

Forgot Credentials User Guide.



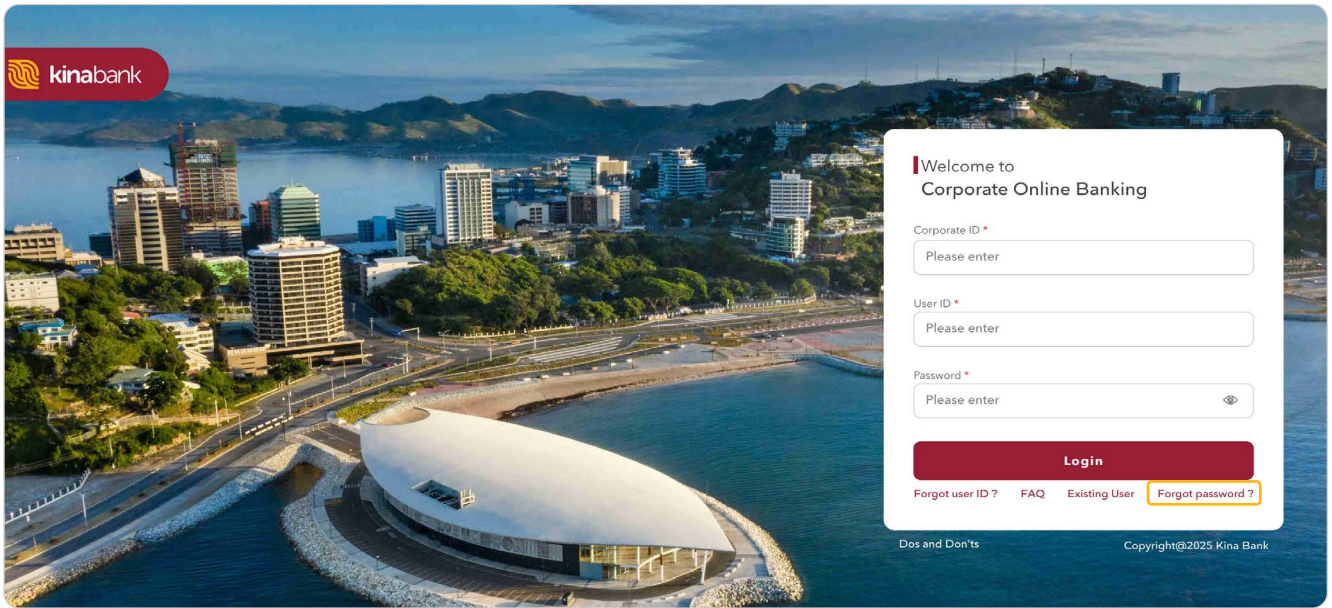
Purpose of the Document

This guide outlines the process for resetting your password and retrieving your user ID if forgotten.

