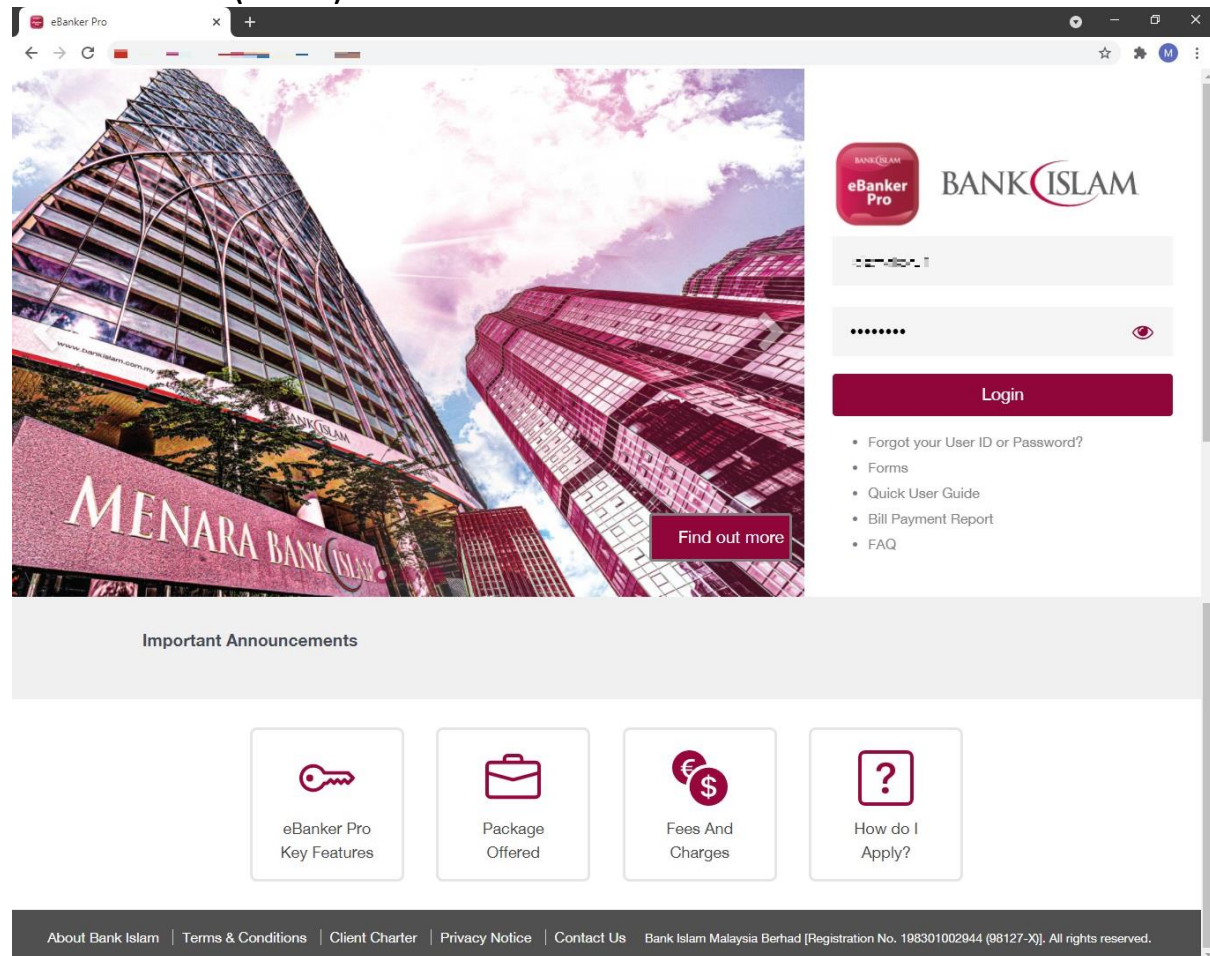
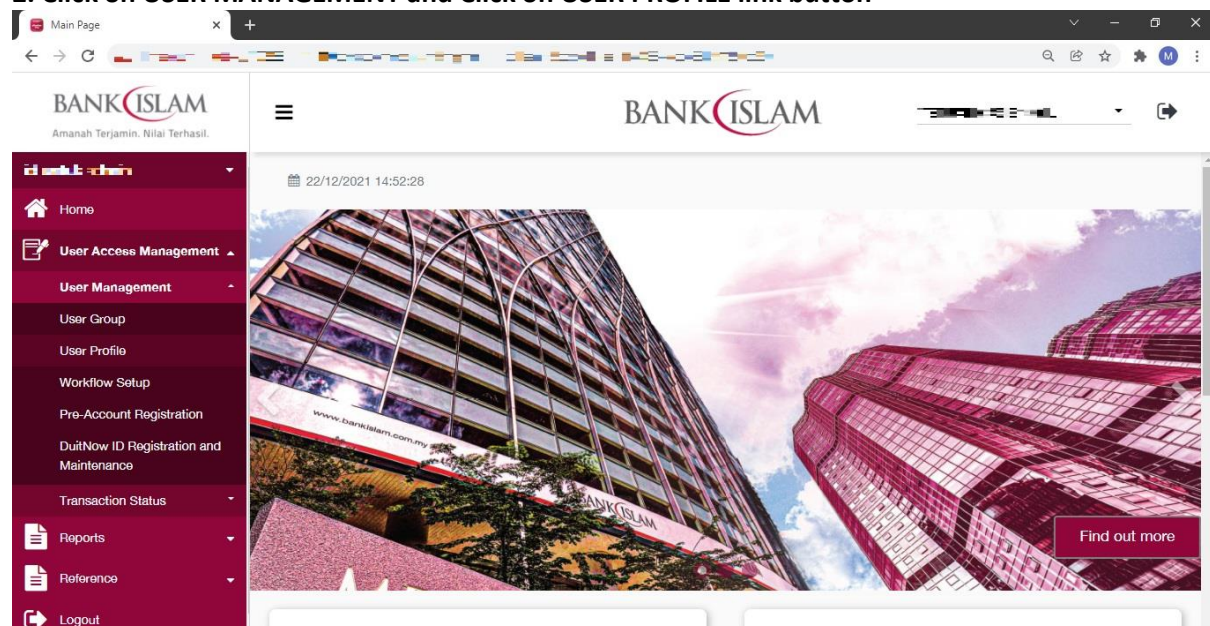


