

## Online Banking Change Password Guideline

In case the customers want to reset his/her Online Banking password, the following steps should be followed.

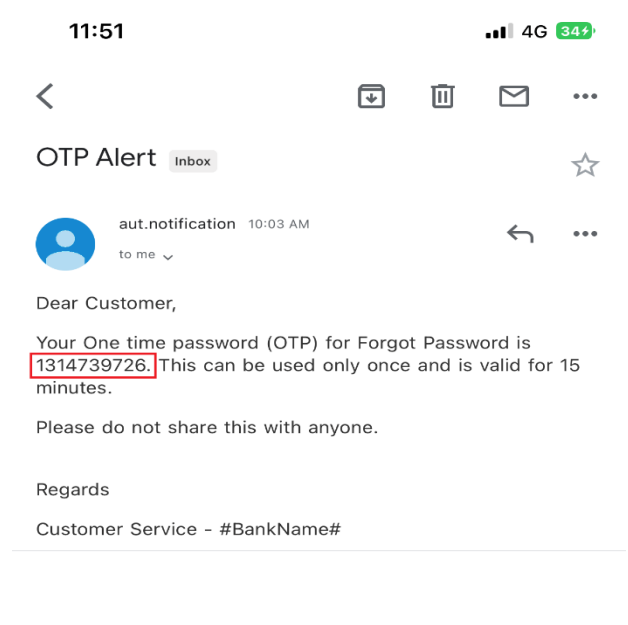
### Step1:

Login to FMFB-A Online Banking page by entering <https://ebanking.fmb.com.af> link in your internet browser and click on the **Forgot Password** option.

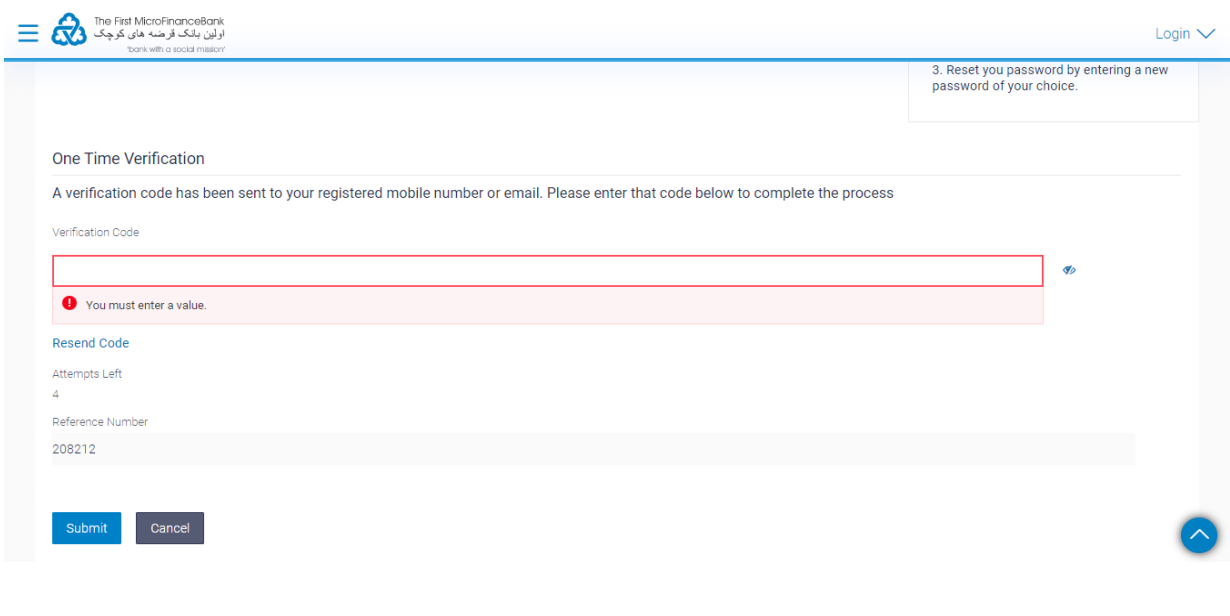
### Step2:

Log in with your username (10002\*\*\*\*) and the correct date of birth recorded in the system  
E.g. (1-Jan-1996)


### Step3:


 <p>11:51 4G 34%</p> <p>OTP Alert <span>Inbox</span></p> <p>aut.notification 10:03 AM to me</p> <p>Dear Customer,</p> <p>Your One time password (OTP) for Forgot Password is <b>1314739726</b>. This can be used only once and is valid for 15 minutes.</p> <p>Please do not share this with anyone.</p> <p>Regards</p> <p>Customer Service - #BankName#</p>	<p>A customer will receive an email containing One-Time Password (OTP) in to his/her registered email address.</p>
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### Step4:

 <p>The First MicroFinanceBank اولین بانک قرضه های کوچک bank with a social mission</p> <p>Login</p> <p>3. Reset you password by entering a new password of your choice.</p> <p>One Time Verification</p> <p>A verification code has been sent to your registered mobile number or email. Please enter that code below to complete the process</p> <p>Verification Code</p> <p><input type="text"/></p> <p>You must enter a value.</p> <p>Resend Code</p> <p>Attempts Left 4</p> <p>Reference Number 208212</p> <p>Submit Cancel</p>	<p>Enter the <b>OTP</b> received in your email address in the highlighted box to complete the process.</p>
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## Step5:

 The First MicroFinanceBank  
اولین بانک قرضه های کوچک  
bank with a social mission


Login 

### Reset Password

Please enter your new password

Password

Re-enter Password

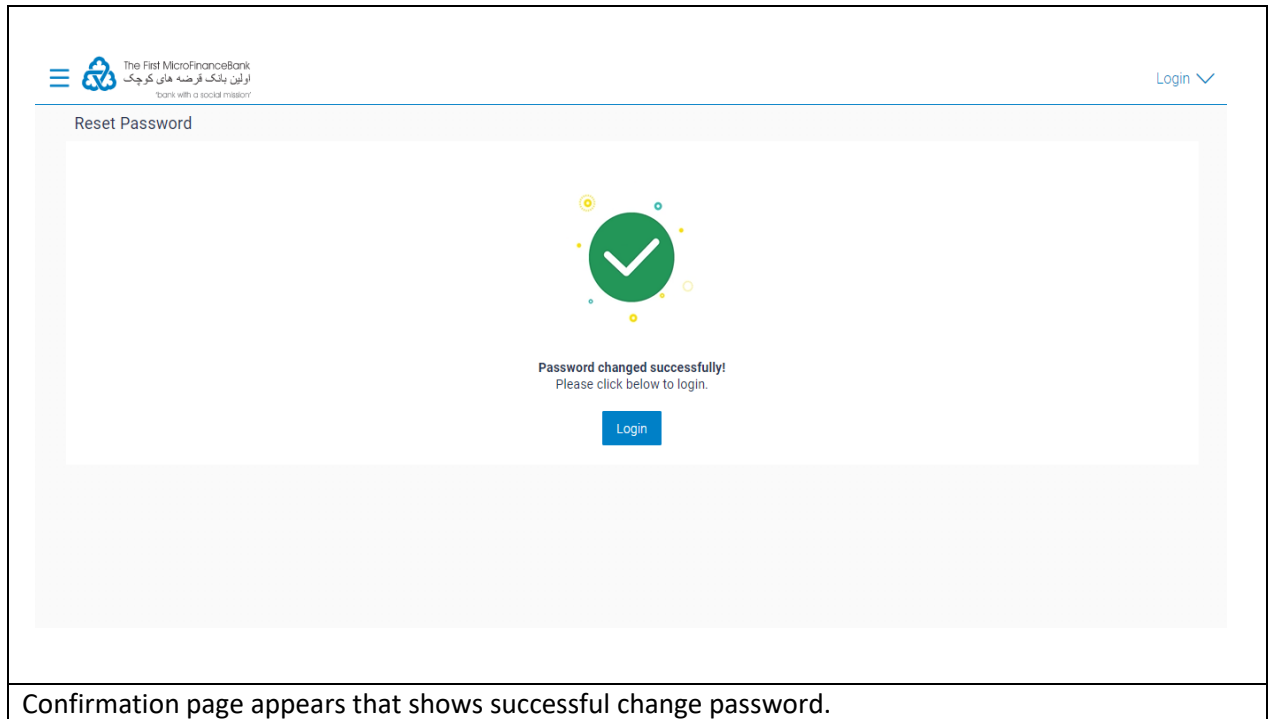


Your Password can :

- ✓ Have 8 to 15 characters
- ✓ Have uppercase (Minimum 1 mandatory)
- ✓ Have lowercase (Minimum 1 mandatory)
- ✓ Have numbers (Minimum 1 mandatory)
- ✓ Have special characters (Minimum 1 mandatory) (Allowed characters are @,#,\$)
- ✓ Not contain consecutive characters more than 2
- ✓ Not contain identical characters more than 2
- ✓ Not be a common password

1. Enter your new Password	2. Have 8 to 15 characters	3. Have uppercase 1 (mandatory) E.g. XRM
4. Have lowercase 1 (Mandatory) E.g. xto	5. Have numbers (135)	6. Have special characters 1 (mandatory) (@,#,\$)
7. Not contain consecutive characters more than 2 E.g. XYZ	8. Not contain identical characters more than 2 E.g. 88	
9. Not be a common password. E.g. Fmfb@167		

## Step6:



The screenshot shows a web interface for 'The First MicroFinanceBank'. The header includes the bank's logo and name in English and Persian, along with the tagline 'bank with a social mission'. A 'Login' link is visible in the top right corner. The main content area is titled 'Reset Password' and features a large green checkmark icon surrounded by small colored dots. Below the icon, the text reads 'Password changed successfully! Please click below to login.' and a blue 'Login' button is centered.

Confirmation page appears that shows successful change password.