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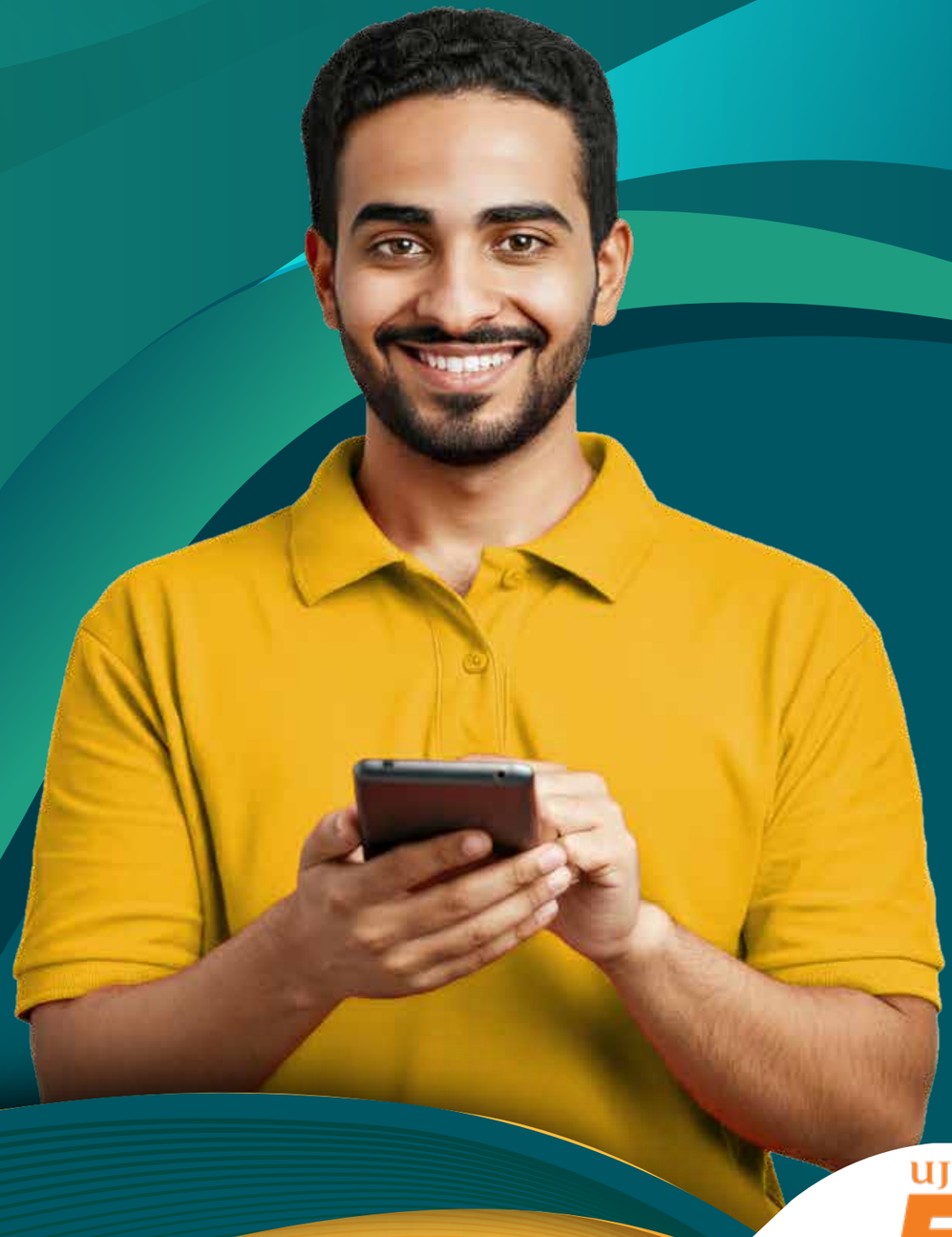
New User Registration Flow

