



DIB Digital Pass Guide

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

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Note: Digital Pass is different from UAE PASS. It enhances security by **replacing One Time Password (OTP) with Biometric authentication, such as Fingerprint or Face ID, along with an app-based PIN**, allowing you to approve transactions quickly and securely.

Scenario 1: User not enrolled for DIB alt mobile app (Not having user credentials)

Step 1 - Download **DIB alt mobile app** from App Store/Play Store.

Step 2 - Select **I'm Already DIB Customer**.

Step 3 - Select **Register** tab, then **DIB Mobile** and enter your **Card Number, Card Pin** and click on.

Step 4 - Manually enter **One Time Password (OTP)** sent to your registered mobile number with DIB and click **Continue**.

Step 5 - Enter **Username** and **Password** then **Confirm Password** and **Continue**.

Step 6 - Select **Security Image** and **Security Image Description** then **Continue**.

Step 7 - Choose **Security questions**, provide your answers and click on **Sign up**.

Step 8 - You have **Successfully registered**.

Scenario 2: User has access to DIB alt mobile app and not registered to Digital Pass and Biometrics login with Emirates Facial Recognition (EFR)

Register for Digital Pass (at login)

Step 1 - Login to DIB alt mobile app with your **Username and Password, Biometrics, UAE Pass, or MPIN**.

Step 2 - On the Digital Pass screen, tap **Proceed**.

Step 3 - If prompted, **enable your device camera**.

Step 4 - Follow the instructions for facial recognition.

Step 5 - After successfully setting up facial recognition, enter a **6-digit Digital Pass Pin**, re-enter Pin to confirm, click on **Enable push notifications** and tap **Confirm**.

Step 6 - **Confirm** for Biometrics.

- Biometrics confirmation for iPhone
- Biometrics confirmation for Android phone

Step 7 - You have successfully registered for Digital Pass. You will also receive SMS and email notification as confirmation.

Scenario 3: User has access to DIB alt mobile app and not registered to Digital Pass and enabled Biometrics login (EFR failed i.e. EID is not available e.g. non-resident, or the EFR service is not available)

Register for Digital Pass (at login)

Step 1 - Login to the DIB alt mobile app with your **Username and Password, Biometrics, UAE Pass, or MPIN.**

Step 2 - On the Digital Pass screen, tap **Proceed.**

Step 3 - If prompted, **enable your device camera.**

Step 4 – In case facial recognition fails (i.e. Emirates ID is not available), the app will automatically use an auto filled One Time Password (OTP). You will not be able to enter the OTP manually, as it will be automatically populated.

Step 5 – If facial recognition is done, set a **6-digit Digital Pass Pin**, Re-enter Digital Pass Pin, Click on **Enable push notifications** and tap **Confirm.**

Step 6 - **Confirm** for Biometrics.

- Biometrics confirmation for iPhone
- Biometrics confirmation for Android phone

Step 7 - You have successfully registered for Digital Pass. You will also receive SMS and email notification as confirmation.

Scenario 4: User has access to DIB alt mobile app and not registered to Digital Pass & not enabled for Biometrics login

Register for Digital Pass (at login)

Step 1 - Login to the DIB alt mobile app with your **Username and Password, Biometrics, UAE Pass, or MPIN.**

Step 2 - Enable Biometrics for login. Click on **Yes** to setup Biometrics.

Step 3 - Provide **Fingerprint** for Android phone and **Face ID** for iPhone.

Step 4 - Manually enter One Time Password (**OTP**) and **Confirm.**

Step 5 - Biometrics setup successful screen will be displayed. Click on **Register for Digital Pass.**

Step 6- On the Digital Pass screen, tap **Proceed.**

Step 7 - If prompted, **enable your device camera.**

Step 8 - Follow the instructions for facial recognition.

Step 9 - After successfully setting up facial recognition, enter a **6-digit Digital Pass Pin**, re-enter Pin to confirm, click on **Enable push notifications** and tap **Confirm.**

Step 10 - **Confirm** for Biometrics.

- Biometrics confirmation for iPhone
- Biometrics confirmation for Android phone

Step 11 - You have successfully registered for Digital Pass. You will also receive SMS and email notification as confirmation.

Scenario 5: User has access to DIB alt mobile app, has skipped Digital Pass screen at login but wants to subsequently set up Digital Pass post login - (post login from Settings)

Step 1 - Login to the DIB alt mobile app with your **Username and Password, Biometrics, UAE Pass, or MPIN.**

Step 2 - Click on **Skip** from Digital Pass screen.

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Step 3 - Go to the main dashboard and tap the **menu** (three lines or **More**).

Step 4 - Select **Settings**.

Step 5 - Select **Security Settings**.

Step 6 - Select **Register Digital Pass**.

Step 7 - On the Digital Pass screen, tap **Proceed**.

Step 8 - If prompted, **enable your device camera**.

Step 9 - Follow the instructions for facial recognition.

Step 10- After successfully setting up facial recognition, enter a **6-digit Digital Pass Pin**, re-enter Pin to confirm, click on **Enable push notifications** and tap **Confirm..**

Step 11 - **Confirm** for Biometrics.

- Biometrics confirmation for iPhone
- Biometrics confirmation for Android phone

Step 12 - You have successfully registered for Digital Pass. You will also receive SMS and email notification as confirmation.

Scenario 6: Reset Digital Pass

Step 1 - Login to the DIB alt mobile app with your **Username and Password, Biometrics, UAE Pass, or MPIN**.

Step 2 - Go to the main dashboard and tap the **menu** (three lines or **More**).

Step 3 - Select **Settings**.

Step 4 - Select **Security Settings**.

