

People's Internet Banking User Manual

Information Technology Department

People's Bank Internet Banking - User Instructions for Personnel & Corporate users - Document (Draft)

The solution encloses the following options. (first phase)

- 1. Current Balance/Available Balance.
- 2. Recent transactions.
- 3. Unrealized cheque Details
- 4. Transaction history (as user requested)
- 5. Change user profile.
- 6. Change password.
- 7. Mail facility
- 8. Frequently Asked Questions (FAQ)

Implementation stages

The implementation of this solution is broken up (technically) in to two stages.

Stage One:

- 1. Current Balance/Available Balance.
- 2. Recent transactions
- 3. Change user profile
- 4. Change password
- 5. Frequently Asked Questions (FAQ)

Stage Two:

- 1. Transfer funds
- 2. Bill payments.

Note : Currently Internet banking is available only within the **CORE banking Branch network**.

Content

1. User registration

2. Log-on to the system

3. After successful login

- 1. List of accounts
- Balance Inquiry
 Transaction history
- 4. Inquiry on Unrealized Cheques
- Change / Reset User Password
 Send Message to Branch Manager
- 7. Edit a User Profile
- 8. FAQ (Frequently Asked Questions)
- 9. Log out

- 1. User registration.
 - Personnel banking users Online Registration. (www.ebank.peoplesbank.lk)
 - Corporate users Required to submit a duly filled application with required documents to the relevant Branch. (Application available at www.ebank.peoplesbank.lk)



3. Personnel users - Click "Personnel Banking". The Registration form will appear as below. Fill the form with required information and click **submit**. Take a printed copy for reference. Within 03 working days of successful submission, the user has to activate his/her Internet banking account by visiting the relevant branch.

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4. Corporate User application should be submitted to the relevant branch for activation.

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2. Log on to the system.

After the activation process, a user can login to the system.

Steps:

9. In the browser, enter "<u>www.ebank.peoplesbank.lk</u>" and click on the picture display. (According to user's browser security settings, a security warning may be displayed, user should accept this security warning, also the pop-up windows should be enabled)



10. System will automatically open another window which display a login form. To enter into the system the user needs to enter a User ID and a password.

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3. After successful login

1. List of accounts

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2. Balance Inquiry

A user can inquire his/her or corporate account details as follows.

Select the account to be inquired from the list. The browser shows the summary of account details as following.

- Account number
- Account type
- Account balance
- Recent/Last seven transactions

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3. Transaction history

- Click on the "History" button.
- Select the account if a user has more than one account.
- Give the desired date range by selecting the calendar or type the exact dates according to the given date format.
- If a user wishes to download transactions in TXT format, He/She needs to select the "Download" option and press submit button.

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• If the user selects "Download" option, the system will pop-up the File Download option.



4. Inquiry on Unrealized Cheques

If the user's account has unrealized cheques, by selecting "**Unrealized Cheques''** option, the system will show the cheque details. The option is only valid for Savings, Current and NRFC accounts.

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5. Change user password and Reset password

A user can change his Internet banking password any time.

- To Change the password click on the "Change Password" button.
- Enter the old password and new password.
- Re-enter the new password for confirmation.
- Click on "Change" button.
- The browser will show the acceptance message.

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 If a user needs to reset the password, he/she should submit a password change request form available at <u>www.ebank.peoplesbank.lk</u>, after resetting the password user will receive a new password to his email.



6. Send a message to Branch Manager

Using this option a user can send a message to the relevant Branch Manager and retrieve the received replies for his previous message.

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7. Edit User Profile

A user can change his personal data, that is stored in the user profile of his Internet banking account.

- Click on the "User Profile" button.
- Changes can be done as necessary.
- Click on "Submit" button.
- The browser will show the acceptance of the request.
- If the active user has changed his/her critical information (Full Name, Name, NIC Address or Account no) Internet banking User ID will be inactivated temporally and the user must visit the Branch for activation process.

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8. FAQ (Frequently Asked Questions)

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After using the Internet banking service we strictly advice to sign off from the site by pressing the "Logout" button