Mobile Banking



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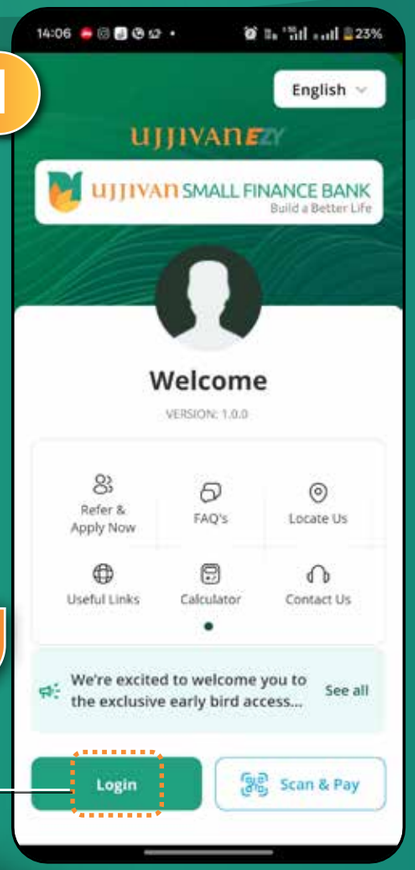
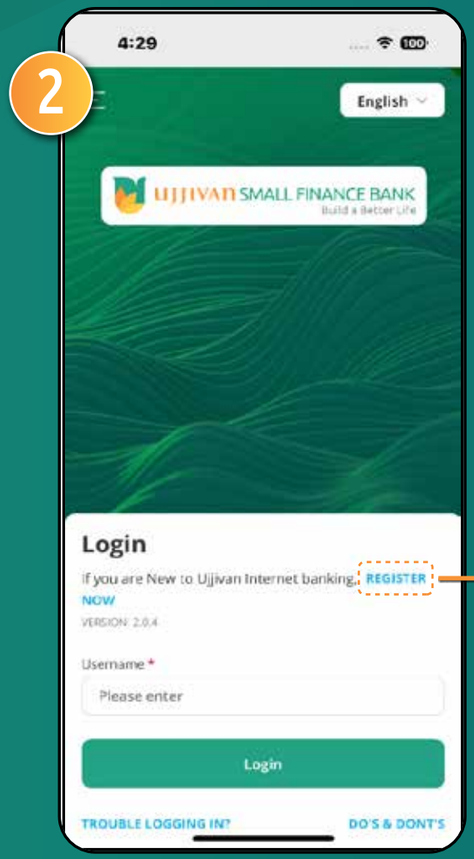
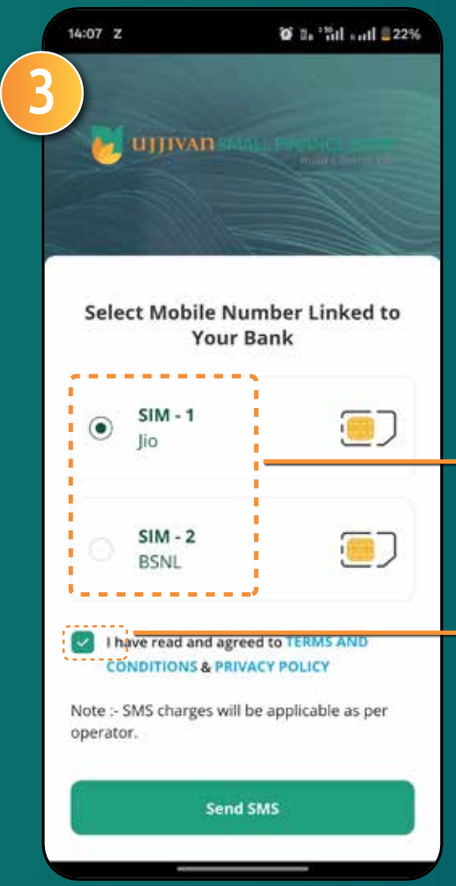
Ujjivan EZY Mobile Banking – Steps for Registration (2/5)