Step 5 - Select **Reset Digital Pass**.

Step 6 - Follow the instructions for facial recognition.

Step 7 - After successfully setting up facial recognition, enter a **6-digit Digital Pass Pin**, re-enter Pin to confirm, click on **Enable push notifications** and tap **Confirm**.

Step 8 - **Confirm** for Biometrics.

- Biometrics confirmation for iPhone
- Biometrics confirmation for Android phone

Step 9 - You have successfully reset Digital Pass. You will also receive SMS and email notification as confirmation.

Scenario 7: Authorise 3DS transaction with Biometrics from In-app notification

Step 1 - Once a transaction has been initiated from merchant portal/app, select **DIB alt mobile** option from the choices displayed and click **Continue**.

Step 2 - You will be redirected to pending authorisation screen.

Step 3 - In-app notification will be sent to your DIB alt mobile app.

Step 4 - Click on **in-app notification** and either **Confirm or Cancel** the transaction.

Step 5 – Once you click Confirm, the app will check if Biometrics is enabled. If enabled, Biometrics will be used to authenticate transactions.

- Authentication screen for iPhone
- Authentication screen for Android phone

Step 6- Once Biometrics authentication is successful, success screen will be displayed,

Step 7- If you click Cancel, the transaction cancellation screen will be displayed.

Scenario 8: Authorise 3DS transaction with Digital Pass from in-app notification

Step 1 - Once transaction has been initiated from merchant portal/app, select **DIB alt mobile** option from the choices displayed and click on **Continue**.

Step 2 - You will be redirected to pending authorisation screen.

Step 3 - In app notification will be sent to your DIB alt mobile app.

Step 4 - Click on in-app notification and either **Confirm or Cancel** the transaction.

Step 5 – Once you click Confirm, the app will check if Biometrics is enabled. If disabled, Digital Pass will be used to authenticate transaction.

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Step 6 - Once Digital Pass authentication is successful, success screen will be displayed.

Step 7 – If you click Cancel, the transaction cancelled screen will be displayed.

Scenario 9: Authorise 3DS transaction from pre login screen

Step 1 - Once transaction has been initiated from merchant portal/app, select **DIB alt mobile** option from the choices displayed and click on **Continue**.

Step 2 - You will be redirected to pending authorisation screen.

Step 3 - Click on **Authorise transaction** from pre login screen.

Step 4 - You can either **Confirm or Cancel** the transaction.

Step 5 – Once you click Confirm, the app will check if Biometrics is enabled. If enabled, Biometrics will be used to authenticate the transaction.

- Authentication screen for iPhone
- Authentication screen for Android phone

Step 6 - Once Biometrics authentication is successful, success screen will be displayed.

Step 7 - If you click Cancel, the transaction cancelled screen will be displayed.

Scenario 10: Authorise 3DS transaction from post login screen under the bell icon

Step 1 - Once transaction has been initiated from merchant portal/app, select **DIB alt Mobile** option from the choices displayed and click on **Continue**.

Step 2 - You will be redirected to pending authorisation screen.

Step 3 - Login to your DIB alt mobile app.

Step 4 - Clicks on the **bell icon**.

Step 5 - Clicks on Authorise transaction, you can either **Confirm or Cancel** the transaction.

Step 6 - Once you click Confirm, the app will check if Biometrics is enabled. If enabled, Biometrics will be used to authenticate the transaction.

- Authentication screen for iPhone
- Authentication screen for Android phone

Step 7 - Once Biometrics authentication is successful, success screen will be displayed.

Step 8 – If you click Cancel, the transaction cancelled screen will be displayed.

Scenario 11: Enable Biometrics through settings for Login

Step 1 - Login to the DIB alt mobile app with your **Username and Password, Biometrics, UAE Pass, or MPIN.**

Step 2 - Go to the main dashboard and tap the **menu** (three lines or **More**).

Step 3 - Select **Settings**.

Select 4 - Select **Security Settings**.

Step 5- Select **Enable Biometrics** for login.

Step 6 - Provide **Fingerprint** for Android phone and **Face ID** for iPhone.

Step 7 - Manually enter One Time Password (OTP).

Step 8 - Biometrics enabled successfully screen to be displayed. Click on **Reset Digital Pass**.

Step 9 - Follow the instructions for facial recognition.

Step 10 - After successfully setting up facial recognition, enter a **6-digit Digital Pass Pin**, re-enter Pin to confirm, click on **Enable push notifications** and tap **Confirm**.

Step 11 - **Confirm** for biometrics.

- Biometrics confirmation for iPhone
- Biometrics confirmation for Android phone

Step 12 - You have successfully enabled biometrics for Digital Pass. You will also receive SMS and email notification as confirmation.

Scenario 12: Enable Biometrics through settings for Transactions

Step 1 - Login to the DIB alt mobile app with your **Username and Password, Biometrics, UAE Pass, or MPIN.**

Step 2 - Go to the main dashboard and tap the **menu** (three lines or **More**).

Step 3 – Select **Settings**.

Step 4 - Select **Security Settings**.

Step 5 - Select **Enable Biometrics for Transactions**.

Step 6 - Follow the instructions for facial recognition.

Step 7 - After successfully setting up facial recognition, enter a **6-digit Digital Pass Pin**, re-enter Pin to confirm, click on **Enable push notifications** and tap **Confirm**.

Step 8 - **Confirm** for Biometrics.

- Biometrics confirmation for iPhone
- Biometrics confirmation for Android phone

Step 9 - You have successfully enabled biometrics for Digital Pass. You will also receive SMS and email notification as confirmation.



If you have any further queries, contact us via:

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