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## **Getting Started**

This guide will show you how to:

- 1. Unlock your User ID
- 2. Reset your password

You can do this via BizChannel Web and BizChannel Mobile App.

To begin the process for either one, login to BizChannel@CIMB on either web or app.

## Via BizChannel@CIMB Web at <a href="https://www.cimb-bizchannel.com.my/">https://www.cimb-bizchannel.com.my/</a>

You are in : Malaysia
Announcement

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## Via BizChannel@CIMB Mobile Application

BizChannel@CIMB		
LOGIN		
Company ID		
A User ID		
Country: MALAYSIA		
Slide for Mobile Token		
LOGIN		

# Self Service Password Reset & User ID unlock

## 1.0 Steps to Unlock User ID (via WEB)

<b>-</b> '	CIMB BANK	🔁 СІМВ	ISLAMIC
	BizChannel@CII	ИВ	
W	elcome to BizChar	inel@CIMB	
Con	npany ID		
Use	r ID		
1			
Pro	blem logging in?		

Unlock User	
Company ID*	
User ID*	

Generate and Input **OTP** based on your OTP generator. There are four types of OTP generators as listed below:

- For Mobile Token
- For SMS One-Time-Password (OTP)
- For Hard Token (CR Token)
- For Hard Token (TS Token)

## For Mobile Token

Unlock User	
One Time Password (OTP) *	
Please launch Mobile Token to generate	he One Time Password (OTP).
	Continue Clear Cancel

User is to launch BizChannel@CIMB Mobile App and follow the steps below:

Step 1	Step 2	Step 3	Step 4
Hold and slide 'Slide for Mobile Token' to the right	Tap the respective Token Account for that user (refer Company ID & User ID)	Tap on 'Generate OTP'	An <b>OTP</b> will be generated.
BizChannel@CIMB			Confidential
LOGIN	Token Account	TOKEN ACCOUNT ×	Never share your OTP
	TBM	Generate OTP	
Company ID	LIM	Show Token Information	G
User ID	Taken Account		60 Seconds
Country: MALAYSIA	123456		
Side for Mobile Token	LIM		

Step 5: Key in the OTP on Web and click 'Continue'.

User will receive an SMS Notification if User ID unlock is successful.

## For SMS One-Time-Password (OTP)

Unlock User		
One Time Password (OTP) *		
Please enter the One Time Password (OTP) provided to your registered mobile num Have not received your OTP via SMS? <u>Click here</u> to send again.	iber ending +601X-XXX0745 via SMS to unlock user.	ar Cancel

#### User will receive SMS OTP and follow the steps below:



## For Hard Token (CR Token)

Unlock User			
One Time Password (OTP) *	1		
Please enter the One Time Password (OTP) provided to Security Device.			Continue Clear Cancel

#### User is to follow the steps below:



Step 5: Key in the OTP on Web and click 'Continue'.

User will receive SMS Notification if User ID unlock is **successful**. In the event that it was unsuccessful, repeat steps to try again and ensure that the 6-digit PIN entered into the device is accurate.

For Hard Token (TS Token)

Unlock User		
One Time Password (OTP) *		
Please launch Mobile Token to generate the One Time Password (OTP).		
	Continue Clear Cano	:el

User is to follow the steps below:



Step 5: Key in the OTP on Web and click 'Continue'.

User will receive SMS Notification if User ID unlock is **successful**. In the event that it was unsuccessful, repeat steps to try again and ensure that the 6-digit PIN entered into the device is accurate.

## Self Service Password Reset & User ID unlock

CIMB ISLAMIC

CIMB BANK

## 2.0 Steps to Unlock User ID (via BizChannel@CIMB Mobile App)

1 Tap ' <u>here</u> ' to unlock user	Key in ' <b>Company ID</b> ' and ' <b>User ID</b> ', then Click ' <b>Continue</b> '	3 User will see a successful message appear on the screen.
BizChannel@CIMB	BizChannel@ClMB	BizChannel@CIMB
LOGIN	UNLOCK USER	UNLOCK USER
Company ID Subser ID	E 123456 ▲ USER01	Your User ID has been successfully unlocked! Please proceed to login page.
Country: MALAYSIA		
Slide for Mobile Token		
Problem logging in? Tephere o unlock user LOGIN	BACK	CONTINUE

4

User will receive SMS Notification if **Successful**. Please proceed to perform login upon receive of SMS Notification.



# Self Service Password Reset & User ID unlock

# CIMB BANK

## 3.0 Steps to Reset Password (via WEB)

Click 'Forgot Password>>'.			
CIMB BANK CIMB ISLAMIC			
BizChannel@CIMB			
Welcome to BizChannel@CIMB			
Company ID			
User ID			
Problem logging in? Next >>			
Unlock User >>			

Unlock User	
Company ID*	
User ID*	:
	Continue

Generate and Input **OTP** based on your OTP generator. There are four types of OTP generators as listed below:

- For Mobile Token
- For SMS One-Time-Password (OTP)
- For Hard Token (CR Token)
- For Hard Token (TS Token)

#### For Mobile Token

NEW

Forgot Password		
One Time Password (OTP) *	:	
Please launch Mobile Token to gener	rate the One Time Password (OTP).	
		Continue Clear Cancel

Launch the BizChannel@CIMB Mobile App on your mobile phone and follow the steps below:

Step 1	Step 2	Step 3	Step 4
Hold and slide ' <b>Slide for</b> Mobile Token' to the right	Tap the respective Token Account for that user (refer Company ID & User ID)	Tap on 'Generate OTP'	An <b>OTP</b> will be generated.
BizChannel@CIMB		TOKEN ACCOUNT ×	Confidential!
LOGIN	Token Account TBM LIM	Generate OTP	Never share your OTP OTP:
Company ID	Token Account	Show Token Information	Time remaining:
Country: MALAYSIA	<b>123456</b> LIM		OK

Step 5: Key in the OTP on the Web screen and click 'Continue'.

An Email Notification will be sent to user's email address that registered with the Bank to continue the password reset process. Follow instructions on the email.

#### For SMS One-Time-Password (OTP)



#### User will receive SMS OTP and follow the steps below:



## For Hard Token (CR Token)

Forgot Password			
One Time Password (OTP) *	:		
Please enter the One Time Password (OTP) provided to Security Device.			Continue Clear Cancel

#### User is to follow the steps below:



Step 5: Key in the OTP on Web and click 'Continue'.

An Email Notification will be sent to user's email address that registered with the Bank to continue the password reset process. Follow instructions on the email.

#### For Hard Token (TS Token)

Forgot Password		
One Time Password (OTP) *	:	
Please launch Mobile Token to generate the One Time Password (OTP).		
		Continue Clear Cancel

User is to follow the steps below:



An Email Notification will be sent to user's email address that registered with the Bank to continue the password reset process. Follow instructions on the email.