

Ngân Hàng KASIKORN 开责银行 KASIKORNBANK



# KBank Connect Guide to Login Manual

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**F**KBank Vietnam www.kasikornbank.com.vn Version 1 | September 2021

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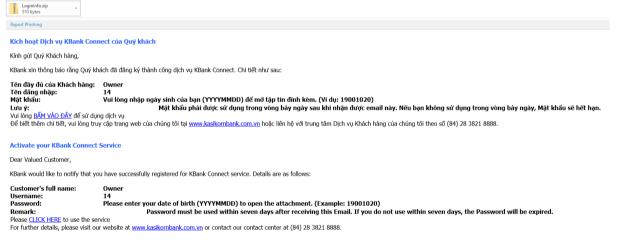
## 1. Login and Homepage

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

#### 1.1 First-time Login

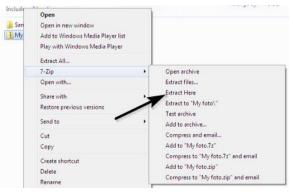


- Take the following steps:
  - Step 1. Open the email registered with the bank to view mail containing user and temporary password
  - Step 2. Download temporary password file named (Logininfo.zip,



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.

## 1.2Normal 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.

# □ Normal Password Expired

- 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 to redirect to Change new password screen



Screen 1.3-1: Change new password

- Step 5. Enter all required fields correctly
- Step 6. Click Change button to verify the information
- Step 7. Click **Cancel** button to cancel and redirect to Login page
- Results:

Success: Can change new password.

Display success message on this screen.

Failed: Cannot change new password. Display error message on this screen.

#### 1.4 Account Locked

Remarks: If user has exceeded maximum unsuccessful login attempts, the account will be locked automatically.

 For Corporate Administrator/Approver,
 Unlock the account by self-resetting the password (*Refer to 1.2.1 Request to Reset Password*) or contact KBank Branch to submit required documents.  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

LoginInfo.zip 510 bytes		
Report Phahing		
Đặt lại mật khẩu cho Dịch vụ KBank Connect		
Kính gử Quý Khách hàng,		
KBank xin thông báo rằng, KBank đã thực hiện cấp lại một khẩu cho dịch vụ KBank Connect theo yêu cầu của Quý khách. Chi tiết như sau:		
Tên đãy đủ của Khách hàng: Tên đăng nhập: Mật khẩu: Lưu ý: Để biết thêm chi tiết, vui lòng tr	Account Owner 110 Vui lòng nhập ngày sinh của bạn (YYYYMMDD) để mở tập tin đính kèm. (Ví dụ: 19001020) Mật khẩu đăng nhập phải được sử dụng trong vòng bảy ngày sau khi nhận được thư này. Nếu Quý khách không đắng nhập trong vòng bảy ngày yợ prang web của chúng tối tại <u>www.kasikombank.com.vn</u> hoặc liên hệ với trung tâm Dịch vụ Khách hàng của chúng tối theo số (84) 28 3821 8888.	
Reset Password for KBank Connect Service		
Dear Valued Customer,		
KBank would like to notify that, as per your request, KBank has reissued your password for KBank Connect service. Details are as follows:		
Customer's full name: Username: Password: Remark: For further details, please visit ou	Account Owner 110 Please enter your date of birth (YYYYMMDD) to open the attachment. (Example: 19001020) Login Password must be used within seven days after receiving this Email. If you do not login within seven days, the Login Password will be expired. ur website at <u>www.kasikombank.com.yn</u> or contact our contact center at (84) 28 3821 8888.	

#### 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.

