



HOW TO PEFORM FIRST TIME LOGIN

1. You will received USER ID and PASSWORD via eMail from Admin.eBankerPro@bankislam.com.my



2. Open an eMail and Double Click on the attached PDF file

Bank Islam eBanker Pro® User ID & Password - Message (HTML)

Wed 1/12/2021 2:55 PM
Admin.eBankerPro@bankislam.com.my
Bank Islam eBanker Pro® User ID & Password

To: [Redacted]

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Message: Bank Islam eBanker Pro ePIN_011221.pdf (2 KB)

Dear Valued Customer,

We are pleased to enclose the **User ID and Temporary Password** for your access to Bank Islam CMS Online Banking.

About your password

Instruction to open PDF

To open the PDF, please key in the password in following format:

- The first 3 characters of your name (in CAPITAL LETTERS, including symbol and space) as per registered with Bank Islam CMS (example 'DAN' for Daniel Tan Ah Kow, or 'R.' for R. Subramaniam).
- The last 4 digits of your Identity Card (example 4568 for 65123114568) or **Passport Number** (example 567T for Q1167567T)

Example:

DAN First 3 characters of your name	4568 Last 4 digits of your Identity Card
R.<Space> First 3 characters of your name	567T Last 4 digits of your Passport Number

The temporary password will expire in 15 days after generation.

You will need Adobe Acrobat Reader (version 7 or above) to view the pdf, which can be downloaded from www.adobe.com

Thank you and have a good day.

Warm regards,
Bank Islam CMS® Team

3. Click OPEN button to open the PDF file

The screenshot shows an Outlook email window titled "Bank Islam eBanker Pro® User ID & Password - Message (HTML)". The email content includes instructions for opening a PDF file:

To open the PDF, please key in the password in following format:

- The first 3 characters of your name (in CAPITAL LETTERS, including space)
- The last 4 digits of your Identity Card (example 4568 for 65123114568)

Example:

DAN	4568
First 3 characters of your name	Last 4 digits of your Identity Card
R.<Space>	567T
First 3 characters of your name	Last 4 digits of your Passport Number

The temporary password will expire in 15 days after generation.

You will need Adobe Acrobat Reader (version 7 or above) to view the pdf, which can be downloaded from www.adobe.com

Thank you and have a good day.

Warm regards,
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An "Opening Mail Attachment" dialog box is overlaid on the email content, asking: "Would you like to open the file or save it to your computer?" with "Open", "Save", and "Cancel" buttons. A checkbox "Always ask before opening this type of file" is checked.

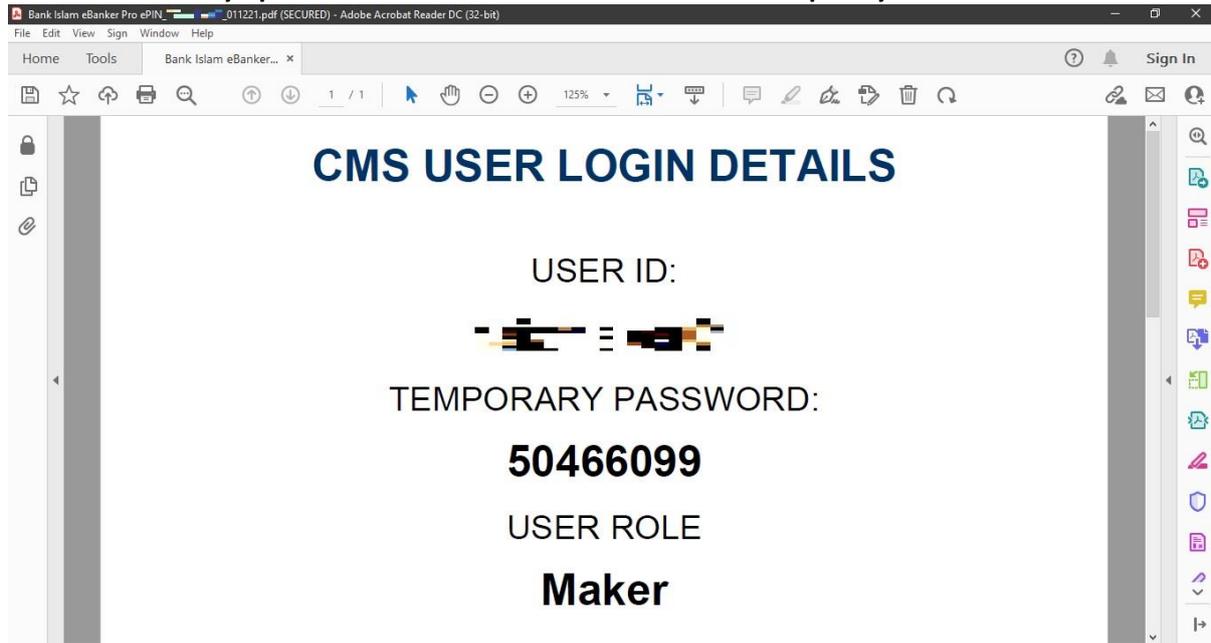
4. Enter your password with combination of your First 3 CAPITAL of your name with Last 4 Digits of your IC/Passport No.

