



Prathama UP Gramin Bank

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TO ALL CONSUMERS

COMPLETE GUIDE TO INSTALL PUPGB mBANKING MOBILE APP

SOP For Mobile Banking Facility

Prathama Up Gramin Bank is providing its customers Mobile Banking Facility, a digital banking method using which they can use banking features within their comfort anytime anywhere with Mobile Device. This mobile banking application is available for both iOS and Android users.

Activation of PUPGB Mobile Banking

Before Activation of Mobile Banking facility on application make sure customers have the following things ready:

- Mobile device with SMS alert registered mobile number
- PUPGB 14 digit Active Account No. (will called as Account ID)
- Customer Id of Active Account (will called as User ID- available in Passbook)
- PUPGB active Debit card with 4 digit PIN

The following are the step by step process for the activation of PUPGB Mobile Banking application.

- 1- Download the Prathama UP Gramin Bank Mobile Application from iOS app store or from Google Play Store for Android platform.
- 2- Open the application and click on the NEW User if customer is using the application for first time. Existing users can login by entering their User id & Password but they have to bind (validate) their mobile device by OTP validation by putting Cust Id if device changed.

The screenshot displays the login interface of the Prathama UP Gramin Bank mobile application. At the top, there is a red header with the bank's logo and name in Hindi. Below the header, there are two input fields for 'User ID' and 'Password'. There are two buttons: 'NEW USER?' in a white box and 'SIGN IN' in an orange box. At the bottom, there are two links: 'Forgot Password' and 'Bind your Device'.

- 3- For New Users after clicking the NEW USER option customer is getting two fields
- Account No- 14 digit active account no. has to be entered in this field.
 - Facility-It should be selected as Transaction and View. (If user is not willing to have the transaction facility, he/she may select View only option, where user will get access of view of accounts only.)

Welcome To Mobile Banking

Enter your Account ID

Account ID

Facility

Transaction and View

CANCEL CONTINUE

- 4- One Time Password will come on users registered mobile no. Same will be entered for Authentication.

Register

One Time Password Authentication

Enter your OTP

CANCEL CONTINUE

- 5- After OTP verification three fields i.e 14 digit account no, customers 16 digit debit card no and 4 digit ATM pin should be entered by the new user.

The image shows a mobile application screen titled "Register". The screen has a red header with the word "Register" in white. Below the header, there are four input fields: "Account ID", "Debit card number", and "PIN". The "Account ID" field is followed by a dashed line. At the bottom of the screen, there are two buttons: "CANCEL" (white with orange text) and "CONTINUE" (orange with white text).

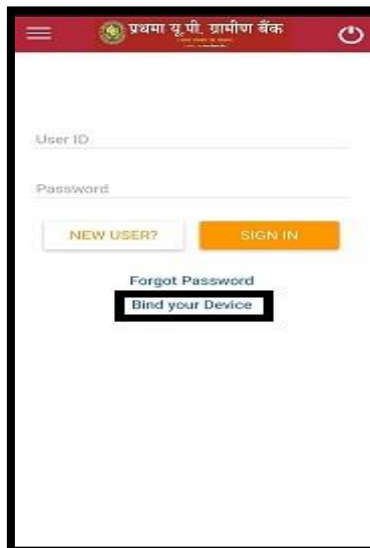
- 6- Now User has to create two password i.e Login Password and Transaction Password. These passwords should be of minimum 8 characters, combination of alphanumeric & symbols with one capital letter.

The image shows a mobile application screen titled "Register". The screen has a red header with the word "Register" in white. Below the header, there are two sections for password creation. The first section is titled "Sign In Password" and contains two input fields: "New Login Password" and "Confirm New Login Password". The second section is titled "Transaction password" and contains two input fields: "New Transaction Password" and "Confirm New Transaction Password". At the bottom of the screen, there are two buttons: "CANCEL" (white with orange text) and "SUBMIT" (orange with white text).

- 7- Once login and transaction passwords created user registration process will be completed and user will get the following message:



- 8- After user id activation, customers have to bind their device by **Bind your Device option** in logging in page of mobile banking application.



- 9- By clicking bind your device customers will get a field for user id in which they have to enter their customer id.



- 10- After submitting the customer id OTP authentication has to be completed by entering a 6 digit valid OTP, received on customers registered mobile no.



- 11- With successful completion of OTP authentication customer's device is ready for use and now they can login in mobile application by entering their customer id in user id field and login password which they set while registering for this facility.