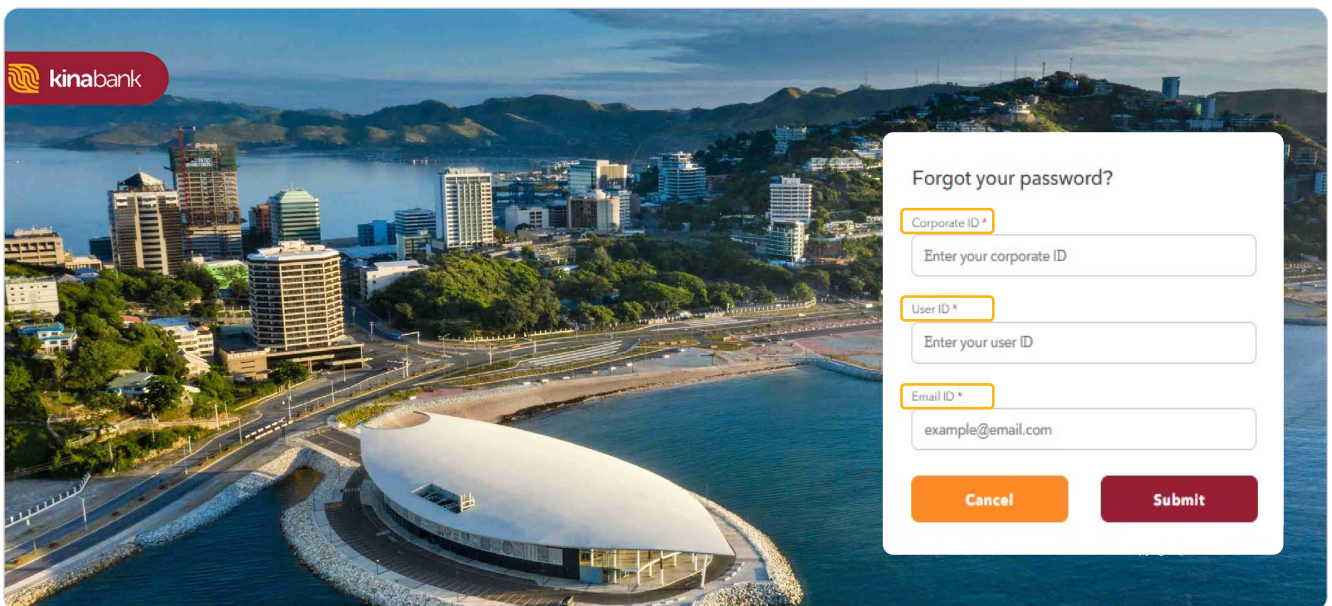
Note: If you have forgotten your Corp ID, this is retrieved together with your User ID, or it can be provided by your Corp Admin.

Forgot Password

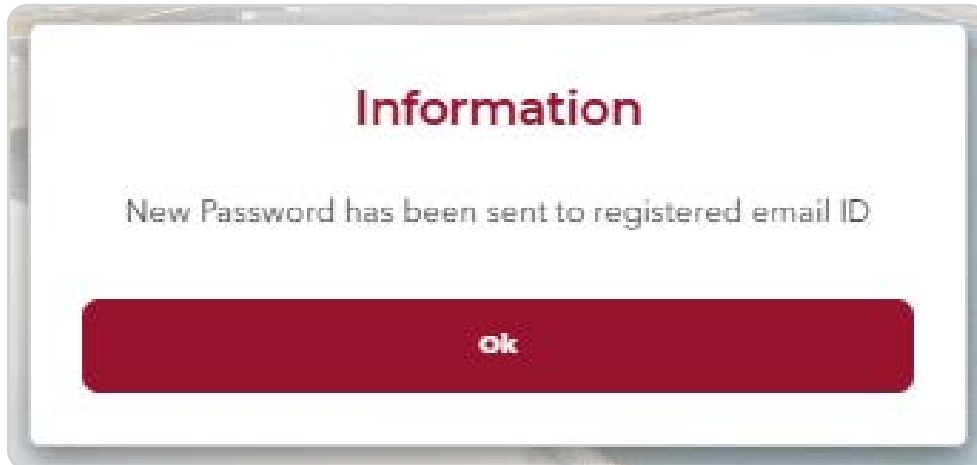
1. Click **Forgot Password** on the login page



