

ATM PIN Regeneration through Internet Banking

Step 1: When Login to INB on Dashboard, select General Services \Rightarrow Service Request

The screenshot shows the SBI (Mauritius) Ltd Internet Banking Dashboard. The header includes the bank logo, the tagline "Bank to grow with", and a "Welcome" message. The navigation bar contains "Dashboard", "Accounts", "Transactions", "General Services", and "Message Center". The "General Services" menu is expanded, showing options: "Service Requests", "Personalize Limits", "Otp Preference", and "Inquiry Facility". On the left, there is a "Dashboard" section with an "Accounts Summary Widget" and a "Nickname / A/c. ID" field. On the right, there is a "Refresh Accounts" button.

Step 2: Click on ATM Card Services

The screenshot shows the SBI (Mauritius) Ltd Internet Banking "Service Requests" page. The breadcrumb trail is "General Services: General Services > Service Requests > New Requests". There are tabs for "New Requests" and "My Requests". A "Service Requests" button is visible. The main heading is "New Requests" with a note: "Note:-Please enter at least three characters for search". Below this is a "Request Categories" section with a search box and a "Search" button. The "Request Type" section is expanded to show "ATM Card Services", "Operative Accounts", and "Other Services". On the right, there is a "Favorites" section with a "Select your favorite activity" dropdown and an "Add to Favorites" button, and a "Navigate to..." section with a link to "Account Summary".

Step 3: Select ATM Pin Generation

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Welcome ..

Dashboard Accounts Transactions General Services Message Center

General Services: General Services > Service Requests > New Requests

▶ New Requests ▶ My Requests

Service Requests

New Requests

Note:-Please enter at least three characters for search

Request Categories

Request

Request Type

- ATM Card Services
 - Block Debit Card
 - ATM Pin Generation**
 - New ATM Card Activation
 - Application for a New Card Online
- Operative Accounts
- Other Services

Favorites

Select your favorite activity

Select

Navigate to...

- Account Summary

Step 4: A one time Password shall be sent to registered Mobile Number

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Welcome I ..

Dashboard Accounts Transactions General Services Message Center

General Services: General Services > Service Requests > New Request

Service Requests

New Request

Step 1: New Request Details Step 2: Preview and Confirm Step 3: Summary

* Indicates Mandatory Fields

Enter your credentials to confirm the transaction

Confirmation Details

One Time Password*:

OTP has been generated and sent to your registered Mobile Number

*NOTE - Mobile number is mandatory if you wish to change ATM pin manually.

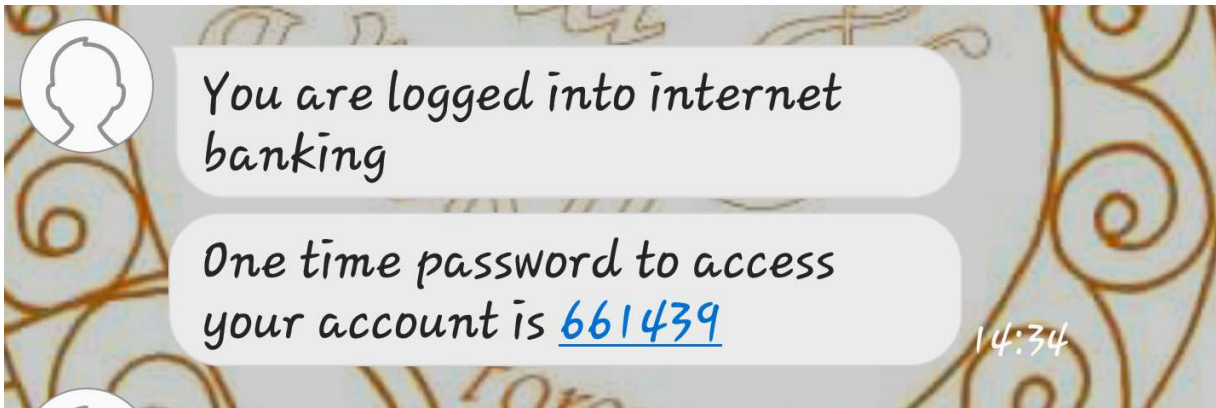
Favorites

Select your favorite activity

Select

Navigate to...

