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 managment, go to **http://www.bob.bt/**

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

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.
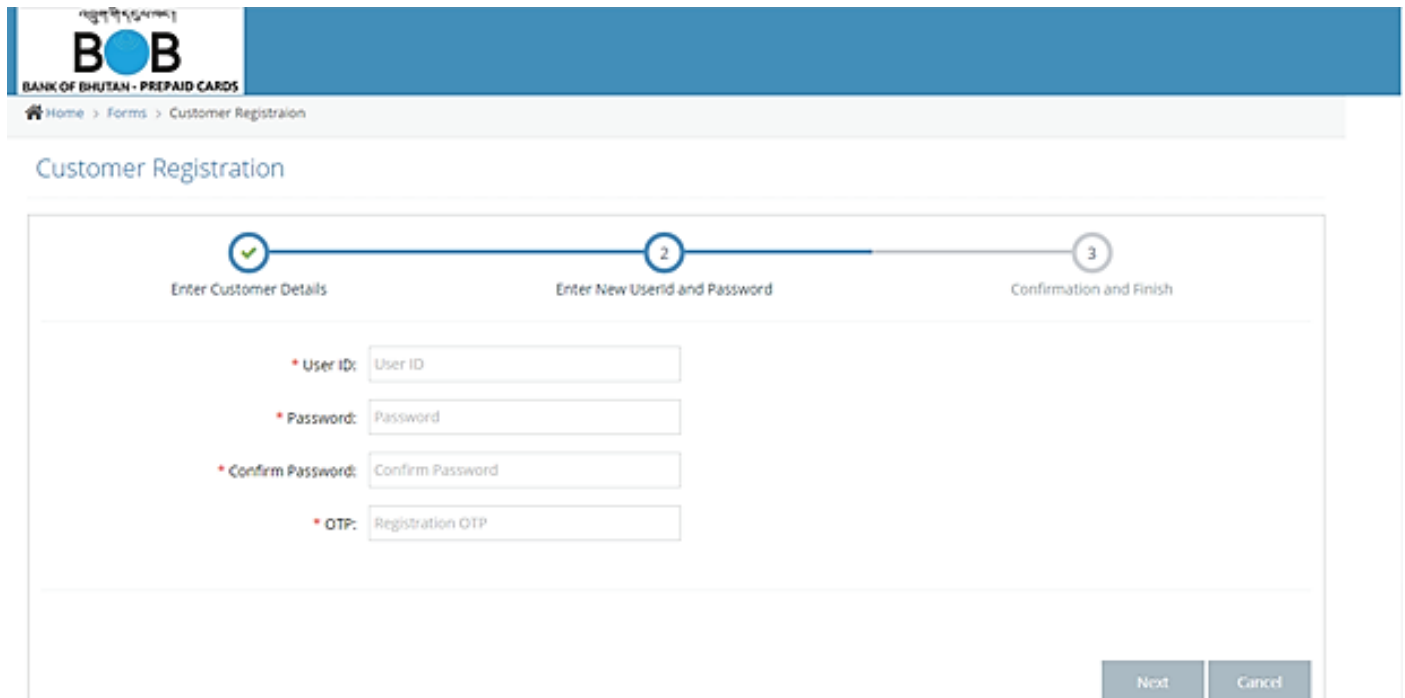
Customer Registration Screen 1

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
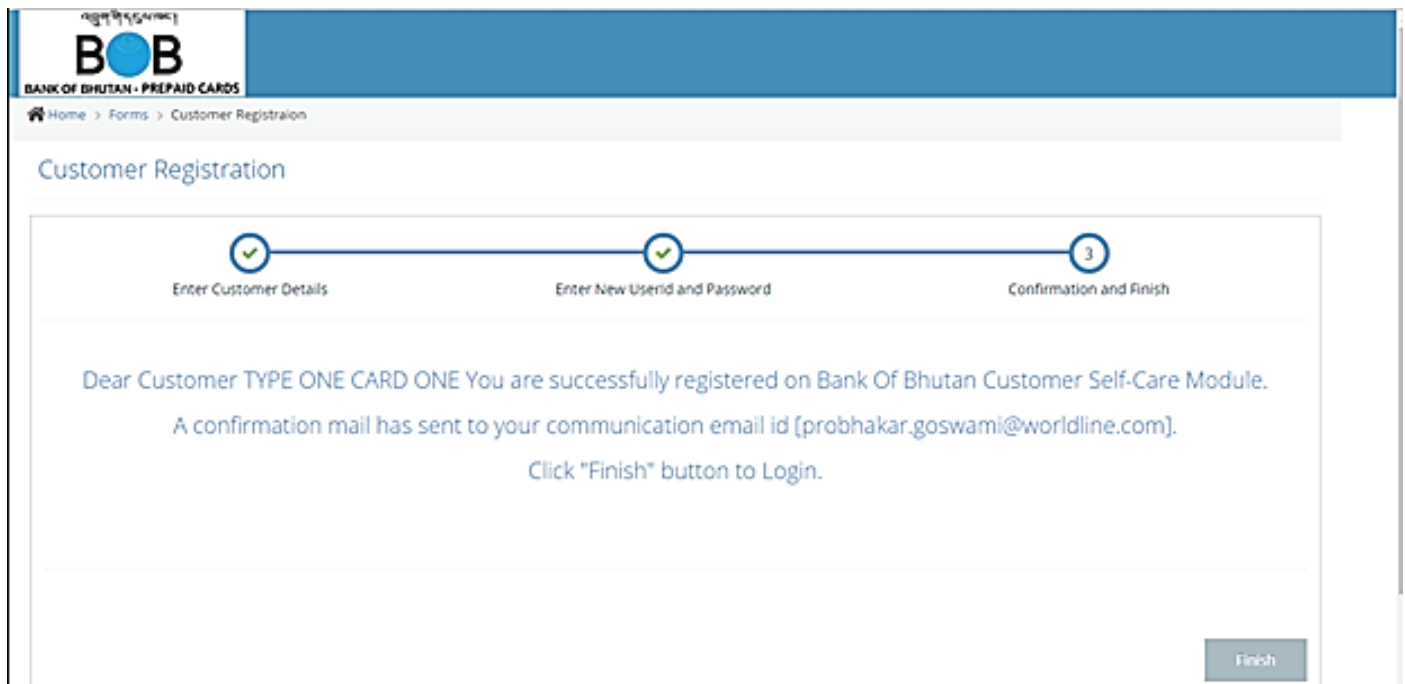

