

## Steps for Reset both (password and security questions) - Individual

1. Go to <https://online.dib.ae> and click on Need Help.

The screenshot shows the top navigation bar with the Dubai Islamic Bank logo and 'alt' branding. A language selector for 'العربية' (Arabic) is in the top right, along with 'LEARN MORE' and 'SECURITY' links. Below the navigation is a horizontal menu with 'LOGIN', 'QUICK LOGIN', 'NEW USER', and 'NEED HELP?'. The 'NEED HELP?' option is highlighted. The main content area features a large promotional banner for 'Fund your Business Account and win!' with a 'WIN AED 50,000' prize. The banner includes a hand holding a coin labeled 'ADD FUNDS' and a progress wheel. To the right of the banner is a vertical menu with three options: 'RESET PASSWORD OR SECURITY QUESTIONS', 'FORGOT USER NAME', and 'RE-REGISTER'. The 'RESET PASSWORD OR SECURITY QUESTIONS' option is highlighted.

2. Click on Reset password or security questions.

The screenshot shows the top navigation bar with the Dubai Islamic Bank logo and 'alt' branding. A language selector for 'العربية' (Arabic) is in the top right, along with 'LEARN MORE' and 'SECURITY' links. Below the navigation is a horizontal menu with 'LOGIN', 'QUICK LOGIN', 'NEW USER', and 'NEED HELP?'. The 'NEED HELP?' option is highlighted. The main content area features a large promotional banner for 'Fund Transfer' with the headline 'Win more than hearts with money transfers to the Philippines.' The banner includes a man holding a Philippine flag and a sign that says '4 WINNERS WIN AED 8,000 EACH'. To the right of the banner is a vertical menu with three options: 'RESET PASSWORD OR SECURITY QUESTIONS', 'FORGOT USER NAME', and 'RE-REGISTER'. The 'RESET PASSWORD OR SECURITY QUESTIONS' option is highlighted.

3. Select Individual , Card Holder , Reset both option.

بنك دبي الإسلامي | alt  
Dubai Islamic Bank

العربية  
LEARN MORE SECURITY

### Reset Password and Security Questions

- Select Customer Type
- Select Relationship Type
- I would like to reset my
- Enter below details to reset your credentials  
User Name:\*   
Card Number:\*      
PIN:\*

4. Enter Username, Card number and PIN. Click on verify details.

### • Enter below details to reset your credentials

User Name:\*

Card Number:\*

PIN:\*


5. Verify contact details. Enter OTP received.

The screenshot shows two sequential screens from the Dubai Islamic Bank mobile app. The top screen is titled "VERIFY YOUR CONTACT DETAILS" and features a numeric keypad with the number "0" selected and "3" visible on the right. The bottom screen is titled "ENTER ONE TIME PASSWORD (OTP) VALID FOR ONLY 10 MINUTES" and shows a numeric keypad with "\*\*\*\*|" entered. Below the keypad, it displays "Remaining Time:04:40". The app header includes the bank's logo, the "alt" logo, and a language selector set to "العربية" (Arabic). Navigation links for "LEARN MORE" and "SECURITY" are also present.

6. Enter new password and select new security questions and answers. Click on proceed.

The screenshot displays the "Reset Password" and "Select Security Questions" screens. Under "Reset Password", there are two password input fields: "Set a new password\*" and "Confirm password\*", both containing "\*\*\*\*\*". The "Select Security Questions" section lists five questions with dropdown menus and corresponding answer fields (all containing "\*\*\*\*\*"): "First school you attended?", "Your favourite car brand?", "Your childhood best friend?", "Year your father was born?", and "Year your mother was born?". At the bottom, there are two buttons: "CANCEL" and "PROCEED". The app header is identical to the previous screen, showing the bank logo, "alt", and the "العربية" language selector.

7. Reset password and security answers is completed.

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YOUR TRANSACTION IS SUBMITTED SUCCESSFULLY

Reference

IB 07

LOGIN TO DIB ONLINE