- Account Summary



Enter the OTP Number and click on Continue

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Welcome

[Skip to Content](#)

Dashboard Accounts Transactions General Services Message Center

General Services: General Services > Service Requests > New Request

[Service Requests](#)

New Request

Step 1: New Request Details | Step 2: Preview and Confirm | Step 3: Summary

Enter your credentials to confirm the transaction

Confirmation Details

One Time Password*: [Resend OTP](#)

OTP has been generated and sent to your registered Mobile Number

**NOTE - Mobile number is mandatory if you wish to change ATM pin manually.*

[Continue](#)

Favorites
Select your favorite activity
Select
[Add to Favorites](#)

Navigate to...
• Account Summary

Step 5: Select the Account Number from the drop down arrow

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Dashboard Accounts Transactions General Services Message Center

General Services: General Services > Service Requests > New Request

Service Requests

New Request

Step 1: New Request Details Step 2: Preview and Confirm Step 3: Summary

* Indicates Mandatory Fields

ATM Green Pin

Account* Select

Back

Favorites
Select your favorite activity
Select
Add to Favorites

Navigate to...
Account Summary

Step 6: Select Card Number from Drop Down Button

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Dashboard Accounts Transactions General Services Message Center

General Services: General Services > Service Requests > New Request

Service Requests

New Request

Step 1: New Request Details Step 2: Preview and Confirm Step 3: Summary

* Indicates Mandatory Fields

ATM Green Pin

Account* (MUR) - 15601158

Card Number* Select

Back

Favorites
Select your favorite activity
Select
Add to Favorites

Navigate to...
Account Summary

Step 7: The card status will be shown to customer and he/she will need to input first TWO digits of new pin number he/she wants to create. Afterwards the remaining two digits will be followed through SMS

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Welcome

Skip to Content

Dashboard Accounts Transactions General Services Message Center

General Services: General Services > Service Requests > New Request

Service Requests

New Request

Step 1: New Request Details Step 2: Preview and Confirm Step 3: Summary

* Indicates Mandatory Fields

ATM Green Pin

Account* (MUR) - 15601158

Card Number* 5109xxxxxxxx0536

Card Status: Active

Card Name:

Enter First Two Digits of Your Desired Pin :*

*NOTE - Enter the first two digits of new pin number you want to create. The remaining two digits will be sent to you through SMS.

Continue

Favorites

Select your favorite activity

Select

Add to Favorites

Navigate to...

- Account Summary

After entering **first TWO digits** of new pin number, click on Continue

The screenshot displays the SBI (Mauritius) Ltd web portal interface. At the top left is the SBI logo and the text 'SBI (Mauritius) Ltd Bank to grow with'. On the top right, there is a 'Skip to Content' link, a 'Welcome' message, and icons for settings and power. A blue navigation bar contains links for 'Dashboard', 'Accounts', 'Transactions', 'General Services', and 'Message Center'. Below this, a breadcrumb trail reads 'General Services: General Services > Service Requests > New Request'. A 'Service Requests' button is visible in the top right of the main content area.

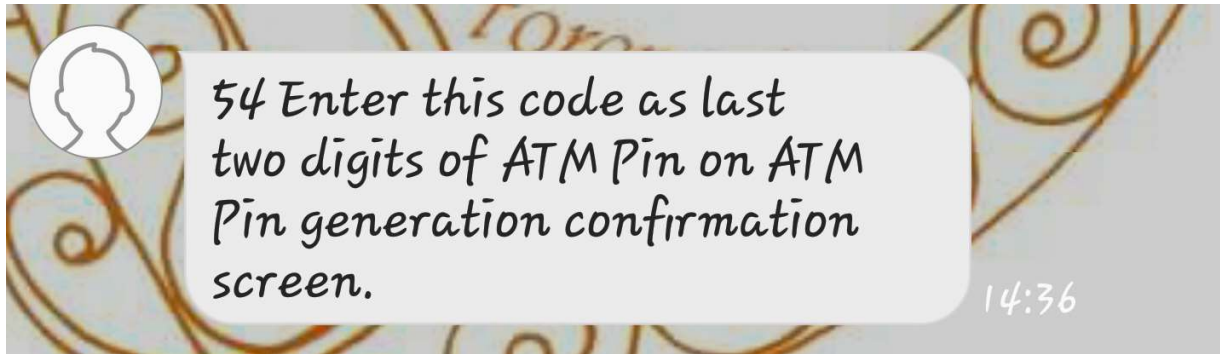
The main section is titled 'New Request' and features a progress bar with three steps: 'Step 1: New Request Details' (active), 'Step 2: Preview and Confirm', and 'Step 3: Summary'. A red asterisk indicates mandatory fields. The form is titled 'ATM Green Pin' and includes the following fields:

- Account*: A dropdown menu showing '(MUR) - 15601158'.
- Card Number*: A dropdown menu showing '5109xxxxxxxx0536'.
- Card Status: Active.
- Card Name: A text input field.
- Enter First Two Digits of Your Desired Pin :*: A text input field containing two asterisks (**).

A red note at the bottom of the form states: '*NOTE - Enter the first two digits of new pin number you want to create. The remaining two digits will be sent to you through SMS.' A blue 'Continue' button is located at the bottom right of the form.

On the right side of the page, there are two sidebar sections: 'Favorites' with a 'Select your favorite activity' dropdown and an 'Add to Favorites' button, and 'Navigate to...' with a list item 'Account Summary'.

Step 8: Screen below will appear. User will received a SMS on his registered number pertaining to the last two digits of ATM pin code



Step 9: Upon receipt of OTP, User shall have to enter all the complete 4 Digits of the Pin Code (That is the Two digits that was set by user in precedent step above and the last two digits received by OTP).

A screenshot of a web application interface for a "New Request" form. The top navigation bar includes "Dashboard", "Accounts", "Transactions", "General Services", and "Message Center". Below the navigation bar, the breadcrumb trail reads "General Services: General Services > Service Requests > New Request". A "Service Requests" button is visible in the top right. The form is titled "New Request" and has three steps: "Step 1: New Request Details", "Step 2: Preview and Confirm", and "Step 3: Summary". The "Request Details" section is divided into two columns. The left column contains: "Account: 156 1 1102", "Card Status: Active", and "Issue Date: 17/05/2017". The right column contains: "Card Number: 5109xxxxxxxx0536", "Card Name:", and "Expiry Date: 30/04/2022". Below this is the "ATM Green Pin" section with a text input field labeled "Enter Four Digits of New Pin :*" and a red note: "*NOTE - Enter the first two digits which you entered manually. Then enter the next two digits which you received through SMS..". Below the note is a text input field labeled "Enter your credentials to confirm the transaction". The "Confirmation Details" section has a text input field labeled "Transaction Password*". A "Submit" button is located at the bottom right. On the right side of the form, there are two sidebar panels: "Favorites" with a dropdown menu and an "Add to Favorites" button, and "Navigate to..." with a link to "Account Summary".

Step 10: After entering all the 4 Digits, user have to enter transaction password and submit

General Services: General Services > Service Requests > New Request

[Service Requests](#)

New Request

✖ Please enter 4 Digit pin

Step 1: New Request Details | Step 2: Preview and Confirm | Step 3: Summary

Request Details	
Account: 156 1 102	Card Number: 5109xxxxxxxx0536
Card Status: Active	Card Name:
Issue Date: 17/05/2017	Expiry Date: 30/04/2022

ATM Green Pin

Enter Four Digits of New Pin : *

**NOTE - Enter the first two digits which you entered manually. Then enter the next two digits which you received through SMS..*

Enter your credentials to confirm the transaction

Confirmation Details

Transaction Password*

[Submit](#)

Favorites

Select your favorite activity


Select

[Add to Favorites](#)



Navigate to...

- [Account Summary](#)

ATM PIN NUMBER has been updated successfully

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Welcome Mr. Vicky Heeroo |  | 

Dashboard | Accounts | Transactions | General Services | Message Center

General Services: General Services > Service Requests > New Request

[Service Requests](#)

New Request

i Your Request is submitted successfully. Reference ID is 253

i ATM Pin number has been updated successfully.

Step 1: New Request Details | Step 2: Preview and Confirm | Step 3: Summary

Request Details	
Account: 156 15 102	Card Number: 5109xxxxxxxx0536
Card Status: Active	Card Name:
Issue Date: 17/05/2017	Expiry Date: 30/04/2022

Favorites

Select your favorite activity

Select

[Add to Favorites](#)

Navigate to...

- [Account Summary](#)