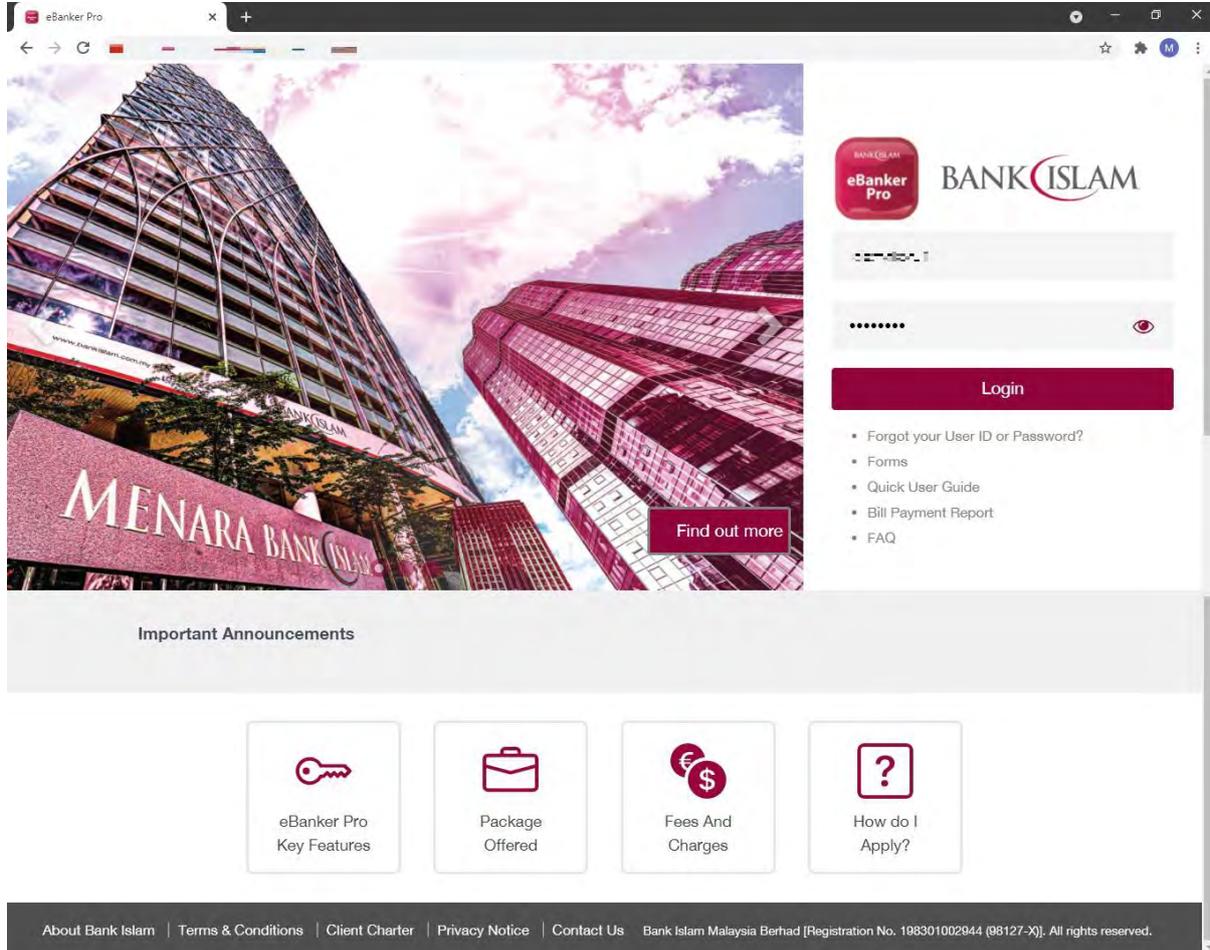
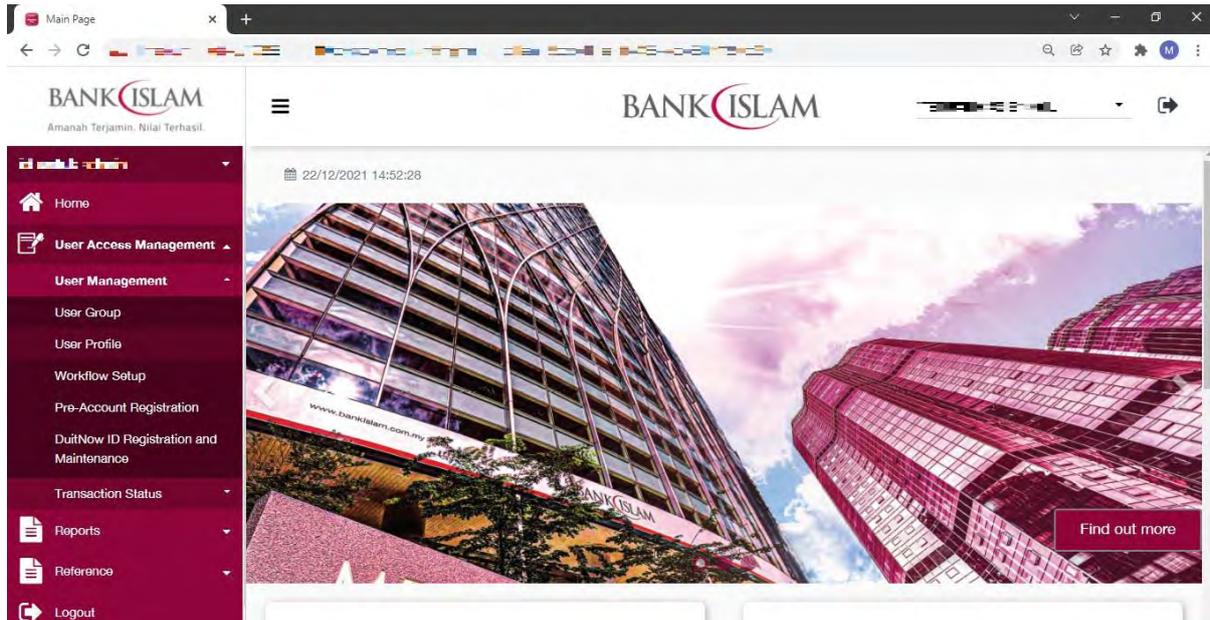


HOW TO PERFORM RESET (STATUS = ACTIVE)

1. Login into eBanker Pro (<https://eBankerPro.bankislam.biz>) by using your Corporate Administrator IDs (MAKER). Continue with Click LOGIN button



2. Click on USER MANAGEMENT and Click on USER PROFILE link button



3. You may key in any specific information and Click SEARCH button

The screenshot shows the 'View User Profile' interface. On the left is a dark red sidebar with navigation options: Home, User Access Management (expanded to show User Management, User Profile, Workflow Setup, Pre-Account Registration, DuitNow ID Registration and Maintenance, Transaction Status, Reports, Reference, and Logout), and Logout. The main content area is titled 'View User Profile' and contains a 'Search By' section with the following fields:

- User ID:
- User Name:
- User Group Name:
- User Status:
- Login Status:

Below the search fields are two buttons: 'Search' and 'Add'. A note at the bottom of the search area reads: "Note: Please be informed that you have to first create your User Group, before creating a User Profile. Kindly click at the User Manual hyperlink for more information." The footer contains links for 'About Bank Islam', 'Terms & Conditions', 'Client Charter', 'Privacy Notice', and 'Contact Us', along with the text 'Bank Islam Malaysia Berhad [Registration No. 198301002944 (08127-X)]. All rights reserved.'

