

1.0 GENERAL:

Q) What is "Baroda Connect"?

"Baroda Connect" is an umbrella for all the products offered by the bank under e-Banking (Internet Banking to

Q) What is Internet Banking?

Internet Banking indicates banking facilities offered to the customers, over the internet using web browser. D

Nonfinancial Services:

- 360-degree view of accounts (SB/CA/RD/FD/Loan)
- Easy to use beneficiary management for fund transfers
- A host of services including A/c statement, Mini Statement etc.
- Transaction Limit enquiry & Transaction Management
- Reports

Financial Services

- 24 x 7 Fund Transfer within Bank to self-linked accounts and third-party accounts.
- 24 x 7 Rapid Funds Transfer to India (Accounts with Bank of Baroda (BOB) and Non-BOB account).
- 24 x 7 Fund Transfer to other Bank Accounts Inter Bank fund transfer (Within Tanzania) (with purpose codes).

These services are secured with encryption (Secure Socket Layer SSL). This will ensure that the password and o

Q) We are holding joint account. How we will access Internet Banking?

You can access Internet Banking despite having joint account, provided operating instructions given are is:

Any one or Survivor.

For each customer, one individual user id will be given by the bank, after applying for the same. He can acces

Q) Is it necessary to own a computer or whether we can access Baroda Connect from any computer?

"Baroda Connect" can be accessed from any computer having internet facility. However, you are advised to be ex

Q) What should I have to use the services?

You should have a PC or device with:

16 / 32 MB RAM.

10-20 MB free space Hard Disk Capacity.

Any operating system that supports the browsers like

For Desktop and laptops having Microsoft Windows 7,8 and 10 (Google Chrome (55.x-57.x) Microsoft Internet explo

For Desktop and laptops having Mac OS X version 10.10 – 10.12 (Apple Safari 10.x)

For Tablet having Apple iOS version 9.1 and above, 10x (Apple Safari (10.x)

For Tablet having Google Android OS 4.4x,5.x,6.x,7.x (Google Chrome 55.x-57x)

For Smartphone having Apple iOS 9.1 and above, 10x (Apple Safari)

For Smartphone having Google Android OS 4.4x,5.x,6.x,7.x (Google Chrome 55.x-57.x)

Access to the Internet.

Q) What are the charges for usage of these services?

These services are free of charges; except transaction the customer will be charged as normal. Please refer ou

2.0 LOGIN & PASSWORD:

For becoming an internet banking user for Baroda Connect, the following points will be considered:

Customer should maintain account with bank in Tanzania territory.

In case of joint account, then operating instructions should be 'Either or Survivor', 'Any one or Survivor'.

In addition, following types of persons will not be eligible for Internet Banking:

Illiterate

Dormant accounts holder

Inoperative accounts holder

Minor

Holder in accounts where garnishee /attachment order is received.

Q) How can I apply for Baroda Connect?

The application form for Baroda Connect is available on Bank's website on Bank's Internet Banking portal and a

For both Retail and Corporate Customers:

The customer submits his request to his/her Base Branch, the Branch then process his/her request.

The request entered by Branches is then processed at branch level

After successful processing of the request, an email is automatically sent to the registered email ID and mobi

Q) How should I log in?

For Retail/ Corporate Customers: Please visit the URL: <https://cbs.intl.bobibanking.com/corptz/AuthenticationC>

Click "Retail User" / "Corporate User" on the above screen. It will directly display the new Internet Banking

In case of fresh Internet Banking user login (Either Retail or Corporate), the customer needs to enter the use

Customer (both Retail and Corporate) can also use the "Forgot User ID" option available at the login page of t

As a part of registration, customer having transaction right also needs to enroll for Baroda iSecure services

Once registration process completed, customer needs to enter the User ID in the User ID field and click on LOG

System may prompt for registered mobile Number after clicking LOGIN button, enter your registered mobile numbe

After clicking CONTINUE button system sends an OTP to user's registered mobile number & Email ID both. Enter t

After Clicking CONTINUE Button, it will display new screen as shown below. Enter the Sign On Password and Capt

Below is the Dashboard screen which will be displayed to the customer after Login.

Q) How do I choose the password, while changing the same?

While finalizing your password, please note that...

It must be minimum 8 digit long and maximum 16 digit long.

It must contain an alphabet (A-Z or a-z) and a number (0-9) and a special character (@,\$,#,* etc.), all the th

It should not contain all the letters used in your user id.

It is case sensitive i.e. if password is in small letters use the same. If you use capital letters, it will no

For customer safety, password will be blocked, if attempt to log-in fails for continuous 5 times.

While changing the password subsequently, you can't use any of your previously used password.

If not changed in 365 days, system will force you to change the password. However, we advise you to keep chang

Q) What is the procedure for obtaining new password if the existing password is blocked or forgotten?

If your password is blocked (i.e. you perfectly remember your password, but while keying in, you keyed in wron

Q) Whether alerts are there for Password expiry?