2. Enter your Corporate ID, User ID, and Email address.
Click **Submit**

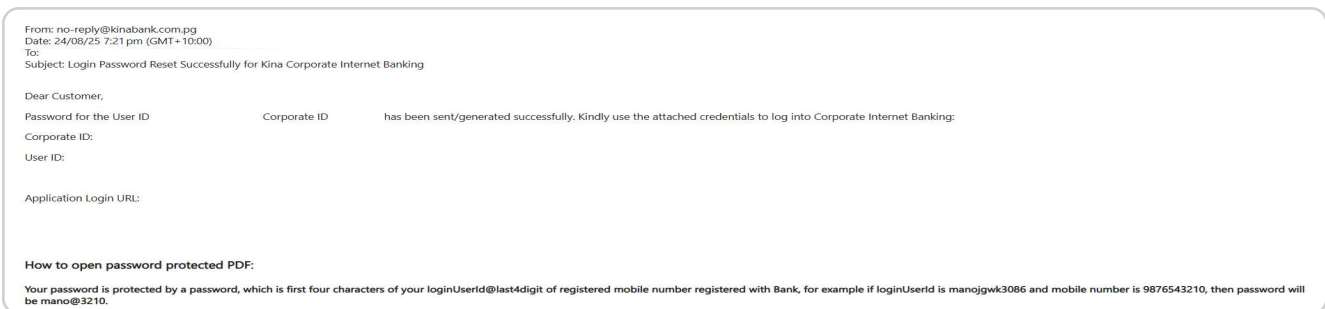


3. Check your registered **email** for a **new password**

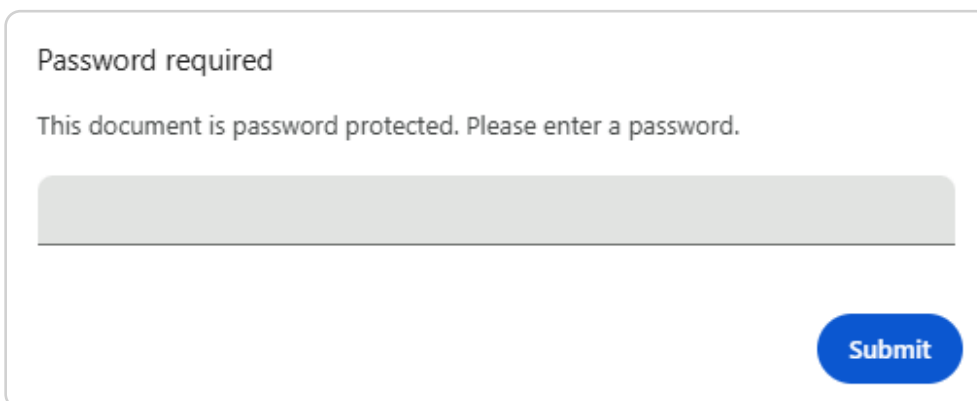


You will receive an email from no-reply@kinabank.com.pg containing.

- a. Corporate ID
- b. User ID
- c. Application Login link
- d. A password protected PDF document containing a temporary password



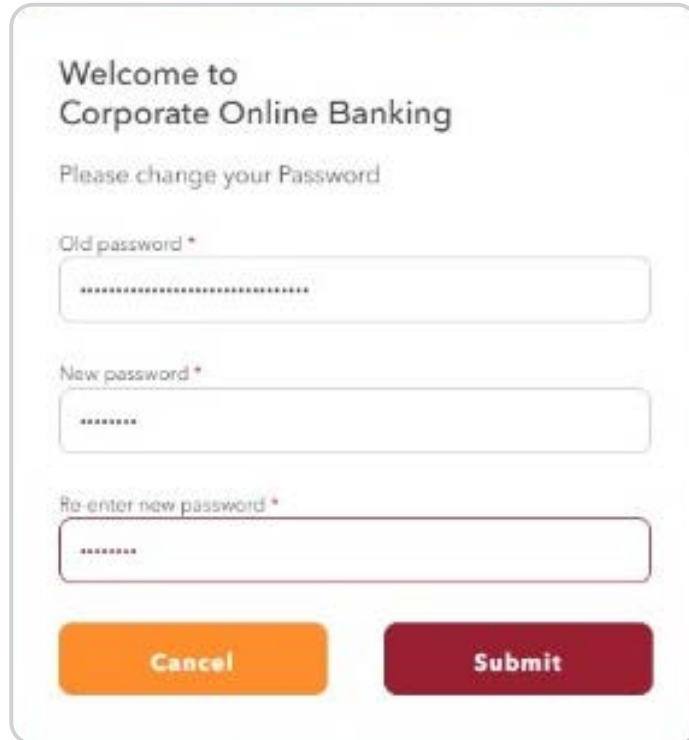
4. The email will also contain the steps you need to take to determine the password required to open the encrypted PDF document.



