DIB Bank Kenya

A subsidiary of Dubai Islamic Bank PJSC

DIB CONNECT
CUSTOMER SERVICES
User Manual

https://onlinebanking.dibkenya.co.ke

For any queries, please contact the Bank through:

Telephone: 0709 913000 / 020 5131300

Email: contactus@dibkenya.co.ke

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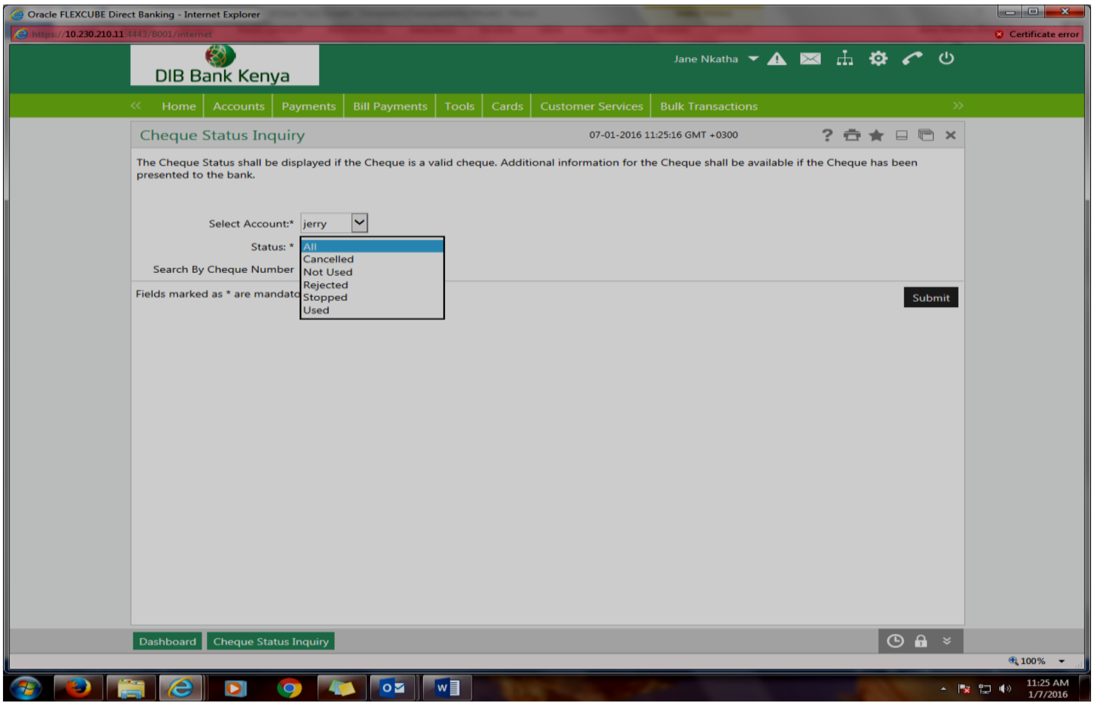
CHEQUE STATUS INQUIRY

This allows you to **view the status of cheques for an account**.
Specific reports can be generated for the following for a given period and for a given cheque range:

- paid cheques
- stopped cheques
- Paid cheques.

Alternatively, a generic report can also be generated. The report can be generated for a single cheque also. A generic report without entering a cheque number can also be found out.

Note: The Cheque Status shall be displayed if the Cheque is a valid cheque for selected account.



1. Click on customer service
2. Select check book inquiry
3. Fill in the required details
4. Click submit
5. Click confirm and ok

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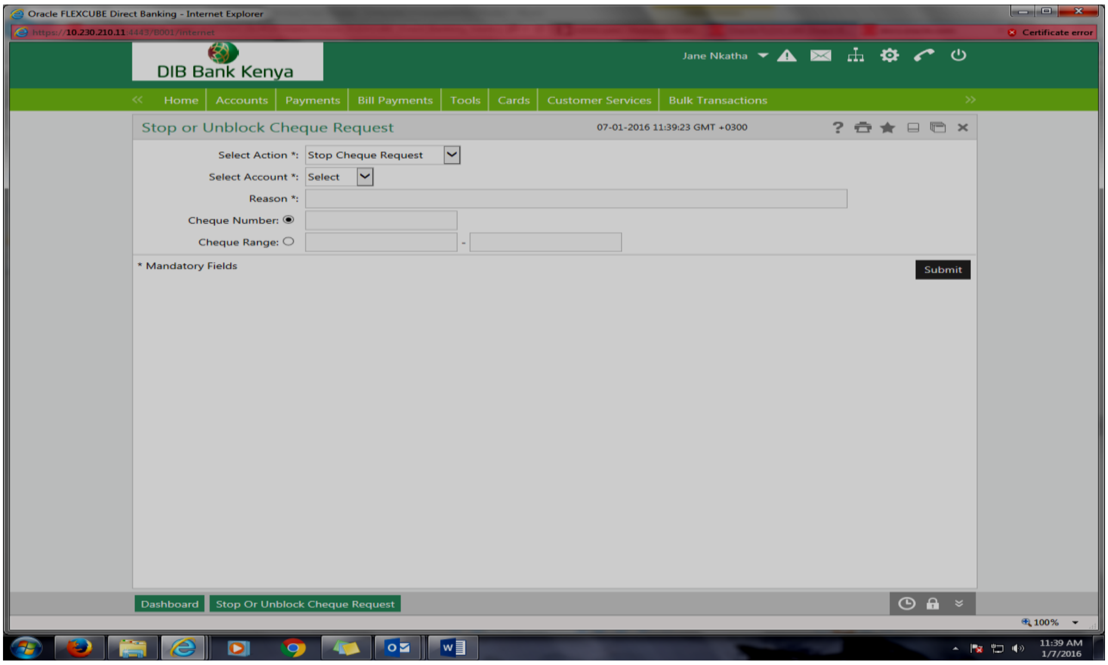
STOP OR UNBLOCK CHEQUE REQUEST

