



## Welcome to the eBanking Service

### eBanking Guide

This guide provides:

- Login instructions for existing internet banking users
- Online registration steps for new users

#### Existing User

How to login?

- Go to the Standard Bank Mauritius website by typing: **www.standardbank.mu** (Do not use links bookmarked on your browsers)
- Select 'eBanking' from the Online Banking section found on the top-right hand corner of the page.
- Input your Username and Password, and then click on 'Login'.

A screenshot of the Standard Bank Internet Banking Login page. The page has a blue background with the Standard Bank logo and name in the top right corner. The main content is a white box titled "Internet Banking Login". Inside this box, there are two input fields: "User ID\*" and "Access Code\*", each with a horizontal line below it. Below the input fields, there are several links: "Forgot Password", "Register for Internet Banking services", and "New User Guide". Underneath these links, there is a section for "Client Services" with the following text: "E-mail: [clientservices@standardbank.mu](mailto:clientservices@standardbank.mu)", "Client Service Team: +230 402 5200", and "09.00 to 17.00 (GMT+4) (Monday to Friday)". At the bottom of the white box, there is a blue button labeled "LOGIN". Below the button, there is a small disclaimer: "By logging on I acknowledge that I have read, understood and I am bound by the version of the eBanking Terms and Conditions that is posted at the website at the time of logging on".

- The system will display a security message, on which you either click on 'Proceed' to continue or choose 'Logout' to terminate the process (see below).

### Important Security Benefit

Online banking fraud is becoming more advanced, protect yourself now!

**Keep your logon information secure**

Remember, to protect the security of your account never give your ATM PIN or password to anyone. Ensure that only you have access to Internet Banking and do not share your access credentials with bank staff.

**SMS updates**

If you register for this service you will receive instant SMS notifications when Adding or Amending Beneficiaries, Amending Profile and when making Payments. To register for this service please visit your nearest Standard Bank Branch.

**Internet Security Tips**

Never allow your browser (Internet Explorer or Netscape) to save your password.

Keep your Internet banking and ATM PIN safe. Do not keep them in the same place as your card and do not write it down.

Do not run any applications unless you know where they come from and that they are safe.

Ensure you are on our Internet banking website by checking the address and that the site is secure by looking for the security certificate in the bottom right corner of your browser.

Install a reputable anti-virus package and keep it updated.

Control access to your computer. Do not allow anyone to install programs on your computer without first checking that it is safe to do so.

To access Internet banking, log on to [<http://www.standardbank.mu>] and click on "eBanking".

Do not follow any links in emails to reach our Internet Banking website. Always key in our website address which is [<http://www.standardbank.mu>], to connect to our Internet Banking website. We recommend you do not use your "favourites" or "bookmarks" in your browser.

Ensure that your operating system and browser. Patches are kept up to date as these often include important security enhancements. Hackers take advantage of Web browsers and operating system software that don't have the latest security updates. Operating system companies issue security patches for flaws that they find in their systems, so it's important to set your operating system and Web browser software to download and install security patches automatically.

LOGOUT

PROCEED

- Click on 'Proceed' and follow the online instructions to update your security questions.

### Forgot password

What should I do if I forgot my password?

- Click on 'Forgot password' and follow the online instructions.

What should I do if I have forgotten my current Password?

- If during your first-time login, you have forgotten your password, contact the Client Services Team at [clientservices@standardbank.mu](mailto:clientservices@standardbank.mu) or **+230 402 5200**, during our office hours, Monday to Friday from 9am to 5pm (GMT+4) to request for a password reset.