Click On Login



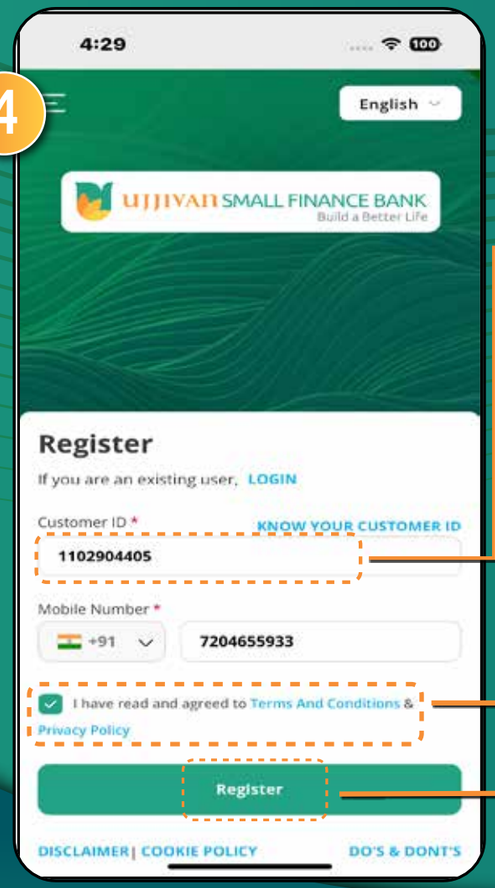
Click On Register Now



Select SIM with Registered Mobile No

Accept T&C

Ujjivan EZY Mobile Banking– Steps for Registration (3/5)