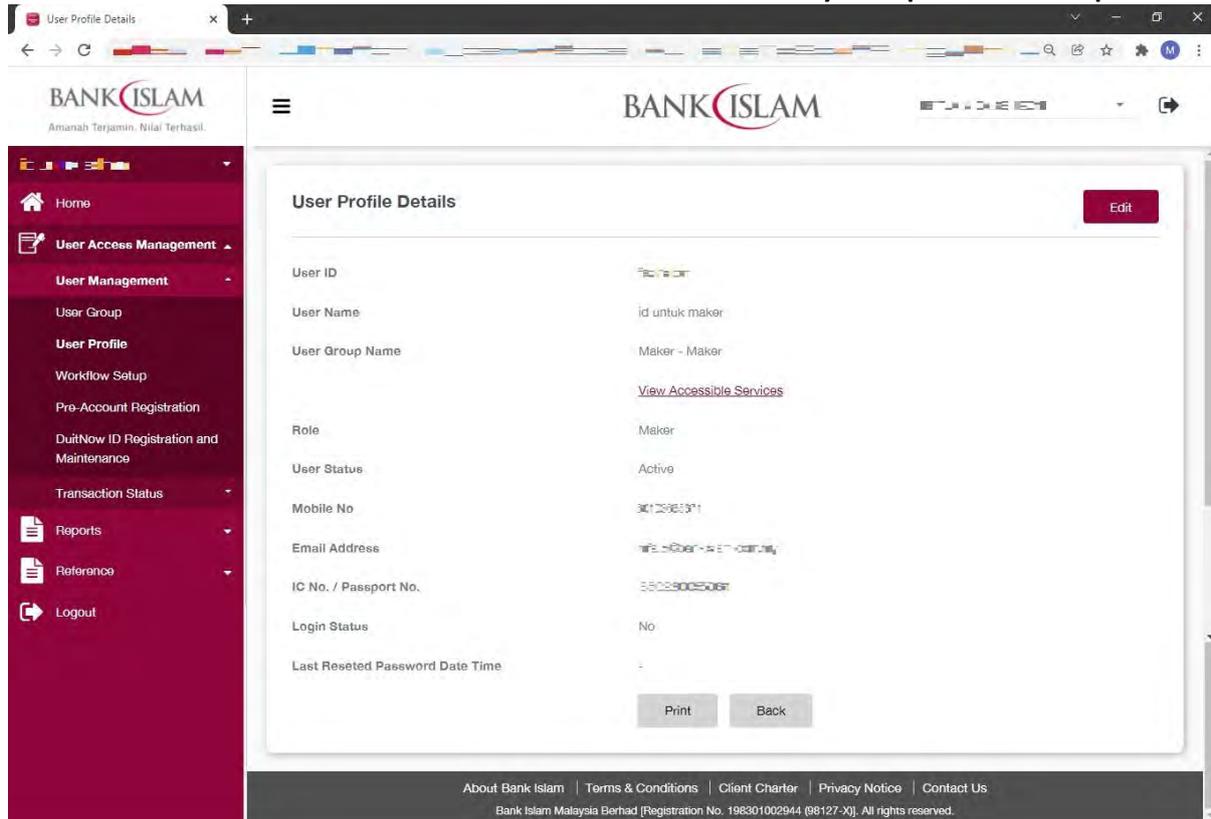
4. eBanker Pro will list down the User ID based on your selection. You may click on the hyperlink button under User Name

The screenshot shows the search results for the 'View User Profile' page. The results are displayed in a table with the following columns: User ID, User Name, User Group Name, Role, Mobile No/Email Address, User Status, and Login Status. There are four rows of results:

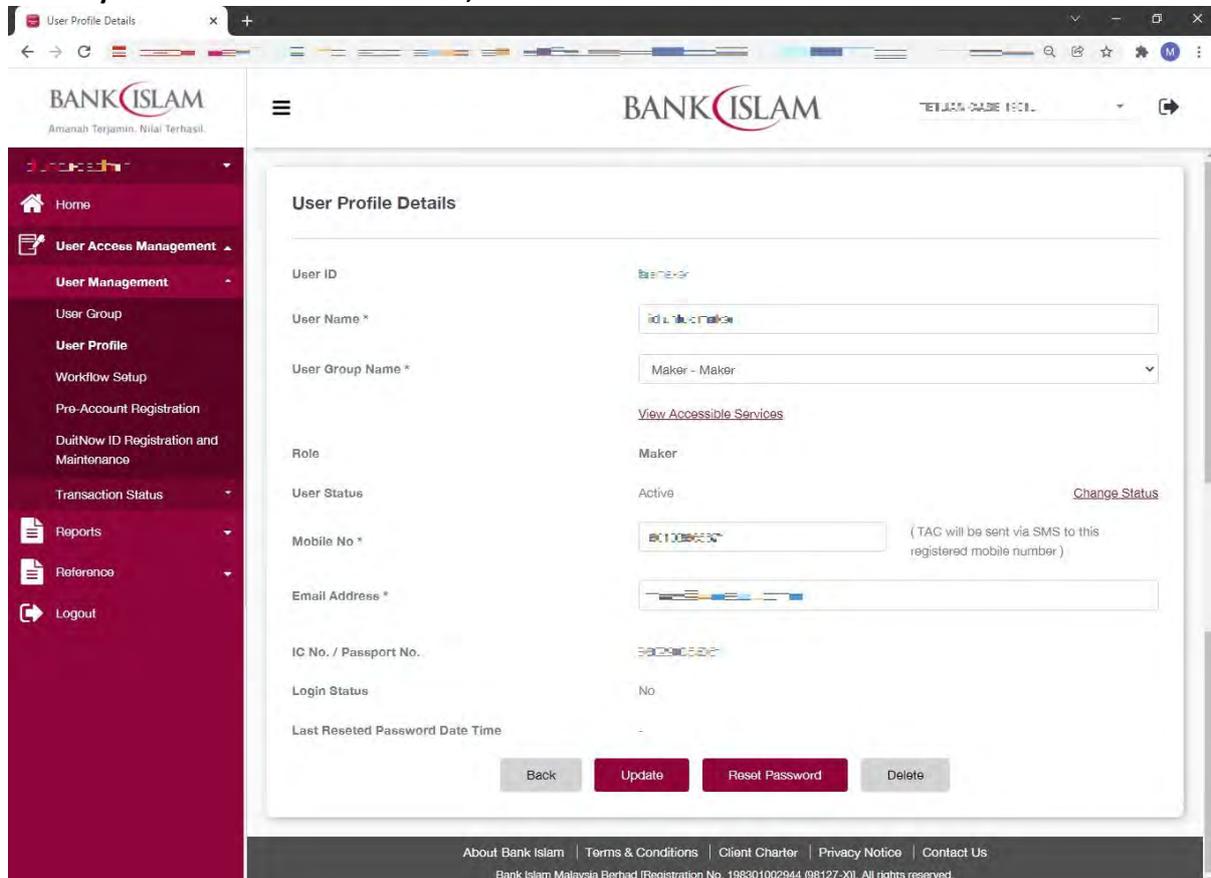
User ID	User Name	User Group Name	Role	Mobile No/Email Address	User Status	Login Status
[icon]	[icon]	Authorizer	Authorizer	[icon]	Blocked	No
[icon]	[icon]	Observer	Observer	[icon]	Active	No
[icon]	[icon]	Maker	Maker	[icon]	Active	No
[icon]	[icon]	Authorizer	Authorizer	[icon]	Active	No