## HOW TO PERFORM RESET (STATUS = BLOCKED)

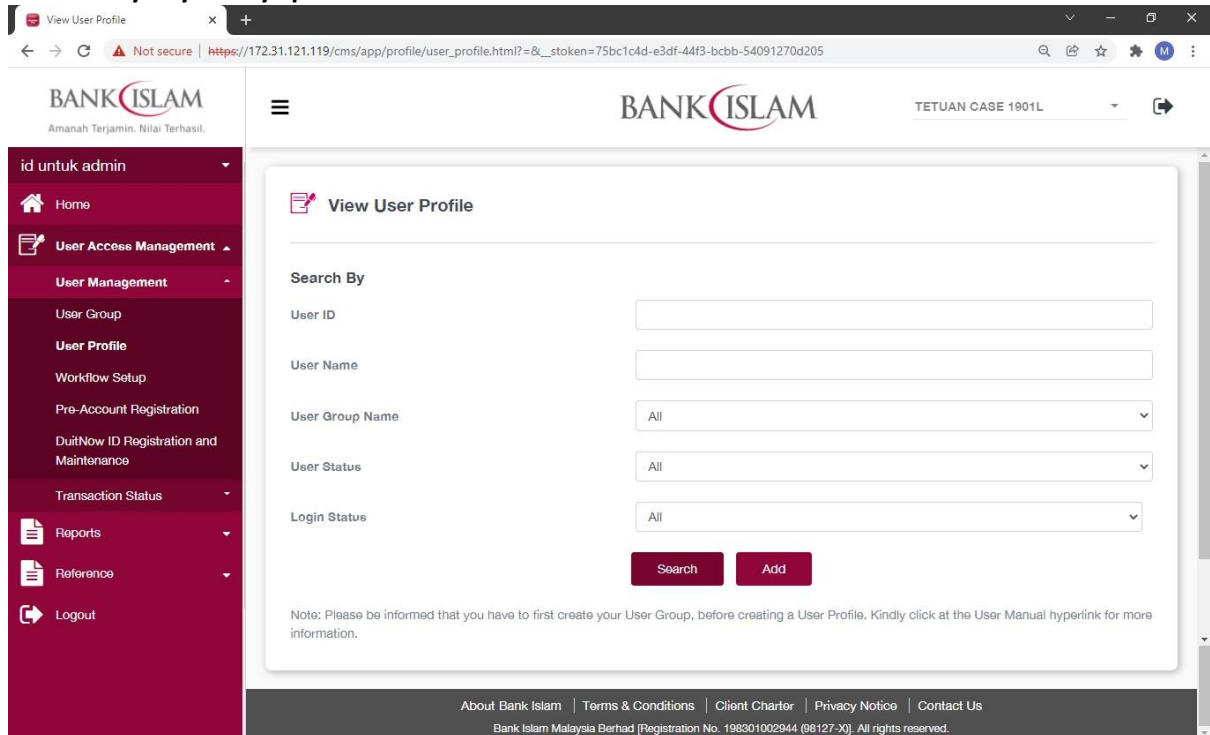
1. Login into eBanker Pro (<https://eBankerPro.bankislam.biz>) by using your Corporate Administrator IDs (MAKER). Continue with Click LOGIN button



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



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



**View User Profile**

Search By

User ID

User Name

User Group Name

User Status

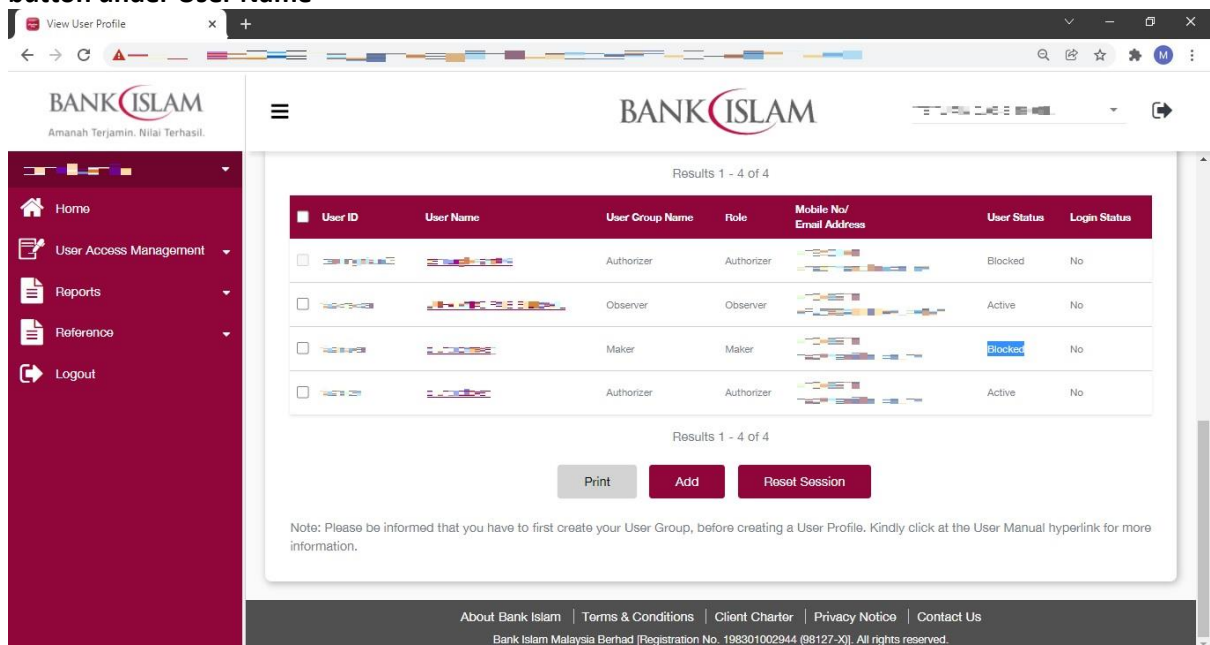
Login Status

**Search** **Add**













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.

