

Q) I am not a Baroda Connect User and want to apply for internet banking.

Retail customers can themselves register for internet banking by using Bank of Baroda Debit Card (Active*), please follow the given steps:

1. Visit www.bobibanking.com
2. Click on the link, '**Not Registered (Retail User), Click Here**'.
3. Enter the details related to Debit card and click on Next button.
4. ON entering correct details, an OTP would be sent on the registered mobile number.
5. Enter the OTP so received in the space provided.
6. The system will prompt for choosing User profile and User ID. Click on Next button.
7. The system will prompt for setting the passwords (Sign-on or/and transaction password).
8. On successful registration, a success message would be displayed and the account details would be available after 24 hours.

For Corporate customers, please contact your branch and submit request for internet banking.

* Active: You should have activated your debit card first time on Bank of Baroda ATM.

Q) I have not received/forgotten USER ID.

For Retail Users, follow the given steps:

1. Visit www.bobibanking.com
2. Select Retail User Profile
3. A new page opens for entering user ID. Click on the link : '**Don't Know User Id?, Click Here**'
4. Enter your account number, registered mobile number (prefixed with country code) and registered email id.
5. On entering the correct details, OTP would be sent on registered mobile number.
6. Enter the OTP so received on your handset. The User ID would be sent on your registered email id.

In case error message '**DETAILS NOT MATCHED**' is received, make sure you are entering the correct credentials. Contact your branch to get the details updated. Retail users may also contact our toll free numbers 1800223344, 18001024455 for getting the user id for your account.

For Corporate customers, please contact your base branch for the mentioned issue.

Q) I am getting error message as 'INVALID LOGIN ID OR PASSWORD'

If you are a retail customer, you may contact you branch or the toll free number for activation of your passwords. On password activation this error will be resolved.

If you are a corporate customer, you may contact you branch for activation of your passwords. On password activation this error will be resolved.

Q) I have forgotten sign on/ Transaction password.

A. For Instant Regeneration of Baroda Connect Password by Existing User (Retail – NRI/ Domestic) online without approaching Branch:

Customer has to visit directly the website www.bobibanking.com and clicks on "Retail User".

In above mentioned all three scenarios i.e. A, B & C, the further steps after visiting www.bobibanking.com and clicking on "Retail USER" are mentioned below:

- 1) After clicking "Retail User", the below mentioned screen will be displayed.

Welcome to Retail eBanking

New Not Registered? [Click Here](#) **New** Trouble Receiving OTP

*User ID

Enter

Set/Reset Password, [Click Here](#) **New**

Forgot User Id?, [Click Here](#)
If you have already registered your answers to questions and

(a) Your Account is Locked, [Click Here](#)
(b) You wish to Reset your Answers, [Click Here](#)

If you have any difficulties to log-in to your account or you need any guidance, please see FAQs. [Click Here](#)

User has to enter his existing User ID or which he has received on his registered email id (for new user) and instead of clicking “Enter” button, user has to click on the link “Set/ Reset Passwords, Click Here”.

- 2) The below mentioned screen will appear, where user has to click on link **“Regenerate Passwords using Activation Code/ OTP”**.

- User with Transaction Rights, below screen will be displayed:

Online BarodaConnect Set/Reset Password(Retail user)

Select any Password Set/Reset Options

Regenerate Password using Activation Code/OTP, [Click Here](#)
Regenerate Transaction Password Using Debit Card,, [Click Here](#)

Cancel

NOTE: The second option in above screen i.e. “Regenerate Transaction Password using Debit Card” is the existing process for resetting only Transaction password for existing retail customers having active debit card.

- User with View Rights, below screen will be displayed:

Online BarodaConnect Set/Reset Password(Retail user)

Select any Password Set/Reset Options

Regenerate Password using Activation Code/OTP, [Click Here](#)

Cancel

- 3) The below mentioned screen will be displayed, where user has to enter his registered mobile number and clicks on “NEXT” button. On successful validation of user id and Mobile Number the activation code is sent to the registered email id and one time password will be sent on registered mobile number.

Online BarodaConnect Set/Reset Password(Retail user)

Enter your registered mobile number

Enter Mobile No*

Note: Please do not prefix with "0" or "+" or Country Code. Please enter last 6 digits or full mobile number for verification.

Next Cancel

- 4) The below mentioned screen will be displayed where user has to enter his Activation code (sent on registered email) & OTP (sent on registered mobile) and clicks on NEXT button.

