



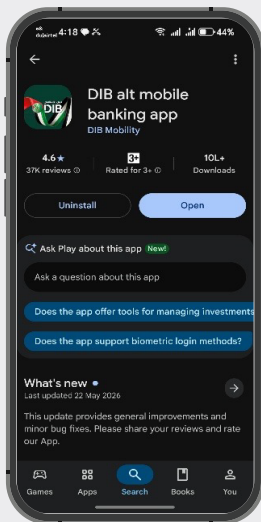
DIB Digital Pass Guide

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

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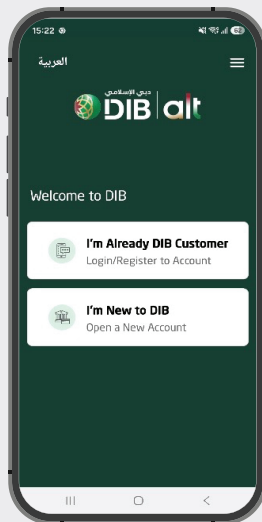
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01. User not enrolled for DIB alt mobile app (Not having user credentials)



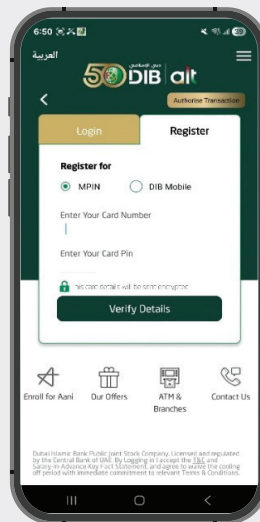
STEP 01

Download DIB alt mobile app from App / Play store



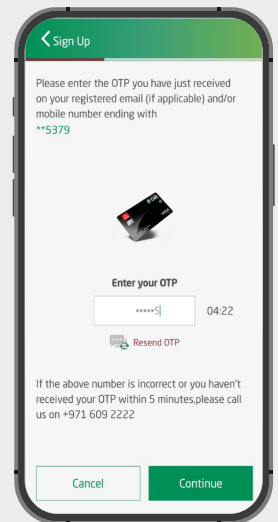
STEP 02

Select I'm Already DIB Customer.



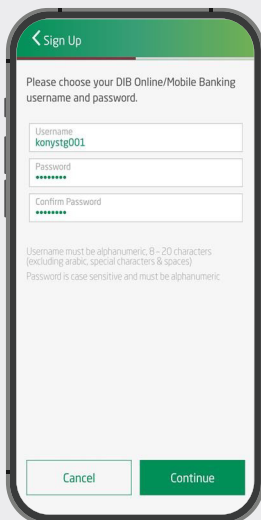
STEP 03

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



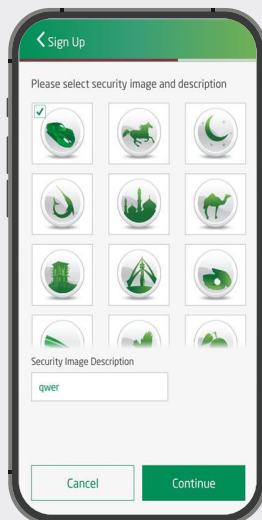
STEP 04

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



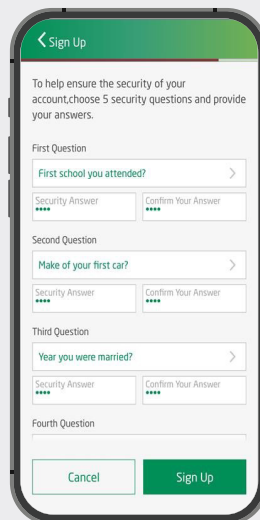
STEP 05

Enter Username and Password then Confirm Password and Continue.



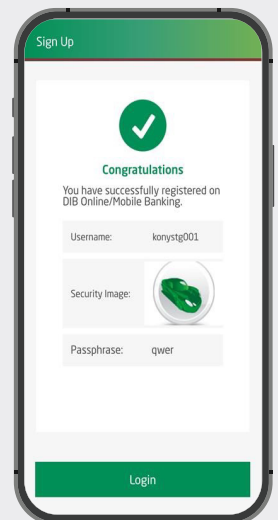
STEP 06

Select Security Image and Security Image Description then Continue.



STEP 07

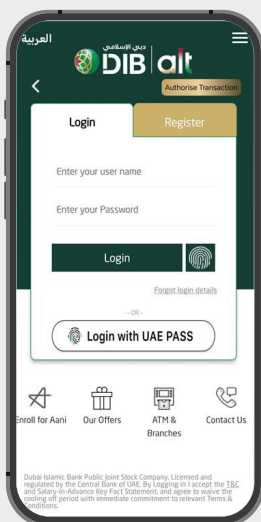
Choose Security questions, provide your answers and click on Sign up.



STEP 08

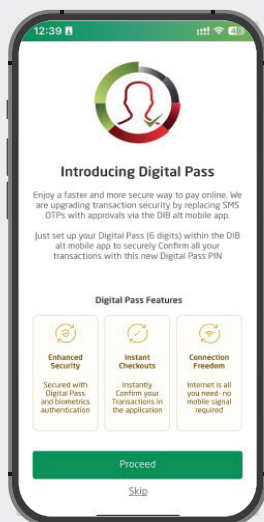
You have Successfully registered.

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



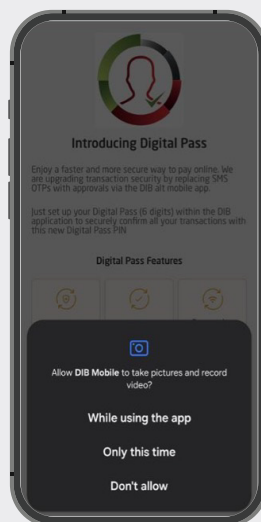
STEP 01

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



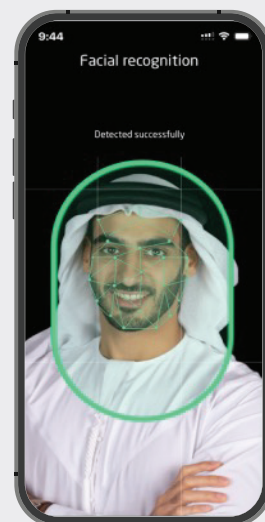
STEP 02

On the Digital Pass screen, tap Proceed.



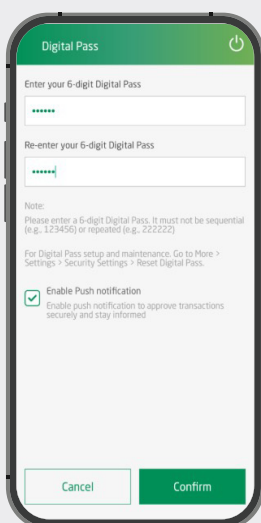
STEP 03

If prompted, enable your device camera.



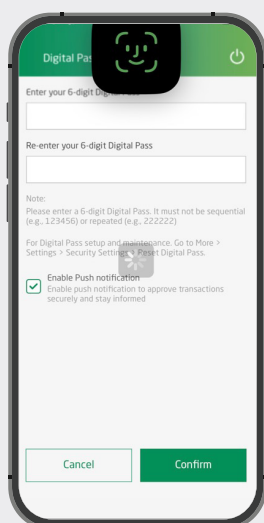
STEP 04

Follow the instructions for facial recognition.



