



Ngân Hàng KASIKORN  
开泰银行 KASIKORNBANK



# KBank Connect Guide to Login Manual

KASIKORNBANK PUBLIC COMPANY LIMITED - HO CHI MINH CITY BRANCH  
Tel. (84) 28 3821 8888

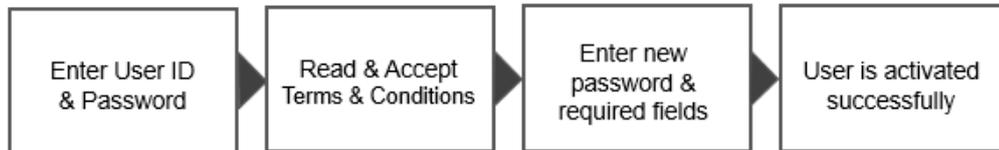
**TABLE OF CONTENTS**

- 1. Login .....1
  - 1.1 First-time Login .....1
  - 1.2 Normal Login..... 3
  - 1.3 Password Expired.....3
  - 1.4. Account Locked.....4
- 2. Forget Password .....5
  - 2.1 Request to Reset Password .....5
  - 2.2 Login After Reset Password .....6

## 1. Login and Homepage

**Objective:** To access the system successfully, view account information and see entitled functions

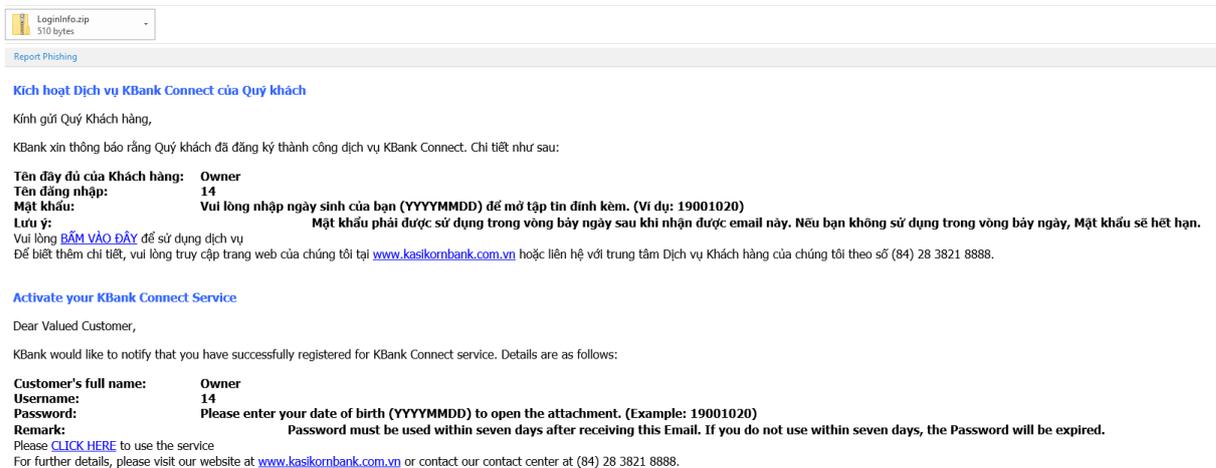
### 1.1 First-time Login



– Take the following steps:

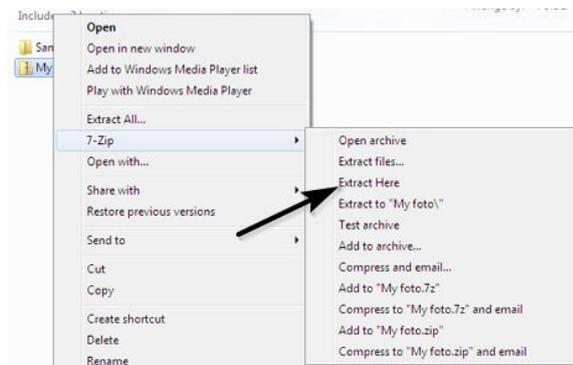
Step 1. Open the email registered with the bank to view mail containing user and temporary password

Step 2. Download temporary password file named **·Logininfo.zip·**



Screen 1.1-1: First-time Login Email

Step 3. Open the downloaded file by right-clicking the folder, select your Unzip tool program (7-Zip program is recommended) then click **·Extract here·**



