



# DIB Bank Kenya

A subsidiary of Dubai Islamic Bank PJSC

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## **DIB CONNECT REGISTRATION AND FIRST TIME LOGIN**

### 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](mailto:contactus@dibkenya.co.ke)**



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## RECEIPT OF CREDENTIALS

During first time login system supports configurations of one or more mandatory/non-mandatory steps for different business user types as per the business needs .Some of commonly used steps are:

- force change password,
- change account nick names, ,
- modify the limits ,
- Secret Question/Answer setup etc.

Once the process is completed user lands to the first screen or the Landing page.

### Receipt of Login Credentials

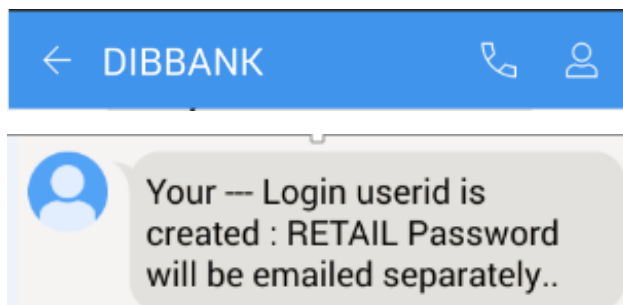
Users can apply for the DIB Bank internet Service through:

- The nearest DIB Bank Branch by completing the Internet banking application form OR
- Self-Registration

Regardless of the mode chosen, the following are important notifications that **MUST** be received by the user through both REGISTERED email and SMS and are all required for successful login on the internet banking platform:

### User ID

The user will receive a message from DIBBANK (SMS) and through email address [onlinebanking@dibkenya.co.ke](mailto:onlinebanking@dibkenya.co.ke) as per sample below:



**From:** online banking

**Subject:** User Created

Dear Customer,

Your Login user id has been created: XXXX for Internet Banking.

Password for your above userid will be emailed separately.

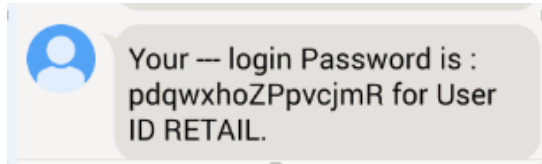


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### Password

The password will also be received through both channels:



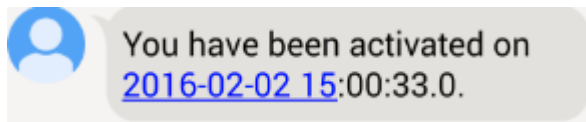
**From:** online banking

**Subject:** New User Login Password

Dear Customer,

Your Internet Banking login Password is: XXXXXX

### Activate Notification



**From:** online banking

**Subject:** Alert for Activate User

Dear Customer,

You have been activated on 2016-02-02 15:00:33.0.



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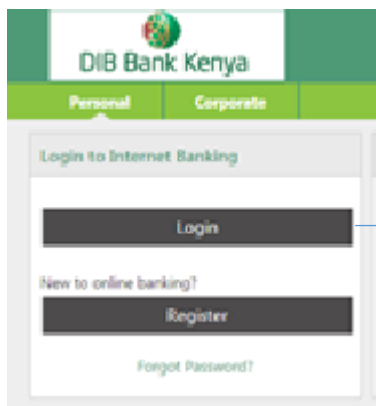
## ACCESSING THE DIB CONNECT: FIRST TIME LOGIN

### Step 1:

Click on the link: <https://onlinebanking.dibkenya.co.ke> to access the Internet banking site or go through the DIB bank website at [www.dibkenya.co.ke](http://www.dibkenya.co.ke)

### Step 2:

Log in [Mandatory]



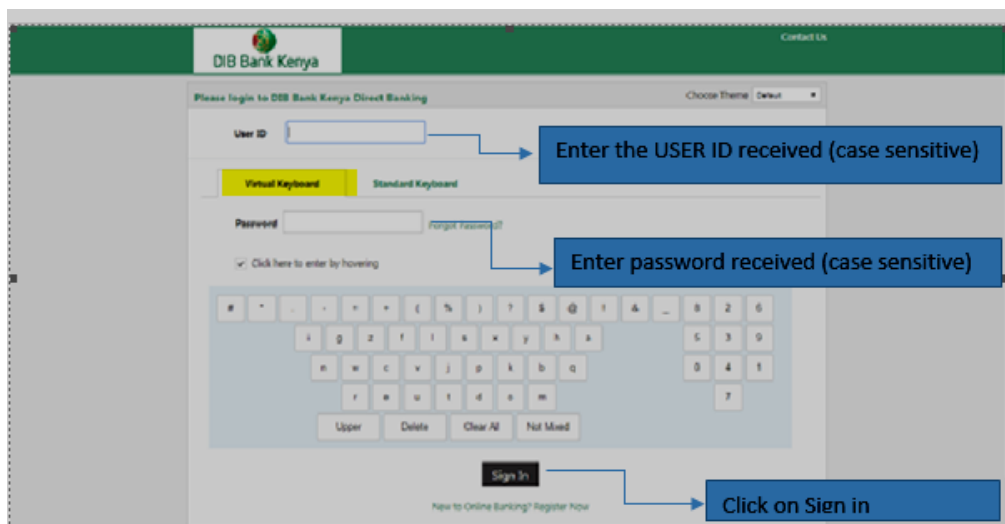
Click on Log in to access the Login Page

