



DIB Digital Pass Guide

How to securely approve Debit and Covered Card
online transactions via DIB alt mobile app

User not enrolled for DIB alt mobile app (Not having user credentials)

1. Download DIB alt mobile from App store / Play store
2. Select Existing user
3. Select Register tab
4. Enter Card Number and Card Pin & verify details
5. Enter OTP
6. Select User Name, Password and security questions
7. Confirm

User has access to DIB alt mobile app and not registered to Digital Pass and enabled biometric login

Register for Digital Pass (at login)

1. Log in to the DIB alt mobile app with your username and password, biometric, UAE Pass, or MPIN.
2. On the Digital Pass screen, tap Proceed.
3. If prompted, enable your device camera.
4. Follow the instructions for facial recognition.
5. After successful recognition, set and confirm a 6-digit Digital Pass PIN.
6. Enable push notifications and tap Confirm.
7. Confirm for biometrics.
8. You will see a confirmation screen and receive SMS and email notifications.

For cases where EID is not available (e.g. Non-Residents / EFR service is not available)

9. If facial recognition does not happen only due to above, the app will use an auto-filled OTP. You cannot enter your own OTP. OTP push and will be populated

User has access to DIB alt mobile app and not registered to Digital Pass & not enabled for biometric login

Register for Digital Pass (at login)

1. Log in to the DIB alt mobile app with your username and password, UAE Pass, or MPIN.
2. Enable biometrics for login (optional)
3. Screen for Digital Pass set up, tap proceed
4. If prompted, enable your device camera.
5. Follow the instructions for facial recognition.
6. After successful recognition, set and confirm a 6-digit Digital Pass PIN.
7. Enable push notifications and tap Confirm.
8. Confirm for biometrics.
9. You will see a confirmation screen, and receive SMS and email notifications.

For cases where EID is not available (e.g. Non-Residents / EFR service is not available)

10. If facial recognition does not happen only due to above, the app will use an auto-filled OTP. You cannot enter your own OTP. OTP push and will be populated.

User has access to DIB alt mobile app, has skipped Digital Pass screen at login Register but wants to subsequently set up Digital Pass post login - (post login from Settings)

1. Log in to the DIB alt mobile app.
2. Go to the main dashboard and tap the menu (three lines or "More").
3. Select Settings, then Security Settings.
4. Select Digital Pass registration
5. If prompted, enable your device camera.
6. Follow the instructions for facial recognition.
7. After successful recognition, set and confirm a 6-digit Digital Pass PIN.

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8. Enable push notifications and tap Confirm.
9. Confirm for biometrics.
10. You will see a confirmation screen, and receive SMS and email notifications.

For cases where EID is not available (e.g. Non-Residents / EFR service is not available)

11. If facial recognition does not happen only due to above, the app will use an auto-filled OTP. You cannot enter your own OTP. OTP push and will be populated.

Reset Digital Pass

1. Log in to DIB alt mobile app.
2. From the dashboard, tap More, then select Security.
3. Tap Reset Digital Pass and follow the instructions.
4. Enable your device camera if needed, then complete facial recognition.
5. Set and confirm a new 6-digit Digital Pass PIN.
6. Enable push notifications and tap Confirm.
7. Confirm for biometrics
8. You will see a confirmation screen and get SMS/email notifications.

For cases where EID is not available (e.g. Non-Residents / EFR service is not available)

9. If facial recognition does not happen only due to above, the app will use an auto-filled OTP. You cannot enter your own OTP. OTP push and will be populated.

Authorize 3DS transaction

- Once transaction initiated from merchant portal / app.
- Customer will receive the In-App notification
- Customer will click to view notification and either “Confirm” or “Cancel” the transaction

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- On click of confirm, the app will check if biometric is enabled. If enabled, biometric will be used to authenticate transaction. If disabled, digital pass pin will be used as fallback to authorize the transaction.
- Customer coming from desktop will see the page refreshed with the transaction authorized.
- Customers coming from merchant app, user will have to continue on the merchant app.

Enable biometrics through settings for Login

1. Log in to the DIB alt mobile app.
2. Go to the main dashboard and tap the menu (three lines or "More").
3. Select Settings, then Security Settings.
4. Select Enable Biometrics for Login
5. Provide the biometrics (Face Id or Fingerprint)
6. Enter OTP
7. Biometrics should be enabled successfully, and customer should be redirected to Reset Digital Pass
8. Enable your device camera if needed, then complete facial recognition.
9. Set and confirm a new 6-digit Digital Pass PIN.
10. Enable push notifications and tap Confirm.
11. Confirm for biometrics
12. You will see a confirmation screen.

Enable biometrics through settings for Transactions

1. Log in to the DIB alt mobile app.
2. Go to the main dashboard and tap the menu (three lines or "More").
3. Select Settings, then Security Settings.
4. Select Enable Biometrics for Transactions
5. Enable your device camera if needed, then complete facial recognition.
6. Set and confirm a new 6-digit Digital Pass PIN.
7. Enable push notifications and tap Confirm.
8. Confirm for biometrics
9. You will see a confirmation screen.