



CARDHOLDER USER MANUAL, GREEN PIN GENERATION AND CARD MANAGEMENT

**BOBL PREPAID CARD
CUSTOMER WEB MODULE/CWM**

INTRODUCTION

The User Manual contains all essential information for the user to make use of the system. This manual includes a description of step-by-step procedure for system access and use by the user.

ABOUT THE SYSTEM

The system will help the users to view their account summary, settled and unsettled transactions. The users can also apply for card replacement, card hotlisting by providing account details. The user can also generate a new PIN and change the password.

1. GETTING STARTED

To register for online INR Prepaid card management, go to <http://www.bob.bt/>

Then click on the **Online Credit Card, Generation Green Pin or INR Prepaid Card** icon marked below in red box.

འབྲུག་གི་དངུལ་ཁང་།

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BoBL Branch Coverage

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BOBCARDS

1095
Contact Center

Mobile Banking WAP Access

News / Announcements

Supply, commissioning and installation of Generators, Posted On: July 27th, 2016

BoBL, Thimphu invites sealed bids from eligible and qualified bidders with valid trade license and dealership certification in supply, commissioning and installation of Generators for execution of following work. Name of the work Bid No EMD (Nu.) Time period Tender Cost (Nu.) Supply, installation, commissioning & re-wiring of Generator works in BOBL Branches 8/RED/BoBL/2016/02 45,000 [...]

[Read More](#)

Supply and Installation of Safe Deposit Lockers & Aluminum Roller Shutters, Posted On: July 20th, 2016

Update your CIF (Customer Information File)

If you have any Complaints,

Important Links

[BOB Upload/Download](#)

[BOB Web Mail](#)

INR Prepaid Card

Mobile Banking

2. Registration

To register the user needs to provide with card details and proceed further by clicking on the next button as shown below. OTP will be generated and sent on the registered email provided by the user.