Below the table are buttons for 'Print', 'Add', and 'Reset Session'. A note at the bottom of the results area reads: "Note: Please be informed that you have to first create your User Group, before creating a User Profile. Kindly click at the User Manual hyperlink for more information." The footer is identical to the previous screenshot.

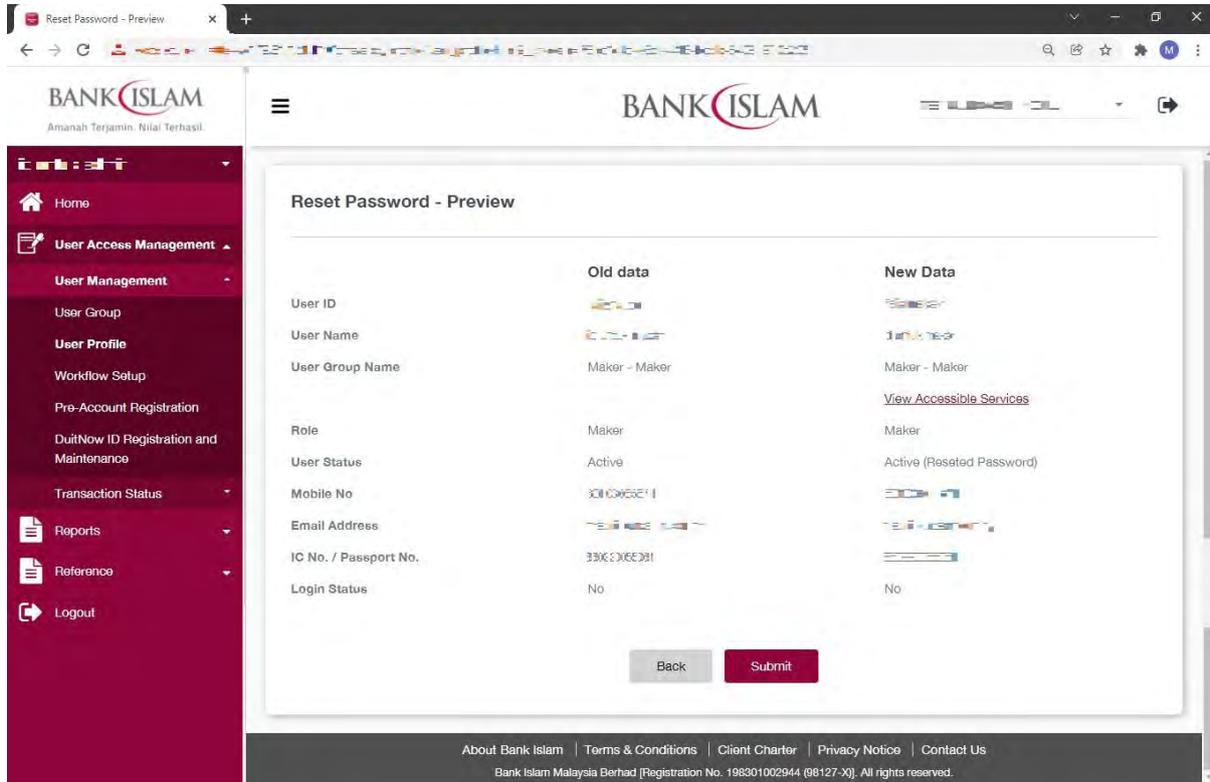
5. eBanker Pro will show the information. Click on EDIT button for you to perform RESET process



6. Verify the information and once ok, continue with click on RESET PASSWORD button



7. eBanker Pro will show the information and kindly verify it first then proceed with SUBMIT button