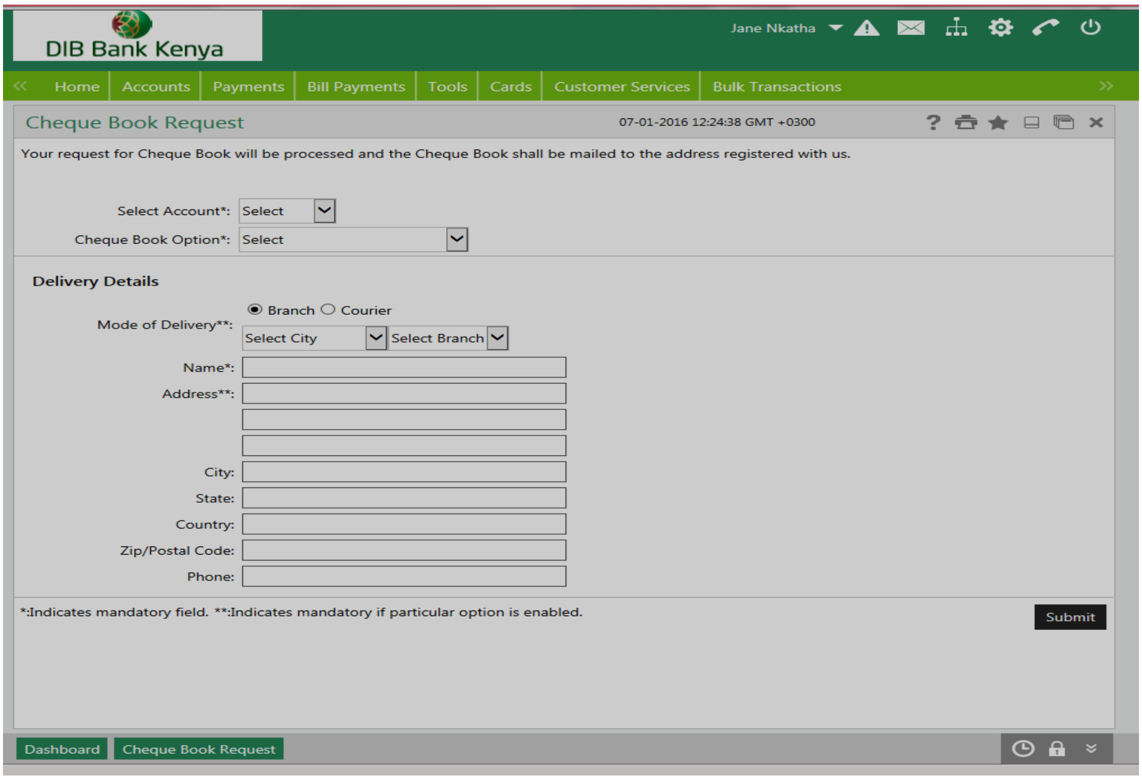
This option allows you to **block/unblock** a cheque. It also allows you to block/unblock set or batch of a cheque by entering the cheque range.



1. Click on customer service
2. Select Stop or Unblock Cheque book request
3. Fill in the required details
4. Click submit
5. Click confirm and click ok

CHEQUE BOOK REQUEST

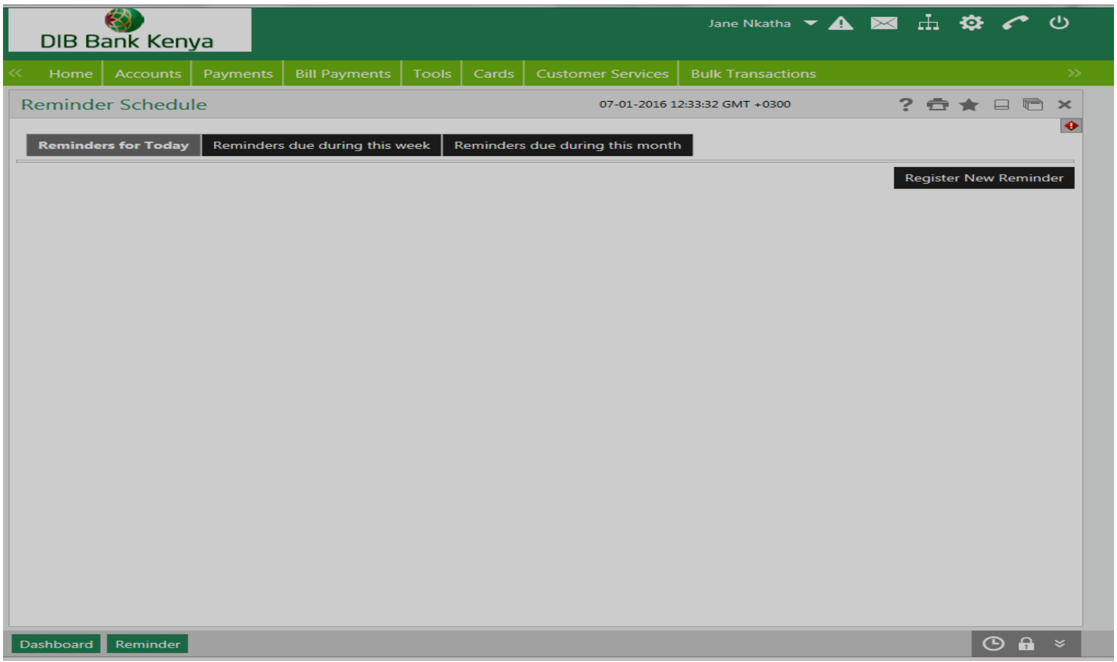
The Cheque Book Request option allows you to request for a cheque book.



