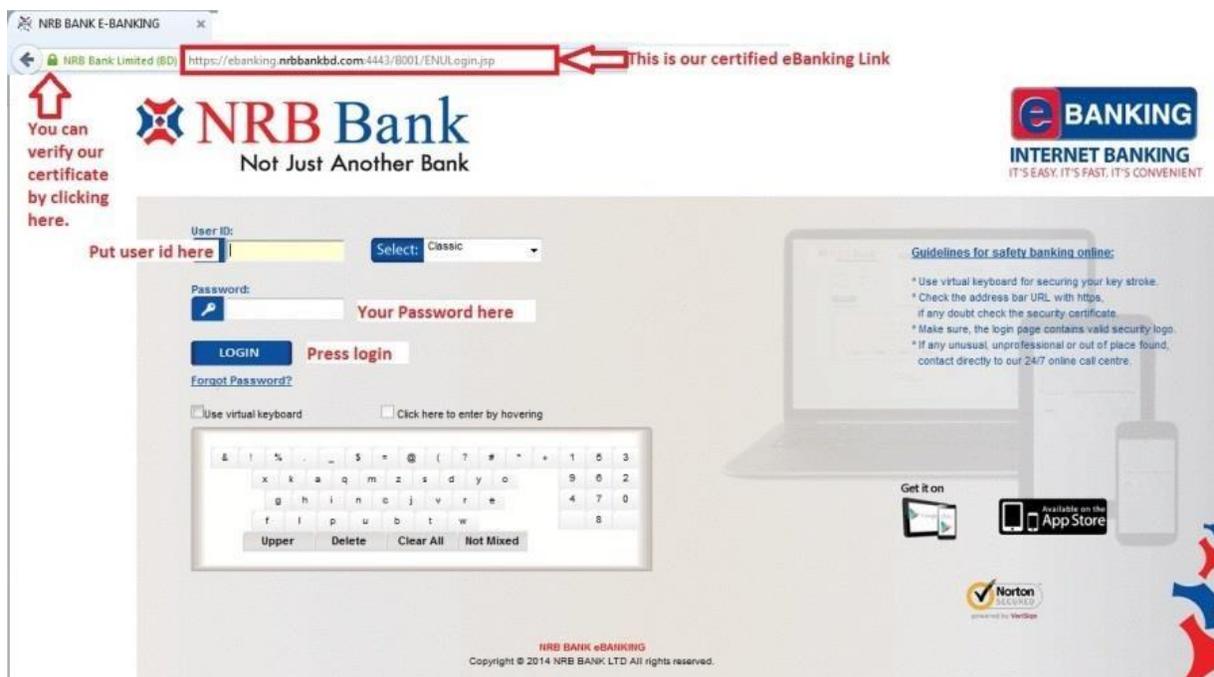
Regards,
NRB Bank E-Banking Service
Disclaimer: This is a system generated mail. For any queries, please contact NRB BANK call centre at +880 966645 6000.

4. Now you can start using NRB BANK eBanking. To login you can directly click the NRB Bank website link from mail or directly access NRB Bank website.

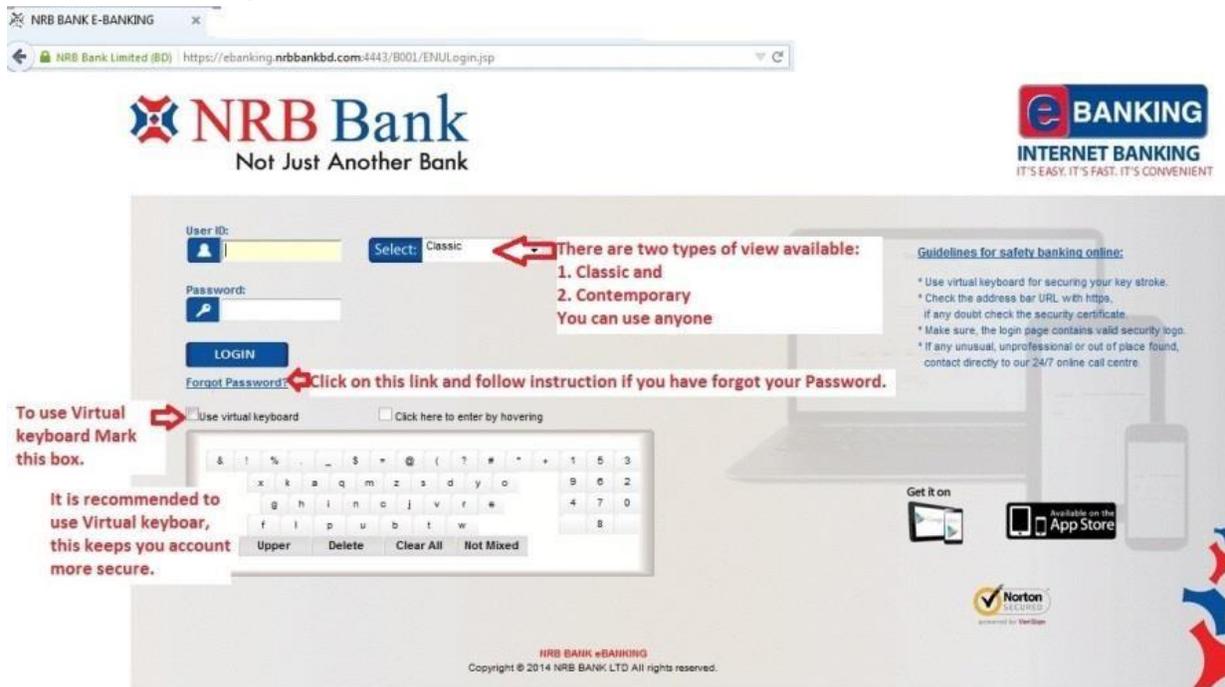
From here you can find the login link to the eBanking login Page. There are two places from where you can login as shown on the below image. Once clicked you will be redirected to the eBanking login Page:



5. Once redirected, you will get the eBanking Login page, where you need to put in your USER ID and Password, which has been mailed to you. Follow below image.

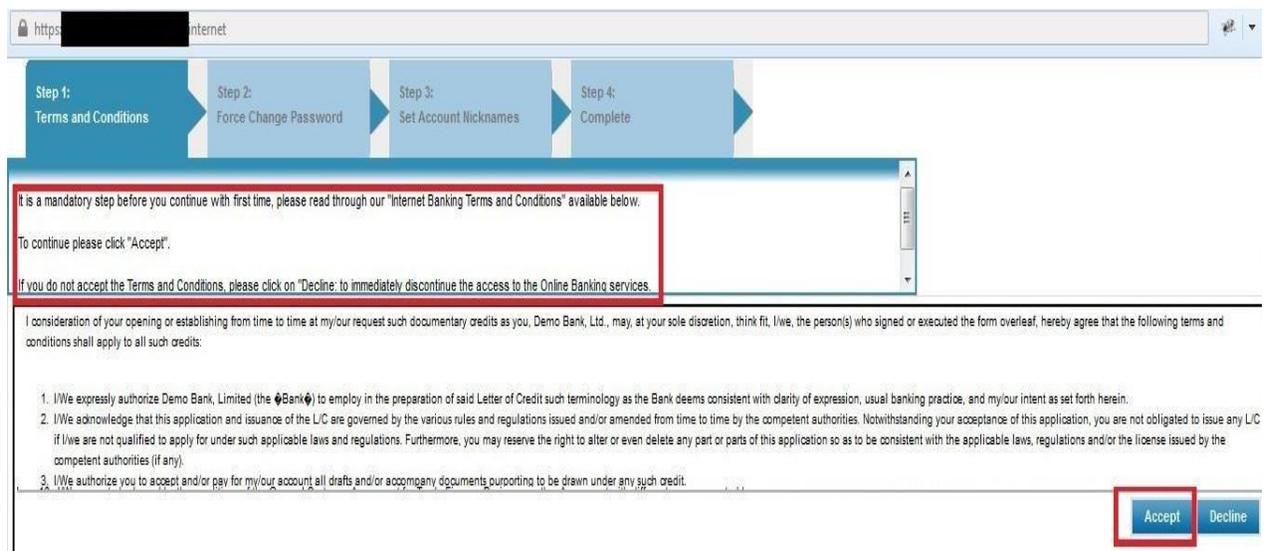


Note: It is recommended to use the Virtual Keyboard. This keeps your account more secure and prevents your Web Browser to store any data. Link to forgot Password is also there. Click the link and follow instructions to reset your Password if can't remember.



6. If you will provide Correct User ID and Password for the 1st Time you will be forced to Accept the terms and conditions of using NRB Bank eBanking. Force to change Password and given option to use nickname for all of your accounts. Process is as below:

a. Accept Terms and conditions of using NRB Bank eBanking. It is mandatory, if you don't agree to use with these terms and conditions, decline immediately.



b. Next you will be forced to change your Password. It is mandatory to change your Password if you are login in for the 1st time or Bank has changed your Password upon your request. Follow below images to do so:

Thank you for accepting Terms and Conditions.

Change Login Password

User Id: ABCD1234

Enter Old Password:

New Password:

Confirm New Password:

Use virtual keyboard

Virtual Keyboard:

If this box is clicked, it is mandatory to use virtual keyboard. Uncheck to provide Password Manually.

| | | | | | |
|-----------|--------------|--------|-----------|-----------|---|
| & % =) # | * _ (+ \$? | - . @ | 5 | 9 | 6 |
| a | f | k | i | z | d |
| l | o | v | s | y | r |
| t | | | 4 | 0 | 3 |
| m | u | p | g | e | w |
| h | j | c | b | q | n |
| x | | | 7 | 1 | 2 |
| Upper | | Delete | Clear All | Not Mixed | 8 |

Click here to enter by hovering

Clear Change

Note: Here, again, this mandatory to use Virtual Keyboard, which will be by default marked and will not let you type from computer keyboard. If you uncheck that, only then you will be able to change password using computer keys.

c. Unmark virtual keyboard

Change Login Password

User Id: ABCD1234

Enter Old Password:

New Password:

Confirm New Password:

Use virtual keyboard

Virtual Keyboard:

Once you uncheck virtual keyboard you can use your computer's keyboard to type

you will get a confirmation pop up

| | | | | | |
|-----------|--------------|--------|-----------|-----------|---|
| & % =) # | * _ (+ \$? | - . @ | 5 | 9 | 6 |
| a | f | k | i | z | d |
| l | o | v | s | y | r |
| t | | | 4 | 0 | 3 |
| m | u | p | g | e | w |
| h | j | c | b | q | n |
| x | | | 7 | 1 | 2 |
| Upper | | Delete | Clear All | Not Mixed | 8 |

Click here to enter by hovering

d. Confirm on confirmation page

Use of Security Keyboard is recommended to protect your Password.
Are you sure you choose NOT to use the Security Keyboard?

OK Cancel

e. Now type your New Password using Keyboard

Change Login Password

User Id: ABCD1234

Enter Old Password:

New Password:

Confirm New Password:

Use virtual keyboard

Virtual Keyboard:

Once you uncheck virtual keyboard you can use your computer's keyboard to type

you will get a confirmation pop up

| | | | | | |
|-----------|--------------|--------|-----------|-----------|---|
| & % =) # | * _ (+ \$? | - . @ | 5 | 9 | 6 |
| a | f | k | i | z | d |
| l | o | v | s | y | r |
| t | | | 4 | 0 | 3 |
| m | u | p | g | e | w |
| h | j | c | b | q | n |
| x | | | 7 | 1 | 2 |
| Upper | | Delete | Clear All | Not Mixed | 8 |

Click here to enter by hovering

f. Next page is not mandatory, u can skip, but if you want you can set nick name for your accounts which will be shown inside the eBanking Application.

✓ Password changed successfully.

Disable Account Nickname:

Current and Savings | Term Deposits | Loan

| Account No | Account Nickname | Set As Favourite |
|----------------------|------------------|--------------------------|
| 0000015 | CASA ACCOUNT | <input type="checkbox"/> |
| 101110000159 101 BDT | | |

* Alphanumeric Characters With Spaces are Allowed for Account Nickname

Set account nickname Set as favourite

save if you want → [Save](#)

Skip if you don't want → [Skip](#)

g. Next is the confirmation Page of your previous actions. Once you confirm, you will get a success message page that your Password has been changed successfully and will provide you a link to re-login.

Thank you for setting up your Internet Banking Preferences.

Enjoy the Net Banking

| Step | Step Name | Completion Status | Completion Message |
|------|-----------------------|-------------------|-----------------------------------------------|
| 1 | Terms and Conditions | Complete | Thank you for accepting Terms and Conditions. |
| 2 | Force Change Password | Complete | Password changed successfully. |
| 3 | Set Account Nicknames | Skipped | Step skipped. |

[Continue](#)

h. Once continued, you will get the link to re-login, Click the Link the re-login.



Clicking the link will re-direct you again to the login Page; from here use your USER ID and new Password to login and use NRB BANK eBanking.

User ID: **Use your USER ID**

Password: **Use your New Password**

LOGIN

[Forgot Password?](#)

Use virtual keyboard Click here to enter by hovering

| | | | | | | | | | | | | | | | |
|---|---|---|---|----|---|---|---|---|---|---|---|-----------|---|---|---|
| @ | # | % | (| \$ | . | _ | * | ? | = |) | - | & | 3 | 2 | 1 |
| | | | | | | | | | | | | 8 | 0 | 5 | |
| | | | | | | | | | | | | 4 | 9 | 0 | |
| | | | | | | | | | | | | 7 | | | |
| | | | | | | | | | | | | Upper | | | |
| | | | | | | | | | | | | Delete | | | |
| | | | | | | | | | | | | Clear All | | | |
| | | | | | | | | | | | | Not Mixed | | | |

Guidelines for safety banking online:

- * Use virtual keyboard for securing your key stroke.
- * Check the address bar URL with https, if any doubt check the security certificate.
- * Make sure, the login page contains valid security logo.
- * If any unusual, unprofessional or out of place found, contact directly to our 24/7 online call centre.

Get it on Available on the App Store

Norton SECURITY
powered by VeriSign

NRB BANK eBANKING
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Finally you will be logged into NRB BANK eBanking Application.

Happy using of NRB Bank eBanking

NRB Bank Limited (BD) | <https://ebanking.nrbbankbd.com:4443/8001/internet>

Welcome, **Your Name will be here**

[Accounts](#) | [Loans](#) | [Fund Transfer](#) | [Collection and Remittances](#) | [Tools](#) | [Customer Services](#) **← Menus will be here**

25-06-2014 16:49:11 GMT +0600

Account Overview

| Currency | Product Name | Account Balance | Available Balance |
|-----------|--------------|-----------------|-------------------|
| BDT | MY DPS | | |
| | NRB SAVINGS | | |
| Subtotal: | | | |

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Account Overview

- Account Summary
- Consolidated Position
- Term Deposit Details
- Account Details
- Account Activity

Sub-menus under each menu will be here.