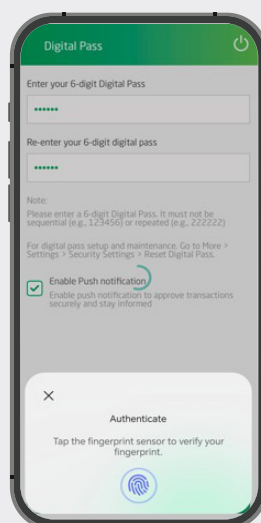
STEP 05

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.



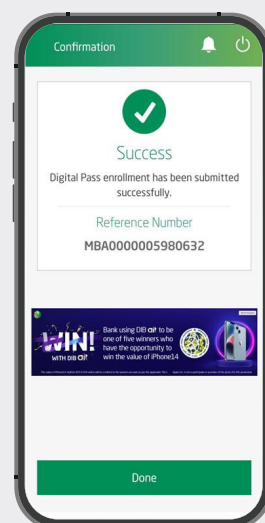
STEP 06

Confirm for Biometrics.
Biometrics confirmation for iPhone



STEP 06

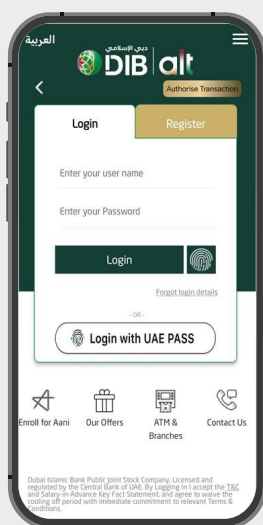
Confirm for Biometrics.
Biometrics confirmation for Android



STEP 07

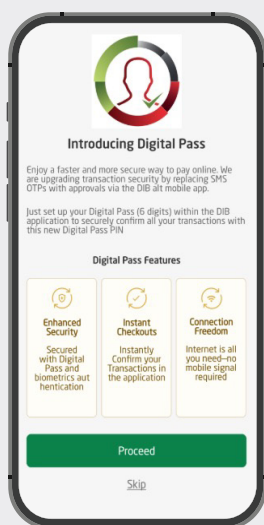
You have successfully registered for Digital Pass. You will also receive SMS and email notification as confirmation.

03. 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)



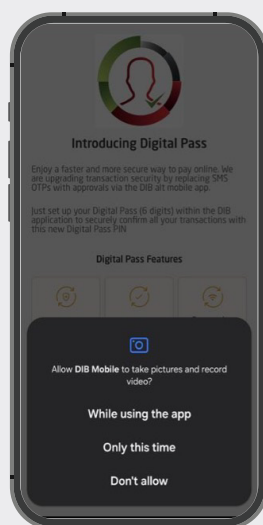
STEP 01

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



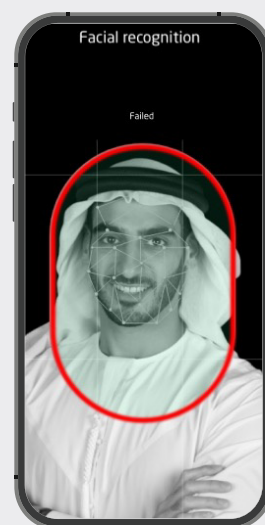
STEP 02

On the Digital Pass screen, tap Proceed.



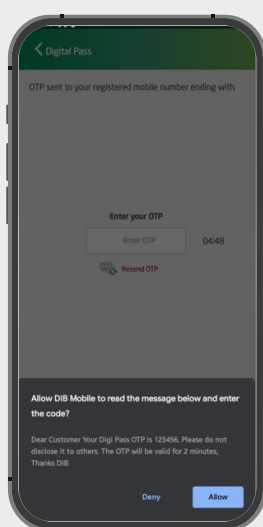
STEP 03

If prompted, enable your device camera.



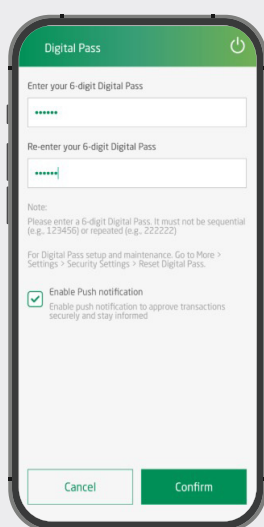
STEP 04

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.



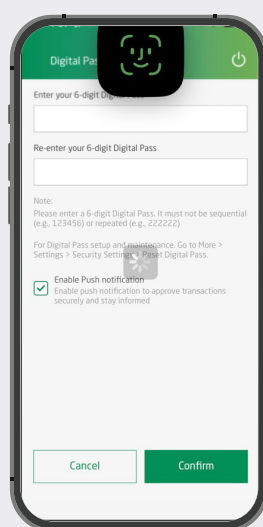
STEP 04

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.



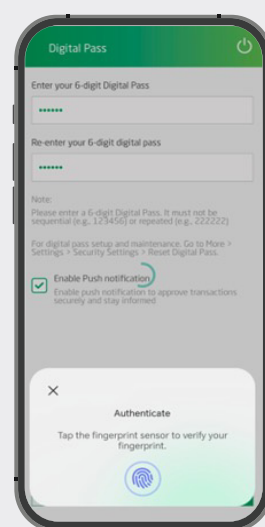
STEP 05

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 06

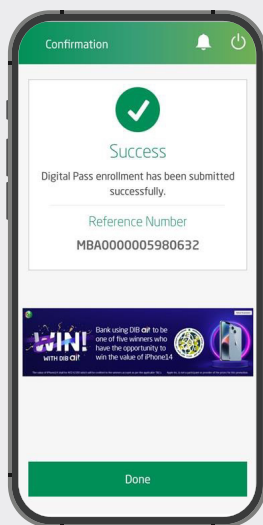
Confirm for Biometrics. Biometrics confirmation for iPhone



STEP 06

Confirm for Biometrics. Biometrics confirmation for Android

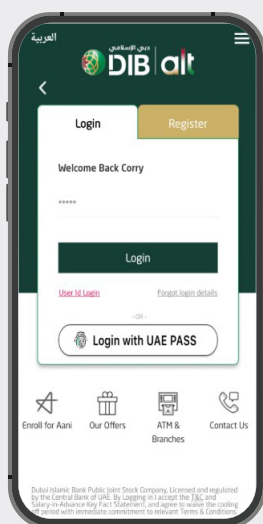
03. User has access to DIB alt mobile app and not registered to Digital Pass and enabled Biometrics login (EFR failed i.e. EID is not available e.g. non-resident, or the EFR service is not available)



STEP 08

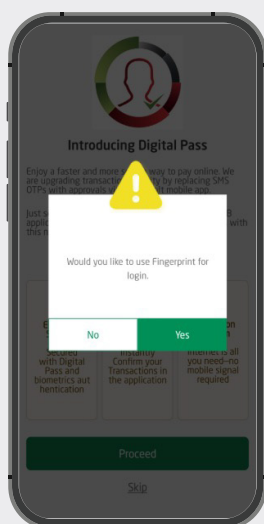
You have successfully registered for Digital Pass. You will also receive SMS and email notification as confirmation.

04. User has access to DIB alt mobile app and not registered to Digital Pass and not enabled for Biometrics login



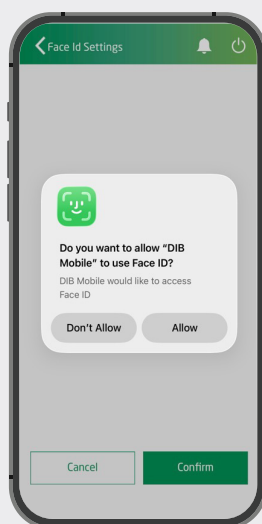
STEP 01

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



STEP 02

Enable Biometrics for login. Click on Yes to setup Biometrics.