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



Results 1 - 4 of 4

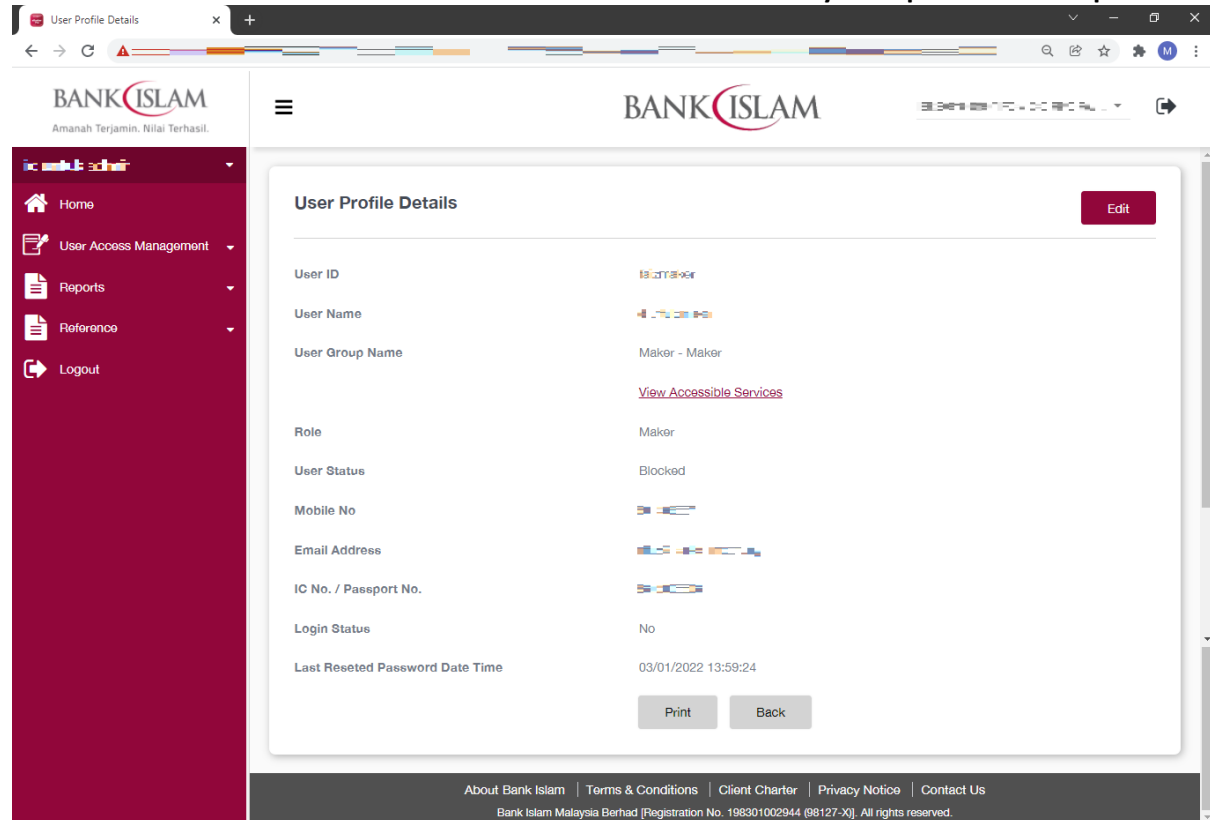
User ID	User Name	User Group Name	Role	Mobile No/ Email Address	User Status	Login Status
		Authorizer	Authorizer		Blocked	No
		Observer	Observer		Active	No
		Maker	Maker		Blocked	No
		Authorizer	Authorizer		Active	No

Results 1 - 4 of 4

**Print** **Add** **Reset Session**

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.

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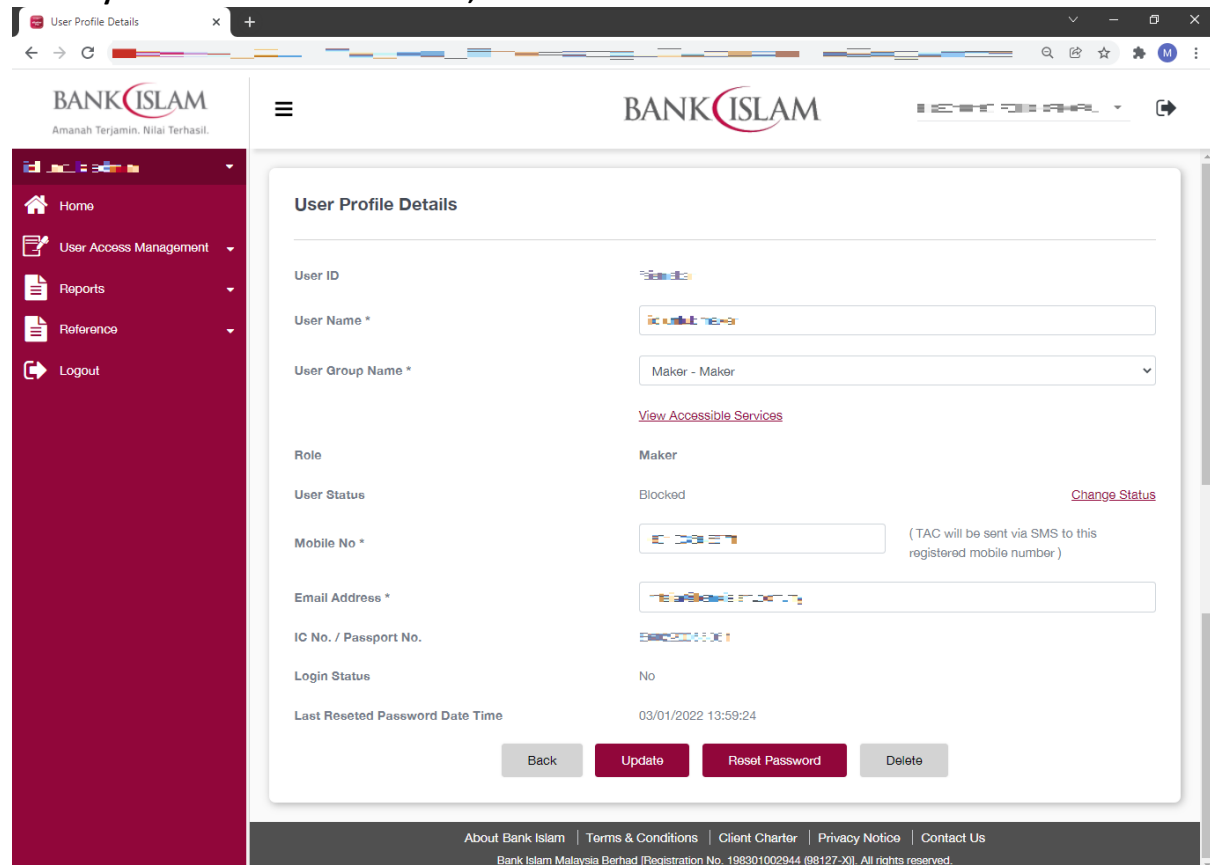
**5. eBanker Pro will show the information. Click on EDIT button for you to perform RESET process**

