

FAQs of Retail i-Net Banking

S. No.	Frequently Asked Questions	Answers
1	Login to IDBI Bank Retail i-Net Banking	A customer should have a valid Customer ID and i-Net Password (Login password) to log into i-Net Banking.
2	URL for Internet Banking	https://inet.idbibank.co.in/ or Customers may Login Retail Net Banking by selecting Personal option from the dropdown available in the Home Page of https://www.idbibank.in/
3	i-Net Banking Registration	Customers with active Debit Card may click First Time User? Register Now link available in i-Net Banking Login Page or Visit any IDBI Bank Branch and submit Registration form for i-Net Banking
4	How to Reset Password?	Users with active Debit Card may click on Generate Online Password/Forgot Password link available in i-Net Banking Login Page or Visit any IDBI Bank Branch and submit the request
5	How to set i-Net Banking View/Transaction right?	Users with active debit card may click on Generate Online Password/Forgot Password link on Login Page and follow the process, select tab - set your access right and select View / Transaction rights.
6	How to modify i-Net Banking Limit?	Login to i-Net Banking. Go to Fund Transfer --> View / Update Transaction Limit
7	How to check existing i-Net Banking Limit?	Login to i-Net Banking. Go to Fund Transfer--> Transaction Limit Inquiry.
8	If Login Password is disabled? with below error message "Your i-Net Banking login is disabled"	Login password will be disabled if user enters incorrect Login password for 5 consecutive times.
9	How to Enable Login Password if disabled?	User has to regenerate new Login password. Active Debit Card Holders may click on Generate Online Password/Forgot Password link on Login Page and follow the process or visit any IDBI Bank Branch.
10	If Transaction Password is disabled!	Transaction password will be disabled if user enters incorrect Transaction password for 3 consecutive times.
11	How to Enable Transaction Password if disabled?	User has to regenerate new transaction password. Active Debit Card Holders may click on Generate Online Password/Forgot Password link on Login Page and follow the process or visit any IDBI Bank Branch.

12	How to enable OTP if it is disabled with below error on Transaction confirmation screen "The user cannot logon at this time. Contact the bank for further information."	OTP functionality is disabled when user enters incorrect OTP for 5 consecutive times. User needs to visit any IDBI Bank Branch and submit request to enable OTP functionality.
13	I am entering correct OTP but the System is showing "Please enter correct OTP"	While entering the OTP, Please check the reference no of your OTP in the SMS and match reference no displayed on screen
14	If the below error is displayed at the time of Login "Login not allowed/ The user cannot logon at this time"?	If the above error is displayed, customer has to visit any IDBI Bank Branch & submit a request.
15	If the below error is displayed "[102327] The transaction is disabled for the user."?	Click on Generate Online Password/Forgot Password link on Login Page and follow the process and set access right to Transaction access or visit any IDBI Bank Branch.
16	What is session time out?	If there is no activity for more than 5 minutes after login to i-Net Banking, the session will be terminated automatically in order to avoid unauthorized access
17	When does i-Net Banking access expire?	i-Net Banking access expires if it is not used for more than 180 days
18	If user forgets Login ID?	User has to visit any IDBI Bank Branch to get the Login ID
19	How to change Image/Phrase user enters at the first time of Login to i-Net Banking?	Login to i-Net Banking. Go to My Profile --> Security Settings--> Change Image/Phrase
20	When user is locked for Online Password Generation?	If user enters wrong debit card credentials/OTP during Online Password Generation Process for three times
21	How to unlock user for Online Password Generation?	User needs to visit any IDBI Bank Branch and submit a request to unlock
22	How many attempts does user get to enter the passwords?	The no. of attempts for Login Password are Five (5) whereas there are Three (3) attempts for Transaction Password are available.
23	How to select Auto pay option for presentment bills.	While adding the Billers, user has to select the Auto pay Required option as Yes/No.

Error Description

Transaction Password-Disabled	[24035]	The user cannot transact at this time. Contact the bank for further information.
Login Password - Disabled	[106803]	Your i-Net Banking login is disabled for security reasons. Please contact the Bank for more details.
Transaction Allowed-Disabled	[102327]	The transaction is disabled for the user. Contact the bank for further information.

Login Allowed -Disabled (showing on Login page)	[24036]	The user cannot logon at this time. Contact the bank for further information.
OTP-Disabled (showing on Transaction Confirmation page)	[24036]	The user cannot logon at this time. Contact the bank for further information.
User Locked in Risk Tool	[998913/80208]	The user cannot logon at this time. Contact the bank for further information.