You will be alerted (on the homepage, when you log in) for changing the Passwords before the expiry date.

Q) What should I do, if I have to stop using services for some time?

Please ensure to logout in proper way. However, if you abruptly close your Internet Banking page, your session

3.0 FUNCTIONAL SERVICES:

Q) What is online and offline services?

Online services indicate happening of the services instantly (on real time basis). Balance enquiry, Transfer o

Q) What are the major facilities available in internet banking?

Transaction Query

Mini statement

Customer Profile

Activity Inquiry

Transfer of funds within self/linked account

Transfer of funds to Third party transfers

Alerts on Home page

4.0 SECURITY:

Q) What are the Security features for usage of Internet Banking?

Transactional based internet banking offered is fully secured with 256 SSL (Secured Socket Layer) which is the

While the customer will access the portal and the information will travel on public network, it will be in the

Q) Are there some important Security Tips:

Do's:

Always type full URL i.e. address of the Internet Banking website. For example: <https://cbs.intl.bobibanking.c>

You may store the URL in your favorites or create a link for the same.

Ensure your computer is equipped with latest antivirus packages and the same is upgraded from time to time.

Install advanced version of Browsers for Internet Browsing for higher security.

Change the passwords immediately, if you feel someone knows the same.

Make it a habit to change the login and transaction passwords at a regular interval of time (you will be forced)

Avoid using Internet Banking in Public Domain like Cyber Cafes or where Computers are in shared mode or over u

Don'ts:

Leave your computer unattended while you have logged in.

Write the passwords anywhere.

Reveal your password to any one including the bank staff since the bank does not require this information. (Ev

Use name of your spouse, children etc. as a password, since they are very easy to crack. Further, avoid using

Q) How much fund I can transfer?

Please visit our bank's website for more details, URL: <https://www.bankofbaroda.co.tz/>

Q) I have not received or forgotten USER ID.

In case, if customer wants to retrieve their user ID, then "Forgot User ID" option can be used which is availa

To use this option, please follow the below mentioned steps:

Click on this link which is available at home page of the portal (screen mentioned below):

After clicking this link, it will display a new screen where user has to enter their 12-digit account number a

After clicking CONTINUE button, it will validate the account number with the entered "mobile number" or "email

After successful validation of the OTP, it will send the user ID on the registered mobile number and email ID

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

Please ensure that you are using correct user ID and Password. If still you are getting same error, please ret

Q) I have forgotten sign on/ Transaction password

Follow the given steps:

Visit https://cbs.intl.bobibanking.com/corptz/AuthenticationController?FORMSGROUP_ID__=AuthenticationFG&__STAR

Enter the user ID in the User ID field and Click on the link "Set Password/Forgot Password" which is available

Q) How to reset my Security answers?

If the user forgot their security questions and answers or want to change it without login to their Internet B

To use this option, please follow the below mentioned steps:

Click on the link "Reset Security Answers" which is available at home page of the portal (screen mentioned below)

User to enter User ID and click on Reset Security Answers, then next screen will be displayed. Customer needs

After successful validation of the user ID and mobile number, it sends an OTP to the registered mobile number

After successful validation of the OTP, it will navigate to next screen, where user has to enter their transaction

After successful validation of the transaction password, the system will display the QnA reset screen, where user has to enter answers of at least five security questions and clicks on SUBMIT button.

System will reset the answers of the selected security questions as per the input by the user and will display

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

Then such user can unlock their Internet Banking himself/herself by using Unlock User ID option which is available

To use this option, please follow the below mentioned steps:

Click on the link Unlock User ID which is available at home page of the portal (screen mentioned below)

After clicking this link, it will display a new screen (screen mentioned below), where it will prompt for the

After clicking the SUBMIT button, it will navigate to the next screen, where it will prompt for the registered

After successful validation of the user ID and mobile number, it sends an OTP to the registered mobile number

After successful validation of the OTP, it will navigate to next screen, where user has to enter their transaction

After successful validation of the transaction password, the system will unlock the Internet Banking of the registered

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

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

Please check the following points at your end:

Make sure you have registered the correct mobile number in the branch.

Check whether you are in good network coverage area.

Customer must not have activated the DO NOT DISTURB service.

Try to switch off/on your handset. In case problem persists, please register complaint with your branch.

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 with country code. Please provide mobile number with

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

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

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

Please contact with your branch.

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

You may reset it using the set Password / Forgot password link as per the steps mentioned above.

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 e

Q). What is QnA and OTP?

In addition to login password and transaction password, there is one more security layer to identify the genui
QnA – Question and Answer: At the time of enrolment, you have to pick minimum 5 questions and key in your ans

OTP – One time Password: Whenever the system feels the risk or doubt (at the time of log in or performing tran

Q). I have entered correct OTP, still screen is showing me invalid OTP.

Check you have not given any spaces before or after OTP. Check if you have provided spaces in between the numb

Q). Can I use Internet Banking URL on my Smartphone/ Tablet.

Internet Banking is compatible with most of the smartphone /tablet browsers.