**User Profile Details**

User ID	123456789
User Name	John Doe
User Group Name	Maker - Maker
	<a href="#">View Accessible Services</a>
Role	Maker
User Status	Blocked
Mobile No	012-3456789
Email Address	john.doe@example.com
IC No. / Passport No.	9876543210
Login Status	No
Last Reset Password Date Time	03/01/2022 13:59:24

[Print](#) [Back](#) [Edit](#)

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

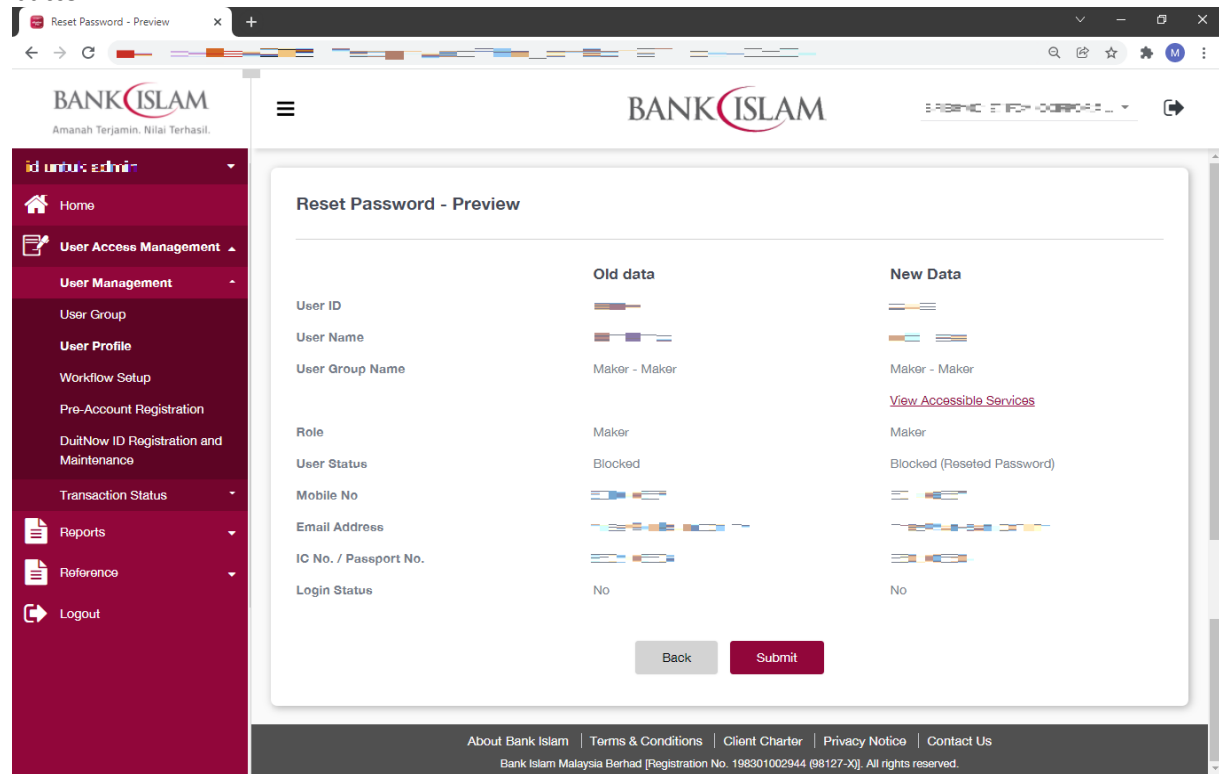
**User Profile Details**

User ID	123456789
User Name *	<input type="text" value="John Doe"/>
User Group Name *	<input type="text" value="Maker - Maker"/>
	<a href="#">View Accessible Services</a>
Role	Maker
User Status	Blocked <a href="#">Change Status</a>
Mobile No *	<input type="text" value="012-3456789"/> (TAC will be sent via SMS to this registered mobile number)
Email Address *	<input type="text" value="john.doe@example.com"/>
IC No. / Passport No.	<input type="text" value="9876543210"/>
Login Status	No
Last Reset Password Date Time	03/01/2022 13:59:24

[Back](#) [Update](#) [Reset Password](#) [Delete](#)