### New User – Online Registration

Pre-Requisites:

One of your account numbers

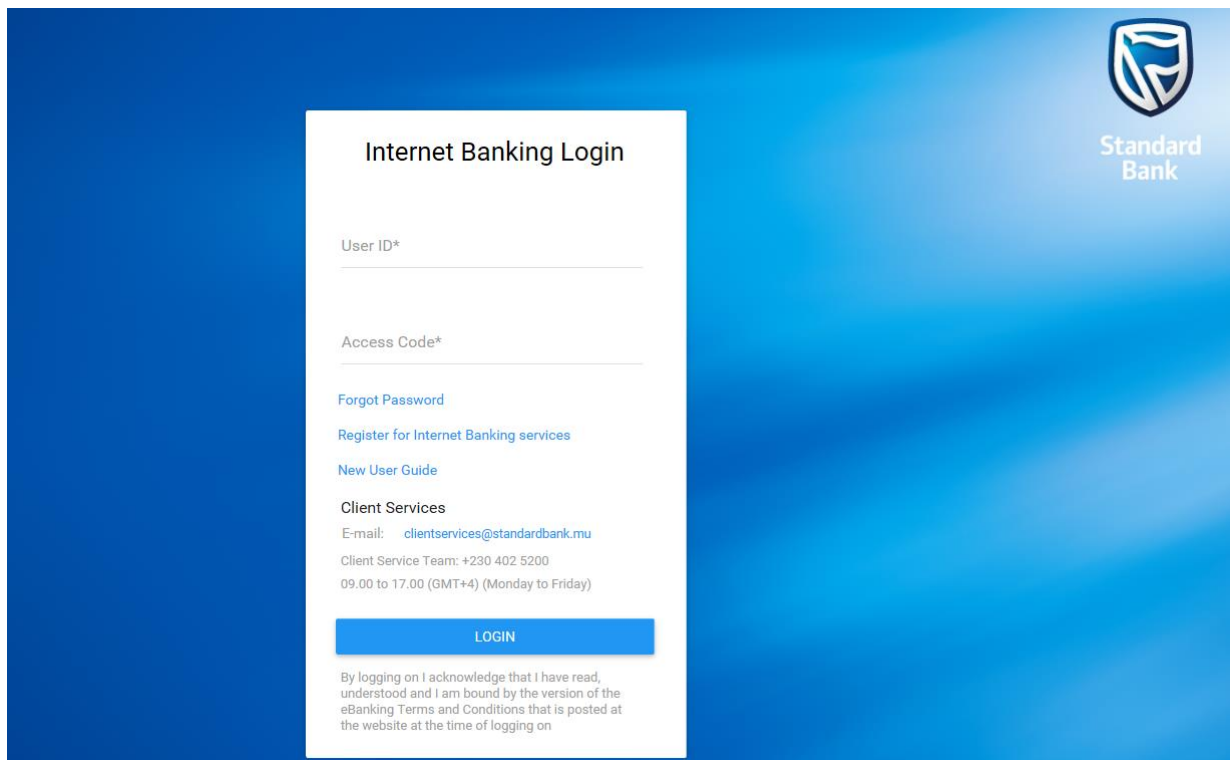
Your mobile number and email address held with the Bank should be up to date.

The Process:

**Step 1:** Go to the Standard Bank Mauritius website by typing: **[www.standardbank.mu](http://www.standardbank.mu)** (Do not use links bookmarked on your browsers)