1

2

CREDIT CARD

PREPAID CARD

User ID

Password

Register Now

Forgot Password

LOGIN

Version: 1.16.1

Customer Registration Screen 1



Home > Forms > Customer Registration

Customer Registration

1 Enter Customer Details

2 Enter New Userid and Password

3 Confirmation and Finish

* Card Number: Enter 16 Digit Card Number

* Expiry Date: Month Year

* Date Of Birth: DD-MM-YYYY

* Citizen ID: Citizen ID

* Mobile NO: Mobile NO

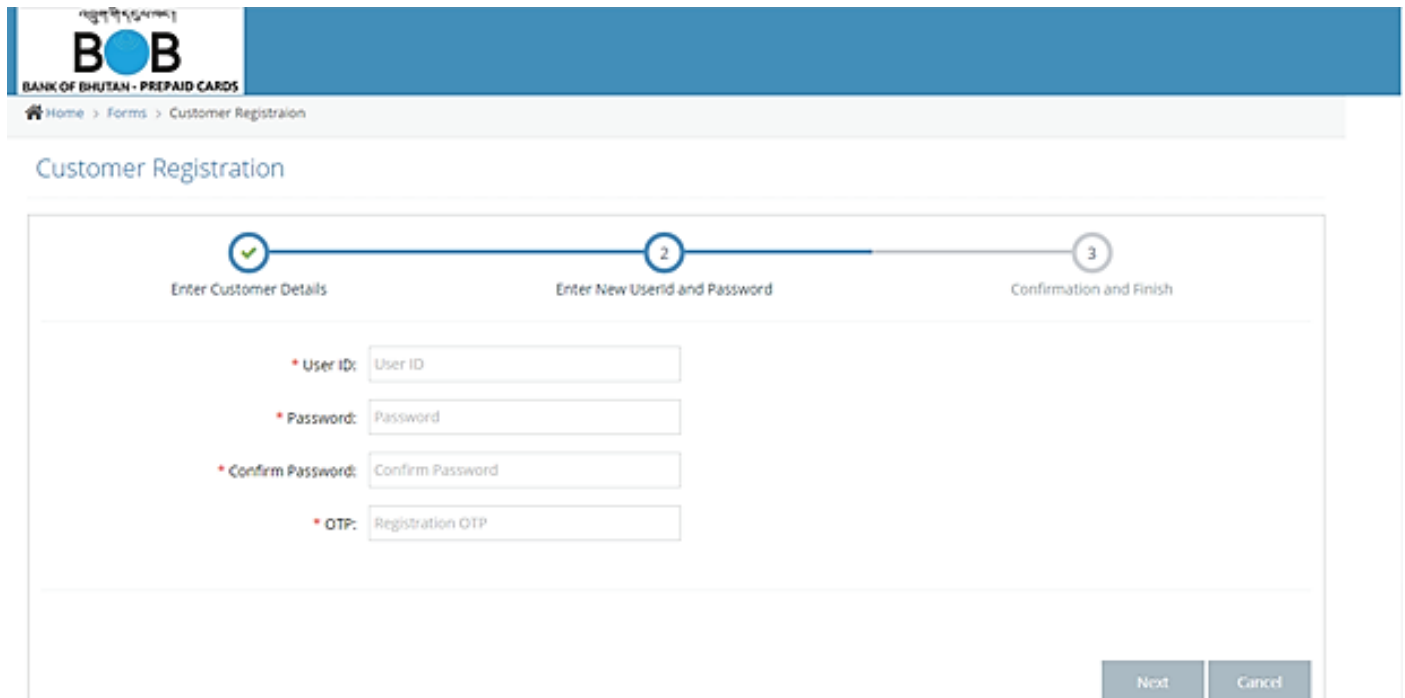
* Email ID: Email ID

Next Cancel

Version: 1.16.1

After completing the first step, the user will have to provide with User ID and password. To proceed further the user will have to enter the OTP and click on the next button.

Customer Registration Screen 2



The screenshot shows the 'Customer Registration' screen for Bank of Bhutan Prepaid Cards. The header includes the bank's logo and name. A breadcrumb trail shows 'Home > Forms > Customer Registration'. The main heading is 'Customer Registration'. A progress bar at the top indicates three steps: 1. Enter Customer Details (completed), 2. Enter New Userid and Password (current step), and 3. Confirmation and Finish. The form contains four fields: 'User ID', 'Password', 'Confirm Password', and 'Registration OTP', each with a red asterisk indicating it is required. At the bottom right, there are 'Next' and 'Cancel' buttons.

Bank of Bhutan - PREPAID CARDS

Home > Forms > Customer Registration

Customer Registration

1 Enter Customer Details 2 Enter New Userid and Password 3 Confirmation and Finish

* User ID:

* Password:

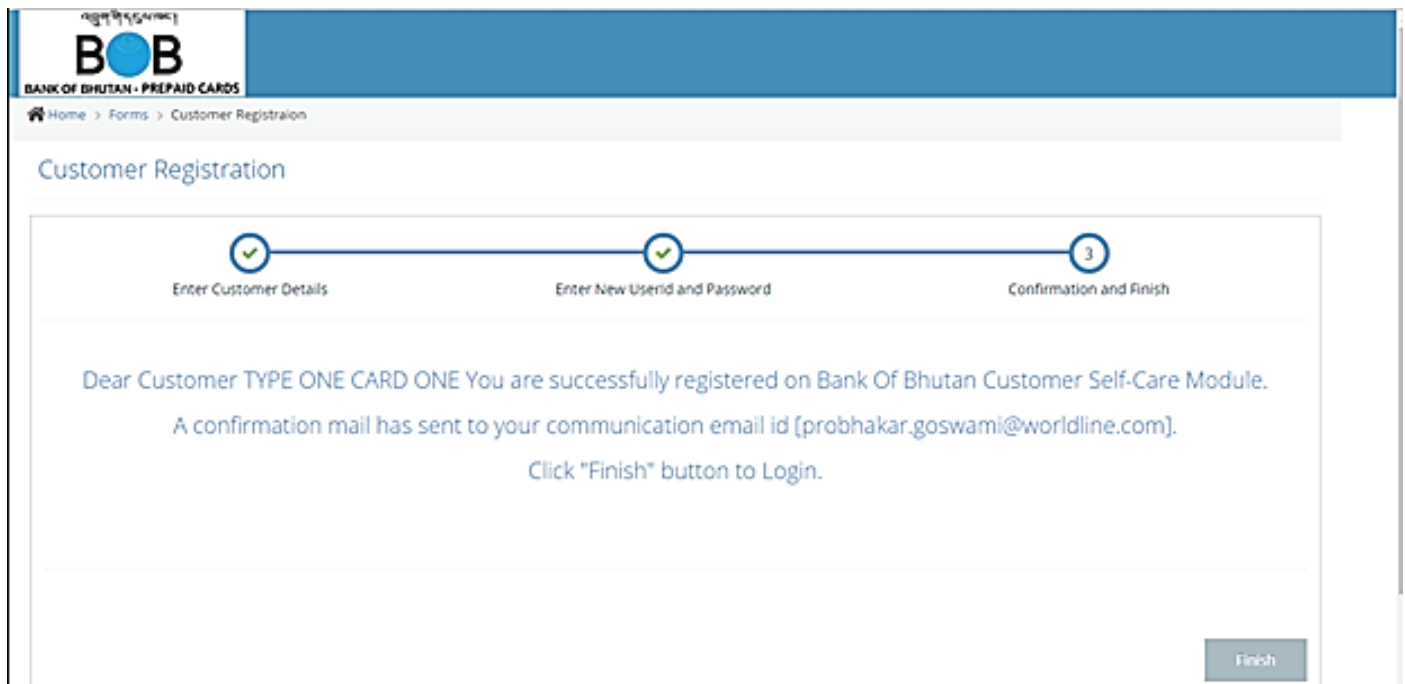
* Confirm Password:

* OTP:

Next Cancel

A message will be displayed on the screen stating that the customer has been successfully registered and a confirmation email will be sent on the email id provided by the user. The user can click on finish to complete the registration process.

Customer Registration Screen 3



The screenshot shows the 'Customer Registration' screen after successful registration. The progress bar now shows steps 1 and 2 as completed, and step 3 as the current step. The main content area displays a success message in blue text, stating that the customer is successfully registered and a confirmation email has been sent to the provided email address. It instructs the user to click the 'Finish' button to login. A 'Finish' button is located at the bottom right.

Bank of Bhutan - PREPAID CARDS

Home > Forms > Customer Registration

Customer Registration

1 Enter Customer Details 2 Enter New Userid and Password 3 Confirmation and Finish

Dear Customer TYPE ONE CARD ONE You are successfully registered on Bank Of Bhutan Customer Self-Care Module.
A confirmation mail has sent to your communication email id [probhakar.goswami@worldline.com].
Click "Finish" button to Login.

Finish

3. Logging in

The user can login into the system by entering login name and password in the text input fields provided, and then click on the Login button. Before logging in, the user has to select the card type as Prepaid Card.

User Login Screen



1

2

CREDIT CARD

PREPAID CARD

User ID

Password

Register Now

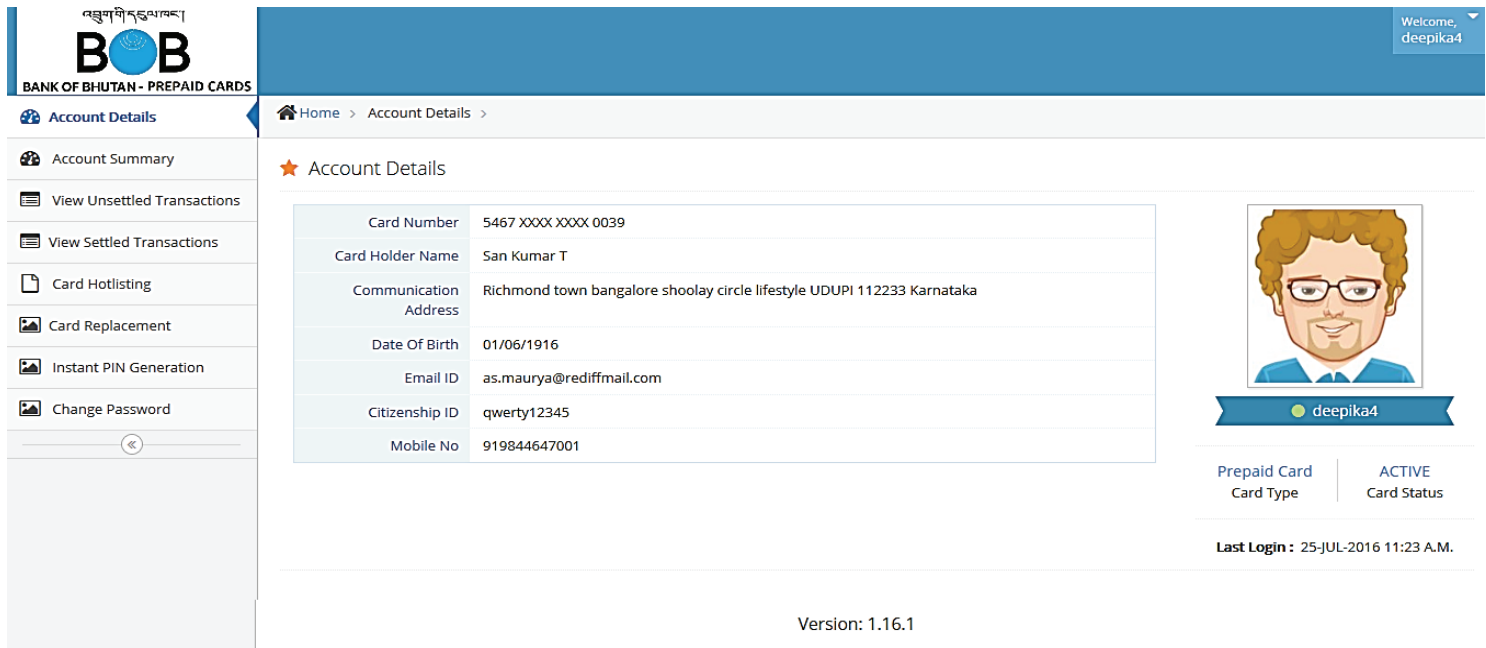
Forgot Password

LOGIN

4. Home Page

On successful login, users are presented with their Home Page. The home page contains of a dashboard which has different features as shown below

Home Page Screen



The home screen contains the account details of the user. The user can upload his profile photo and it also shows the last login of the user.

5. Dashboard

The dashboard consists of the following:

- Account Summary
- View Unsettled Transactions
- View Settled Transactions
- Card Hotlisting
- Card Replacement
- Instant PIN Generation
- Change Password

5.1 Instant PIN Generation

This feature helps the user to generate a new PIN. The user needs to select the card number as shown below

Instant PIN Generation Screen 1

1

BOB
BANK OF BHUTAN - PREPAID CARDS

Account Details

Account Summary

View Unsettled Transactions

View Settled Transactions

Card Hotlisting

Card Replacement

Instant PIN Generation

Change Password

Home > Instant PIN Generation >

★ Instant PIN Generation

Card Number * 2 : Select Card

Guidelines for PIN change:

- The PIN should be numeric in nature.
- Please change your PIN periodically.

Version: 1.16.1