A message will be displayed on the screen stating that the customer has been successfully registered and a confirmation email will be sent on the email id provided by the user. The user can click on finish to complete the registration process.

Customer Registration Screen 3

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.
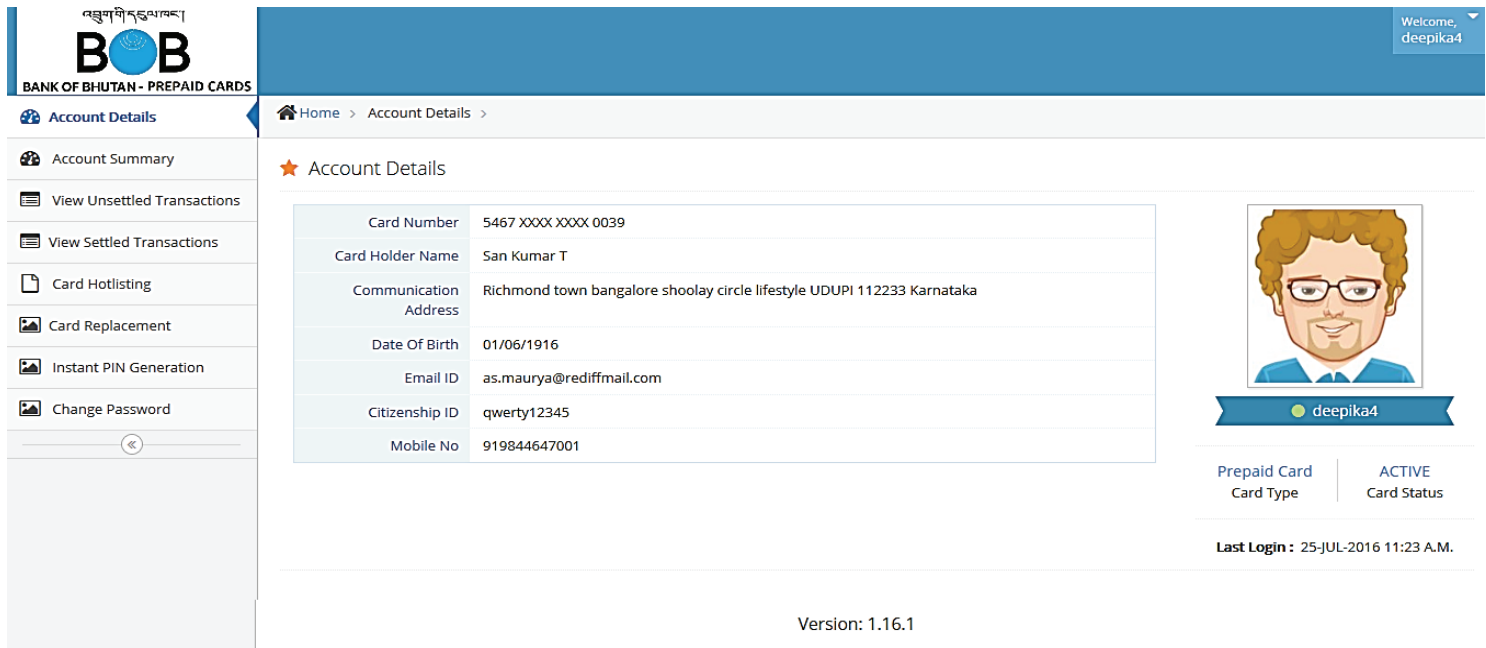
User Login Screen

Version: 1.16.1

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

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

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

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

5.3 Account Summary

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

Account summary Screen

5.4 View Unsettled Transactions

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.

Unsettled Transactions Screen

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 vie w all the transactions and click on the submit button.

Settled Transactions Screen

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

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

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