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



**Reset Password - Preview**

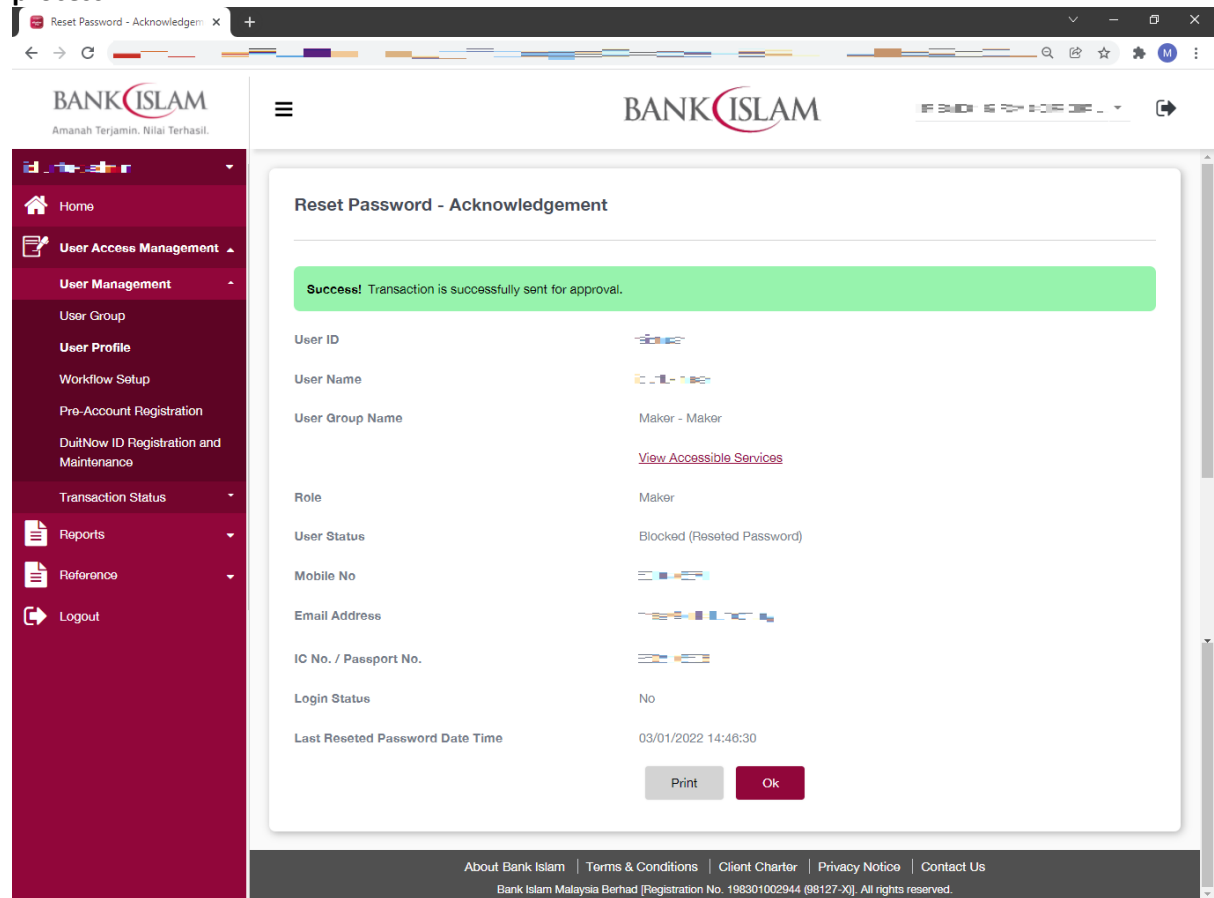
	Old data	New Data
User ID	[Redacted]	[Redacted]
User Name	[Redacted]	[Redacted]
User Group Name	Maker - Maker	Maker - Maker
Role	Maker	Maker
User Status	Blocked	Blocked (Reseted Password)
Mobile No	[Redacted]	[Redacted]
Email Address	[Redacted]	[Redacted]
IC No. / Passport No.	[Redacted]	[Redacted]
Login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

[View Accessible Services](#)

[Back](#) [Submit](#)

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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.

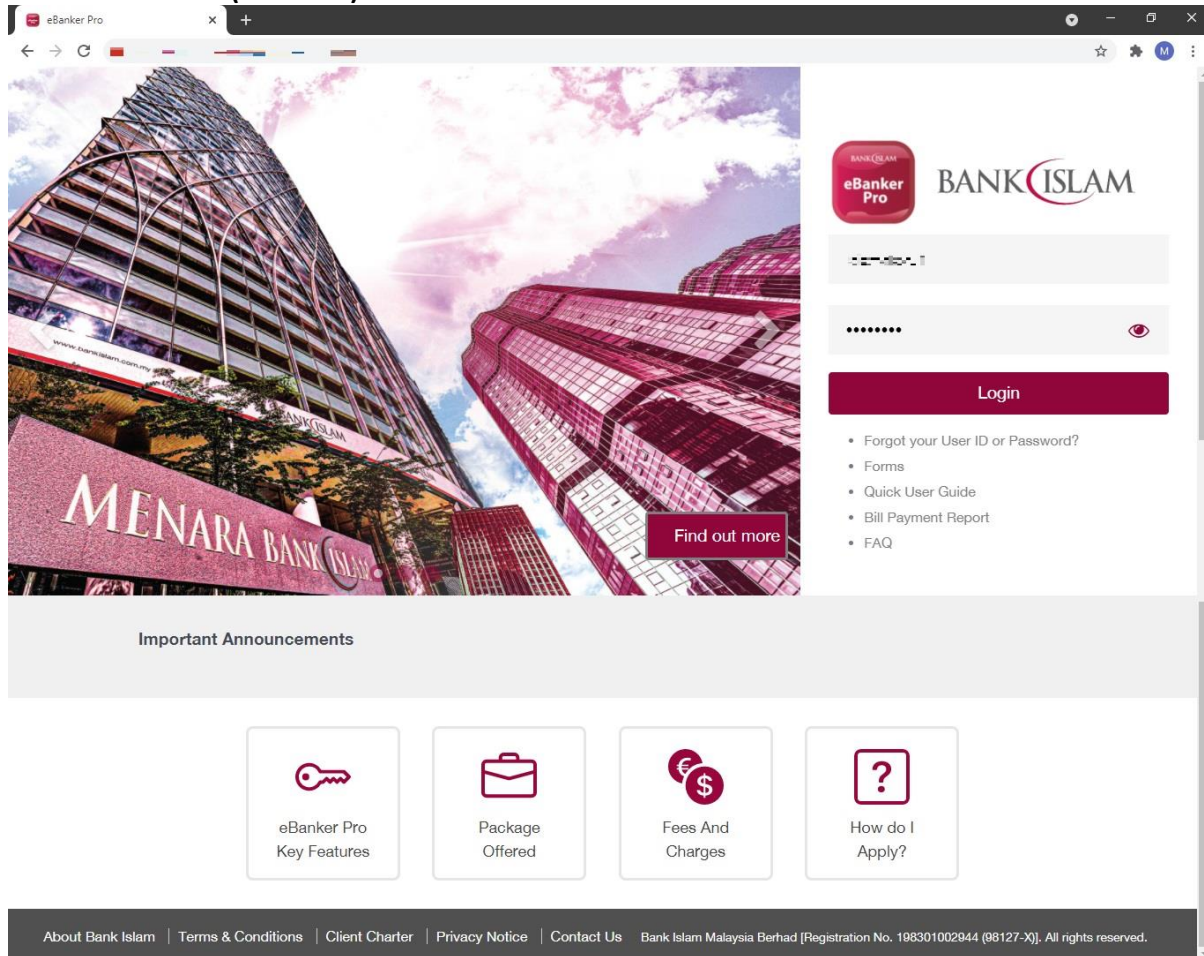
User ID	
User Name	
User Group Name	Maker - Maker
	<a href="#">View Accessible Services</a>
Role	Maker
User Status	Blocked (Reseted Password)
Mobile No	
Email Address	
IC No. / Passport No.	
Login Status	No
Last Reseted Password Date Time	03/01/2022 14:46:30