### Step 3:

Enter the log in credentials received through Email and SMS [Mandatory]

### Security Advice:

**It is strongly recommended for security reasons to use the virtual keyboard to type your password**



Enter the USER ID received (case sensitive)

Enter password received (case sensitive)

Click on Sign in



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### Step 4:

Read, understand and accept the Terms and Conditions [Mandatory]

The screenshot shows the DIB Bank Kenya online banking setup interface. At the top, there is a progress bar with six steps: Step 1: Terms and Conditions (highlighted in blue), Step 2: Force Change Password, Step 3: Force Change Security, Step 4: Set Account Nicknames, Step 5: Set Payment Limits, and Step 6: Complete. Below the progress bar, a text box states: "It is a mandatory step before you continue with first time, please read through our 'Internet Banking Terms and Conditions' available below. To continue please click 'Accept'." Below this, another text box says: "If you do not accept the Terms and Conditions, please click on 'Decline' to immediately discontinue the access to the Online Banking services." The main content area displays the "TERMS AND CONDITIONS (IN FURTHERANCE TO THE TERMS AND CONDITIONS UNDER THE INTERNET BANKING PORTAL) ONLINE BANKING GENERAL TERMS AND CONDITIONS". The text includes an introduction and definitions. At the bottom right, there are two buttons: "Accept" and "Decline".

### Step 5:

Force Change Password and click on Change [Mandatory]

The screenshot shows the DIB Bank Kenya online banking setup interface for Step 5: Force Change Password. The progress bar at the top shows Step 1: Terms and Conditions, Step 2: Force Change Password (highlighted in blue), Step 3: Force Change Security, Step 4: Set Account Nicknames, Step 5: Set Payment Limits, and Step 6: Complete. Below the progress bar, a text box states: "It is also a mandatory step and you need to change the password provided by the bank. This is a security measure and is required to enhance the security of your online access to banking services." Below this, there is a green checkmark icon and the text: "Thank you for accepting Terms and Conditions." Below that, there is a checkbox labeled "Change Login Password" which is checked. Underneath, there is a form with the following fields: "User ID: RETAIL", "Enter Old Password:" (with a masked input field), "New Password:" (with a masked input field), and "Confirm New Password:" (with a masked input field). Below the form, there is a link "View Password Policy". At the bottom, there are two checkboxes: "Use virtual keyboard" and "Click here to enter by hovering".



### Select and Save security questions [Mandatory]

Upon successful change of the security questions, you will receive an alert through registered email as below:

**Subject:** Security Questions Changed

### Step 7:

### Set Account Nicknames [Optional]

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### Step 8:

#### Change User Limits [Optional]

You can change user limits.

✓ User Preferences saved successfully.

My Transactions	Limit Type	Initiation Limit		Authorization Limit	
		Min. Amount	Max. Amount	Total Amount	No. of Transactions
Bulk Credit Card Payments					
Bulk Demand Draft					
Bulk Domestic Transfer	Bank allocated limits	0.00 KES	0.00 KES	0.00 KES	0
Bulk Instrument Payments	Current limits	0.00 KES	0.00 KES	0.00 KES	0
Bulk Internal Transfer	New limits	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Bulk International Draft					
Bulk International Transfer					
Bulk Mixed Payments					

[Skip](#)

### Step 9:

#### Complete

Thank you for setting up your Internet Banking Preferences.

Enjoy the Net Banking

Step	Step Name	Completion Status	Completion Message
1	Terms and Conditions	Complete	Thank you for accepting Terms and Conditions.
2	Force Change Password	Complete	Password changed successfully.
3	Force Change Security	Complete	Security Questions set successfully.
4	Set Account Nicknames	Complete	User Preferences saved successfully.
5	Set Payment Limits	Skipped	Step skipped.

[Continue](#)

[Log off](#)

**Password changed successfully.**

As per the security policy, you are required to re-login.

