K-Cyber Guide to Login Manual

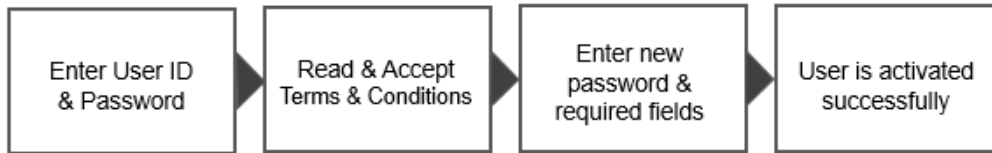**INDEX**

1. Login and Homepage

Objective: To access the system successfully, view account information and see entitled functions
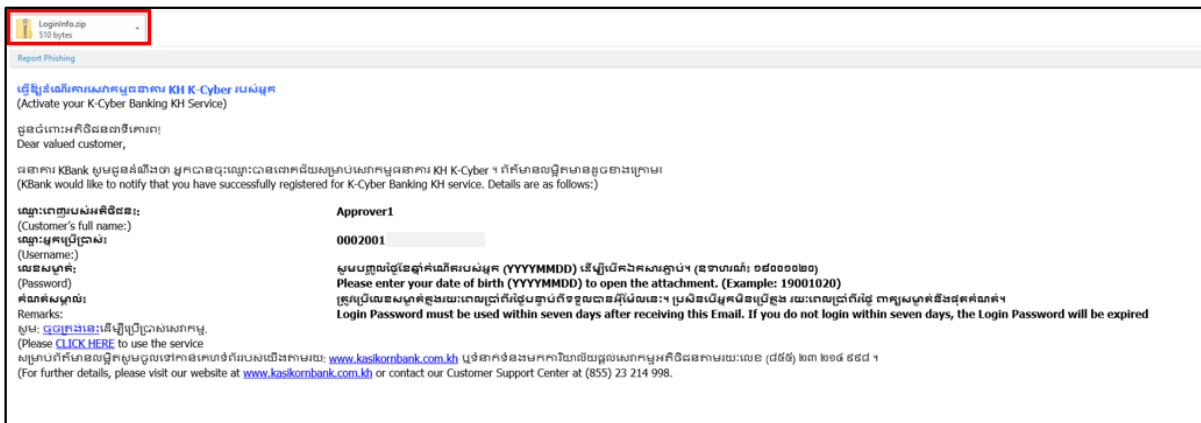
1.1 Login

1.1.1 First-time Login

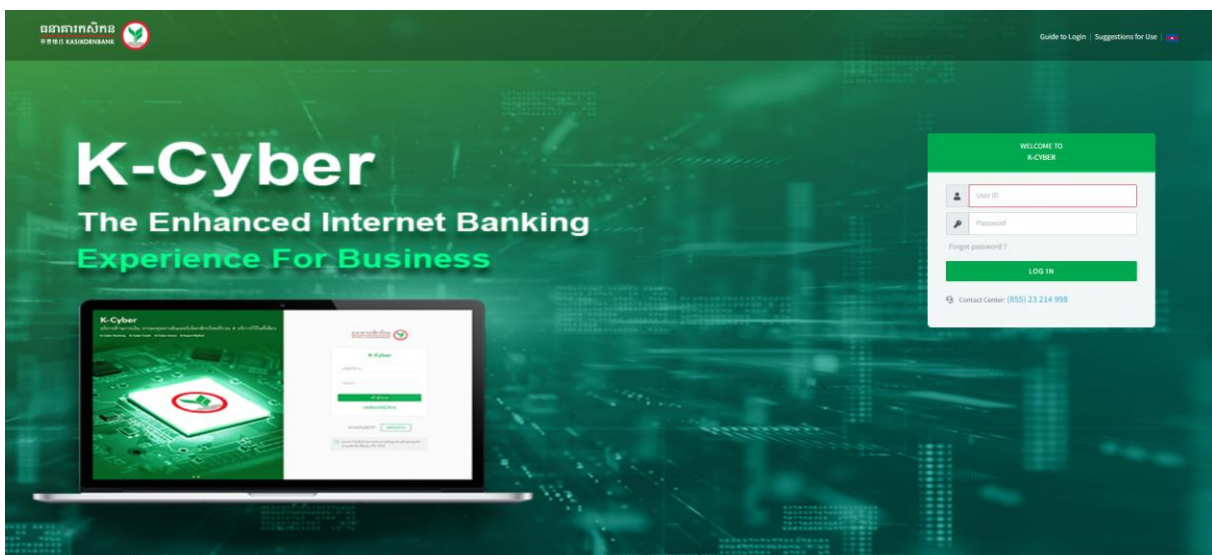- Take the following steps:

  Step 1. Open the email registered with the bank to view mail containing user and temporary password

  Step 2. Download and open temporary password file '**Logininfo.zip**'


Screen 1.1.1-1: First-time Login Email

  Step 3. Go to Login page

Screen 1.1.1-2: Login page

Step 4. Enter **User ID** from registered email in the textbox

Step 5. Enter **Temporary Password** from registered email in the textbox

Step 6. Click **Log in** button to redirect to activation page

Step 7. On **Suggestions For Use** pop-up, click **Agree** button to accept and continue

Step 8. On **Consent for Marketing Purposes** pop-up, select the option to continue
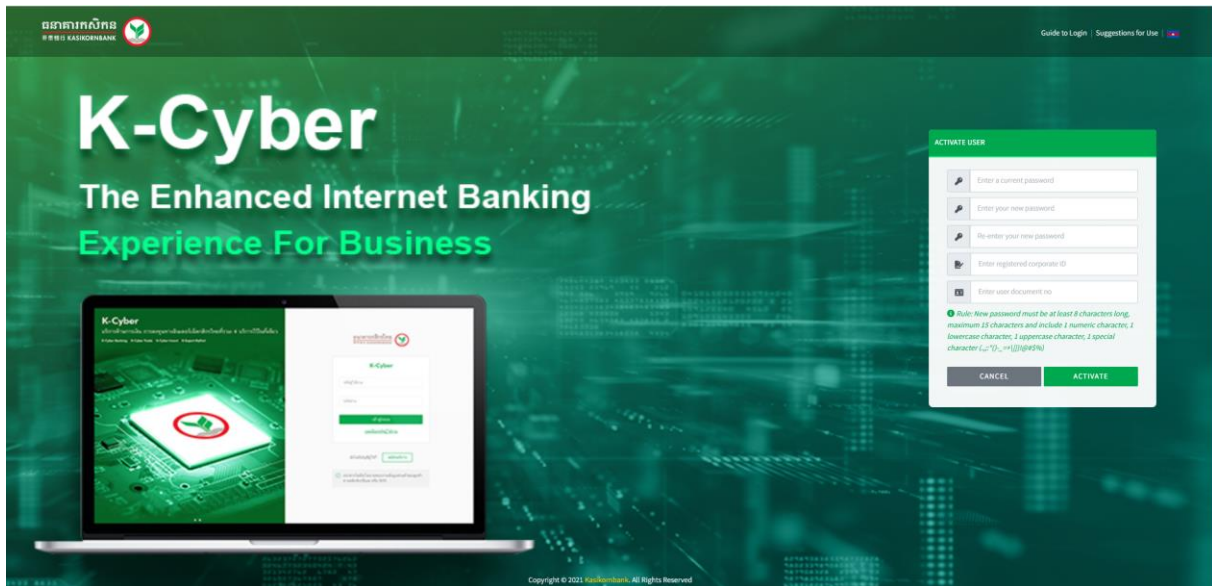
Screen 1.1.1-3: Activation page

Step 9. Enter valid New Password, Confirm Password, Corporate ID and Citizen ID

Step 10. Click **Activate** button to confirm

Step 11. Click **Cancel** button to cancel and return to the login page

- Results:

Success: Display the activation screen to change password.

Display success message on this screen.

Failed: Unable to activate and cannot access the system.

Display error message on this screen.

1.1.2 Normal Login

Screen 1.1.2-1: Login page

- Take the following steps:

  Step 1. Go to Login page

  Step 2. Enter **User ID** or **Username** in the textbox

  Step 3. Enter **Password** in the textbox

  Step 4. Click **Login** button

- Results:

  Success: Go to Homepage

  Failed: Cannot go to Homepage. Display error message on the screen.

