



# People's Internet Banking User Manual

Information Technology Department

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## **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
2. Balance Inquiry
3. Transaction history
4. Inquiry on Unrealized Cheques
5. Change / Reset User Password
6. Send Message to Branch Manager
7. Edit a User Profile
8. FAQ (Frequently Asked Questions)
9. Log out

## 1. User registration.

1. Personnel banking users – Online Registration.  
([www.ebank.peoplesbank.lk](http://www.ebank.peoplesbank.lk))
2. Corporate users – Required to submit a duly filled application with required documents to the relevant Branch.  
(Application available at [www.ebank.peoplesbank.lk](http://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.

A screenshot of the 'New User Registration' form in a Microsoft Internet Explorer browser window. The browser's address bar shows the URL 'http://www.ebank.peoplesbank.lk/ebank/RegistrationForm.jsp'. The form is titled 'Application for Internet Banking Facility' and includes a 'Back' button in the top right corner. The form is divided into several sections: 'Personal Details of the Account Holder', which includes fields for 'Full Name', 'NIC Number', 'E-mail', 'Confirm E-mail', 'Start Date', and 'Citizenship'; 'Telephone Number', which includes fields for 'Home', 'Office', and 'Mobile'; 'Postal Address', which includes a large text area; and 'User Name and Password', which includes fields for 'User ID', 'Password', and 'Re-type password', along with a 'Check Availability' button. A note at the bottom right of the form states: 'Note: 11 characters Password minimum length &'. The browser's taskbar at the bottom shows the active window as 'New User Registration...'.

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

The screenshot shows a web browser window displaying the 'Application for People's Bank Internet Banking Facility for Corporate Users' form. The form includes the following fields:

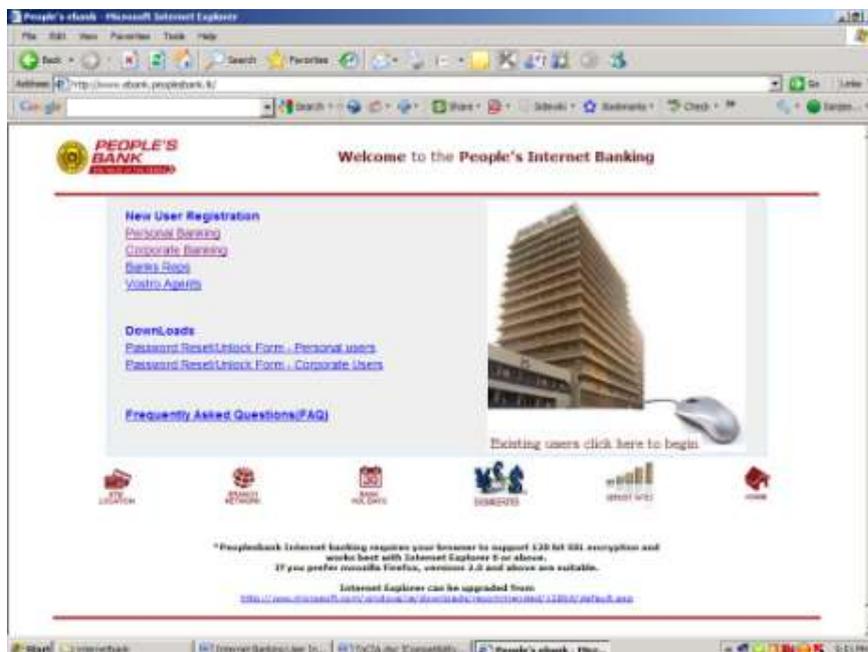
- Name of the Institute
- Branch/Account No. of the Institute (Please attach full office photocopy as an annexure)
- User Name in Full
- ICCP Name
- VIC Number
- Designation
- Service No.
- Telephone No. (Office)
- Pin No.
- E-mail Address
- Signature
- Authorized Representative (Name, Signature, Date, Designation)

## 2. Log on to the system.

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

Steps:

- In the browser, enter "[www.ebank.peoplesbank.lk](http://www.ebank.peoplesbank.lk)" 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.



### 3. After successful login

#### 1. **List of accounts**

The browser shows the list of registered accounts and their balances.

