

# PIN Change Service via Online Banking

Please note that to use this service members must register for SMS One Time Passwords first.

## Step 1

Login to your Online Banking service and under the "Services" tab select "PIN Change Service"

The screenshot shows the G&C mutual bank online banking interface. The top navigation bar includes 'HOME', 'ACCOUNTS', 'PAYMENTS', 'OPEN ACCOUNTS', 'MAINTENANCE', 'SERVICES', and 'SECURE MAIL'. The 'SERVICES' tab is selected, and a dropdown menu is open, highlighting 'PIN Change Service'. The main content area displays account details for account 123456S1, a list of transactions, and a 'Periodical Payments' section.

Welcome MR J K SMITH. Your Last successful signon was at

Welcome to Online Banking

Print Logout

Account Details

Account	Name	Current	Available
123456S1	ACCESS ACCOUNT	\$287.58	\$4.95
123456S6.1	INSURANCE	\$42.52	\$42.52
123456L50	MORTGAGE LOAN	-\$169,287.72	\$0.00
123456L26	MORTGAGE LOAN STAFF	-\$156,754.86	\$0.00

New Messages

There are no New Messages

Services Menu:

- Help
- Online Statements
- View/Order a Statement
- View Payroll Allocations
- Interest Details
- Activate Your Card
- PIN Change Service**
- Offer Opt Out
- Stop Mobile Banking

Transaction Table:

	Debit	Credit	Balance
MILIES Ref: 96H		\$76.02	\$287.58
MILIES Ref: 96H		\$41.30	\$211.56
Y 20 FEB 16]	\$71.02		\$170.26
WOOLWORTHS 1319 23 FEB 2016 PADSTOW [Eff Date: 20 FEB 16]	\$54.78		\$241.28
WOOLWORTHS 1934 23 FEB 2016 MORTDALE [Eff Date: 21 FEB 16]	\$64.88		\$296.06

View All Download Transactions


Periodical Payments

Due Before or On the 30 MAR 2016

There are no Periodical Payments to display.

## Step 2

Select your card you want to create/change your PIN for.

Welcome to Online Banking

HOME ACCOUNTS PAYMENTS OPEN ACCOUNTS MAINTENANCE SERVICES SECURE MAIL Print Logout

### PIN Change

\* Mandatory

Choose Card for which PIN Change is required

Choose your card from the drop down menu.

PIN Hints

Your PIN should be 4 - 6 digits long and contain numbers only.  
Do not choose a PIN that can easily be guessed (e.g. your birthday). If you do, you may be liable for unauthorised transactions.

Select New PIN

Choose PIN

Confirm PIN

One Time Password Required

Step 1 - Get your One Time Password

Get SMS

Step 2 - Enter your One Time Password

Once you hit Change PIN, please do not refresh your browser. You should receive a confirmation within 60 seconds.

Change PIN

Cancel

## Step 3

Enter and confirm the PIN of your choice. Click "Get SMS" to generate and receive an SMS One Time Password to your registered mobile phone.

**G&C mutual bank** Welcome to Online Banking

HOME ACCOUNTS PAYMENTS OPEN ACCOUNTS MAINTENANCE SERVICES SECURE MAIL Print Logout

### PIN Change

**\* Mandatory**

**Choose Card for which PIN Change is required**

Card Type & Number: ACCESS ACCOUNT - \*\*\*\*\*2647 \*

#### PIN Hints

Your PIN should be 4 - 6 digits long and contain numbers only.  
Do not choose a PIN that can easily be guessed (e.g. your birthday). If you do, you may be liable for unauthorised transactions.

#### Select New PIN

Choose PIN: [Masked] \*

Confirm PIN: [Masked] \*

**Enter and confirm the PIN of your choice.**

#### One Time Password Required

Step 1 - Get your One Time Password: **Click on "Get SMS" to generate an SMS One Time Password.** [Get SMS]

Step 2 - Enter your One Time Password: [Empty] \*

Once you hit Change PIN, please do not refresh your browser. You should receive a confirmation within 60 seconds.

**Change PIN** Cancel

## Step 4

Enter the OTP in the display box and click "Change PIN" to complete the process.

**G&C mutual bank** Welcome to Online Banking

HOME ACCOUNTS PAYMENTS OPEN ACCOUNTS MAINTENANCE SERVICES SECURE MAIL Print Logout

### PIN Change

**\* Mandatory**

**Choose Card for which PIN Change is required**

Card Type & Number: ACCESS ACCOUNT - \*\*\*\*\*2647 \*

**PIN Hints**

Your PIN should be 4 - 6 digits long and contain numbers only.  
Do not choose a PIN that can easily be guessed (e.g. your birthday). If you do, you may be liable for unauthorised transactions.

**Select New PIN**

Choose PIN: [.....] \*

Confirm PIN: [.....] \*

**One Time Password Required**

Step 1 - Get your One Time Password [Get SMS]

Step 2 - Enter your One Time Password [.....] \*

Once you hit Change PIN, please do not refresh your browser. You should receive a confirmation within 60 seconds.

[Change PIN] [Cancel]

23-02-16 11:37am

Your Online Banking SMS One Time Password is [495910](#) and expires at [11:57am](#).

end!

Enter your OTP here and click "Change PIN" to complete the process.

## Step 5

Your new PIN will be available for use straight away.

**G&C mutual bank** Welcome to Online Banking

HOME ACCOUNTS PAYMENTS OPEN ACCOUNTS MAINTENANCE SERVICES SECURE MAIL Print Logout

### PIN Change

**\* Mandatory**

Choose Card for which PIN Change is required

Card Type & Number: ACCESS ACCOUNT - \*\*\*\*\*2647 \*

#### PIN Hints

Your PIN should be 4 - 6 digits long and contain numbers only.  
Do not choose a PIN that can easily be guessed (e.g. your birthday). If you do, you may be liable for unauthorised transactions.

Choose PIN  
Confirm PIN

**Message from webpage**  
PIN change successful  
OK

**One Time Password Required**

Step 1 - Get your One Time Password  
Get SMS

Step 2 - Enter your One Time Password

Once you hit Change PIN, please do not refresh your browser. You should receive a confirmation within 60 seconds.

Change PIN Cancel

**Your PIN has been successfully changed.**