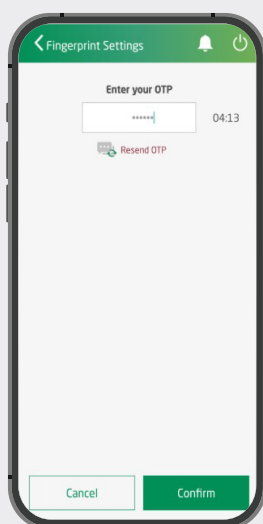
STEP 03

phone and Face ID for iPhone.



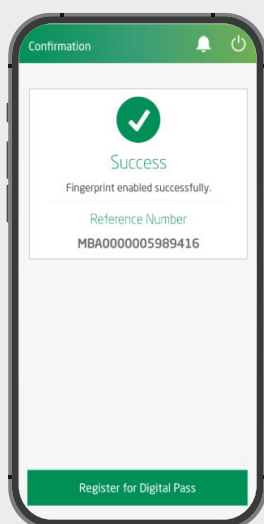
STEP 03

Provide Fingerprint for Android.



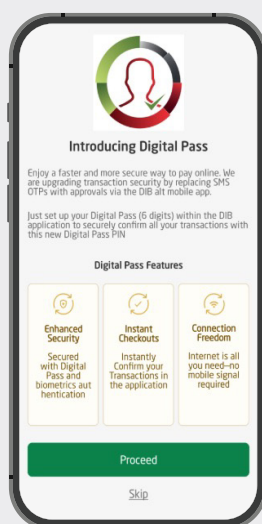
STEP 04

Manually enter One Time Password (OTP) and Confirm.



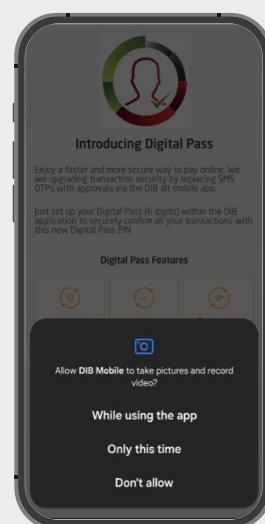
STEP 05

Biometrics setup successful screen will be displayed. Click on Register for Digital Pass.



STEP 06

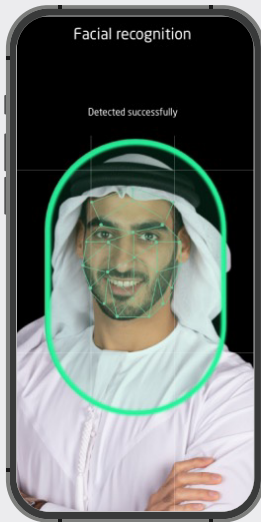
On the Digital Pass screen, tap Proceed.



STEP 07

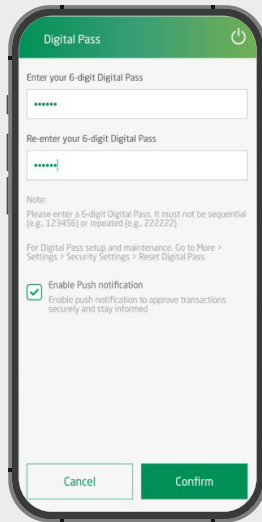
If prompted, enable your device camera.

04. User has access to DIB alt mobile app and not registered to Digital Pass and not enabled for Biometrics login



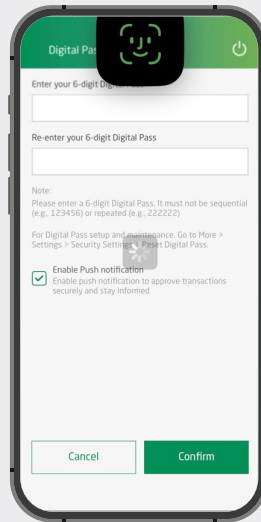
STEP 08

Follow the instructions for facial recognition.



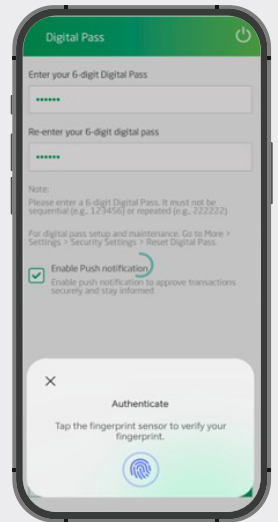
STEP 09

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.



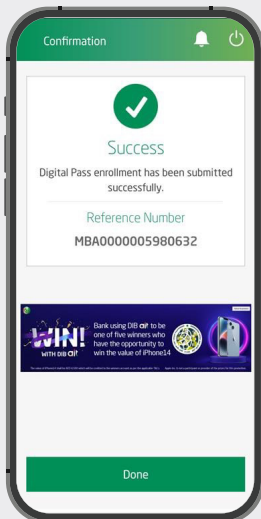
STEP 10

Confirm for Biometrics.
Biometrics confirmation for iPhone.



STEP 10

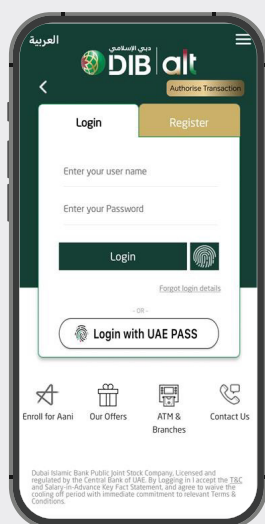
Confirm for Biometrics.
Biometrics confirmation for Android.



STEP 11

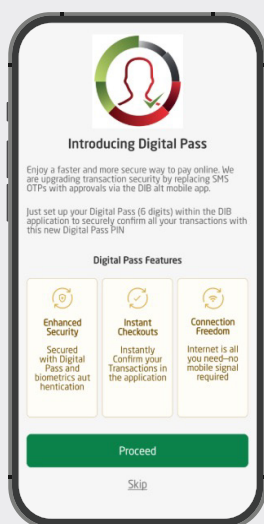
You have successfully registered for Digital Pass. You will also receive SMS and email notification as confirmation.

05. 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)



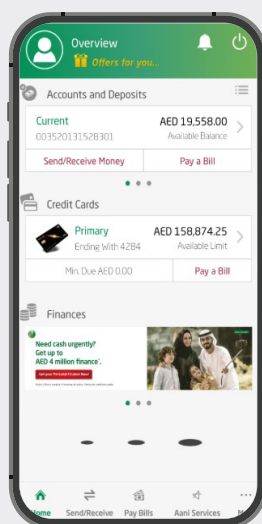
STEP 01

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



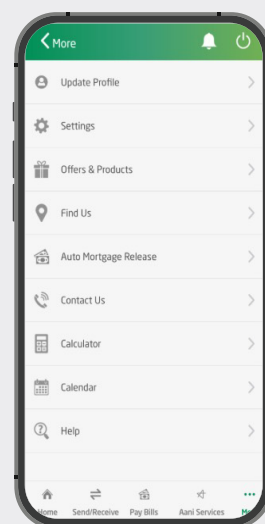
STEP 02

Click on Skip from Digital Pass screen.



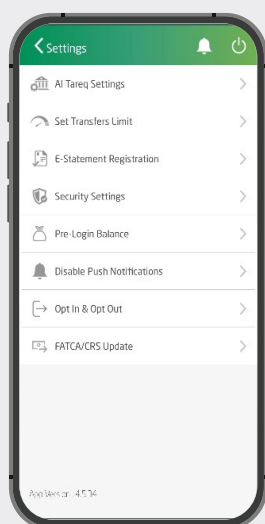
STEP 03

Go to the main dashboard and tap the menu (three lines or More).