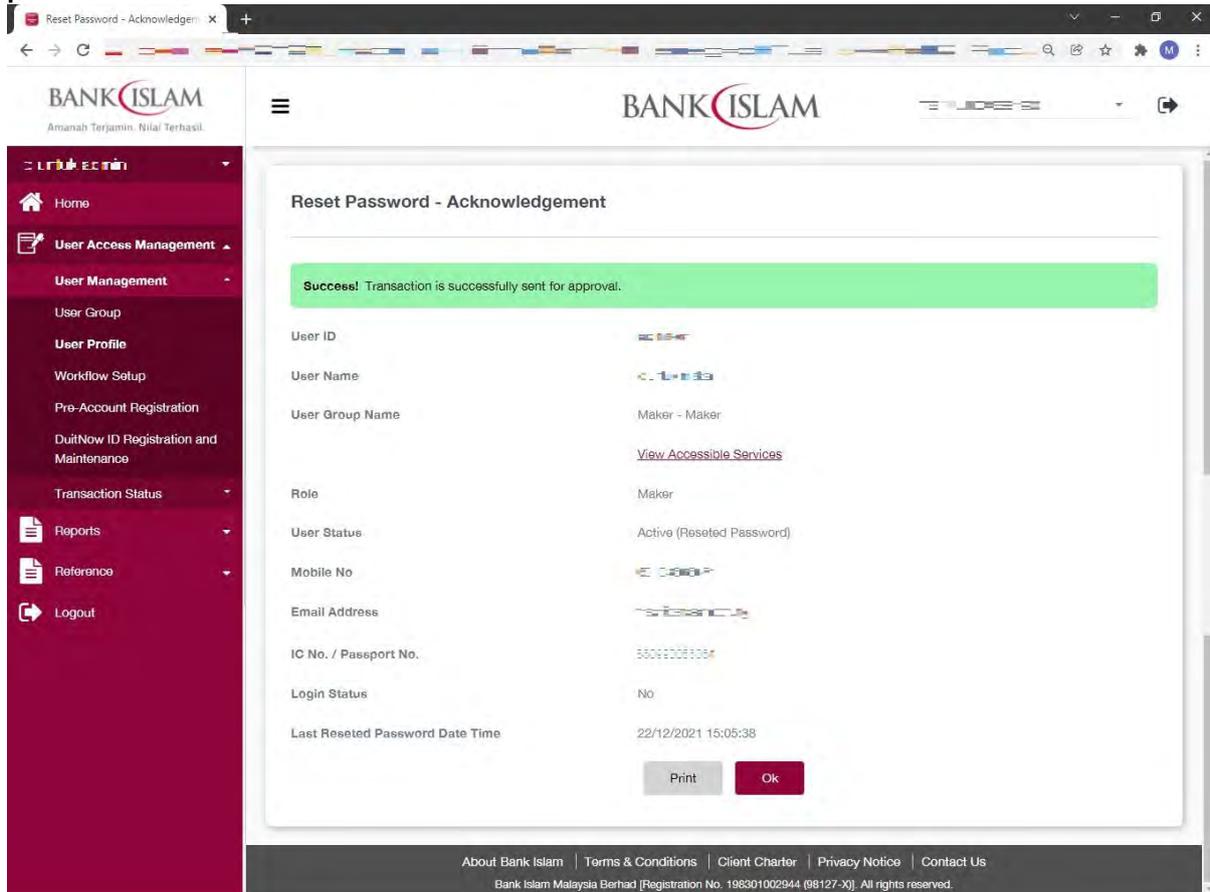
Reset Password - Preview

	Old data	New Data
User ID	[Redacted]	[Redacted]
User Name	[Redacted]	[Redacted]
User Group Name	Maker - Maker	Maker - Maker
Role	Maker	Maker
User Status	Active	Active (Reset Password)
Mobile No	[Redacted]	[Redacted]
Email Address	[Redacted]	[Redacted]
IC No. / Passport No.	[Redacted]	[Redacted]
Login Status	No	No

[View Accessible Services](#)

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8. Once submit, eBanker Pro will show the Successful message. Click OK button to complete the process



Reset Password - Acknowledgement

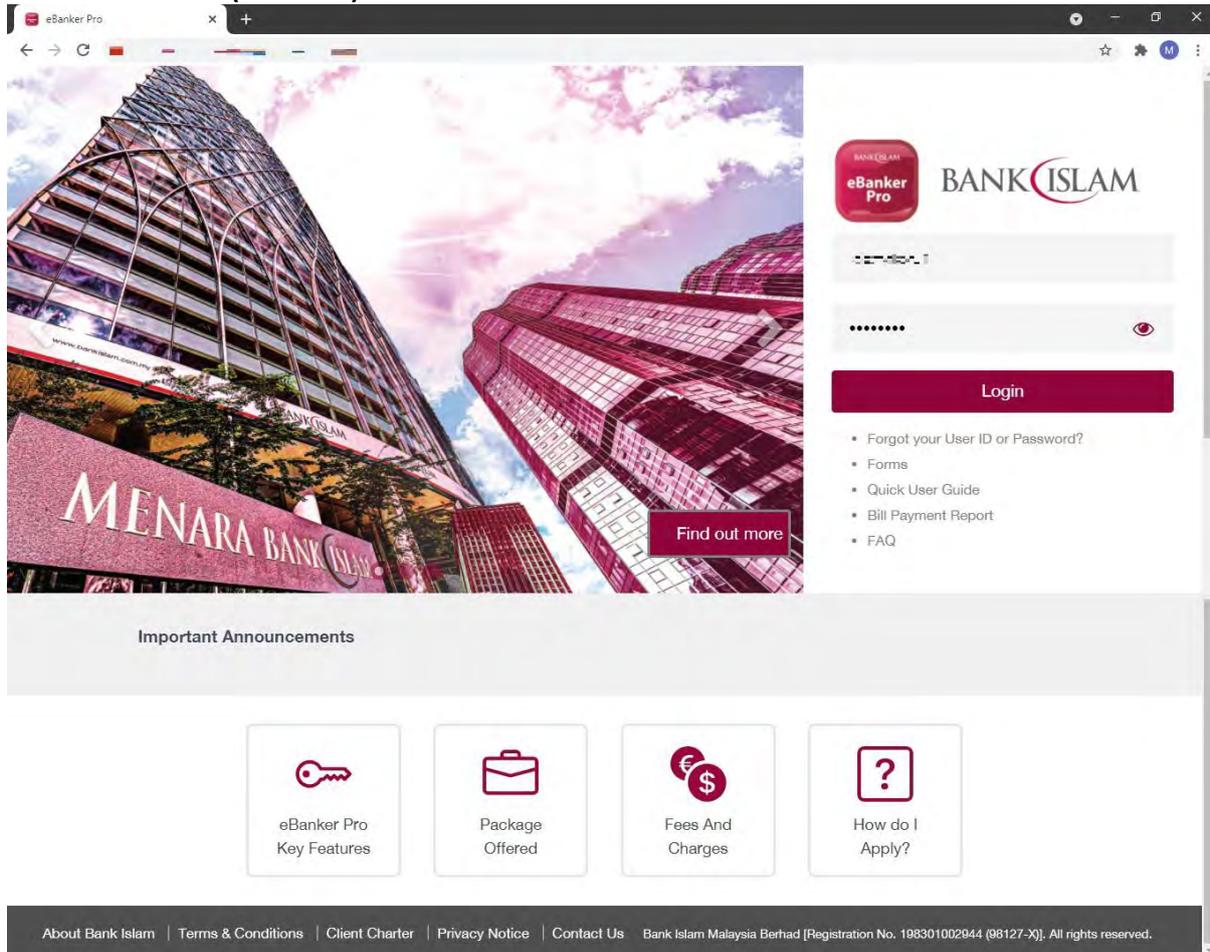
Success! Transaction is successfully sent for approval.