Online BarodaConnect Set/Reset Password(Retail user)

Enter Activation Code/OTP received on Registered Email ID/Mobile Number

Enter Activation Code sent on BaXXXXXX@bankofbaroda.com*

Enter OTP sent on XXXXXX5838*

Next Cancel Resend Activation Code/OTP in 2:56

NOTE:

- Activation code will be valid for one time use only.
 - “Resend Activation Code/ OTP” button will be enabled after 3 minutes.
 - The customer will be allowed to use “Resend Activation Code/ OTP” button two times and then it will be disabled. Then he has to again start from step 1.
- 5) After successful validation of Activation code and OTP, the below mentioned screen will be displayed as per profile allotted and accordingly the Signon / Transaction password set/ reset box will be visible.
- User with Transaction Rights, below screen will be displayed:

Online BarodaConnect Set/Reset Password(Retail user)

Set Password

Name	PJAPRAIN .
Type of Facility Registered	Transaction Rights
Enter SignOn Password*	<input type="text"/> <input type="checkbox"/> Enable Virtual Keyboard
Re-Enter SignOn Password*	<input type="text"/> <input type="checkbox"/> Enable Virtual Keyboard
Enter Transaction Password*	<input type="text"/> <input type="checkbox"/> Enable Virtual Keyboard
Re-Enter Transaction Password*	<input type="text"/> <input type="checkbox"/> Enable Virtual Keyboard

Note: You will be again required to change your Sign on password at the time of enrollment in Baroda iSecure

DISCLAIMER: I hereby confirm that the details displayed are correct as per my request.

Set/Reset Password Cancel

- User with View Rights, below screen will be displayed:

Online BarodaConnect Set/Reset Password(Retail user)

Set Password

Name	PJAPRAIN .
Type of Facility Registered	View Rights
Enter SignOn Password*	<input type="text"/> <input type="checkbox"/> Enable Virtual Keyboard
Re-Enter SignOn Password*	<input type="text"/> <input type="checkbox"/> Enable Virtual Keyboard

DISCLAIMER: I hereby confirm that the details displayed are correct as per my request.

Set/Reset Password Cancel

NOTE:

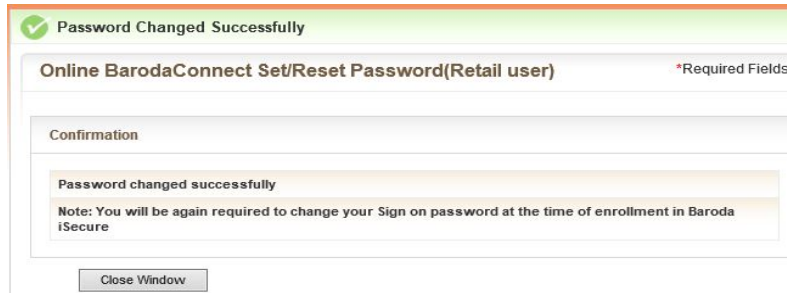
- User with View Rights will be able set/ reset his/ her only SignOn Password.
 - User with Transaction Rights and enrollment done successfully will be able to set/ reset his/ her Transaction password only.
 - User with Transaction Rights and enrollment not done will be able to set/ reset his/her both SignOn & Transaction password.
- 6) Customer has to tick the Disclaimer check box, then only “Set/ Reset Password” button will be enabled otherwise it will not allow user to proceed.

Note: You will be again required to change your Sign on password at the time of enrollment in Baroda iSecure

DISCLAIMER: I hereby confirm that the details displayed are correct as per my request.

Set/Reset Password Cancel

- 7) After Clicking “Set/ Reset Password”, system set the password and will display the message for successful set/Reset of Password.



NOTE: The New User with Transaction Right will have to again change his SignOn Password at the time of enrollment during first time login.

Q) How to reset my Security answers?

In case you have forgotten your answers to security questions and you are getting error message as ACCOUNT IS LOCKED, then please first unlock your account by following the steps given. After unlocking the account, please go through the following steps for resetting the Questions and Answers:

1. Visit www.bobibanking.com
2. Select Retail/Corporate User Profile
3. Enter User ID (and Corporate Id in case of Corporate Customers) and click DO NOT CLICK on Enter.
4. Click on given link, '**You wish to Reset your answers, Click Here**'
5. Enter your mobile number and enter the OTP received on your handset.
6. On entering the correct OTP, the system prompts for entering the transaction password.
7. After entering the correct details, system allows you to reset your answers to security questions.

Q) I am getting error message as 'YOUR ACCOUNT IS LOCKED'?