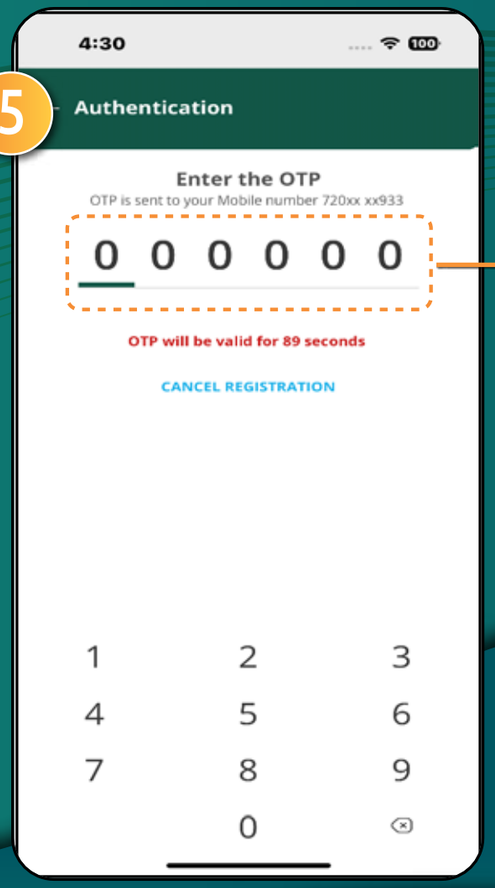


CIF ID linked to Mobile No will get auto populated

Users having multiple CIF IDs need to select from the dropdown list

Accept T&C

Click on Register



Enter OTP Received

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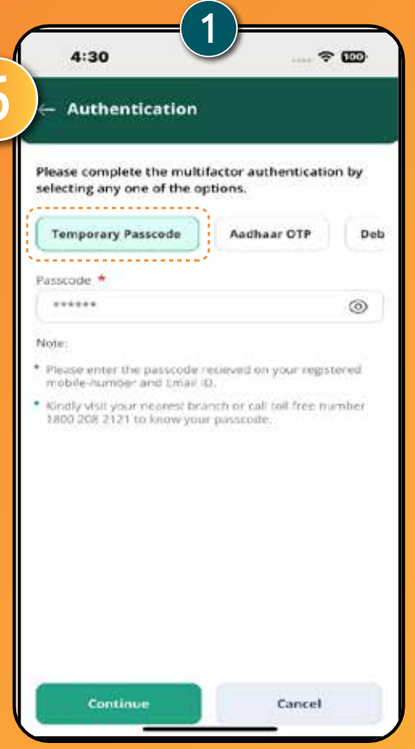
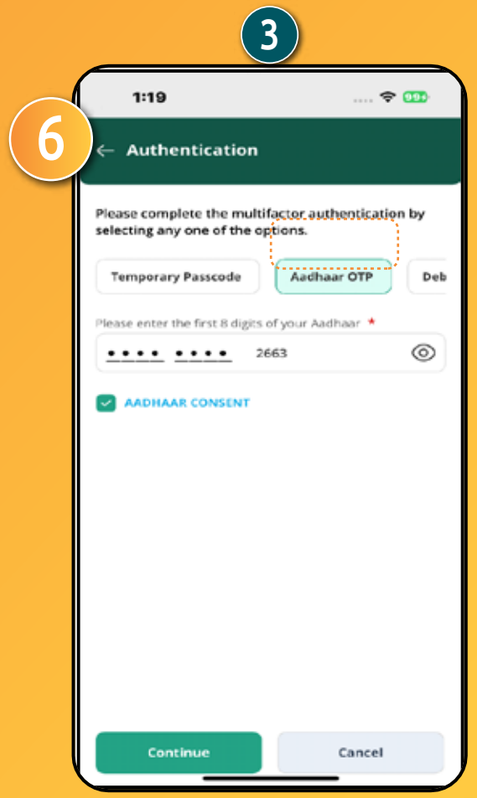
Choose Any one Mode of Multi Factor Authentication



- Enter Temporary Passcode
- Click Continue

- Enter Debit Card Detail
- Click Continue



- Enter Aadhaar Number
- Click Continue

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Ujjivan EZY Mobile Banking– Steps for Registration (5/5)

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Existing Users

Mobile Banking

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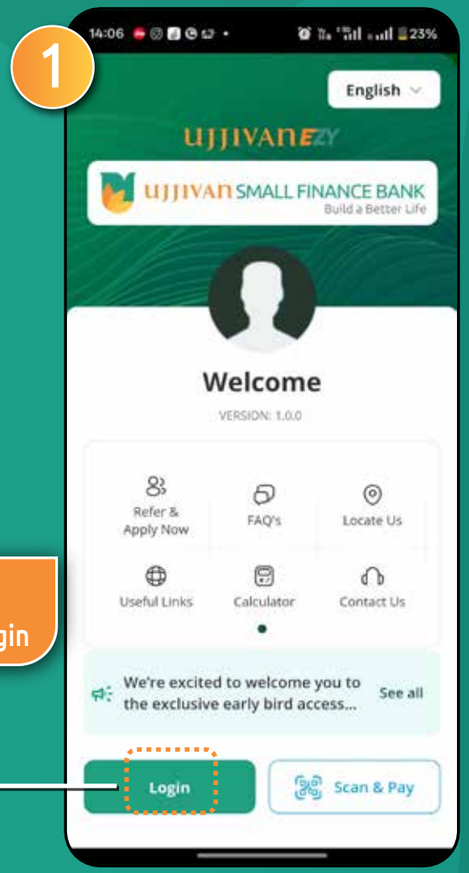
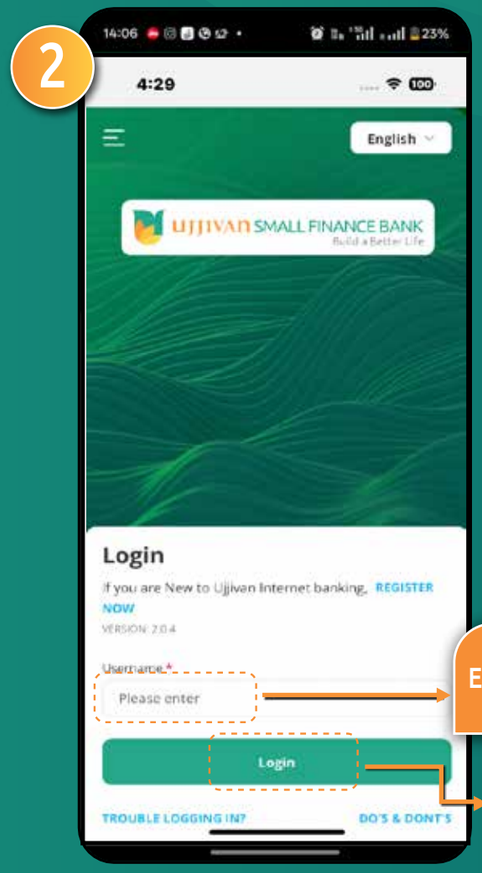
Ujjivan EZY Mobile Banking – Steps to Access