1.1.3 Password Expired

Temporary Password Expired

Remarks: Temporary password on registered email will be expired within 7
days after received the email from the bank

- For Corporate Administrator/Approver, please contact KBank Branch

- For user with other roles, please contact your Corporate Administrator /Approver.

Normal Password Expired

- Take the following steps:

  Step 1. Go to Login page

  Step 2. Enter **User ID** or **Username** in the textbox

  Step 3. Enter **Password** in the textbox

  Step 4. Click **Login** button to redirect to Change new password screen

Screen 1.1.3.2-1: Change new password

Step 5. Enter all required fields correctly

Step 6. Click **Change** button to verify the information

Step 7. Click **Cancel** button to cancel and redirect to Login page

– Results:

Success: Can change new password.
Display success message on this screen.

Failed: Cannot change new password.
Display error message on this screen.

1.1.4 Account Locked

Remarks: If user has exceeded maximum unsuccessful login attempts,
the account will be locked automatically.

– **For Corporate Administrator/Approver,**
Unlock the account by self-resetting the password *(Refer to 1.2.1 Request to Reset Password)* or contact KBank Branch to submit required documents.

– **For user with other roles,** please contact your Corporate Administrator /Approver.

1.2 Forgot Password

1.2.1 Request to Reset Password

- Remarks: For Token User only (Corporate Administrator/Approver)
- Take the following steps:

Screen 1.2.1-1: Login page

Step 1. Click **Forgot Password** hyperlink on Login Page

Screen 1.2.1-2: Reset Password

Step 2. Enter **User ID** or **Username** in the textbox to display the exact type of authentication registered with the bank

Step 3. Enter **Email** in the textbox

Step 4. Enter document number of corporate (**Corporate ID**) and user (**Citizen ID**)

Step 5. Select authentication type to verify

Step 6. Click **Confirm** button to reset password

Step 7. Click **Cancel** button to cancel reset password and return to login page

– Results:

Success: The system will automatically reset the password for this account user and send new password via email registered with the bank. Display success message on this screen

Failed: Display error message on this screen

1.2.2 Login After Reset Password

– Take the following steps:

Step 1. Open the email registered with the bank to view mail containing new temporary password

Step 2. Download and open temporary password file '**Logininfo.zip**'
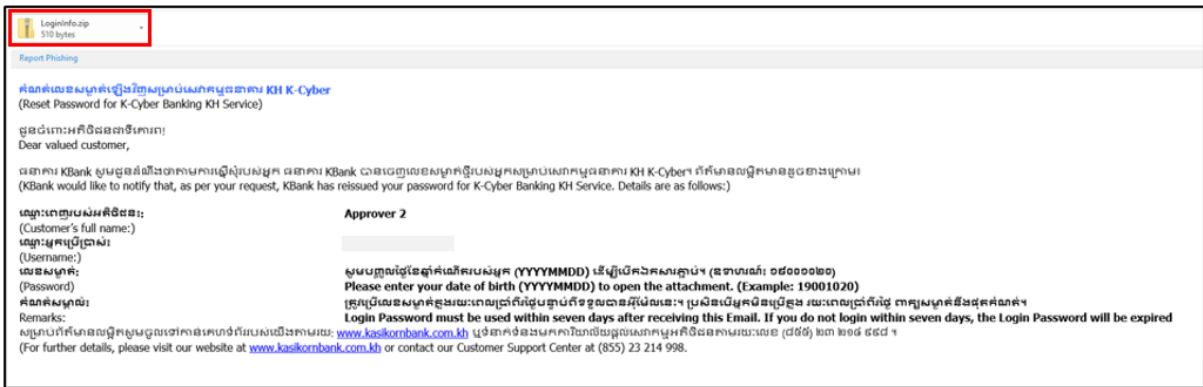
Screen 1.2.2-1: Reset Password Email

Step 3. Go to Login page

Step 4. Enter **User ID** or **Username** in the textbox

Step 5. Enter **Temporary Password** from registered email in the textbox

Step 6. Click **Login** button to redirect to Change new password screen

Screen 1.2.2-2: Change new password

Step 7. Enter temporary password, new password, document number of corporate (Corporate ID) and user (Citizen ID)

Step 8. Click **Change** button to verify information

Step 9. Click **Cancel** button to cancel and redirect to the login page

– Results:

Success: Display success message on this screen.

Failed: Display error message on this screen.

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