If your account is locked, make sure you remember your transaction password. In case you don't remember the same, reset your transaction password first and then follow the given steps for unlocking the account:

1. Visit www.bobibanking.com
2. Select Retail/Corporate User Profile
3. Enter User ID (and Corporate Id in case of Corporate Customers) and click DO NOT CLICK on Enter.
4. Click on given link, '**Your Account is Locked, Click Here**'
5. The system will ask you for either OTP or Security questions. IF system is prompting you for your security question and you have forgotten answers to the same. Please enter 5 wrong attempts after which system will ask you for OTP.
6. On entering the correct details, the system will prompt you to enter your transaction password.
7. Enter the transaction password and your account will be unlocked.

Q) I am getting an error message as 'You can not unlock your account online. Please contact your branch or system administrator' while unlocking the account.

If you are a retail customer, get your transaction regenerated online by using set/reset password option

In case of corporate customers, please contact your branch to get your password enabled or email to Barodaconnect@bankofbaroda.com from your registered email id.

After enabling/resetting the transaction password, you may proceed for unlocking your account.

Q) I am getting an error message as 'You are disabled for transactions'.

If you are a Retail User, reset your transaction password using the help provided above.
In case of corporate customers, please contact your branch to get your password enabled or email to Barodaconnect@bankofbaroda.com from your registered email id.

Q) I want to increase my transaction limit.

For retail customers, there is no option for enhancement in default limit.
For corporate customers, please contact your branch to apply for enhancement.

Q) I am not receiving OTP on my registered handset.

Please check the following points at your end:

1. Please make sure you have registered the correct mobile number in the branch.
2. Check whether you are in good network coverage area.
3. You must not have activated the DO NOT DISTURB service.
4. Try to switch off/on your handset.

In case problem persists, please email us at barodaconnect@bankofbaroda.com

Q) I want to make utility payments like Mobile recharge, Credit card payment etc.

1. Visit www.bobibanking.com
2. Click on '**Utility Payments**' on the left hand side of the page.
3. A new page will open, If you agree to the conditions mentioned, system will take you to new screen.
4. Select the type of payment to be done and type of profile (Retail or Corporate).
5. Enter the details requested and complete the transaction by entering user id and transaction password.

Q) I am getting message as 'ENROLLMENT NOT ALLOWED'.

Please contact your branch to get the correct mobile number updated for your account. The system will not let you complete the enrolment process till the mobile number is fed in the database.

Q) I have entered correct mobile number; still it is giving me invalid mobile number message.

Enter the mobile number which is registered with the Bank. Do not enter '0' or country code before the mobile number. Please provide mobile number only without any prefix / suffix.

In case the problem persists, please contact your base branch to confirm whether the correct mobile number is updated in the system.

Q) I have only VIEW rights and forgotten my password.

In case you have taken only VIEW rights, for Retail user by using set/reset password option and, for corporate customers apply through your branch.

Q) I have only VIEW rights and now want transaction rights (and vice versa).

For change of rights, please submit an application to your branch.

Q) I am getting an error message as 'ARCOT ID EXPIRED'.

Send an email stating your account number, name and mention the given error to barodaconnect@bankofbaroda.com

Q) I am getting an error message as 'PASSWORD EXPIRED'.

If you are a retail customer and your sign on password is expired, you may reset it using the **Forgot Sign on password link**. In case your transaction password is expired, you may reset your password using by using set/reset password option as per the steps mentioned above.

If you are a corporate customer and you remember your last passwords, please send an email from your registered email id with account number and error details to barodaconnect@bankofbaroda.com

In case you have forgotten the passwords also, please view the steps for regeneration of passwords for Retail and Corporate customers given above.

Q) I am getting message as 'User Not Enabled for Bill Payments and Presentments'.

This message comes in case of new enrolment. Please try to login after 48 hours. If problem persists, send an email to barodaconnect@bankofbaroda.com.

Q) Every time I login, it is taking me to the QnA page.

Try deleting the cookies and history of your browser. The system will then prompt you for entering OTP.

Q) Every time I login, it is taking me to the OTP page.

You may be logging from a different machine/ you may have enabled the option for 'Delete browsing history on exit'. Please make sure to check the browser settings. Enter the OTP correctly and successfully login to the system.

Q) Wrong PAM (Personal Acceptance Message) is getting displayed.

Check the URL: <https://bobibanking.com>, else close the browser and use a fresh session. Type the URL and check. Still if you find that the message is not the same you had registered, please inform our helpdesk on Toll-Free No.1800 258 44 55/1800 102 44 55. Overseas customer can email us at barodaconnect@bankofbaroda.com