Password: iwocfefvecynhbrW2n\$jbefjufhmaks



5. After obtaining the temporary password from the PDF, go back to the login page or click on the link provided in the email to navigate to the login page. Enter your Corp ID, User ID and Temporary Password and then click **Login**.
6. In the Password Change screen, enter the Temporary Password and your new password. Click **Submit**.



Welcome to
Corporate Online Banking

Please change your Password

Old password *

New password *

Re-enter new password *

Cancel **Submit**

7. Enter the **One Time Password (OTP)** sent to your registered OPT receipt channel.



Enter the OTP

Enter the 6 digit OTP sent to your email

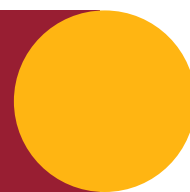
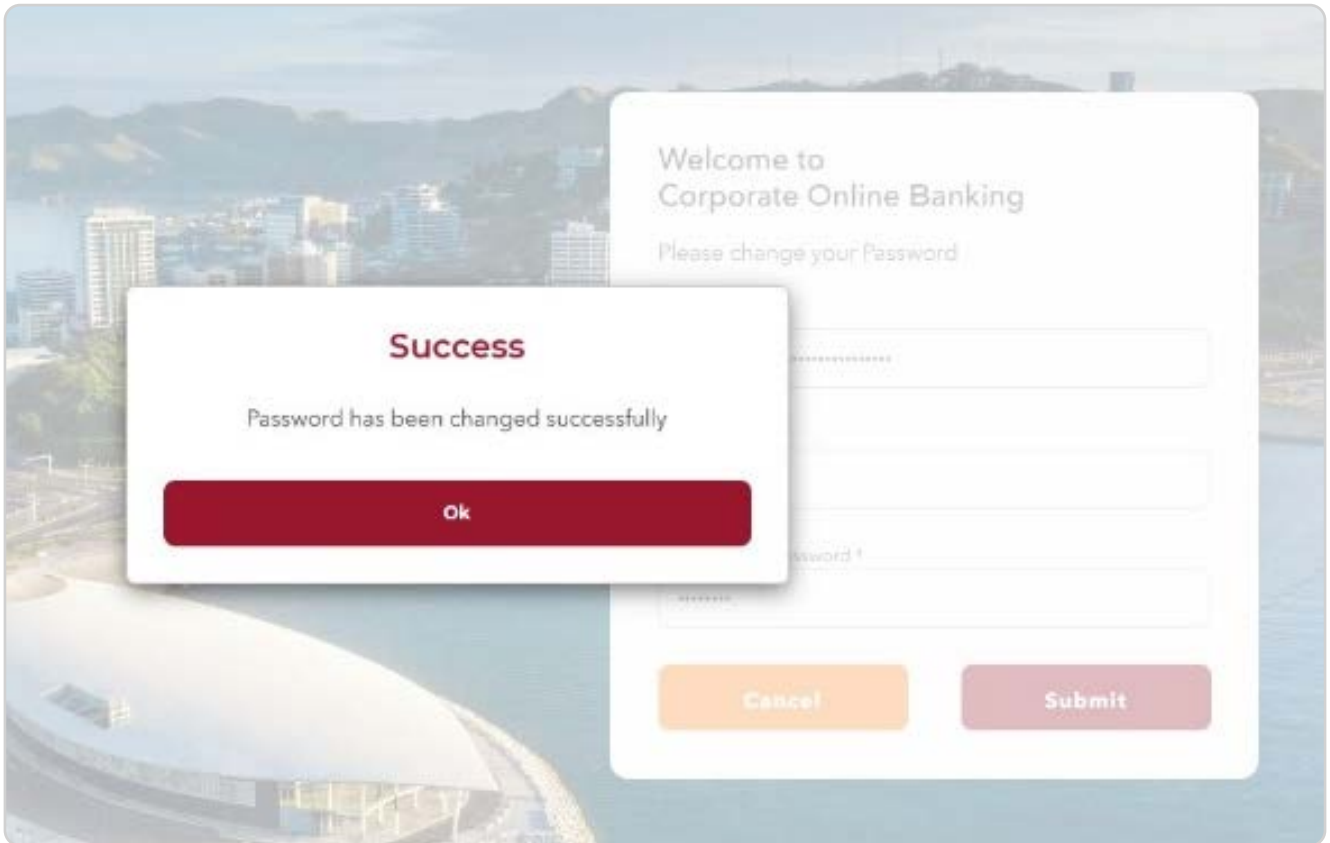
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Time left: 02:29