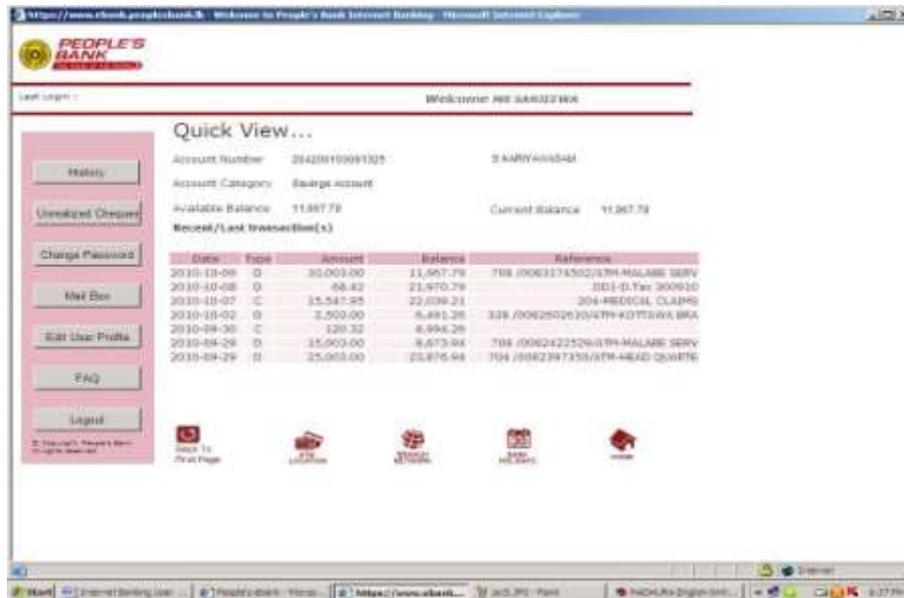


## 2. Balance Inquiry

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

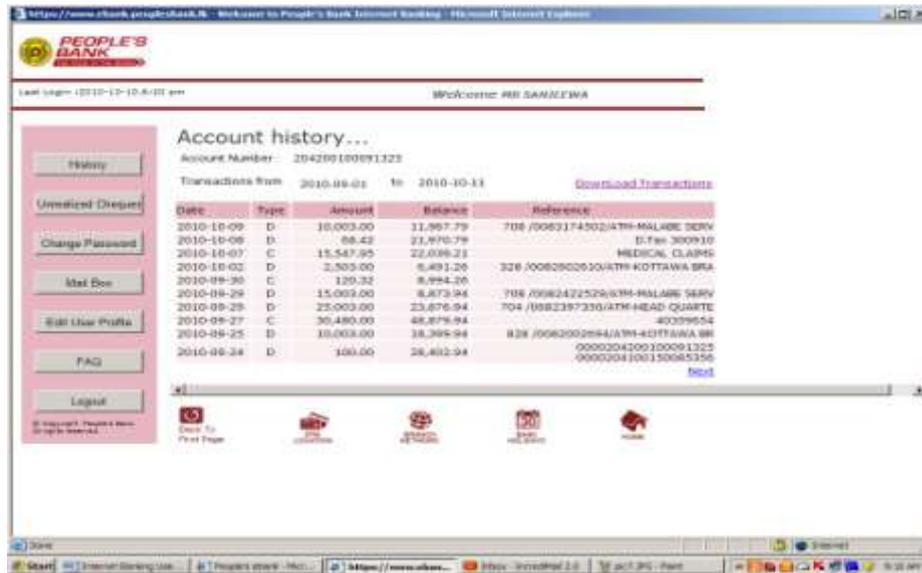


## 3. Transaction history

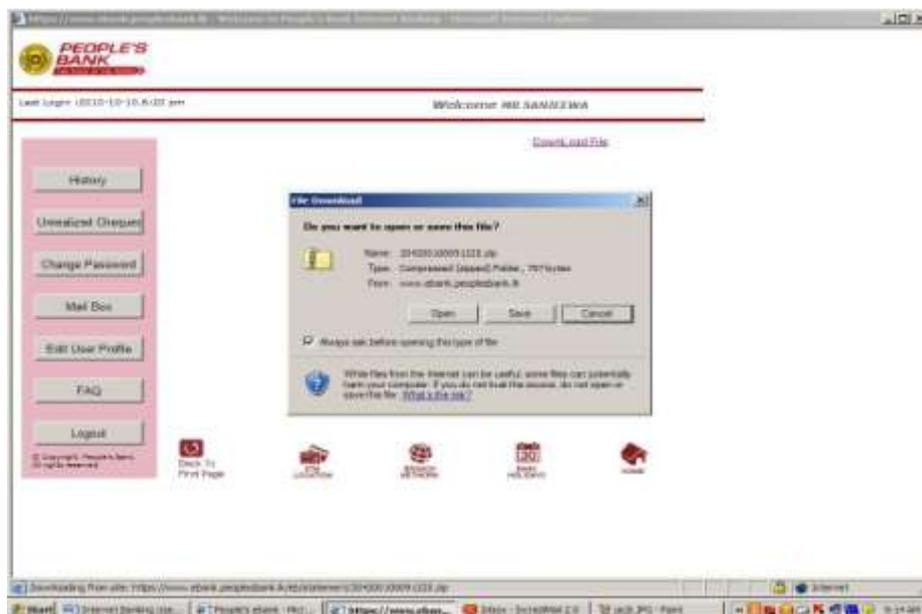
- Click on the "History" button.
- Select the account if a user has more than one account.
- Give the desired date range by selecting the calendar or type the exact dates according to the given date format.
- If a user wishes to download transactions in TXT format, He/She needs to select the "Download"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