[Click here to re-login](#)





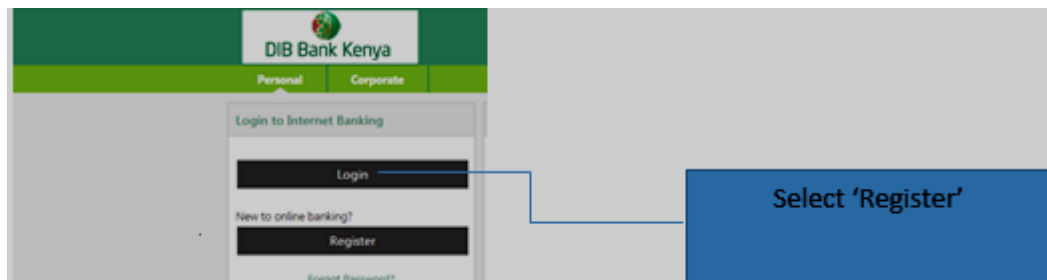
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## DIB CONNECT - SELF REGISTRATION

### Step 1:

Click on the link: <https://onlinebanking.dibkenya.co.ke> to access the Internet banking site or go through the DIB bank website at [www.dibkenya.co.ke](http://www.dibkenya.co.ke)



### Step 2:

Depending on the type of account that you hold with DIB Bank, Select the below options:

1. Savings Account customer (Savings Accounts)
2. Deposits or Loans customer (Current accounts, Term Deposits or Finance)



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**Step 4:**

Complete the following key information:

<b>Customer ID</b>	[Mandatory, Numeric - 7 digits]  Your account has 15 digits as per example: 000501000000105  The first three are the Branch Code: 000  The next three define your account type: 501  The next 7 are your customer ID: 0000001
<b>Account number</b>	[Mandatory, Numeric - 15 digits]  As per example above, your account number would be: 000501000000105
<b>First Name</b>	As registered with Bank
<b>Last Name</b>	As registered with Bank
<b>Email ID</b>	As registered with Bank
<b>Date of Birth</b>	As registered with Bank
<b>Security Code</b>	As appears on the Screen

Register For Online Banking

03-02-2016 14:39:30

Are you an existing customer of the bank?

Please let us know if you already hold an account with us .The information provided by you earlier can speed up this application.

☒ Yes. I am an existing customer of Bank.

☐ Not yet. I am new to Bank of Oracle.

Online Registration

Relationship Type\*

Saving Account Customer

Customer Id\*

0000937

Account Number\*

001507000093701

First Name\*

KAMAU

Last Name\*

KARIUKI

Email ID\*

nancy.ogutu@dibkenya.c

Date of Birth\*

30-09-1993

Security Code

Please enter this code below to help prevent unauthorized activity which may slow our service to you.

DU4VE3H76

Security Code

DU4VE3H76

Cancel

Register

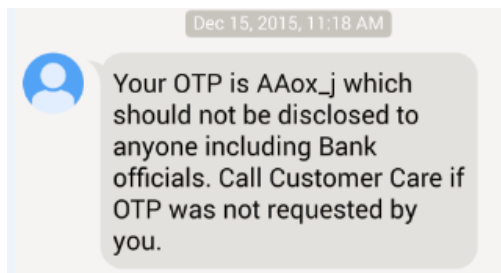


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**Step 5:**

One Time Password (OTP) is sent to your **bank registered mobile number** as second level authentication:



Enter the OTP on the Screen below:



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### Step 6:

Select your desired user login details and accept the terms and conditions

**Online User Registration -Select User ID**

You can register for the following channels. Please provide your details for registration.

☒ **Internet Banking**

User ID\*  [Check Availability](#)  
User ID Policy

Password\*       
Login Password Policy

Confirm Password\*

Transaction Password\*       
Transaction Password Policy

Confirm Transaction Password\*

☐ **Mobile Banking**

User ID\*  [Check Availability](#)  
User ID Policy

Password\*       
Login Password Policy

Confirm Password\*

Transaction Password\*       
Transaction Password Policy

Confirm Transaction Password\*

**Terms & Conditions**

THE LEGAL AGREEMENTS SET OUT BELOW GOVERN YOUR USE OF THE ITUNES STORE, MAC APP STORE, APP STORE, AND IBOOKSTORE SERVICES. TO AGREE TO THESE TERMS, CLICK "AGREE." IF YOU DO NOT AGREE TO THESE TERMS, DO NOT CLICK "AGREE," AND DO NOT USE THE SERVICES.

**PAYMENTS, TAXES, AND REFUND POLICY**

The iTunes Store, Mac App Store, App Store, and iBookstore services ("Services") accept these forms of payment: credit cards issued by U.S. banks, payments through your PayPal account, iTunes Cards, iTunes Store Gift Certificates, Content Codes, and Allowance Account balances. If a credit card or your PayPal account is being used for a transaction, Apple may obtain preapproval for an amount up to the amount of the order.

☐ I/We have read and agreeable to the conditions mentioned. I also certify the accuracy of the information provided in the subsequent sections. I declare myself with the provisions of the data protection agreements.



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## Step 7:

Confirmation of successful registration and system generated email with preferred credentials

Email confirmation:

**From:** online banking  
**Subject:** New User Login Password

Dear Customer,

Your Internet Banking, Browser based Mobile Banking, Mobile Application login Password is: xxxx

## NOTE:

Upon first time log in, the user will be prompted to change the password.