Screen 1.1-2: Open Temporary Password File

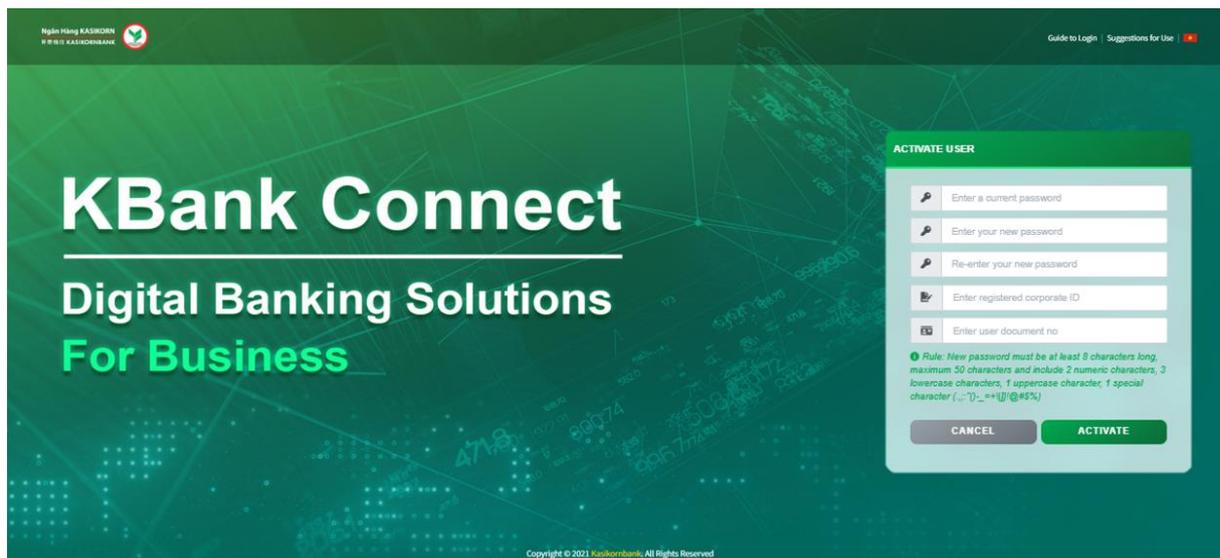
Step 4. Enter your date of birth (YYYYMMDD) Example: 19990115 to decrypt the file

Step 5. Go to Login page



Screen 1.1-2: Login page

- Step 6. Enter **User ID** from registered email in the textbox
- Step 7. Enter **Temporary Password** from registered email in the textbox
- Step 8. Click **Log in** button to redirect to activation page
- Step 9. On **Suggestions For Use** pop-up, click **Agree** button to accept and continue
- Step 10. On **Consent for Marketing Purposes** pop-up, select the option to continue

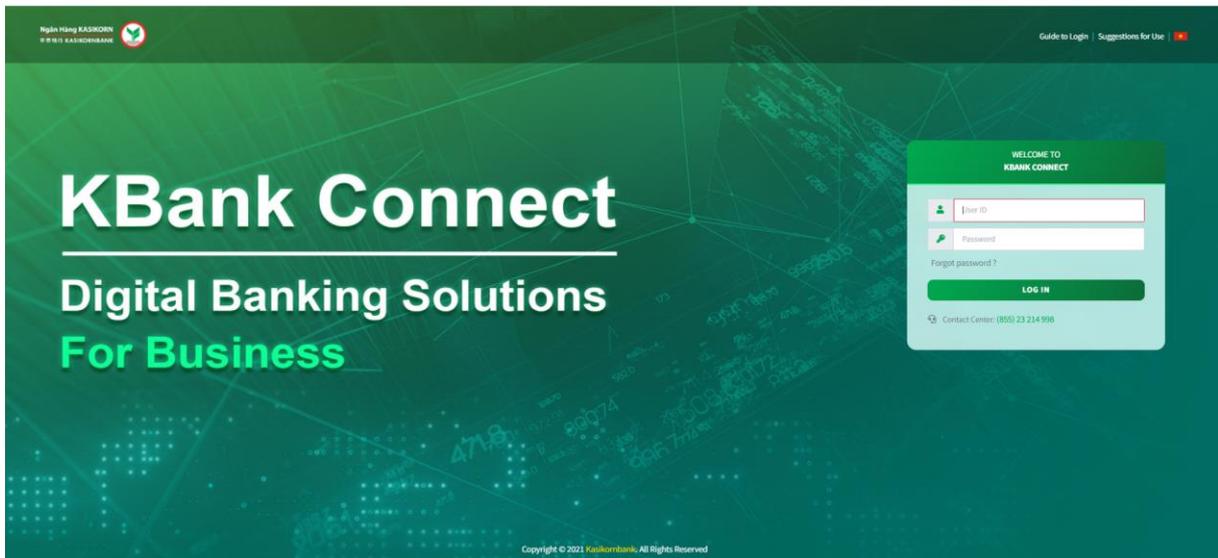


Screen 1.1-3: Activation page

- Step 11. Enter valid New Password, Confirm Password, Corporate ID and Citizen ID
- Step 12. Click **Activate** button to confirm
- Step 13. Click **Cancel** button to cancel and return to the login page

- Results:
  - Success: Display the activation screen to change password.  
Display success message on this screen.
  - Failed: Unable to activate and cannot access the system.  
Display error message on this screen.