The screenshot shows the Adobe Acrobat Reader DC interface. A "Password" dialog box is displayed over the "Recent" files list, with the message: "'Bank Islam eBanker Pro e...' is protected. Please enter a Document Open Password." The dialog includes a text field for the password and "OK" and "Cancel" buttons.

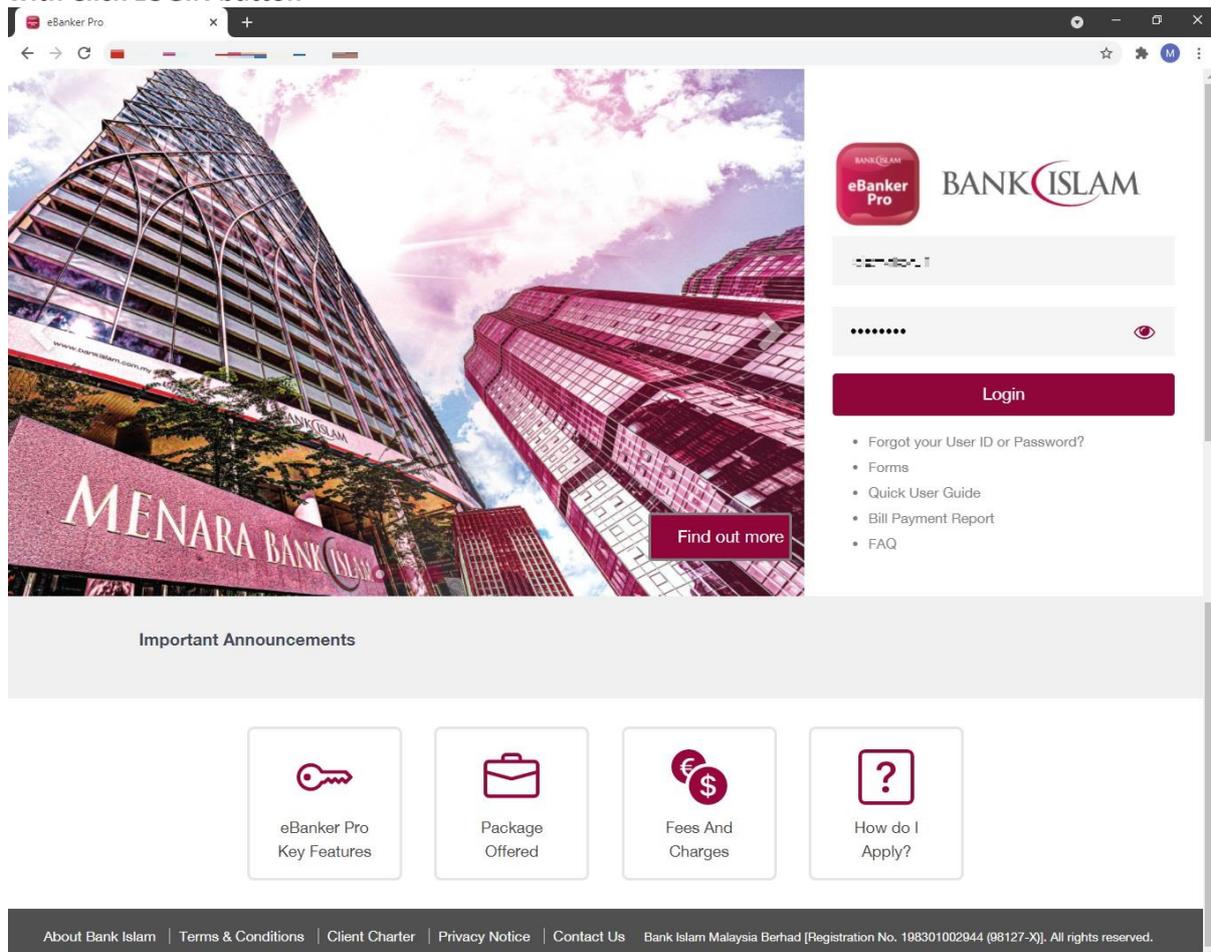
The background shows the Adobe Acrobat Reader DC home screen with a "Recent" list of PDF files:

NAME	OPENED	SIZE
Bank Islam eBanker Pro e...	Only you	526 KB
Bank Islam eBanker Pro e...	Only you	621 KB
Bank Islam eBanker Pro e...	Only you	421 KB

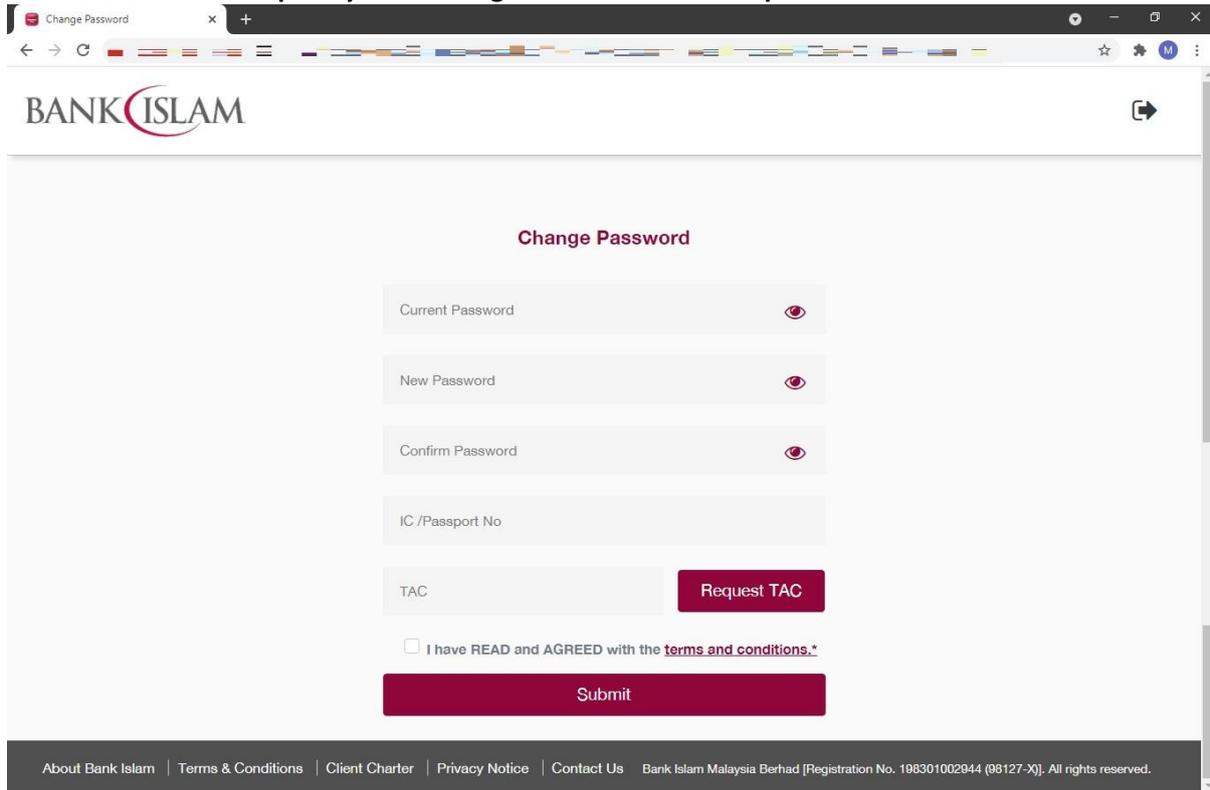
5. PDF successfully open with the information of User ID and Temporary Password