1. Click on customer service
2. Select check book request
3. Fill in the required details
4. Click submit
5. Click confirm and
6. Click ok/E-Receipt

REMINDER

The Reminder functionality enables business users to register for reminders.
Once a reminder is registered the user can view the reminder under the Reminder Schedule.
The reminder Schedule will display all registered reminders i.e. reminders that are due on the current date and also reminders that are due in the future. Once the reminder is due, it appears under the, 'Reminders for Today' screen section of the Reminder Schedule. The system will enable the user to take action on the reminder.

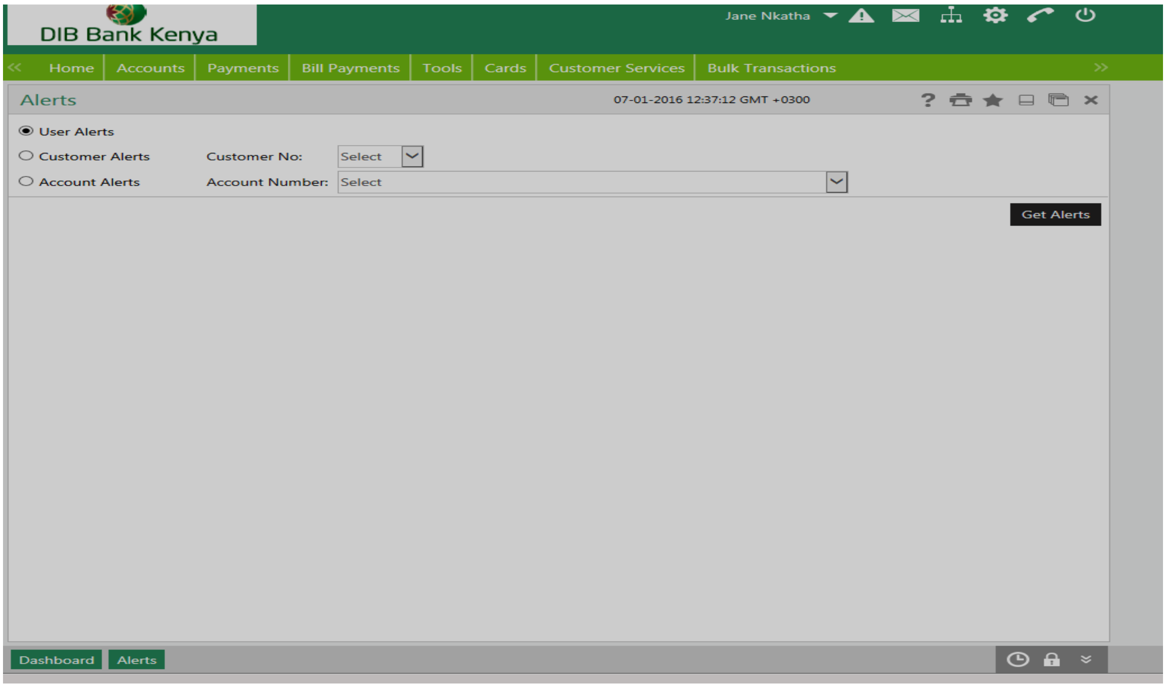


1. Click on customers service
2. Select reminder Schedule. The system displays the Reminder Schedule screen for the reminder.
3. Click on register new reminder and register
4. Or Click on the options available to view reminders due

ALERTS

The Alert System is designed to notify customers whenever certain events take place.
The configured Email ID or the Mobile Number of the respective Account Holder is used to send an alert.
The Alerts can be sent by the following three methods:

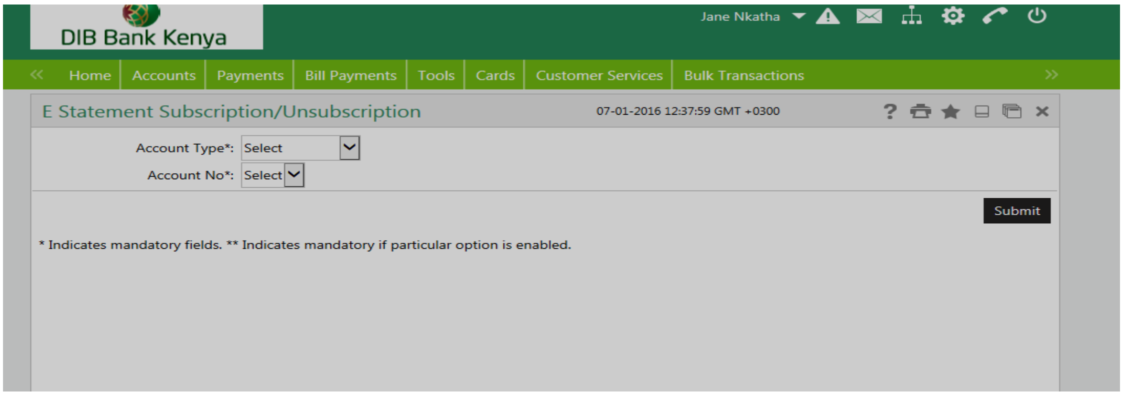
- Email
- SMS
- On-Screen



1. Navigate to Customer Services -- Alerts.
2. Select the desired type of the Alert Type from the following options:
   - User Alerts
   - Customer Alerts
   - Account Alerts
3. Select the desired Customer No from the dropdown list.
4. Select the appropriate Account Number from the dropdown list
5. Click Get Alerts once the desired values are entered in the respective fields
6. Click confirm and wait for the transaction password via the email
7. Then enter the password received and submit