Cancel **Continue**

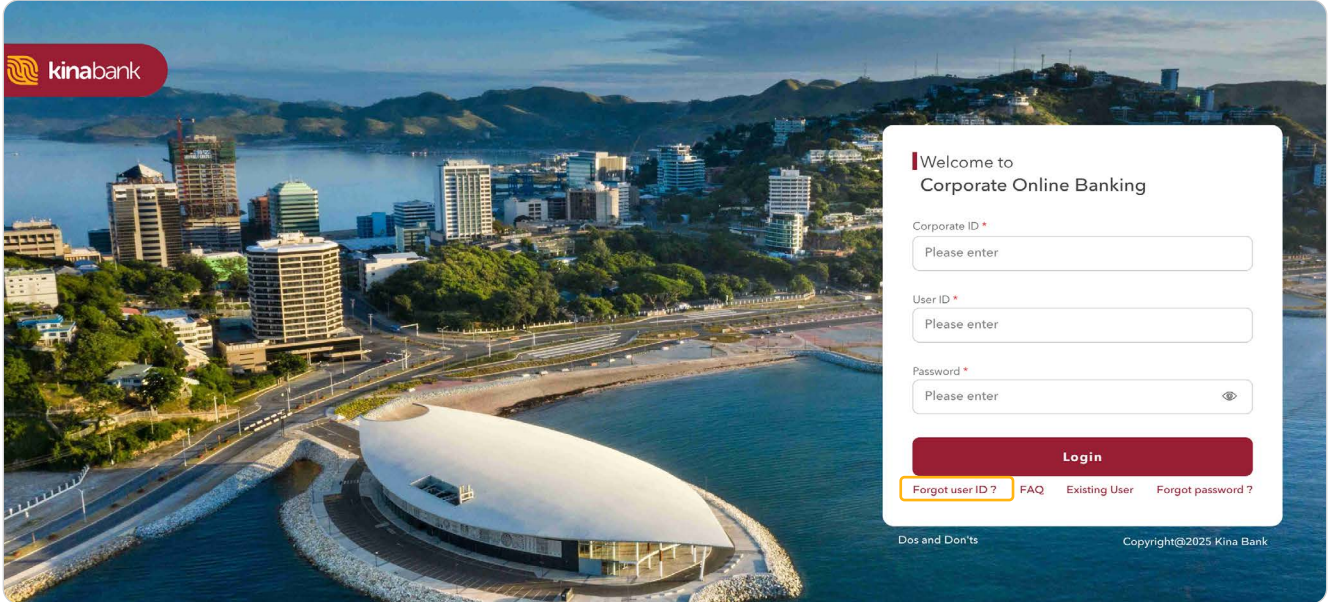


8. A notification screen shows successful password change.



Forgot User ID.

If you have forgotten your User ID, please contact your Corporate Admin user or contact Kina Bank (Toll-Free: +675 180 1525, Direct Line: +675 308 3800 or Email: kina@kinabank.com.pg.)



Information

Please contact Kina branch or your Corporate Admin User

CLOSE