STEP 04

Select Settings.



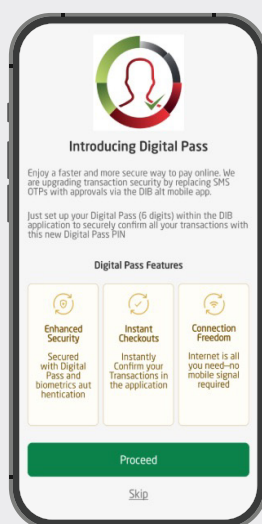
STEP 05

Select Security Settings.



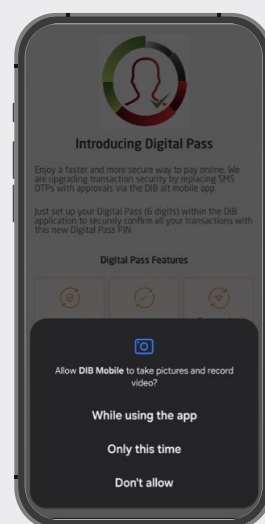
STEP 06

Select Register Digital Pass.



STEP 07

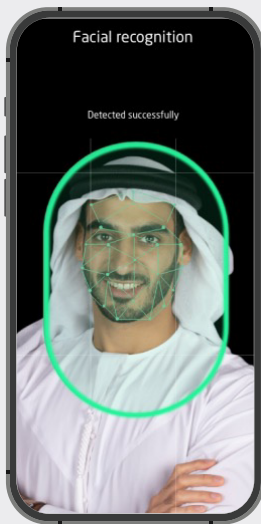
On the Digital Pass screen, tap Proceed.



STEP 08

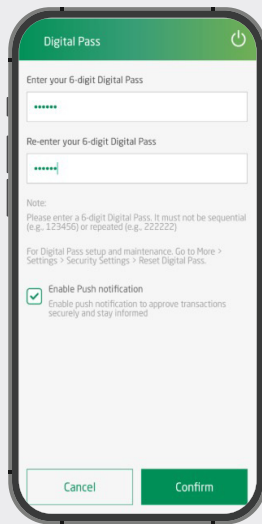
If prompted, enable your device camera.

05. 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)



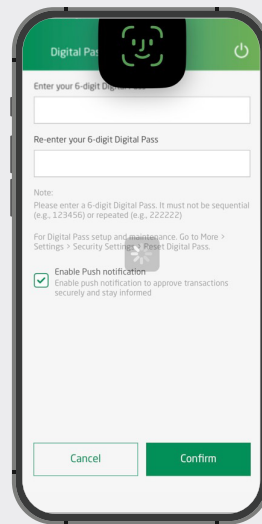
STEP 09

Follow the instructions for facial recognition.



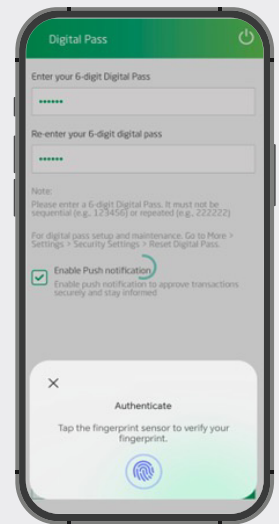
STEP 10

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.



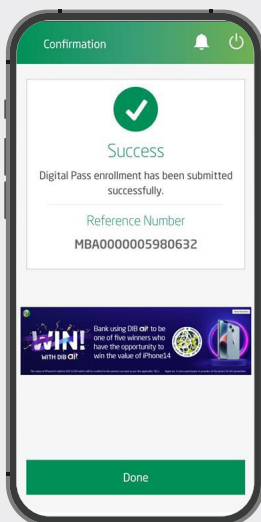
STEP 11

Confirm for Biometrics.
Biometrics confirmation for iPhone.



STEP 11

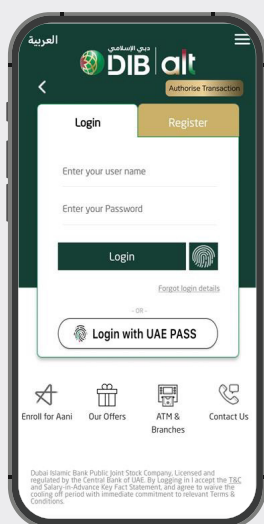
Confirm for Biometrics.
Biometrics confirmation for Android.



STEP 12

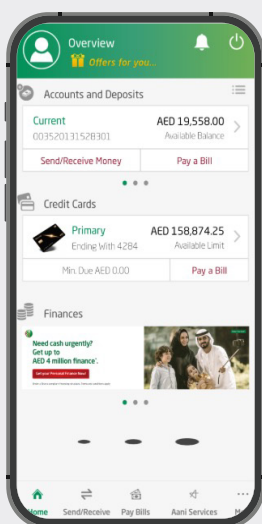
You have successfully registered for Digital Pass. You will also receive SMS and email notification as confirmation.

06. Reset Digital Pass



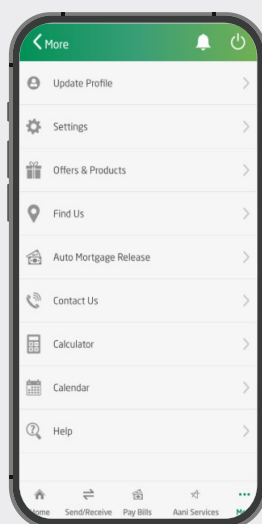
STEP 01

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



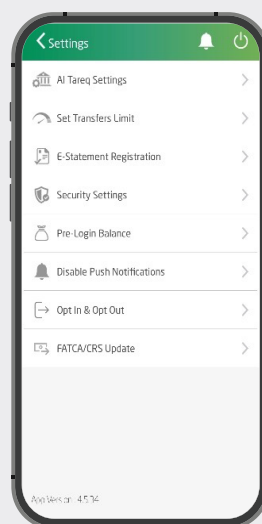
STEP 02

Go to the main dashboard and tap the menu (three lines or More).



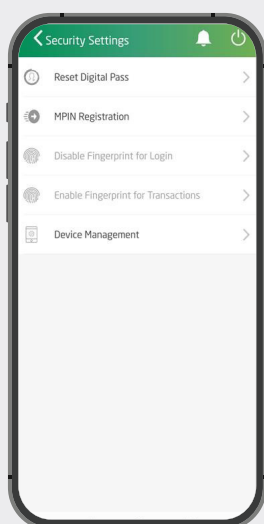
STEP 03

Select Settings.



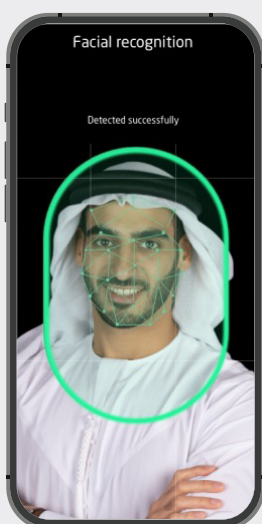
STEP 04

Select Security Settings.



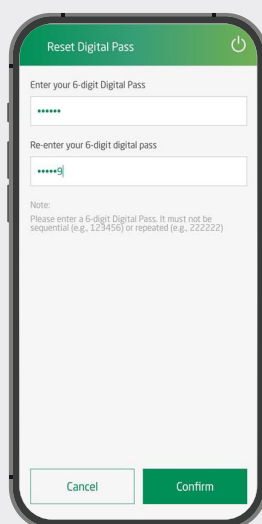
STEP 05

Select Reset Digital Pass.