[Print](#) [Ok](#)

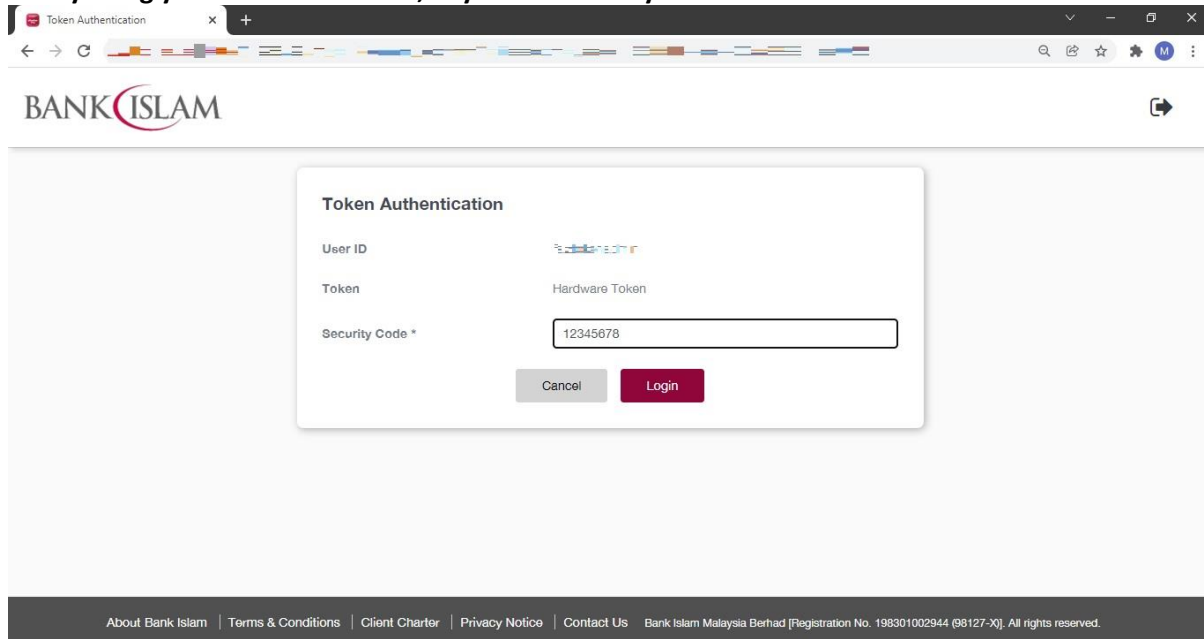
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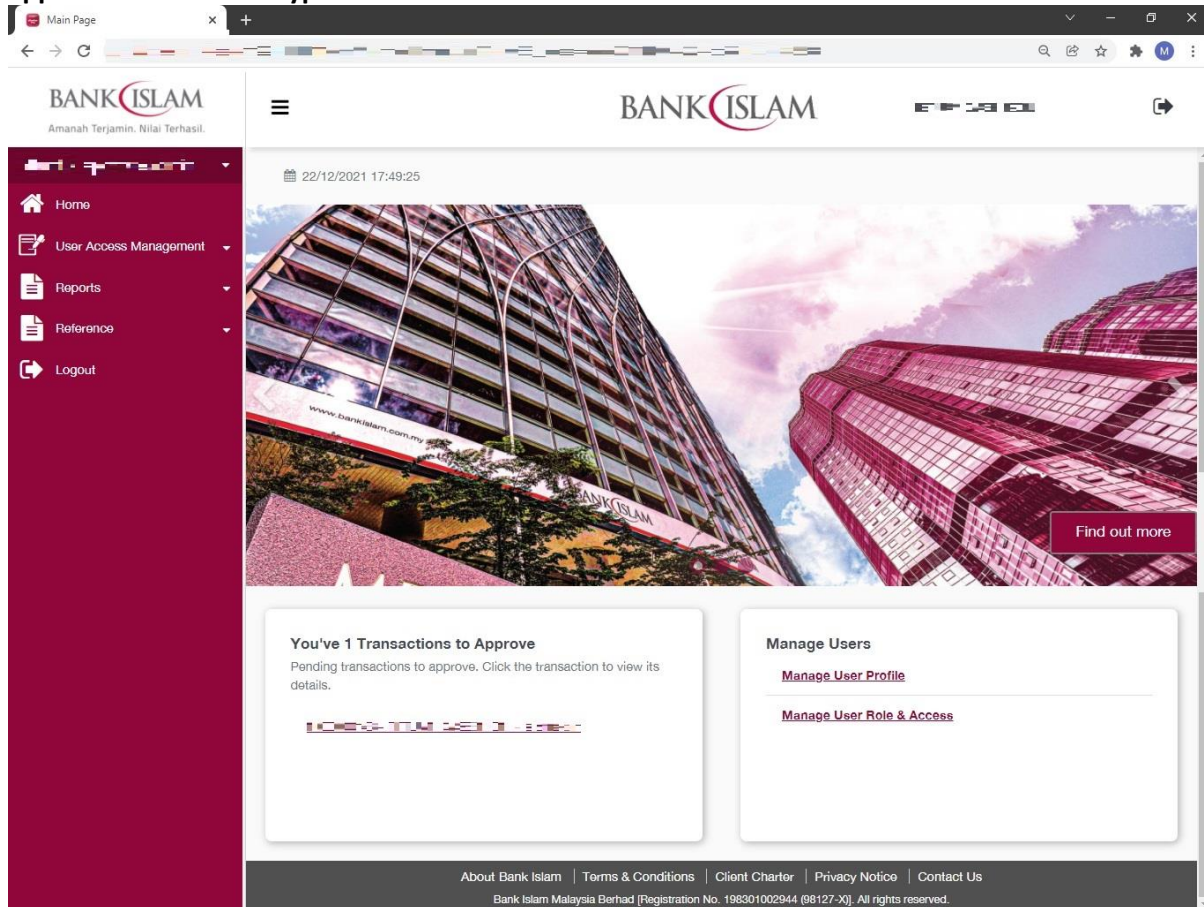
**9. Login into eBanker Pro (<https://eBankerPro.bankislam.biz>) by using your Corporate Administrator IDs (CHECKER). Continue with Click LOGIN button**