E-STATEMENTS

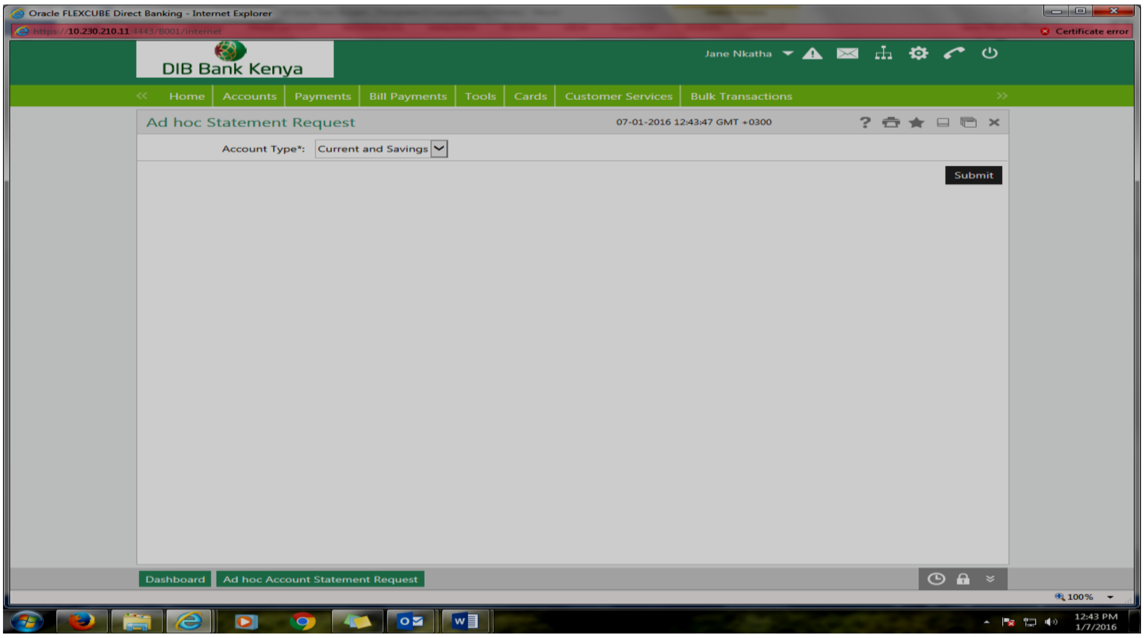
This allows you to subscribe/unsubscribe for E-Statement.



1. Click on customers service
2. Select E statement
3. Select account type and Account number from the drop down menu
4. Click submit

AD HOC ACCOUNT STATEMENT

The regular statements are sent to the customers as per their desired periodicity. This option allows the user to request for an ad-hoc account statement for any account.



1. Customer services

2. Self-services
3. Ad hoc account statement Request
4. select Account Type
5. Select the period and Submit
6. Click verify to get the statement
7. System displays the Ad hoc statement request
8. Verify. Confirm and get the statement

LOCK TRANSACTION PASSWORD

Using the Lock Transaction Password option you can lock the transaction password. In order to unlock the password the password needs to reset which unlocks the transaction password.

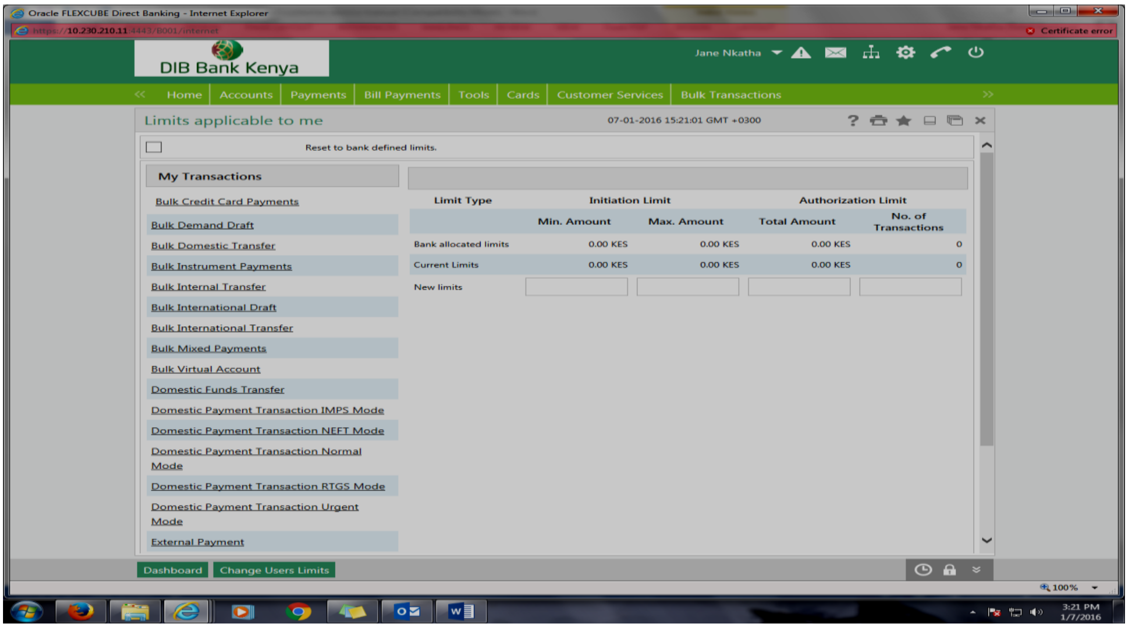
To Lock a Transaction Password:

1. Navigate through the menus to Customer Services
2. Self-Services and Lock Transaction Password. The system displays the Lock Transaction Password screen.
3. Select the checkbox of the channel for which the transaction password needs to be locked.
4. Click the **Lock** button. The system displays the **Lock Transaction PIN Verify** screen.
5. Click the Edit button to modify the entered password.

   OR

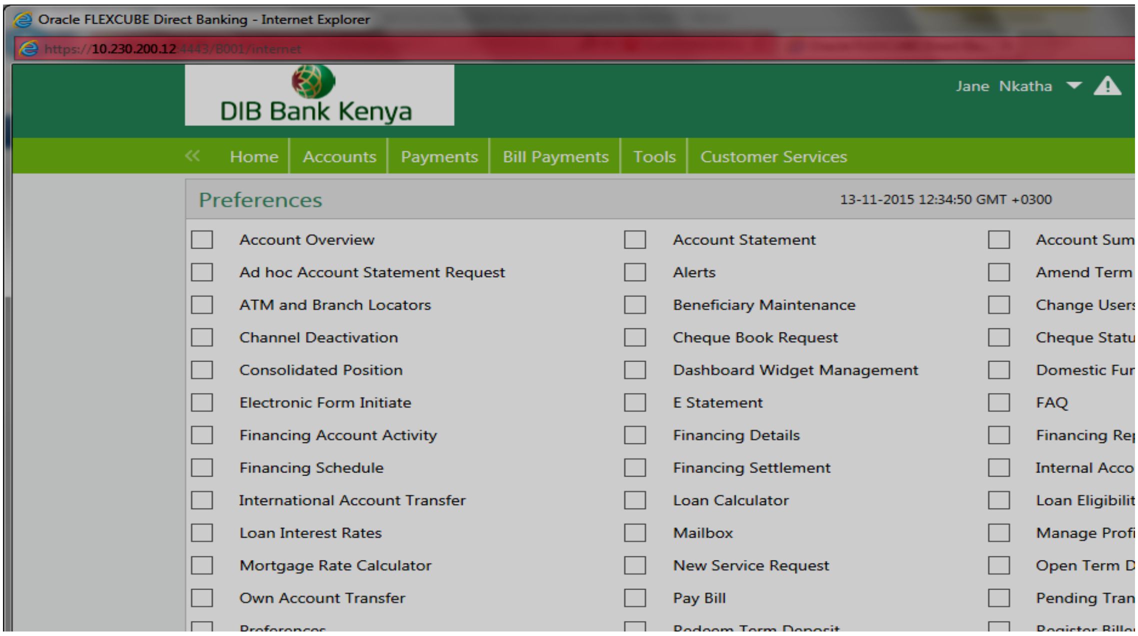
   Click the **Confirm** button. The system displays the **Lock Transaction PIN - Confirm** screen with the Status Message.
6. Click the OK button. The system displays the Lock Transaction PIN screen.

CHANGE USER LIMITS



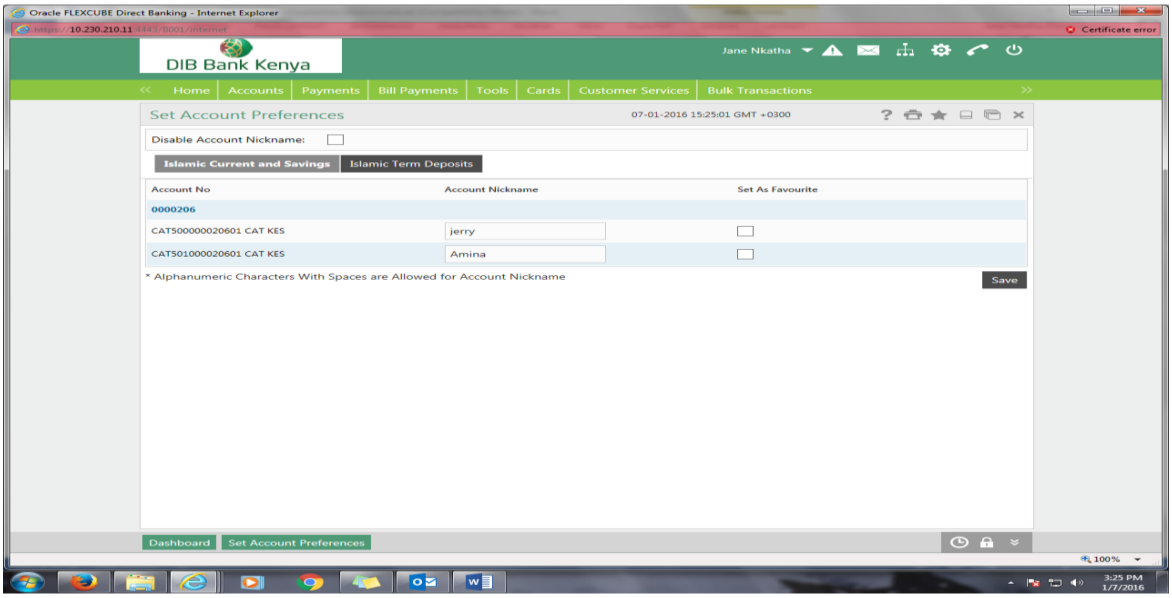
PREFERENCES

The Preferences option allows you to change the User ID, Set the Preferred Language, Preferred Color, Home Page, Favorite Transactions, and Favorite Accounts and Nick Names. The user can access favorite transactions and accounts directly instead of accessing it through the main menu.