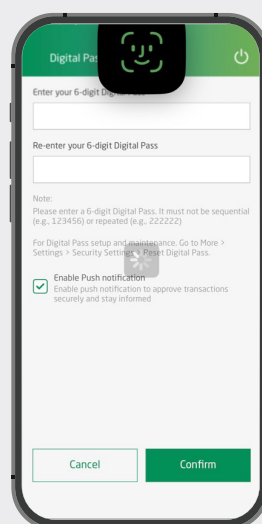
STEP 06

Follow the instructions for facial recognition.



STEP 07

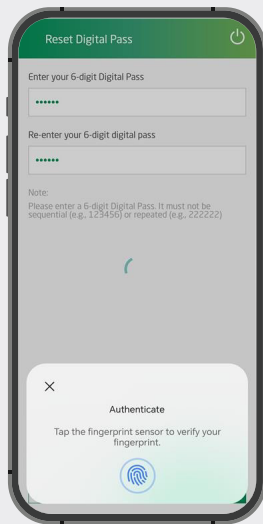
After successfully setting up facial recognition, enter a 6-digit Digital Pass Pin, re-enter Pin to confirm, click on Enable push notifications and tap Confirm.



STEP 08

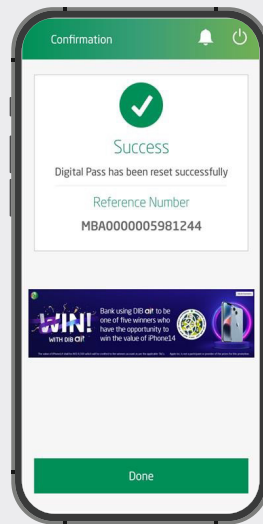
Confirm for Biometrics. Biometrics confirmation for iPhone.

06. Reset Digital Pass



STEP 08

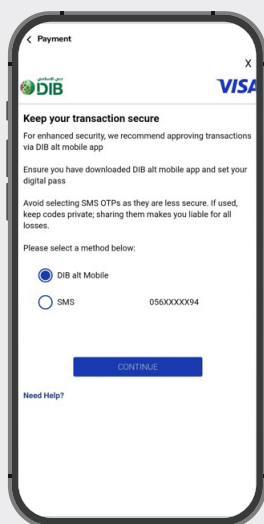
Confirm for Biometrics.
Biometrics confirmation
for Android.



STEP 09

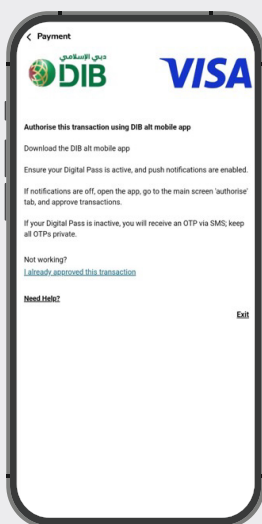
You have successfully reset Digital Pass. You will also receive SMS and email notification as confirmation.

07. Authorise 3DS transaction with Biometrics from In-app notification



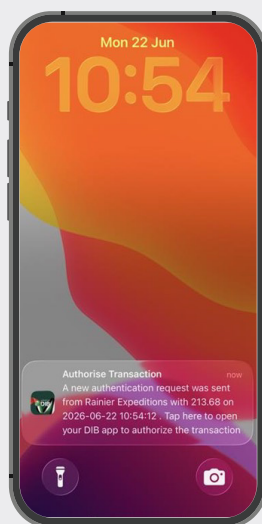
STEP 01

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



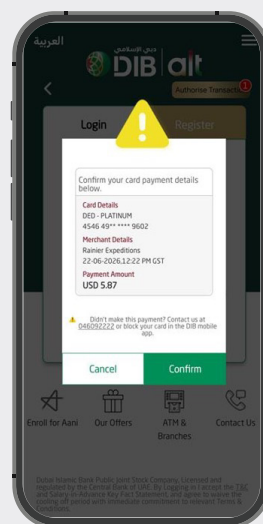
STEP 02

You will be redirected to pending authorisation screen.



STEP 03

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



STEP 04

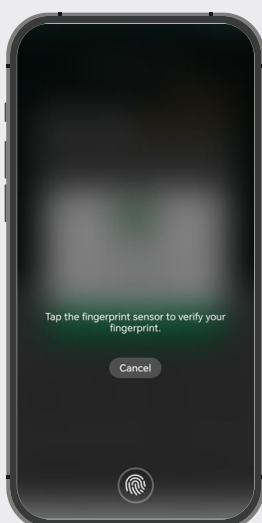
Click on in-app notification and either Confirm or Cancel the transaction.



STEP 05

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

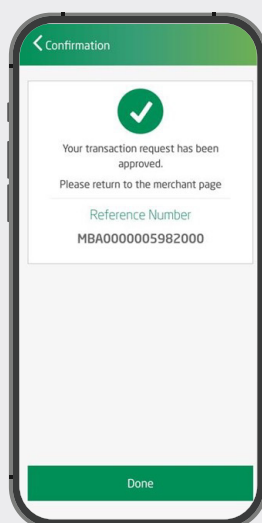
Authentication screen for iPhone



STEP 05

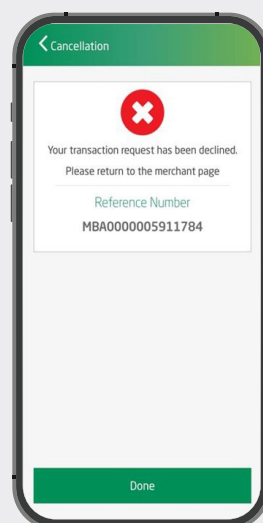
Once you click Confirm, the app will check if Biometrics is enabled. If enabled, Biometrics will be used to authenticate transactions.

Authentication screen for Android phone



STEP 06

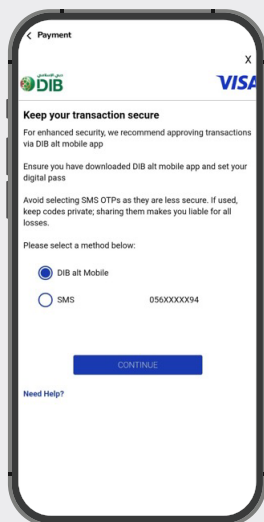
Once Biometrics authentication is successful, success screen will be displayed.



STEP 07

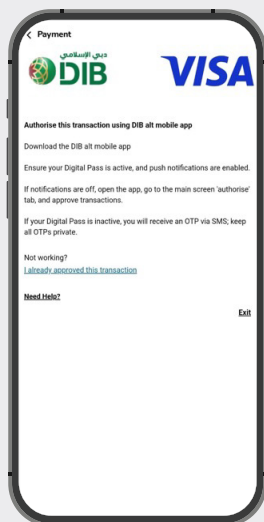
If you click Cancel, the transaction cancellation screen will be displayed.

08. Authorise 3DS transaction with Digital Pass from in-app notification



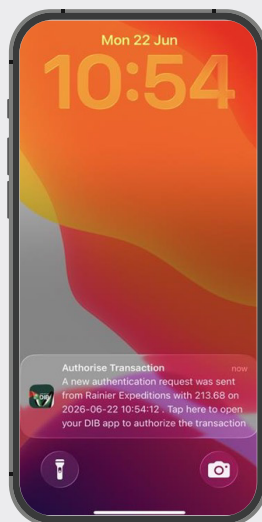
STEP 01

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



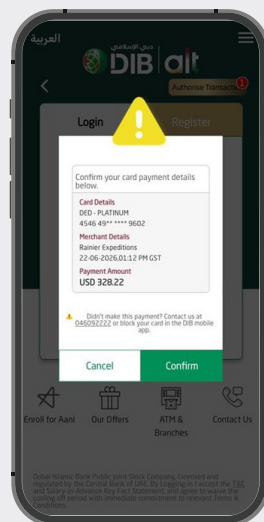
STEP 02

You will be redirected to pending authorisation screen.