**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

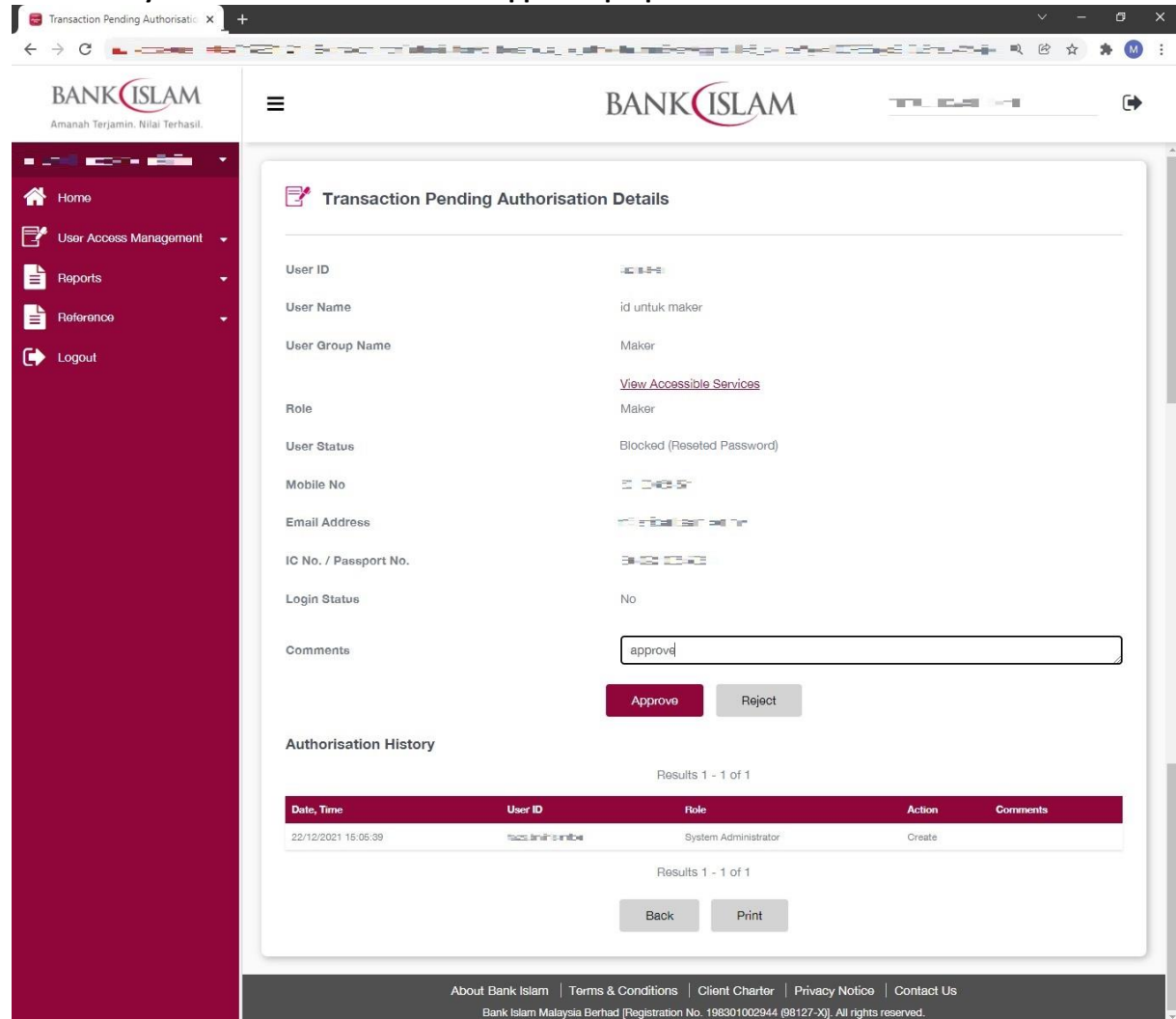


The screenshot displays the eBanker Pro interface within a web browser. The browser's address bar shows 'Main Page' and the URL 'www.bankislam.com.my'. The interface features a dark blue sidebar on the left with navigation links: Home, User Access Management, Reports, Reference, and Logout. The main content area has a header with the BANK ISLAM logo and a date/time stamp '22/12/2021 17:49:25'. Below the header is a large banner image of a modern building with a glass facade. A 'Find out more' button is visible in the bottom right corner of the banner. The main content area is divided into two sections: 'You've 1 Transactions to Approve' and 'Manage Users'. The 'You've 1 Transactions to Approve' section contains the text 'Pending transactions to approve. Click the transaction to view its details.' and a placeholder for a transaction list. The 'Manage Users' section contains two links: 'Manage User Profile' and 'Manage User Role & Access'. The footer of the page includes links for 'About Bank Islam', 'Terms & Conditions', 'Client Charter', 'Privacy Notice', and 'Contact Us', along with the registration number '198301002944 (98127-X)' and a copyright notice.