1. Click on Customer services
2. Select Preferences
3. Displayed screen then select the details as per your preferences
4. Set Landing Page
5. Select from the menu as your Set As Favorites at least maximum 5
6. Click set preferences and then confirm and login again

Set Accounts Preferences



1. Click on Customer services

2. Select set accounts Preferences

3. Displayed screen then select the details as per your preferences

4. Click save and confirm

REGISTER REPORT

1. Click on customer service

2. Select register report

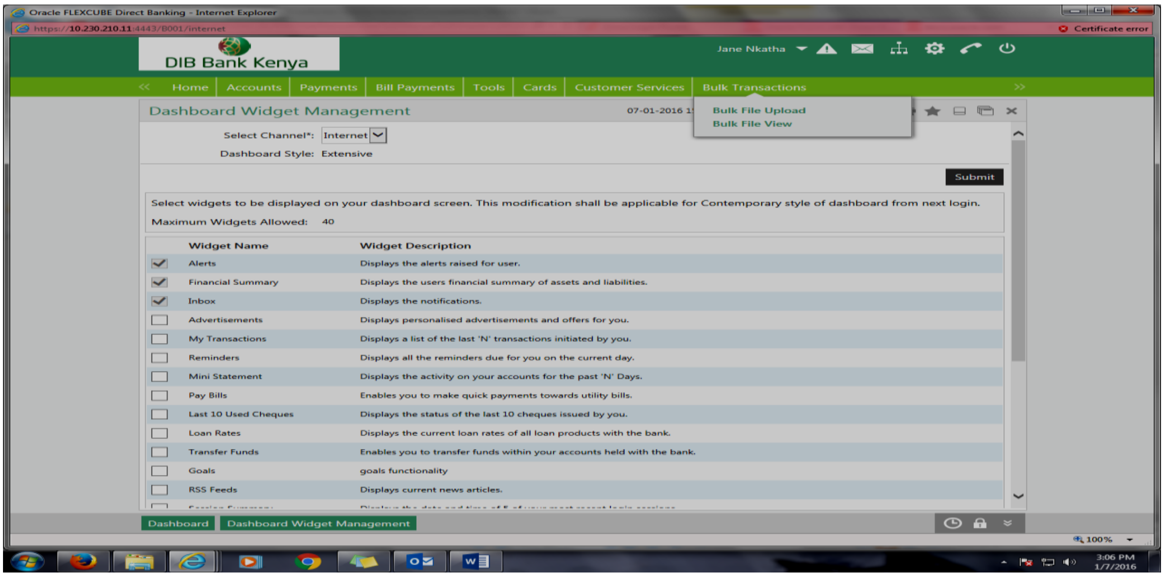
VIEW REGISTER REPORTS

1. Click on customer service

2. Select view register report

DASHBOARD WIDGET MANAGEMENT

This transaction allows business users to specify dashboard widget preferences for their channels. The user can enable or disable widgets to be displayed on the dashboard screens of their banking channels.



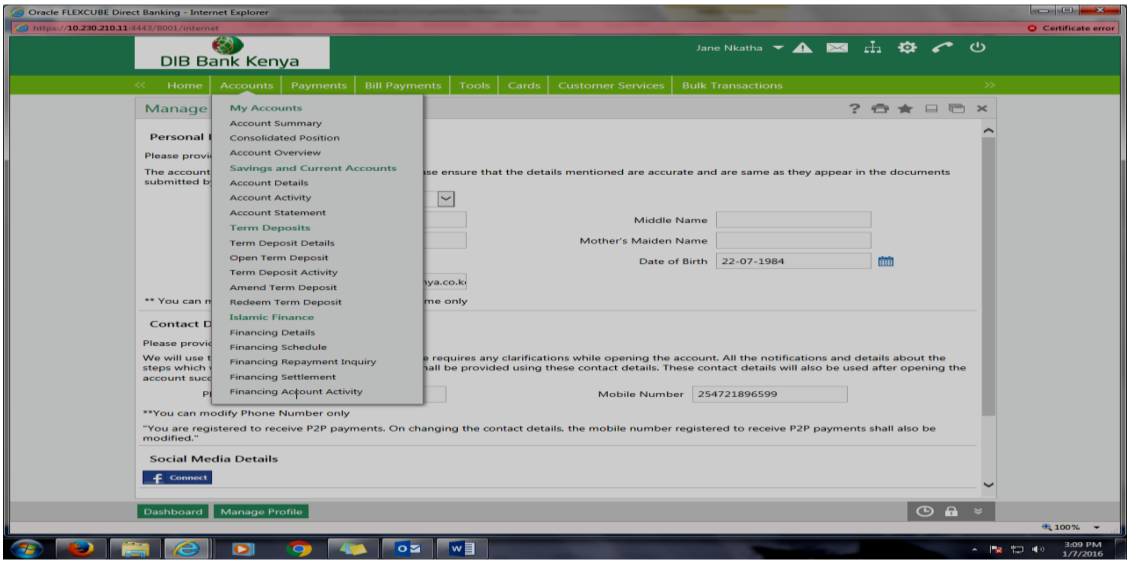
1. Click on customer service
2. Select Dashboard widget management
3. Click submit
4. Select the options and submit
5. Confirm selections

MANAGE PROFILE

The Manage Profile option allows you to update the details of your profile like email address and mobile numbers.