6. Login into eBanker Pro (<https://eBankerPro.bankislam.biz>) and Insert the information. Continue with Click LOGIN button

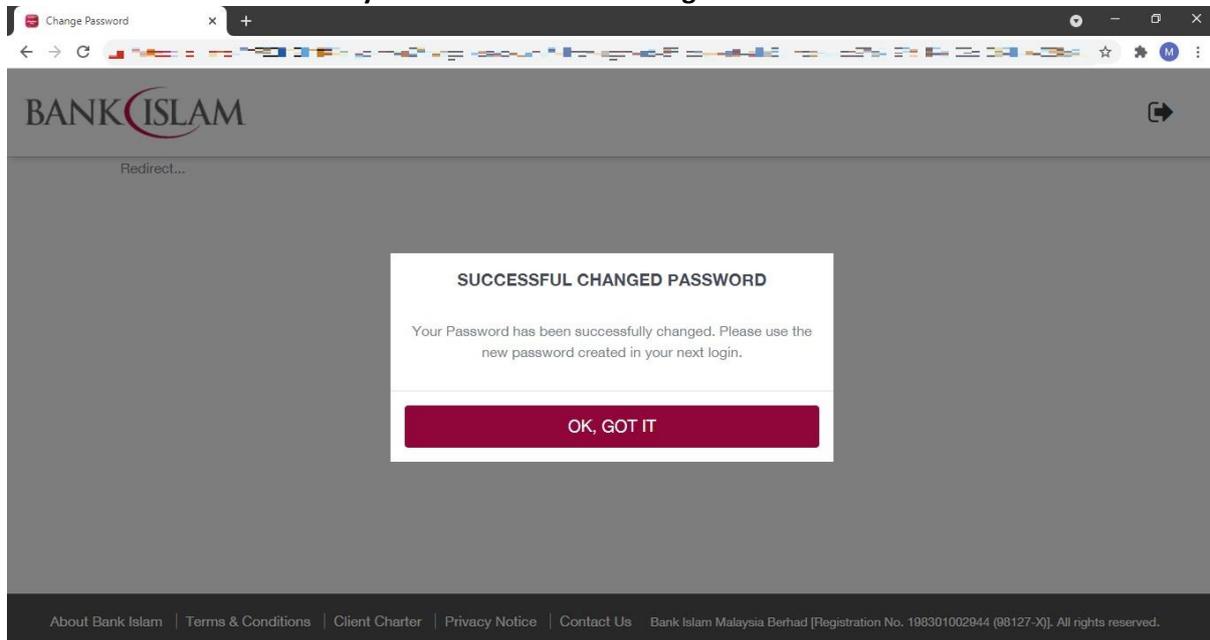


7. eBanker Pro will request you to Change the Password. Fill up all the information.