## 1.2 Normal Login



Screen 1.2-1: Login page

- Take the following steps:
  - Step 1. Go to Login page
  - Step 2. Enter **User ID** or **Username** in the textbox
  - Step 3. Enter **Password** in the textbox
  - Step 4. Click **Login** button
- Results:
  - Success: Go to Homepage
  - Failed: Cannot go to Homepage. Display error message on the screen.

## 1.3 Password Expired

### □ Temporary Password Expired

Remarks: Temporary password on registered email will be expired within 7 days after received the email from the bank

- For Corporate Administrator/Approver, please contact KBank Branch
- For user with other roles, please contact your **Corporate Administrator /Approver**.



- **For user with other roles**, please contact your Corporate Administrator /Approver.

## 2. Forgot Password

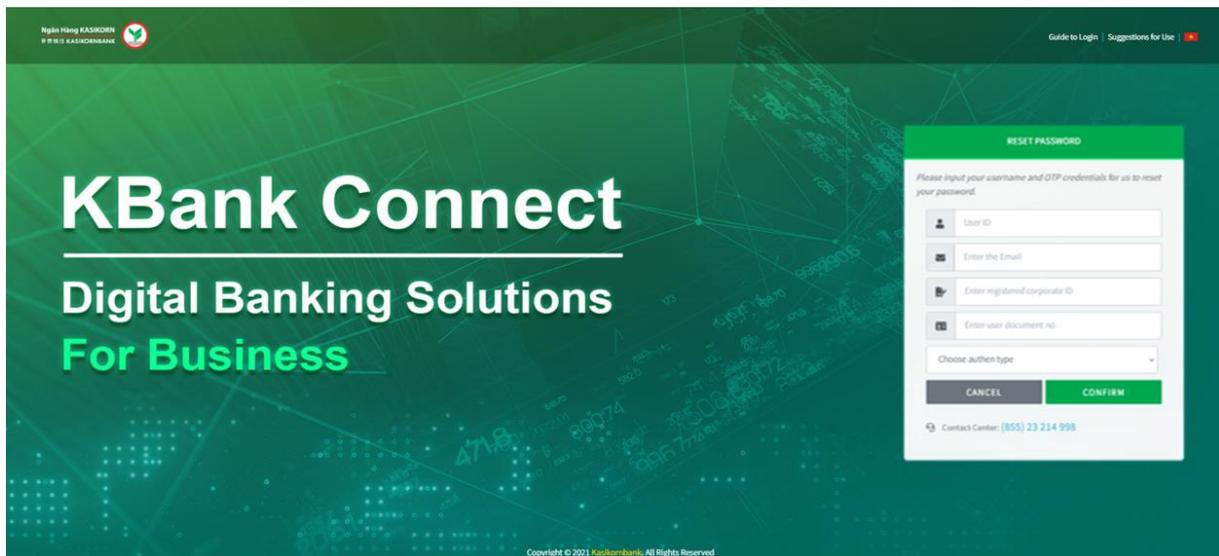
### 2.1 Request to Reset Password

- Remarks: For **Token User** only (Corporate Administrator/Approver)
- Take the following steps:



Screen 2.1-1: Login page

- Step 1. Click **Forgot Password** hyperlink on Login Page



Screen 2.1-2: Reset Password

- Step 2. Enter **User ID** or **Username** in the textbox to display the exact type of authentication registered with the bank
- Step 3. Enter **Email** in the textbox
- Step 4. Enter document number of corporate (**Corporate ID**) and user (**Citizen ID**)

- Step 5. Select authentication type to verify
- Step 6. Click **Confirm** button to reset password
- Step 7. Click **Cancel** button to cancel reset password and return to login page