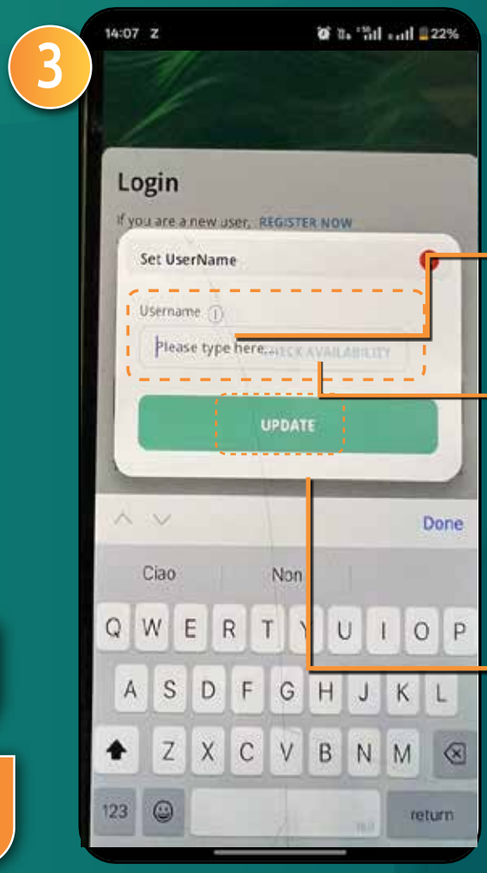


Step 1 - Click On Login



Step 2- Existing User - Enter CIF ID

Step 3 - Click Login to Proceed



Step 4 - Enter a New Username

Step 5 - Click on check availability. If the name entered by the user is not valid, the user should try a different name until the name becomes available.

Step 6 – Once the 'check availability' becomes success, click on Update

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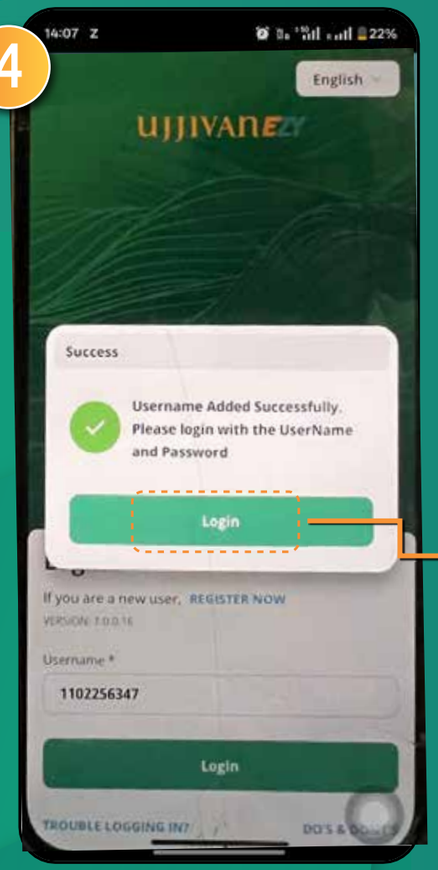