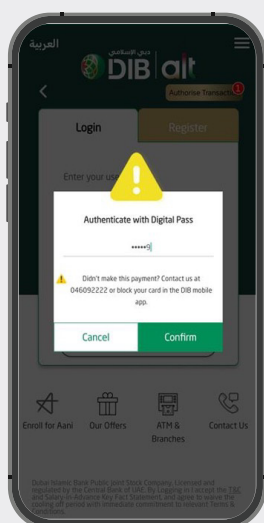
STEP 03

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



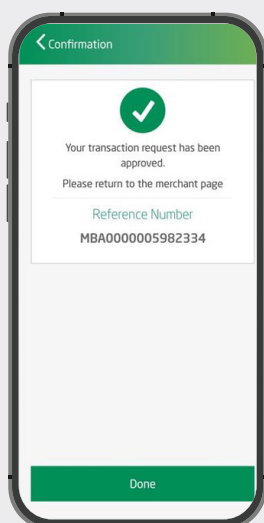
STEP 04

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



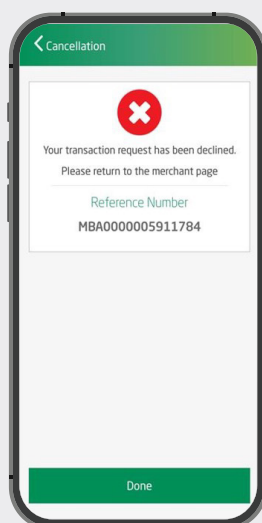
STEP 05

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



STEP 06

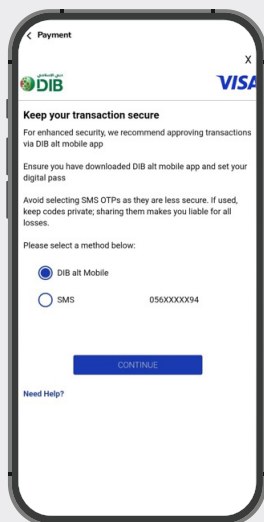
Once Digital Pass authentication is successful, success screen will be displayed.



STEP 07

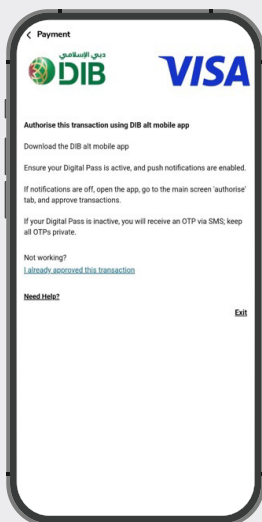
If you click Cancel, the transaction cancelled screen will be displayed.

09. Authorise 3DS transaction from pre login screen



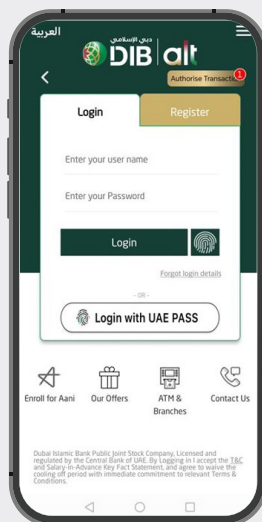
STEP 01

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



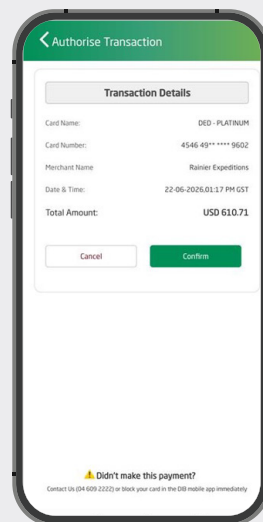
STEP 02

You will be redirected to pending authorisation screen.



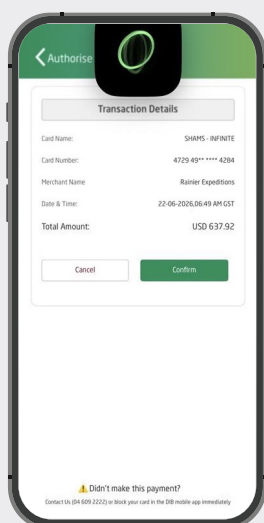
STEP 03

Click on Authorise transaction from pre login screen.



STEP 04

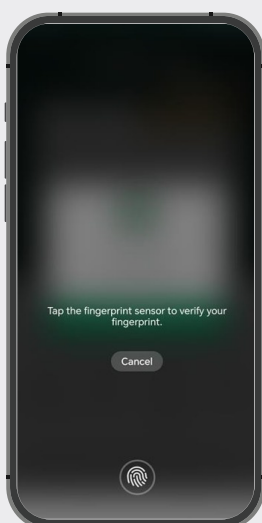
You can either Confirm or Cancel the transaction.



STEP 05

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

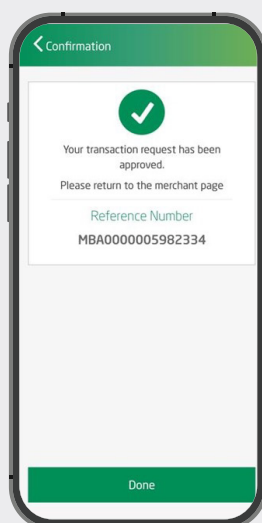
Authentication screen for iPhone



STEP 05

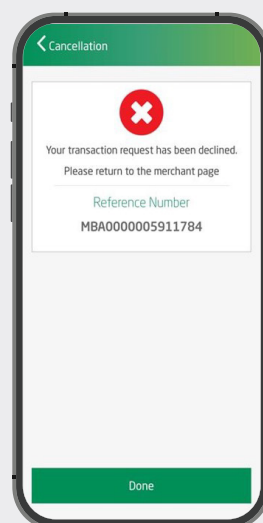
Once you click Confirm, the app will check if Biometrics is enabled. If enabled, Biometrics will be used to authenticate transactions.

Authentication screen for Android phone



STEP 06

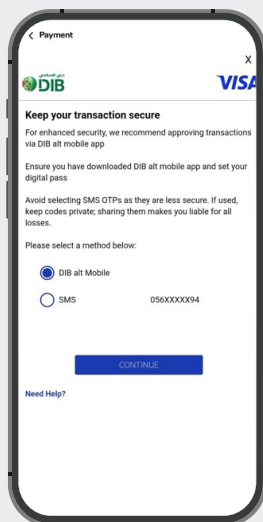
Once Biometrics authentication is successful, success screen will be displayed.



STEP 07

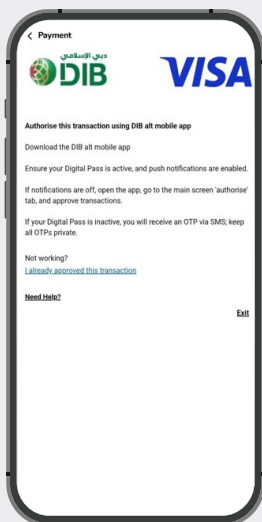
If you click Cancel, the transaction cancellation screen will be displayed.