User ID	
User Name	
User Group Name	Maker - Maker
	View Accessible Services
Role	Maker
User Status	Active (Reseted Password)
Mobile No	
Email Address	
IC No. / Passport No.	
Login Status	No
Last Reseted Password Date Time	22/12/2021 15:05:38

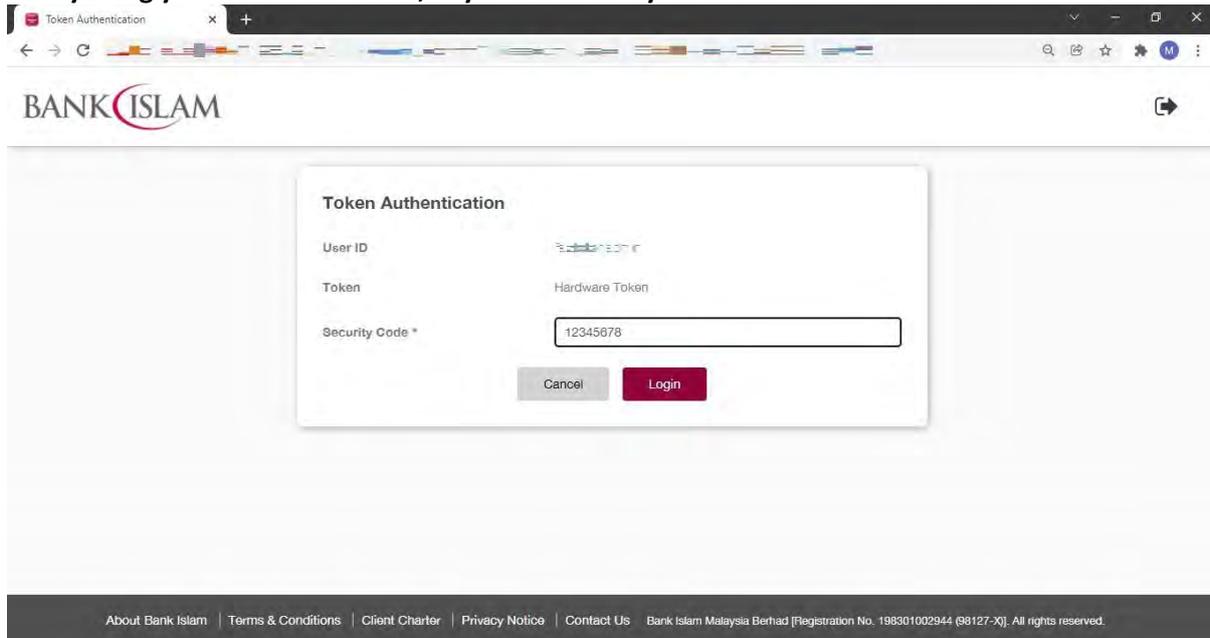
Print Ok

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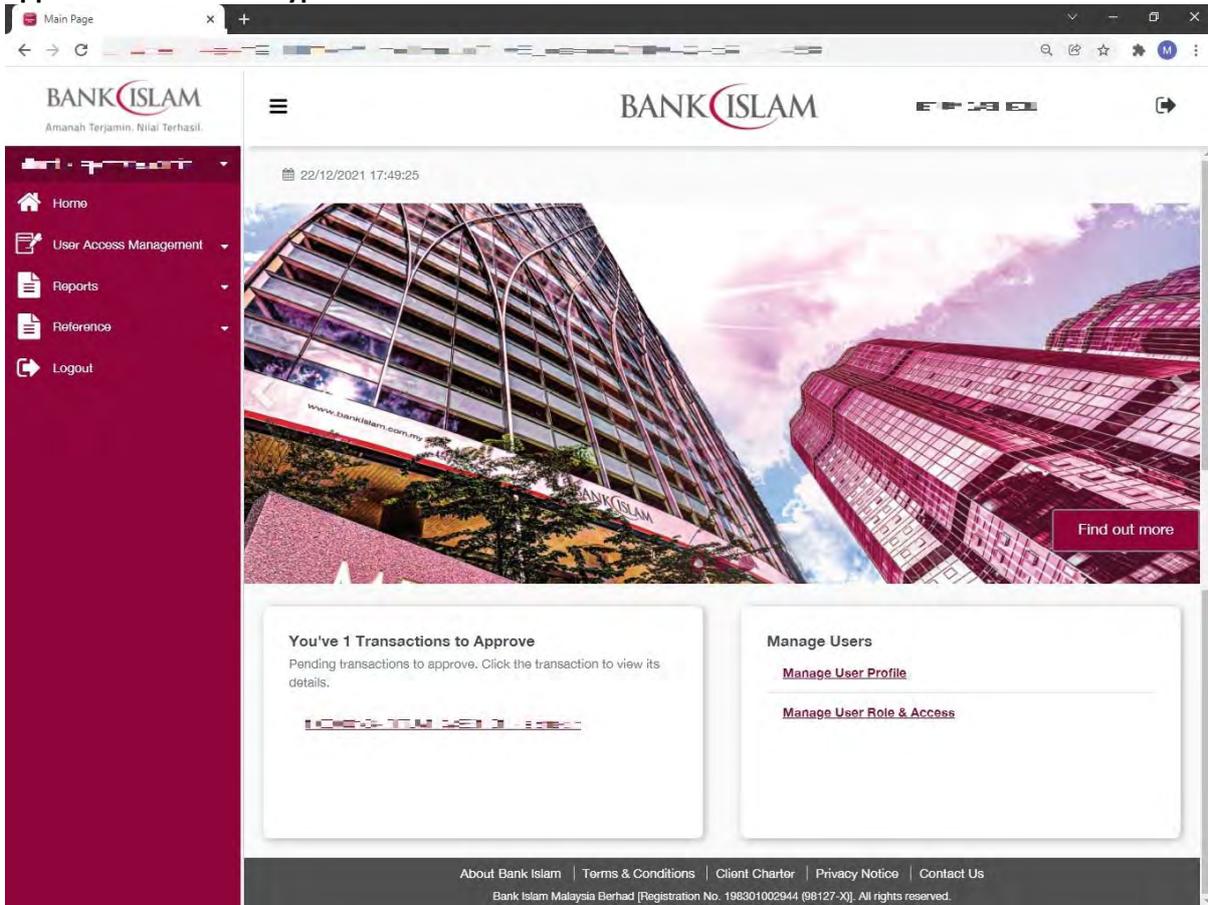
9. Login into eBanker Pro (<https://eBankerPro.bankislam.biz>) by using your Corporate Administrator IDs (CHECKER). Continue with Click LOGIN button