- The browser will show the required user details.

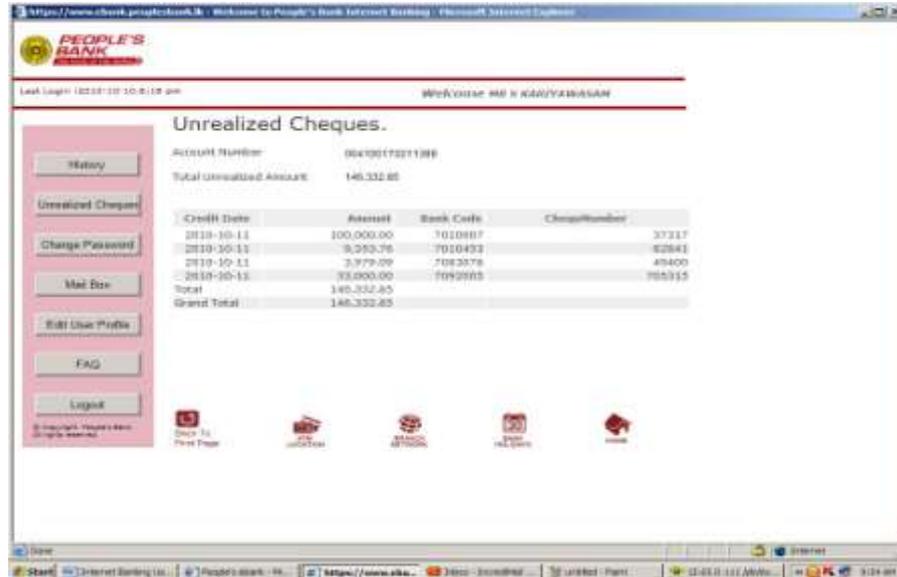


- If the user selects "Download" option, the system will pop-up the File Download option.



#### 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.



#### 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.



- If a user needs to reset the password, he/she should submit a password change request form available at [www.ebank.peoplesbank.lk](http://www.ebank.peoplesbank.lk), after resetting the password user will receive a new password to his email.