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



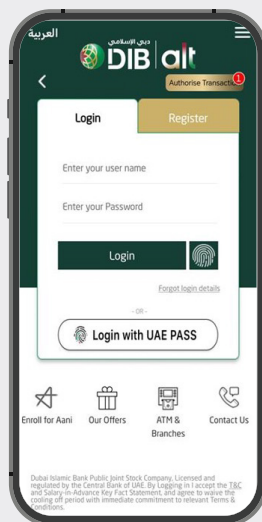
STEP 01

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



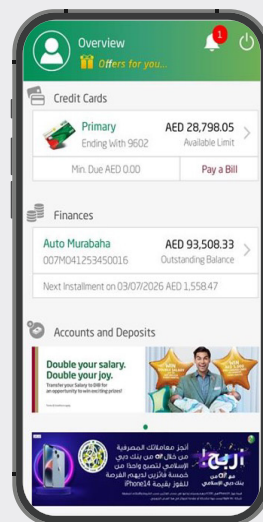
STEP 02

You will be redirected to pending authorisation screen.



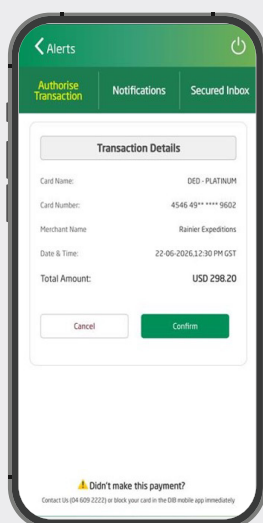
STEP 03

Login to your DIB alt mobile app.



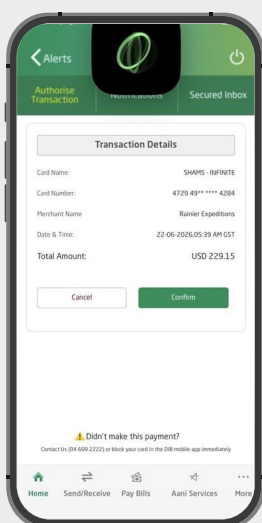
STEP 04

Clicks on the bell icon.



STEP 05

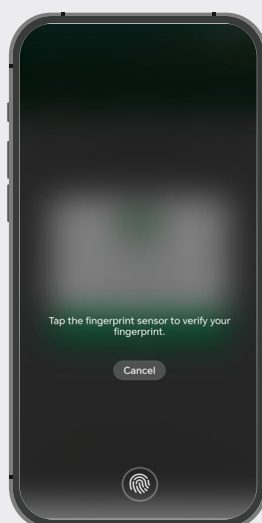
Clicks on Authorise transaction, you can either Confirm or Cancel the transaction.



STEP 06

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

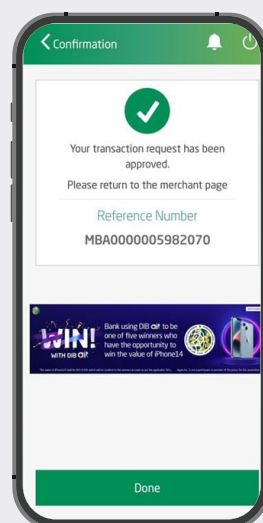
Authentication screen for iPhone



STEP 06

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

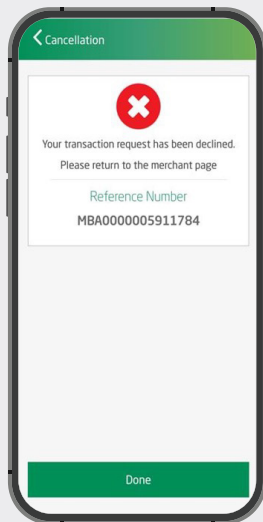
Authentication screen for Android phone



STEP 07

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

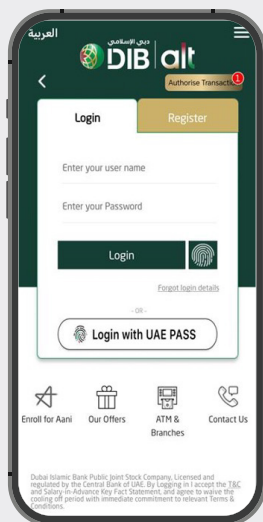
10. Authorise 3DS transaction from post login screen under the bell icon



STEP 08

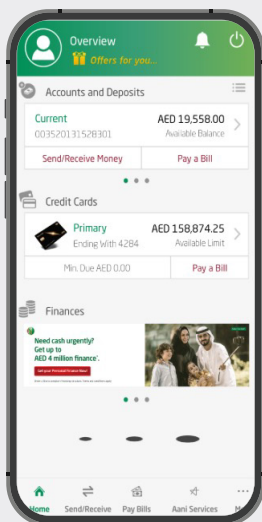
If you click Cancel, the transaction cancelled screen will be displayed.

11. Enable Biometrics through settings for Login



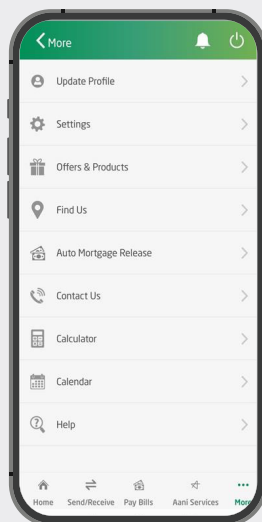
STEP 01

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



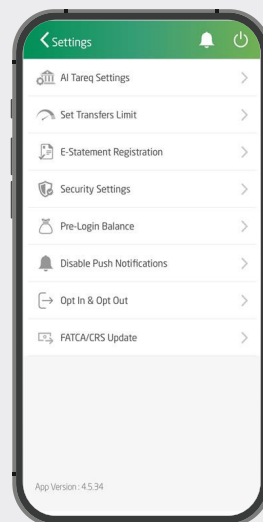
STEP 02

Go to the main dashboard and tap the menu (three lines or More).



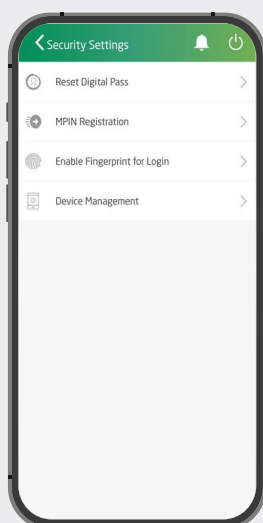
STEP 03

Select Settings.



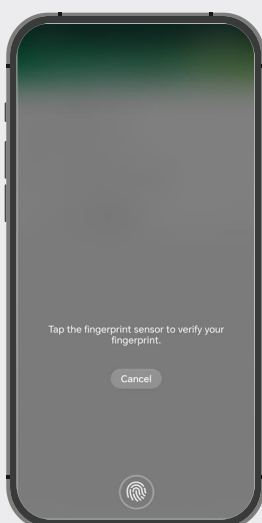
STEP 04

Select Security Settings.



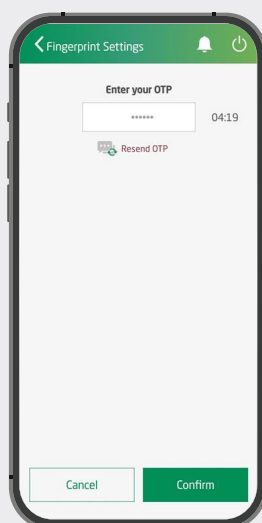
STEP 05

Select Enable Biometrics for login.



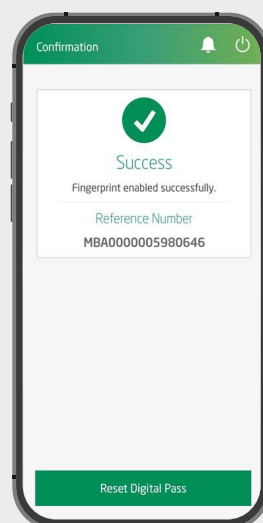
STEP 06

Provide Fingerprint for Android phone and Face ID for iPhone.