**Step 2:** Select 'eBanking' from the Online Banking section found on the top-right hand corner of the page

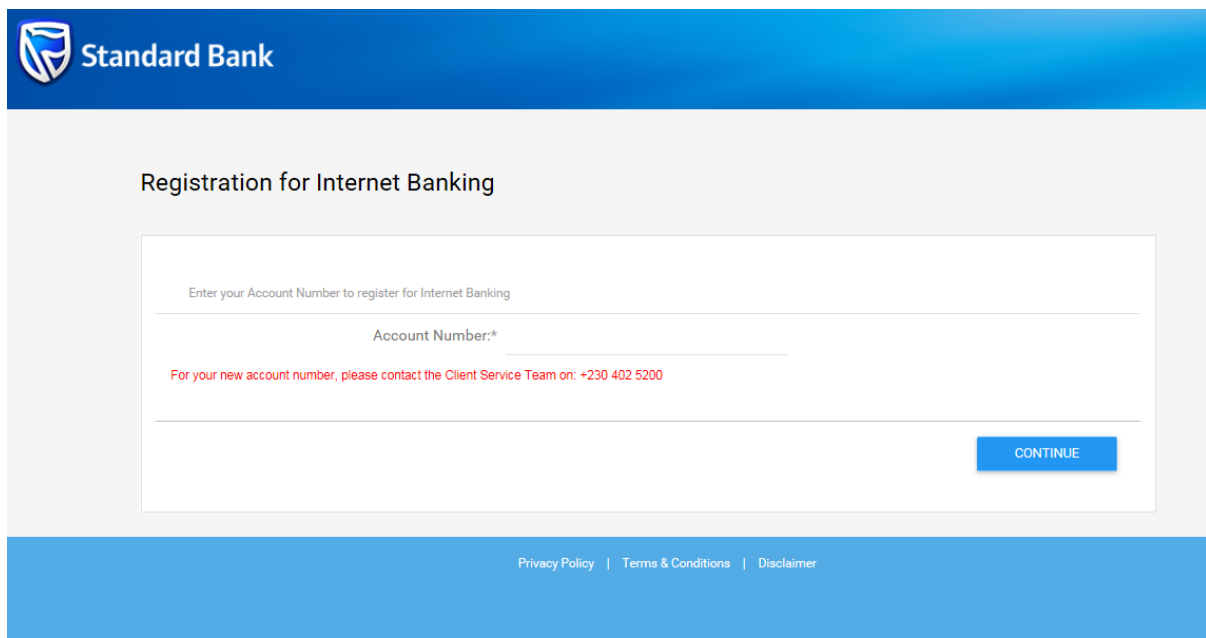
**Step 3:** Choose 'Register for Internet Banking services' under 'Forgot Password' menu



The screenshot shows the 'Internet Banking Login' page for Standard Bank. The page has a blue header with the Standard Bank logo and name. The main content area is white and contains the following elements:

- Internet Banking Login** (Section Header)
- User ID\*** (Text input field)
- Access Code\*** (Text input field)
- [Forgot Password](#) (Text link)
- [Register for Internet Banking services](#) (Text link)
- [New User Guide](#) (Text link)
- Client Services** (Section Header)
- E-mail: [clientservices@standardbank.mu](mailto:clientservices@standardbank.mu)
- Client Service Team: +230 402 5200
- 09.00 to 17.00 (GMT+4) (Monday to Friday)
- LOGIN** (Blue button)
- By logging on I acknowledge that I have read, understood and I am bound by the version of the eBanking Terms and Conditions that is posted at the website at the time of logging on (Text)

**Step 4:** On the below 'Registration for Internet Banking' page, provide one of your bank account numbers, and click on 'Continue'



The screenshot shows the 'Registration for Internet Banking' page for Standard Bank. The page has a blue header with the Standard Bank logo and name. The main content area is white and contains the following elements:

- Registration for Internet Banking** (Section Header)
- Enter your Account Number to register for Internet Banking (Text)
- Account Number:\*** (Text input field)
- For your new account number, please contact the Client Service Team on: +230 402 5200 (Text)
- CONTINUE** (Blue button)
- Privacy Policy | Terms & Conditions | Disclaimer (Text)

**Step 5:** Once you have provided a valid bank account number, complete the Security Questions and Answers.

**Step 6:** After the successful registration of your security questions and answers, you will receive the following messages:

✓ Registration for security questions successful.

✓ Password Set Successfully. Your user id is [XXXXXXXXXXXX](#).

1. You will receive a system generated Password shortly on your registered Mobile number and Email Address.
2. After receiving the ID and Password, please login with the information provided.
3. You will be prompted to change login password of your choice.
4. After changing the password, please use your new password to access the application going forward.
5. Please click on "Go to Login Page". This will ensure that any information that is cached (stored) on your browser is erased and will not allow others to view it later.

[GO TO LOGIN PAGE](#)

The online registration process is now complete and you should have received a One Time Password (OTP) on your mobile number and email address registered\* with the Bank.

Your Username will be the account number you have used during the online registration process. Your password will be the OTP received on your registered mobile number and email address.

**Step 7:** You can now go to the eBanking login page (refer to step 1 & 2 above), and login to the new platform.

**\*Important Note:**

The Bank will be sending authentication code for validation on your mobile number and email address. Therefore, you should ensure that your contact details are up to date.