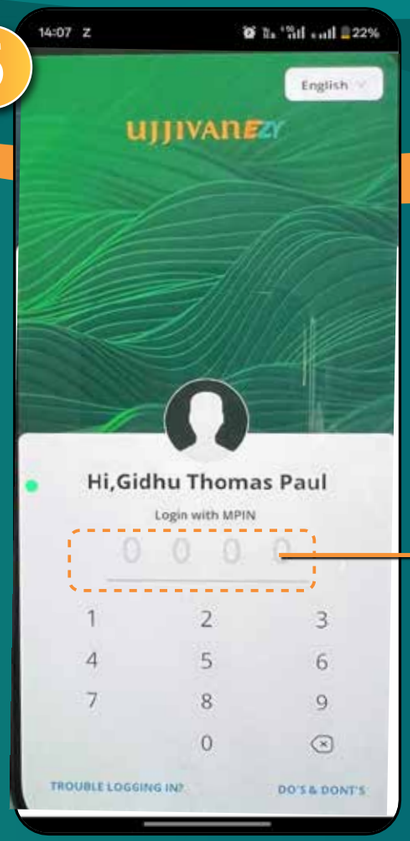
Step 7 - Click on Login to proceed.

5

Step 8 – Enter your Updated Username.

Step 9 - Click on Login to proceed.

6



Step 10 – Enter your existing Mobile Banking MPIN

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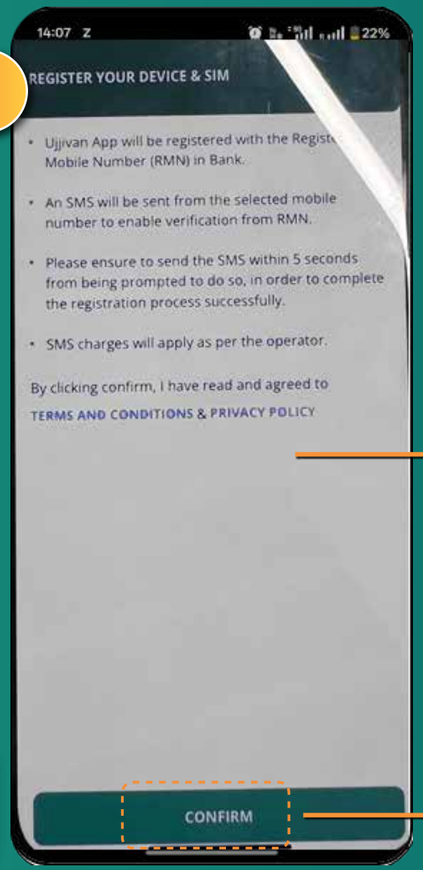
7

Step 11 - Click Ok to Proceed

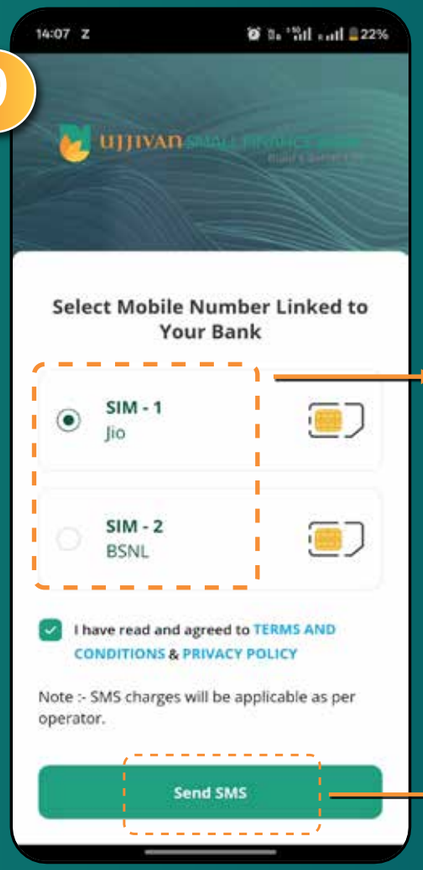
8



For iOS Alone

Step 12 - Click on Confirm

9



Step 13 - Select SIM with Registered Mobile No

Step 14 – After selecting the SIM, click on 'Send SMS' to proceed.