STEP 07

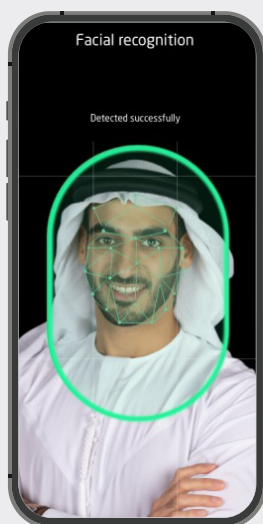
Manually enter One Time Password (OTP).



STEP 08

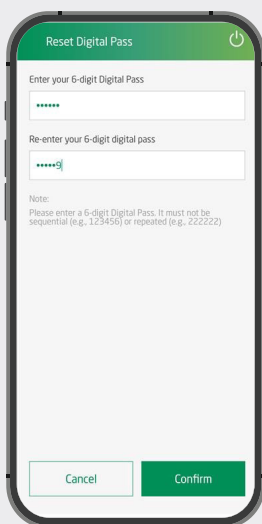
Biometrics enabled successfully screen to be displayed. Click on Reset Digital Pass.

11. Enable Biometrics through settings for Login



STEP 09

Follow the instructions for facial recognition.



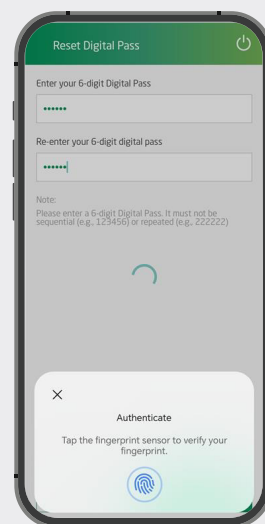
STEP 10

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.



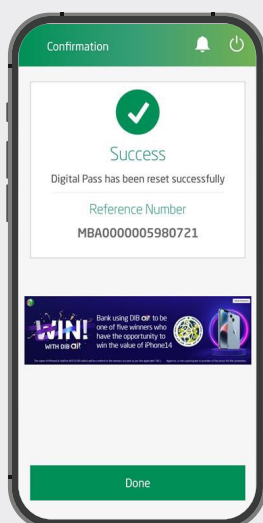
STEP 11

Confirm for biometrics.
Biometrics confirmation for iPhone



STEP 11

Confirm for biometrics.
Biometrics confirmation for Android phone



STEP 12

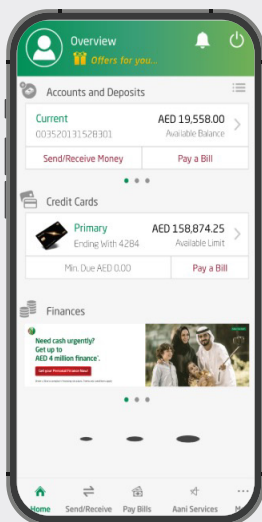
You have successfully enabled biometrics for Digital Pass. You will also receive SMS and email notification as confirmation.

12. Enable Biometrics through settings for Transactions



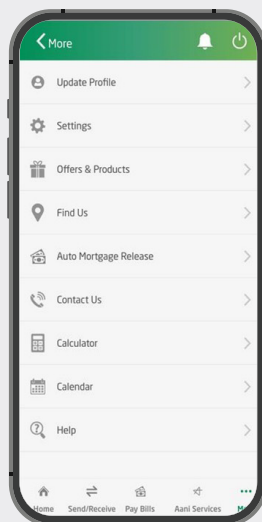
STEP 01

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



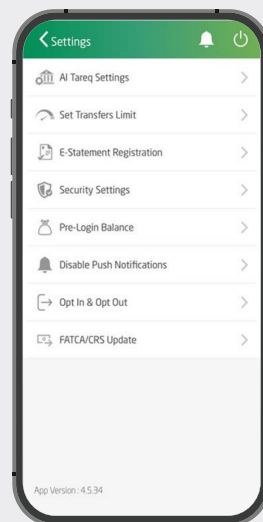
STEP 02

Go to the main dashboard and tap the menu (three lines or More).



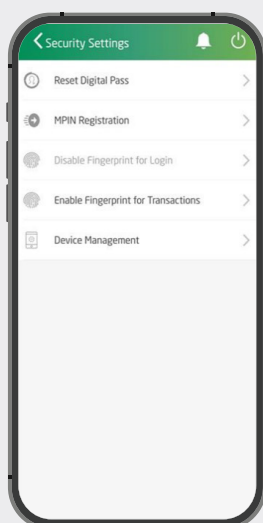
STEP 03

Select Settings.



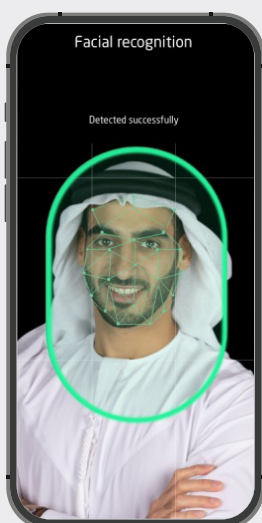
STEP 04

Select Security Settings.



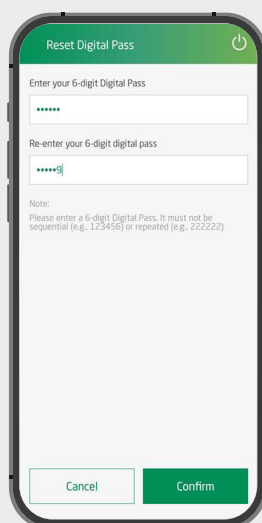
STEP 05

Select Enable Biometrics for Transactions.



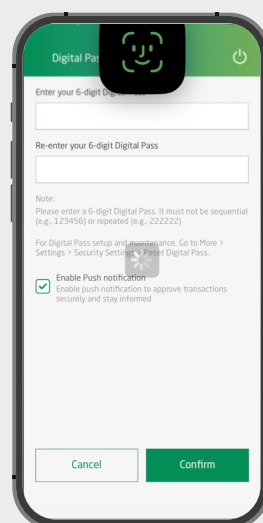
STEP 06

Follow the instructions for facial recognition.



STEP 07

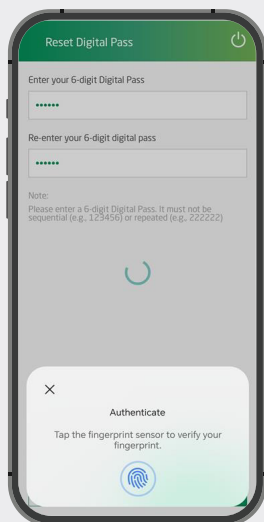
After successfully setting up facial recognition, enter a 6-digit Digital Pass Pin, re-enter Pin to confirm, click on Enable push notifications and tap Confirm.



STEP 08

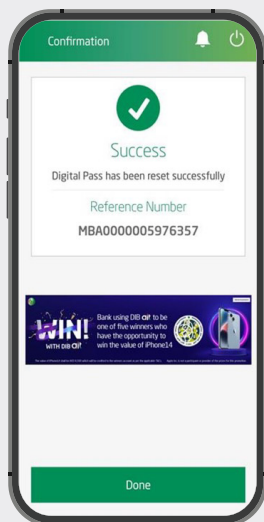
Confirm for biometrics. Biometrics confirmation for iPhone

12. Enable Biometrics through settings for Transactions



STEP 08

Confirm for biometrics.
Biometrics confirmation for
Android phone



STEP 09

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



For any queries, contact us via:

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Dubai Islamic Bank (Public Joint Stock Company)