**You've 1 Transactions to Approve**  
Pending transactions to approve. Click the transaction to view its details.

**Manage Users**  
[Manage User Profile](#)  
[Manage User Role & Access](#)

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**12. You may insert some information for approval purpose and continue with APPROVE button**

The screenshot shows the 'Transaction Pending Authorisation Details' page in the Bank Islam eBanker Pro system. The page is displayed in a web browser window with the address bar showing 'Transaction Pending Authorisation: X'. The left sidebar contains navigation links: Home, User Access Management, Reports, Reference, and Logout. The main content area displays the details of a pending transaction, including fields for User ID, User Name, User Group Name, Role, User Status, Mobile No, Email Address, IC No. / Passport No., Login Status, and Comments. The 'Comments' field contains the text 'approve'. Below the details, there are 'Approve' and 'Reject' buttons. The 'Authorisation History' section shows a table with one entry, indicating the user was created on 22/12/2021 at 15:05:39. The footer contains links for About Bank Islam, Terms & Conditions, Client Charter, Privacy Notice, and Contact Us, along with the Bank Islam Malaysia Berhad registration information.

**Transaction Pending Authorisation Details**

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

**Approve** **Reject**

**Authorisation History**

Results 1 - 1 of 1

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

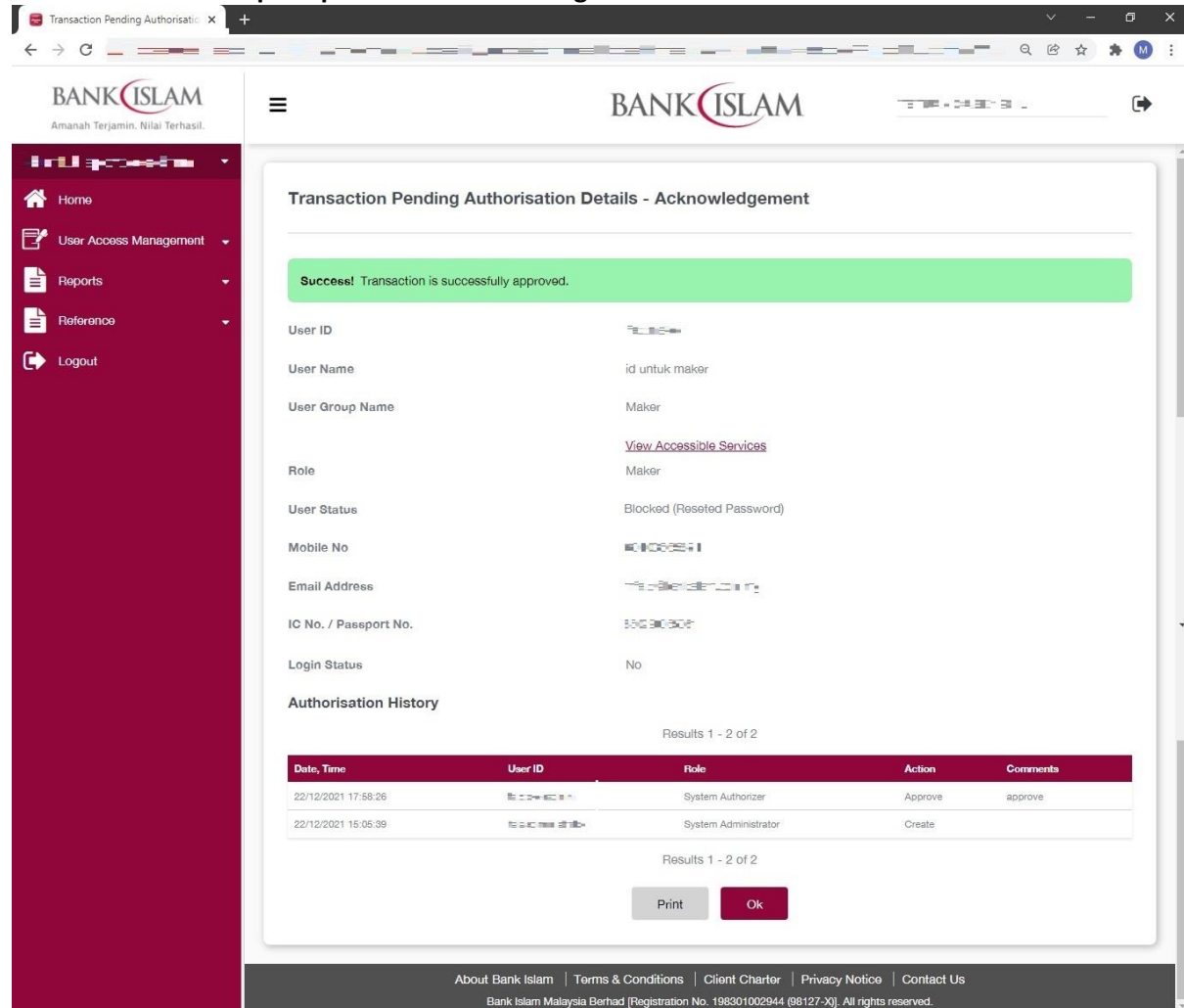
Results 1 - 1 of 1

**Back** **Print**

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[illegible]

**14. eBanker Pro will prompt a successful message as below**


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

- User ID: [Redacted]
- User Name: id untuk maker
- User Group Name: Maker
- Role: Maker
- User Status: Blocked (Reset Password)
- Mobile No: [Redacted]
- Email Address: [Redacted]
- IC No. / Passport No.: [Redacted]
- Login Status: No

Below the details is the 'Authorisation History' section, showing results 1 - 2 of 2:

Date, Time	User ID	Role	Action	Comments
22/12/2021 17:58:26	[Redacted]	System Authorizer	Approve	approve
22/12/2021 15:05:39	[Redacted]	System Administrator	Create	

At the bottom of the history section 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 text: 'Bank Islam Malaysia Berhad [Registration No. 198301002944 (98127-X)]. All rights reserved.'

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

**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](mailto:contactcenter@bankislam.com.my)

**Customer Helpdesk**

Via phone: +603 2782 1314/1315

Via email: [admin.ebankerPro@bankislam.com.my](mailto:admin.ebankerPro@bankislam.com.my)