After selecting the card number, user needs to provide the email ID and reason for PIN generation. After clicking on submit button, one time OTP will be sent to the email ID provided by the user.

Instant PIN Generation Screen 2

BOB
BANK OF BHUTAN - PREPAID CARDS

Account Details

Account Summary

View Unsettled Transactions

View Settled Transactions

Card Hotlisting

Card Replacement

Instant PIN Generation

Change Password

Home > Instant PIN Generation >

★ Instant PIN Generation

Card Number * : 5467 XXXX XXXX 0039

Card Holder Name : SAN KUMAR T

Mobile Number : 98XX0XXXX4

Email ID : as.maurya@rediffmail.com

Reason* : Select Reason

Note : One Time Password would be send to your Email ID. Please re-initiate the request in case you do not receive the same.

☐ Please confirm your email ID to receive One Time Password.

Submit Cancel

Guidelines for PIN change:

- The PIN should be numeric in nature.
- Please change your PIN periodically.

The user needs to enter the OTP for the final submission by using computer key board or using virtual key to generate a new PIN

Instant PIN Generation Screen 3

Account Details

Home > Instant PIN Generation >

★ Instant PIN Generation

Card Number * : 5467 XXXX XXXX 0039

Card Holder Name : SAN KUMAR T

Reason * : Forgot Pin

New Pin * :

Please enter four digit PIN Number.

Confirm New Pin * :

Please enter four digit PIN Number.

Submit Cancel

☐ Virtual Keyboard

Guidelines for PIN change:

- The PIN should be numeric in nature.
- Please change your PIN periodically.

5.2 Change Password

This feature helps the user to change password. The user needs to enter the old password and then enter new password. After clicking on the submit button, new password will be generated.

Change Password Screen

Account Details

Home > Change Password >

★ Change Password

2

* Old Password :

* New Password :

* Confirm Password :

Please choose a password. Minimum length 8, Maximum 12)

Please enter the above chosen password again for confirmation)


Submit Reset Cancel

Guidelines for Online Credit Card User Password:

- Password should have at least eight characters along with a digit, a special character, an upper case and a lower case alphabet.
- The password should be a Alpha-Numeric in nature, i.e. a mix of alphabets, numbers and special characters
- Your password is case sensitive ; please ensure you remember the manner in which you set the password.
- Please do not set a password that can be easily compromised (for eg, do not put your name, family name, date of Birth etc) which could be common knowledge to others.
- In case the password is not changed then for security reasons every 90 days you would be asked to compulsorily change your password.
- Please change your password periodically.
- If you have any queries, write to Bobl@card-statements.com or call phone banking service.