1. Click on customer service
2. Select manage profile
3. On the displayed screen make the preferred changes
4. Click on Connect button to add Social Media profile if required. The system displays the
5. Facebook Login screen. Click Save button.

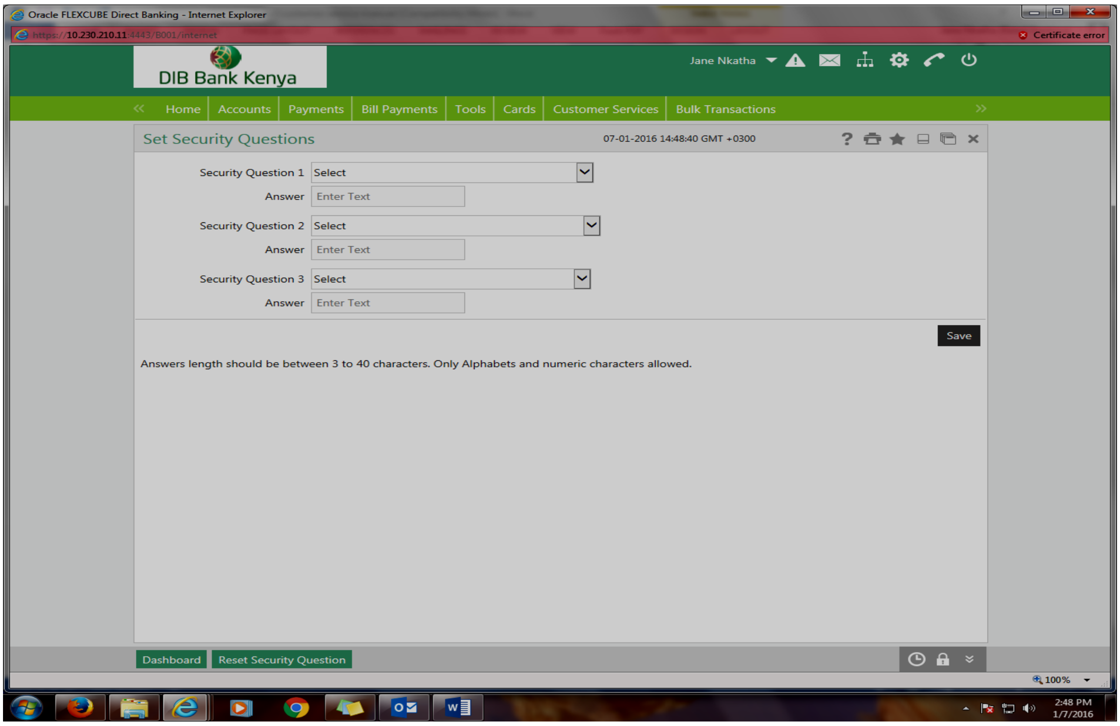
The system will display following confirmation screen:



6. Click save

RESET SECURITY QUESTIONS

You can modify and reassign the set of security questions.



1. Click on customer service
2. Select reset security questions
3. Select submit
4. Click confirm
5. click ok

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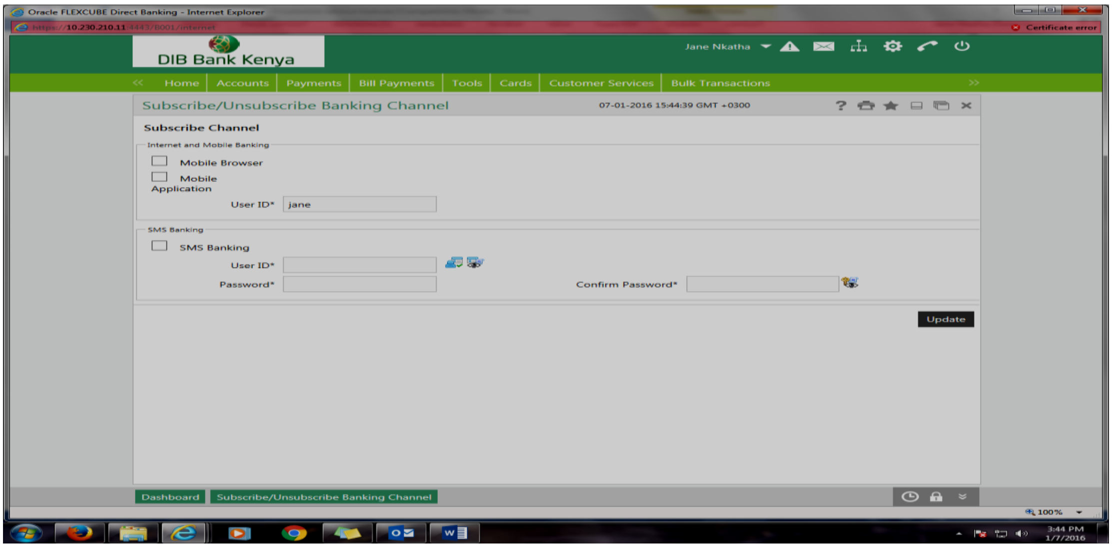
SUBSCRIBE/UNSUBSCRIBE BANKING CHANNEL

This transaction allows you to subscribe or unsubscribe for additional channels like SMS, Mobile or any other channel.