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Ujjivan EZY Mobile Banking – Steps to Access

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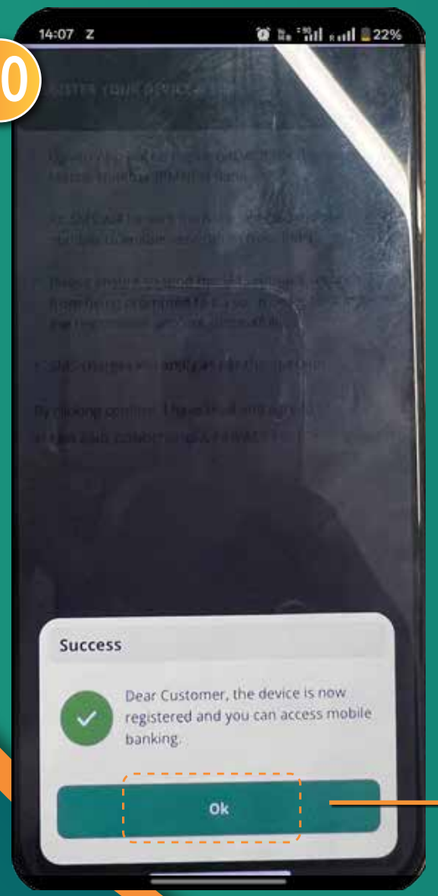
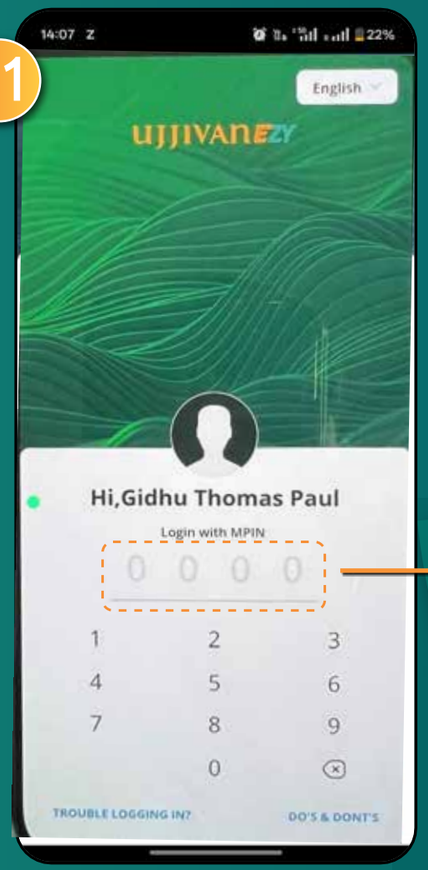


Step 15 -
Click Ok to Proceed

11



Step 16 –
Enter your existing MPIN

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Important Note:

1. **Username Guidelines:** While setting the new username, ensure that the username adheres to the following format:
   1. Minimum length- 8 characters
   2. Maximum Length- 15 characters
   3. Username can be Alpha, Numeric or Alphanumeric (Example: GIDHUTHOMAS, 18092025, GIDHU1809)
2. **Single Username** remains the same for both Internet Banking and Mobile Banking.
3. **After logging in to the new platform (Ujjivan EZY Mobile Banking),** the user will find the following data from their existing app updated in the new platform:
   1. MPIN/ Passwords
   2. Biller details
   3. Beneficiary details
   4. Transaction limits
   5. Security Questions
4. **Username Retrieval:** Users can retrieve their already set username any number of times by selecting **Trouble Logging In** > **Forgot Username** option in the pre-login page.

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Thank you

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