## 6. Send a message to Branch Manager

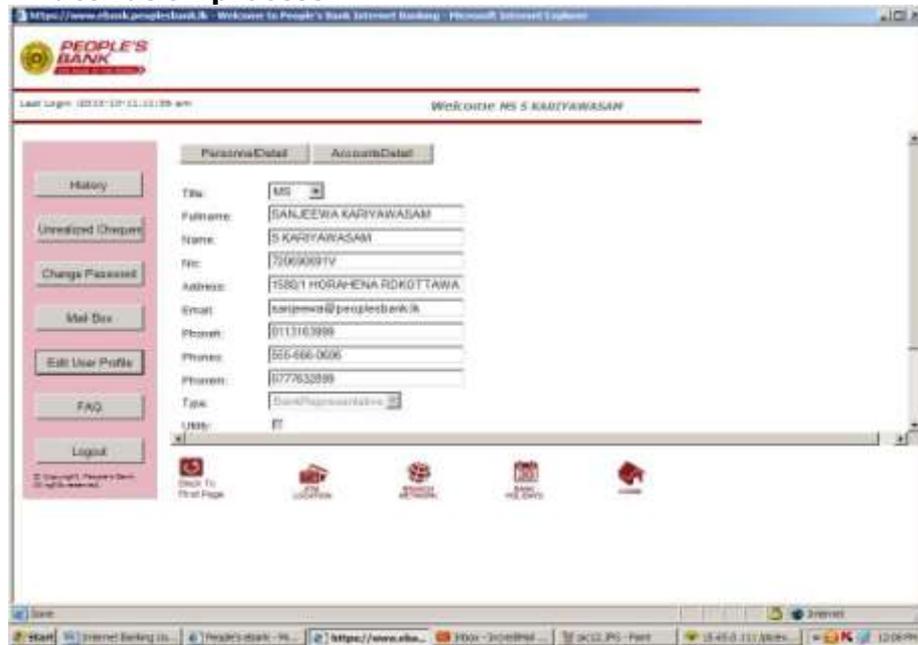
Using this option a user can send a message to the relevant Branch Manager and retrieve the received replies for his previous message.



## 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 temporarily and the user must visit the Branch for activation process.**



PEOPLE'S BANK

Last Login: 2013-10-22 12:05 AM

Welcome MS S.KARIYAWASAM

Personal Detail    Account Detail

History

Unsettled Cheques

Change Password

Mail Box

**Edit User Profile**

FAQ

Logout

Title: MR

Fullname: SANJEEWA KARIYAWASAM

Name: S KARIYAWASAM

Nic: 72009091V

Address: 1588/1 HORAHENA RD KOT TAWA

Email: sanjeewa@peoplesbank.lk

Phone1: 0113103998

Phone2: 666-666-0006

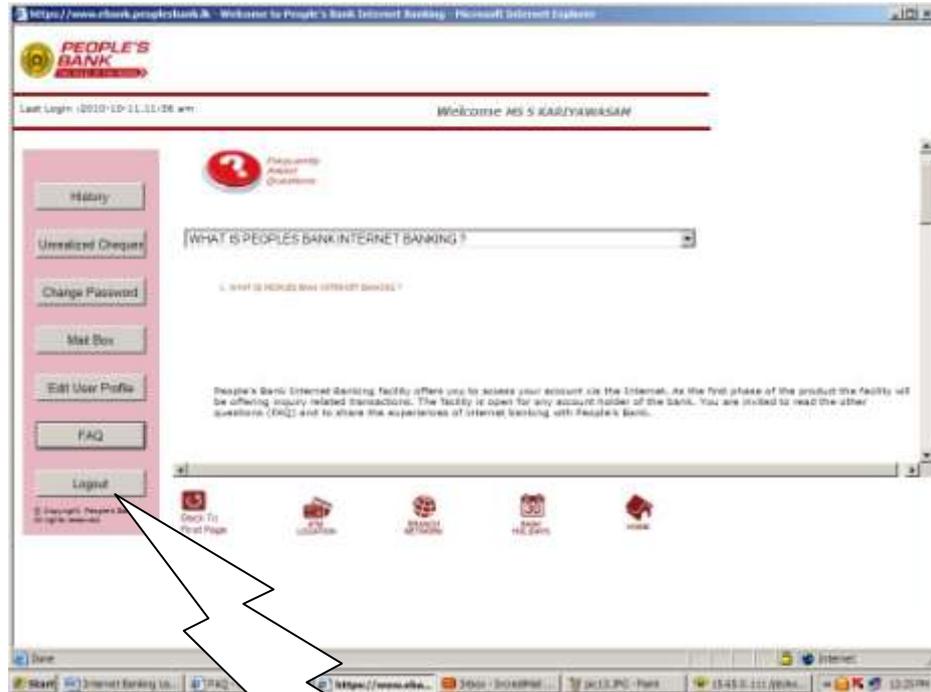
Phone3: 077632098

Type: Domestic/Overseas/Other

User: P

## 8. FAQ (Frequently Asked Questions)

Frequently asked questions and answers are listed under the FAQ button.



## 9. Log out

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