

FAQs of Retail Inet Banking

| S. No. | Frequently Asked Questions | Answers |
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| 1 | Login to IDBI Bank Retail Inet Banking | A customer should have a valid Customer ID and I-Net Password (Login password) to log into I-Net Banking. |
| 2 | URL for Internet Banking | https://inetret.idbibank.com Or Customers may Login Retail Net Banking by selecting Personal option from the dropdown available in the Home Page of https://www.idbibank.in |
| 3 | I-Net Banking Registration | Customers with active Debit Card may click First Time User? Register Now link available in I-Net Banking Login Page Or Visit any IDBI Bank Branch and submit Registration form for I-Net Banking |
| 4 | How to Reset Password? | Users with active Debit Card may click on Generate Online Password/Forgot Password link available in i-Net Banking Login Page Or Visit any IDBI Bank Branch and submit the request |
| 5 | How to set Inet Banking View/Transaction right? | Users with active debit card may click on Generate Online Password/Forgot Password link on Login Page and follow the process, select tab - set your access right and select View / Transaction rights. |
| 6 | How to modify Inet Banking Limit? | Login to Inet Banking Go to My Profile --> Security Settings--> Personalize Limits Or Go to Fund Transfer --> Personalize Limit |
| 7 | How to check existing Inet Banking Limit? | Go to Main Menu--> Enquiry Facility --> Inquire Limit |
| 8 | If Login Password is disabled? with below error message <i>"Your i-Net Banking login is disabled"</i> | Login password will be disabled if user enters incorrect Login password for 5 consecutive times |
| 9 | How to Enable Login Password if disabled? | User has to regenerate new Login password. Active Debit Card Holders may click on Generate Online Password/Forgot Password link on Login Page and follow the process or visit any IDBI Bank Branch |

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| 10 | If Transaction Password is disabled! | Transaction password will be disabled if user enters incorrect Transaction password for 3 consecutive times |
| 11 | How to Enable Transaction Password if disabled? | User has to regenerate new transaction password. Active Debit Card Holders may click on Generate Online Password/Forgot Password link on Login Page and follow the process or visit any IDBI Bank Branch |
| 12 | How to enable OTP if it is disabled with below error on Transaction confirmation screen <i>"The user cannot logon at this time. Contact the bank for further information."</i> | OTP functionality is disabled when user enters incorrect OTP for 5 consecutive times. User needs to visit any IDBI Bank Branch and submit request to enable OTP functionality |
| 13 | I am entering correct OTP but the System is showing "please enter correct OTP" | While entering the OTP, Please check the reference no of your OTP in the SMS and match reference no displayed on screen |
| 14 | If the below error is displayed at the time of Login <i>"Login not allowed/ The user cannot logon at this time"?</i> | If the above error is displayed, customer has to visit any IDBI Bank Branch & submit a request |
| 15 | If the below error is displayed <i>"[102327] The transaction is disabled for the user."?</i> | Click on Generate Online Password/Forgot Password link on Login Page and follow the process and set access right to Transaction access or visit any IDBI Bank Branch. |
| 16 | What is session time out? | If there is no activity for more than 5 minutes after login to I-Net Banking, the session will be terminated automatically in order to avoid unauthorized access |
| 17 | When does I-Net Banking access expire? | I-Net Banking access expires if it is not used for more than 180 days |
| 18 | How to change my Inet Banking Login ID? | Go to My Profile --> Security Setting --> Update Channel Login ID --> Internet Channel --> Click on Update. Once the Login ID is changed, thereafter user will be able to login with new login ID. |
| 19 | If user forgets Login ID? | User has to visit any IDBI Bank Branch to get the Login ID |
| 20 | How to change Image/Phrase user enters at the first time of Login to Inet Banking? | Login to Inet Banking. Go to My Profile --> Security Settings--> Change Image/Phrase |

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| 21 | When user is locked for Online Password Generation? | If user enters wrong debit card credentials/OTP during Online Password Generation Process for three times |
| 22 | How to unlock user for Online Password Generation? | User needs to visit any IDBI Bank Branch and submit a request to unlock |
| 23 | How many attempts does user get to enter the passwords? | The no. of attempts for Login Password are Five (5) whereas there are Three (3) attempts for Transaction Password are available. |
| 24 | How to select Auto pay option for presentment bills. | While adding the Billers, user has to select the Auto pay option |

Error Description

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| Transaction Password-Disabled | [24035] | The user cannot transact at this time. Contact the bank for further information |
| Login Password - Disabled | [106803] | Your i-Net Banking login is disabled for security reasons. Please contact the Bank for more details. |
| Transaction Allowed-Disabled | [102327] | The transaction is disabled for the user. Contact the bank for further information. |
| Login Allowed -Disabled (showing on Login page) | [24036] | The user cannot logon at this time. Contact the bank for further information. |
| OTP-Disabled (showing on Transaction Confirmation page) | [24036] | The user cannot logon at this time. Contact the bank for further information. |