1. Click on customer service
2. Select Subscribe/Unsubscribe Banking Channel
3. Select the subscription of your choice
4. Click Update then Confirm button to update selected channels

CHANNEL DEACTIVATION

This transaction allows you to deactivate/disable the access to the existing user through other channels. Using this transaction you can deactivate your mobile Banking channel users.

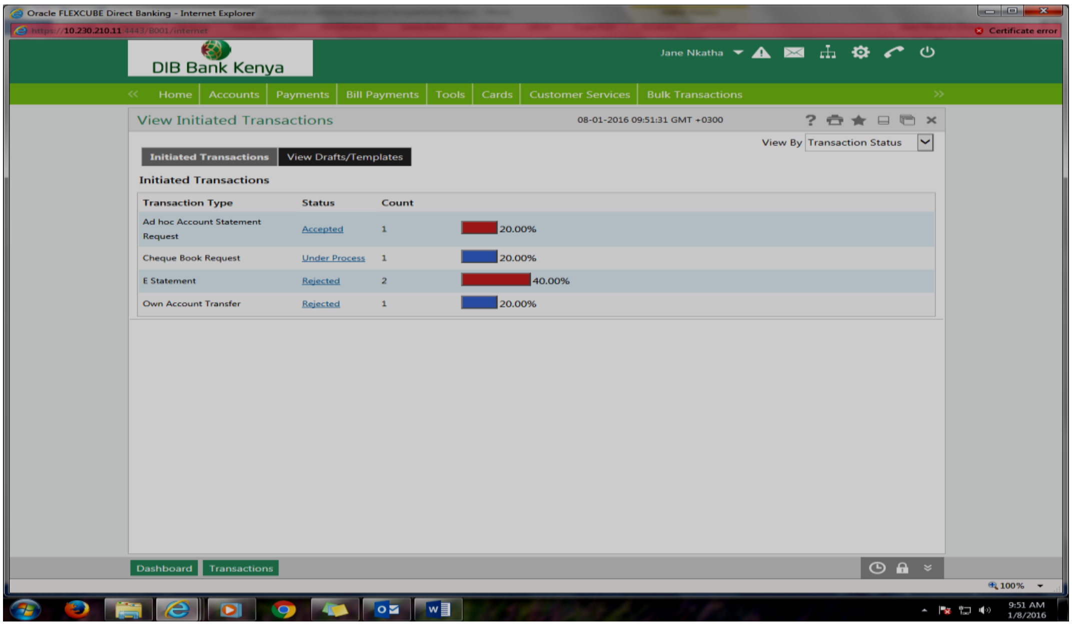
1. Click on customer service
2. Select Channel deactivation
3. Select the application required to be deactivated then click deactivate
4. Click deactivate again and wait for the transaction password via the email
5. Then enter the password received and submit

TRANSACTIONS

Enables you to view all the transactions done

1. Click on customer service
2. Select transactions

Transactions screen displayed and you can select the status you want to view

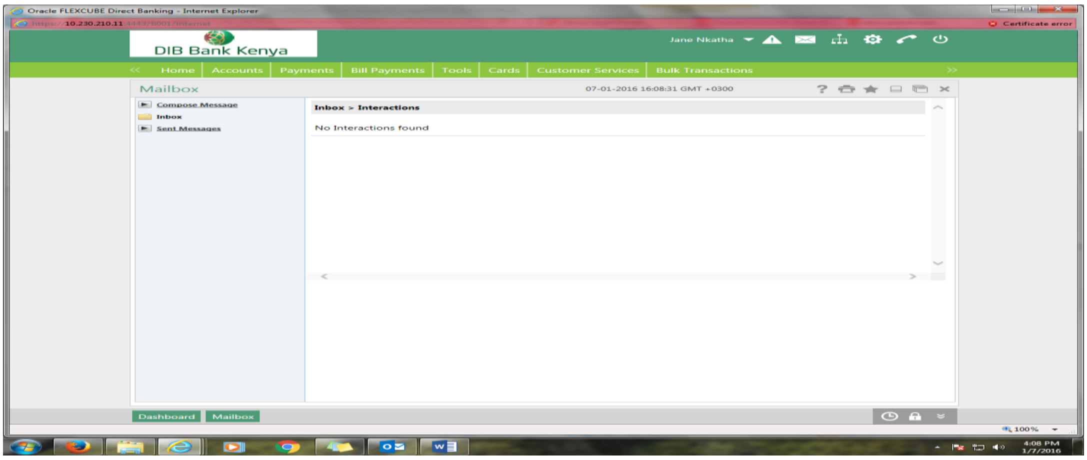


MAIL BOX

The Mailbox option is an Integrated Communication System within the Internet Banking System for you to communicate with the bank and vice versa. It allows you to view all the Notifications, Alert Messages and General Messages sent by the bank; allows you to send messages to the bank and view the sent messages.

1. Click on customer service

2. Select mailbox



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ELECTRONIC FORM INITIATE

1. Click on customer service
2. Select electronic Form Initiate

NEW SERVICE REQUEST

1. Click on customer service
2. Select new service request