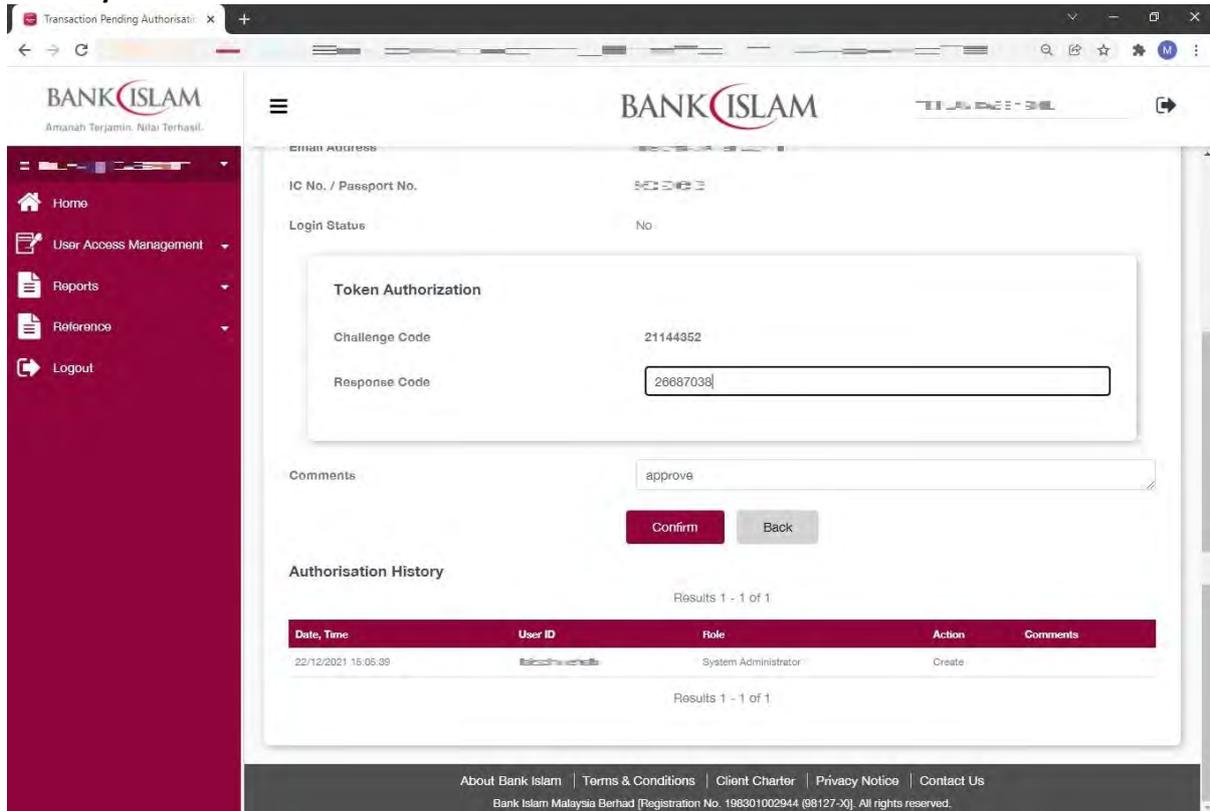
10. By using your hardware token, key in the Security Code and continue with LOGIN button



11. Once successfully login using CHECKER Ids, eBanker Pro will show list of transaction to approve. Click on the hyperlink button



13. By using the hardware token, key in the Challenge Code no. to retrieve the Response Code, then key in the Code in eBanker Pro. Proceed with CONFIRM button



The screenshot shows the eBanker Pro interface for a user access management transaction. The page title is "Transaction Pending Authorisation". The main content area displays a "Token Authorization" form with the following fields:

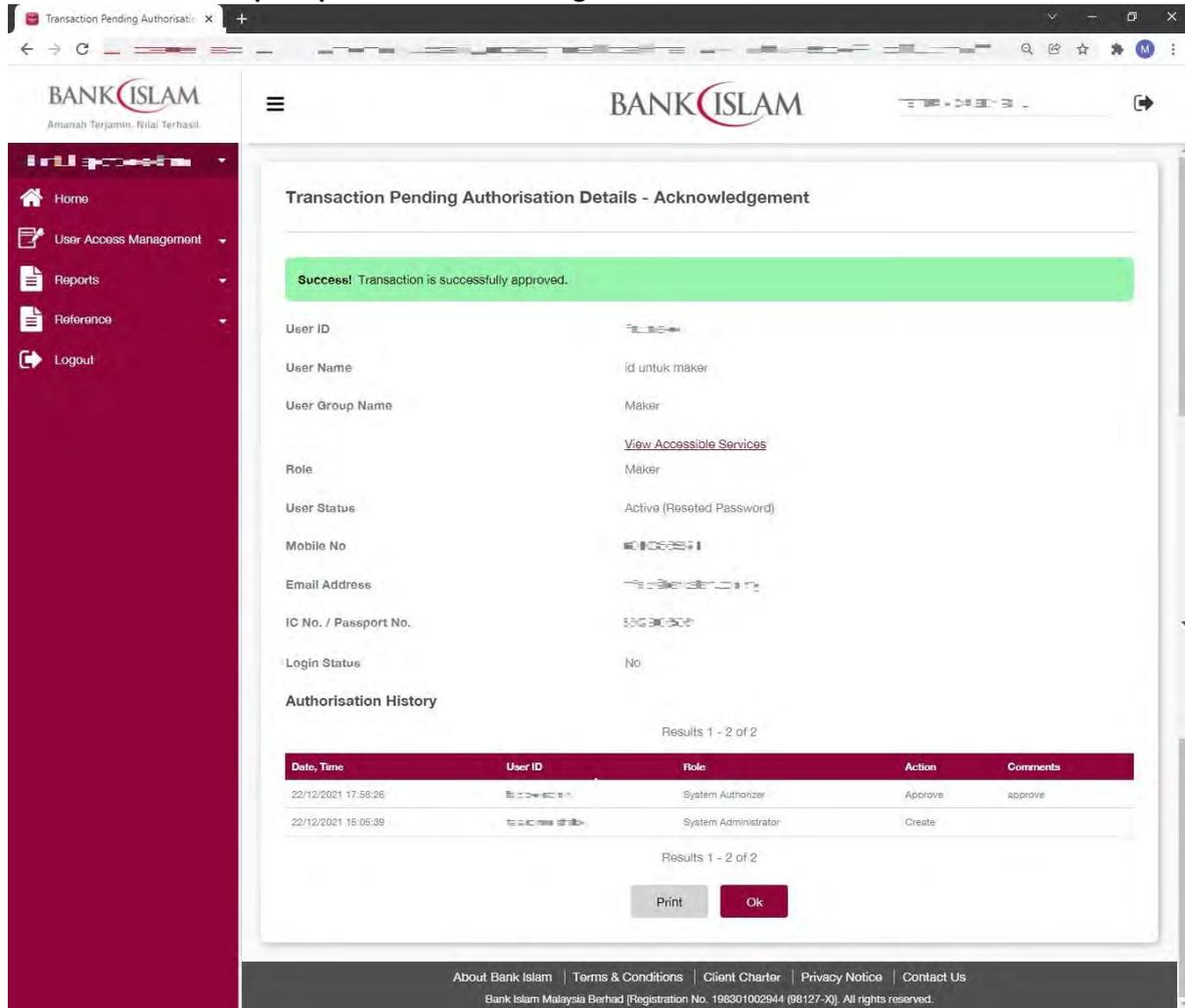
- IC No. / Passport No.: 920123
- Login Status: No
- Challenge Code: 21144352
- Response Code: 26687038
- Comments: approve

Below the form are "Confirm" and "Back" buttons. An "Authorisation History" table is also visible, showing a single entry:

Date, Time	User ID	Role	Action	Comments
22/12/2021 15:05:39	920123	System Administrator	Create	

At the bottom of the page, there is a footer with links for "About Bank Islam", "Terms & Conditions", "Client Charter", "Privacy Notice", and "Contact Us". The footer also includes the text: "Bank Islam Malaysia Berhad [Registration No. 198301002944 (96127-X)]. All rights reserved."