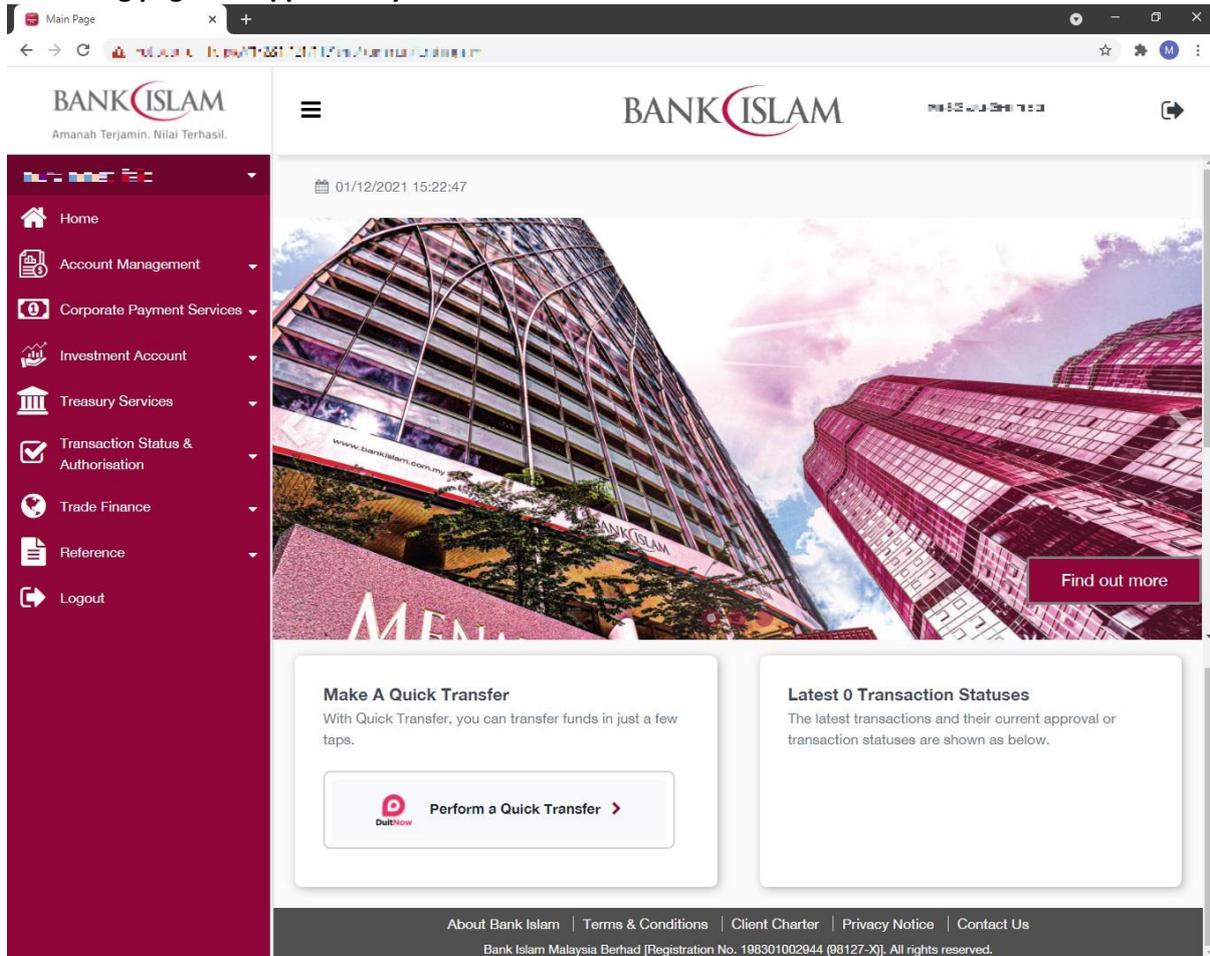
The screenshot shows a web browser window with the 'Change Password' page. The page features the Bank Islam logo at the top left. The main heading is 'Change Password'. Below this, there are four input fields: 'Current Password', 'New Password', 'Confirm Password', and 'IC /Passport No'. Each of the first three fields has an eye icon to toggle visibility. Below the 'IC /Passport No' field is a 'TAC' field and a 'Request TAC' button. A checkbox is present with the text 'I have READ and AGREED with the [terms and conditions.](#)'. At the bottom of the form is a large 'Submit' button. The footer contains navigation links: 'About Bank Islam', 'Terms & Conditions', 'Client Charter', 'Privacy Notice', 'Contact Us', and 'Bank Islam Malaysia Berhad [Registration No. 198301002944 (98127-X)]. All rights reserved.'

8. eBanker Pro will welcome you with successful message



The screenshot shows a web browser window displaying a 'Redirect...' message. The main heading is 'SUCCESSFUL CHANGED PASSWORD'. Below this, a message states: 'Your Password has been successfully changed. Please use the new password created in your next login.' At the bottom of the message box is a large 'OK, GOT IT' button. The footer contains navigation links: 'About Bank Islam', 'Terms & Conditions', 'Client Charter', 'Privacy Notice', 'Contact Us', and 'Bank Islam Malaysia Berhad [Registration No. 198301002944 (98127-X)]. All rights reserved.'

9. Landing page will appear for you to access the eBanker Pro



For more information, please contact our Customer Helpdesk

Bank Islam Contact Centre

Via phone at +603-26 900 900

Via email: contactcenter@bankislam.com.my

Customer Helpdesk

Via phone: +603 2782 1314/1315

Via email: admin.ebankerPro@bankislam.com.my