Version: 1.16.1

This displays all the information about the user's card. It shows the account number, holder name, card number, balance amount and the status of the card


BANK OF BHUTAN - PREPAID CARDS

[Account Details](#) |
 [Home > Account Summary >](#)

Account Summary

View Unsettled Transactions

View Settled Transactions

Card Hotlisting

Card Replacement

Instant PIN Generation

Change Password

★ Account Summary

▶ Account Number	▶ Name	▶ Card Number	▶ Available Balance	▶ Status
5467 XXXX XXXX 0211	San Kumar T	5467 XXXX XXXX 0211	100.00	Active
5467 XXXX XXXX 0211	San Kumar T	5467 XXXX XXXX 0039	100.00	Active

Version: 1.16.1

This section displays the information about the unsettled transactions of the user. The user needs to enter a valid card number to view all the transactions and click on the submit button.

BANK OF BHUTAN - PREPAID CARDS

Welcome,
deepika4

Account Details

Account Summary

View Unsettled Transactions

View Settled Transactions

Card Hotlisting

Card Replacement

Instant PIN Generation

Change Password

Home > View Unsettled Transactions >

★ View Unsettled Transaction

* Card Number

Select Account

SubmitCancel

Version: 1.16.1

5.5 View Unsettled Transaction

This section displays the information about the unsettled transactions of the user. The user needs to enter a valid card number to view all the transactions and click on the submit button.

Settled Transactions Screen

The screenshot shows the 'View Settled Transactions' screen. The left sidebar contains a menu with options: Account Details, Account Summary, View Unsettled Transactions, View Settled Transactions, Card Hotlisting, Card Replacement, Instant PIN Generation, and Change Password. The main content area has a header 'View Settled Transactions' and a form with the following fields: * Card Number (a dropdown menu), * Transaction From Date (25-07-2016), and * Transaction To Date (25-07-2016). Below the form is a 'Please Note' message: 'You can view statement for the last 12 months only.' and two buttons: 'View' and 'Cancel'. The footer of the page displays 'Version: 1.16.1'.

5.6 Card Hotlisting

In case of theft or card damage, the card Hotlisting function is provided to users, which will hotlist the card. The user has to provide the mandatory details and click on submit to hotlist the card.

Card Hotlisting Screen

The screenshot shows the 'Card Hotlisting' screen. The left sidebar contains a menu with options: Account Details, Account Summary, View Unsettled Transactions, View Settled Transactions, Card Hotlisting, Card Replacement, Instant PIN Generation, and Change Password. The main content area has a header 'Card Hotlisting' and a form with the following fields: * Card Number (a dropdown menu), * Card Holder Name (a text input field), and * Reason For Hotlist (radio buttons for Stolen Card, Card Damaged, and Card Misuse). Below the form are two buttons: 'Submit' and 'Cancel'. The footer of the page displays 'Version: 1.16.1'. A red box highlights the 'Card Hotlisting' menu item in the sidebar, and another red box highlights the 'Card Number' and 'Card Holder Name' fields in the main form. A large number '2' is placed above the 'Card Number' field.

5.7 Card Replacement

In case of card damage or card lost, user can apply for replacement of the card. The user will have to provide mandatory details and click on submit to apply.

Card Replacement Screen

1

2

BOB
BANK OF BHUTAN - PREPAID CARDS

Account Details

Account Summary

View Unsettled Transactions

View Settled Transactions

Card Hotlisting

Card Replacement

Instant PIN Generation

Change Password

Home >

Card Replacement

* Card Number : Select Card

* Card Holder Name :

* Type of Request : Replacement

* Reason : Card stolen

Submit Cancel

Welcome, deepika4

Version: 1.16.1

6. Logging Out

The users can logout from the system by clicking on the Log Out option provided on the right hand corner of the screen.

Log out Screen

BOB
BANK OF BHUTAN - PREPAID CARDS

Account Details

Account Summary

View Unsettled Transactions

View Settled Transactions

Card Hotlisting

Card Replacement

Instant PIN Generation

Change Password

Home > Account Details >

Account Details

Card Number	5467 XXXX XXXX 0039
Card Holder Name	San Kumar T
Communication Address	Richmond town bangalore shoalay circle lifestyle UDUPI 112233 Karnataka
Date Of Birth	01/06/1916
Email ID	as.maurya@rediffmail.com
Citizenship ID	qwerty12345
Mobile No	919844647001

deepika4

Prepaid Card
Card Type

ACTIVE
Card Status

Last Login : 25-JUL-2016 11:23 A.M.

Welcome, deepika4

Logout

Version: 1.16.1