14. eBanker Pro will prompt a successful message as below



The screenshot shows the 'Transaction Pending Authorisation Details - Acknowledgement' page. A green banner at the top displays the message: 'Success! Transaction is successfully approved.' Below this, user details are listed:

- User ID: [Redacted]
- User Name: id untuk maker
- User Group Name: Maker
- Role: [View Accessible Services](#) Maker
- User Status: Active (Reseted Password)
- Mobile No: [Redacted]
- Email Address: [Redacted]
- IC No. / Passport No.: [Redacted]
- Login Status: No

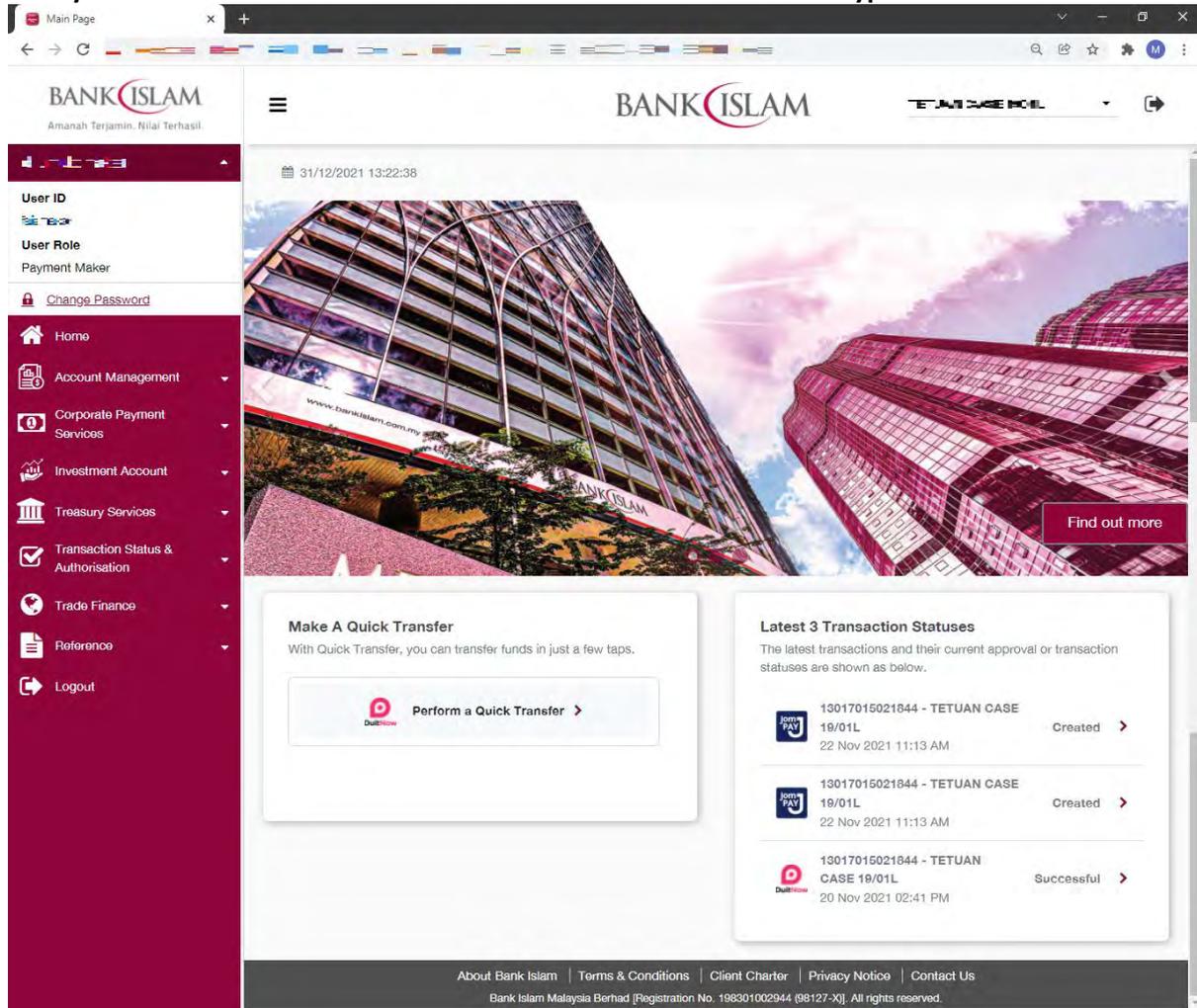
An 'Authorisation History' table is shown below, with the following data:

Date, Time	User ID	Role	Action	Comments
22/12/2021 17:58:26	[Redacted]	System Authorizer	Approve	approve
22/12/2021 16:05:39	[Redacted]	System Administrator	Create	

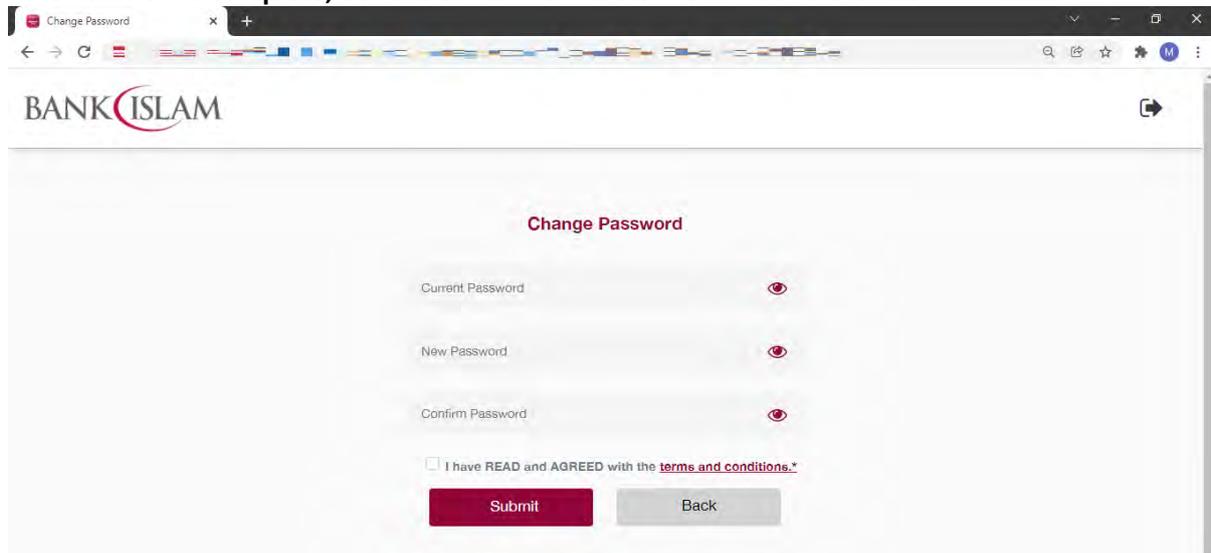
At the bottom of the table, there are 'Print' and 'Ok' buttons. The footer contains links for 'About Bank Islam', 'Terms & Conditions', 'Client Charter', 'Privacy Notice', and 'Contact Us', along with the registration number: Bank Islam Malaysia Berhad [Registration No. 198301002944 (98127-X)]. All rights reserved.