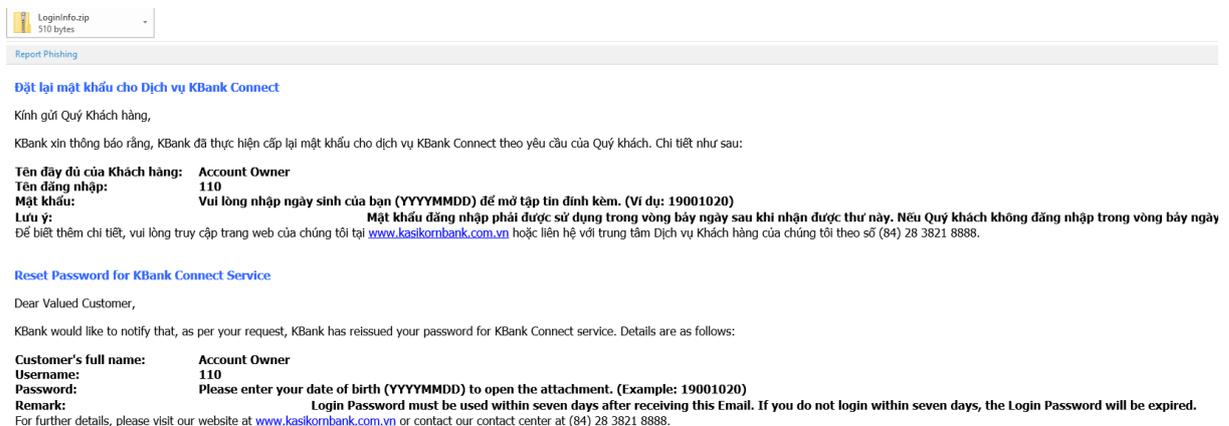
– Results:

- Success: The system will automatically reset the password for this account user and send new password via email registered with the bank.  
Display success message on this screen
- Failed: Display error message on this screen

## 2.2 Login After Reset Password

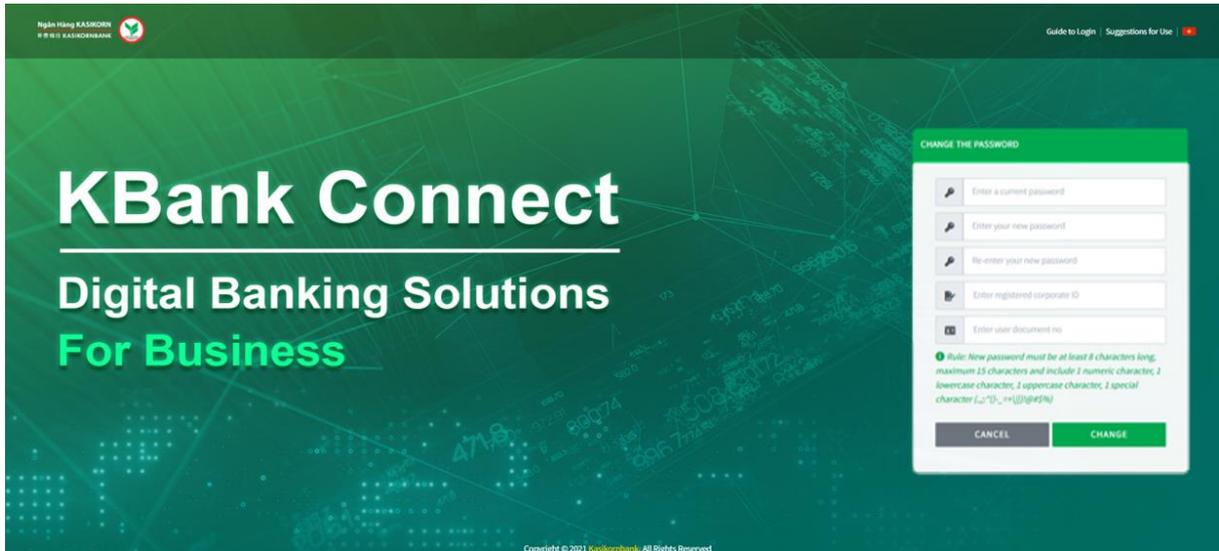
– Take the following steps:

- Step 1. Open the email registered with the bank to view mail containing new temporary password
- Step 2. Download temporary password file named **·Logininfo.zip**



### Screen 2.2-1: Reset Password Email

- Step 3. Open the downloaded file by right-clicking the folder, select your Zip tool program (7-Zip program is recommended) then click **·Extract here**
- Step 4. Enter your date of birth (YYYYMMDD) Example: 19990115 to decrypt the file
- Step 5. Go to Login page
- Step 6. Enter **User ID** or **Username** in the textbox
- Step 7. Enter **Temporary Password** in the textbox
- Step 6. Click **Login** button to redirect to Change new password screen



Screen 2.2-2: Change new password

- Step 7. Enter temporary password, new password, document number of corporate (Corporate ID) and user (Citizen ID)
- Step 8. Click **Change** button to verify information
- Step 9. Click **Cancel** button to cancel and redirect to the login page

Results:

Success: Display success message on this screen.

Failed: Display error message on this screen.



**Ngân Hàng KASIKORN**

**开泰银行 KASIKORNBANK**