15. User ID which completely done the RESET PASSWORD process will received an eMail Notification similar as the FIRST TIME LOGIN process. Kindly refer the User Guide – How to perform First Time Login guide on how to open an attachment.

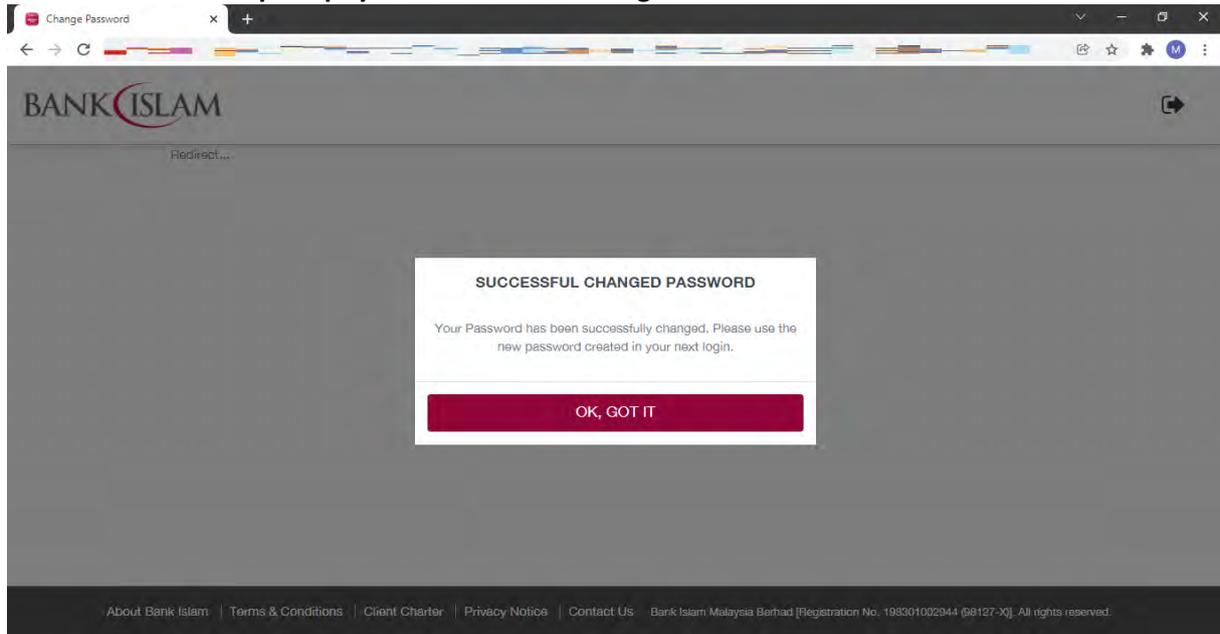
16. Once successfully login and select the Company Name, you must change your password with Click your IDs Name and continue with click on CHANGE PASSWORD hyperlink button



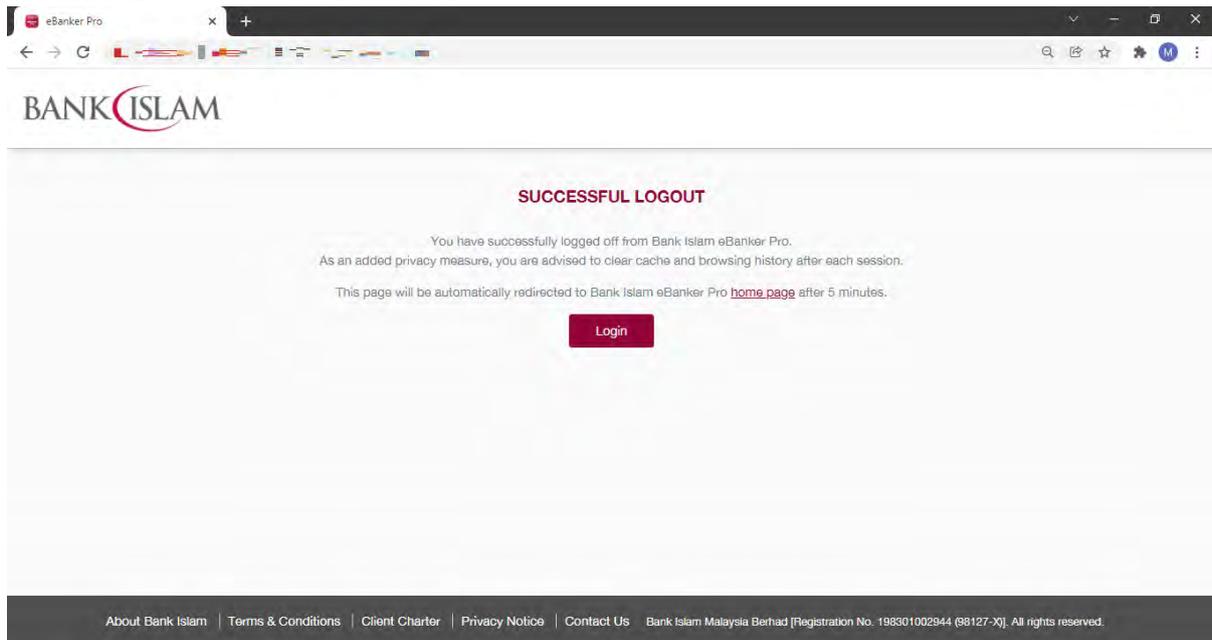
17. Key in your Current Password follow as per Temporary Password in PDF which you are received via eMail Notification, then continue with key in your New Password and Confirm Password. Once complete, tick the CHECK BOX button for TNC and Click SUBMIT button



18. eBanker Pro will prompt you a successful message



19. eBanker Pro will auto log out you from the system and you require to key in your NEW PASSWORD to access the eBanker Pro



For more information, please contact our Customer Helpdesk

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Via email: contactcenter@bankislam.com.my

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