

Self-Register for FBC Internet Banking

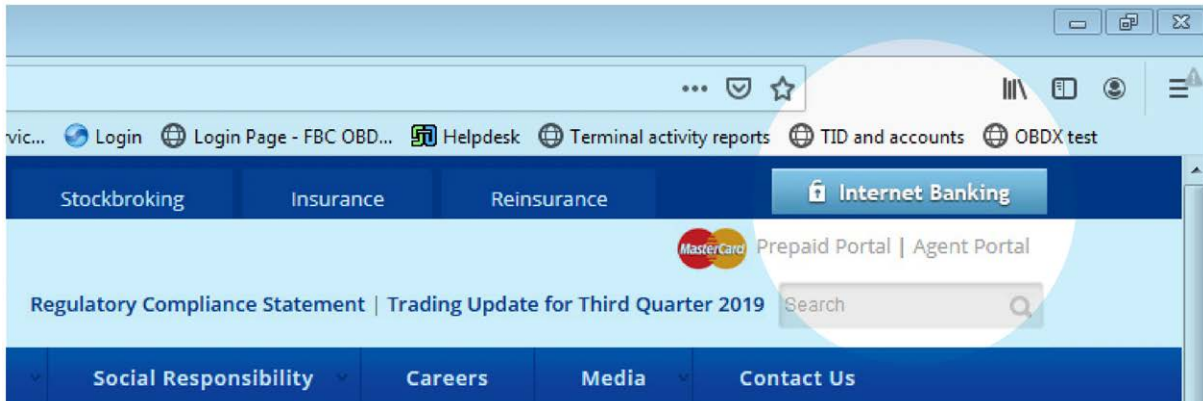
User Guide



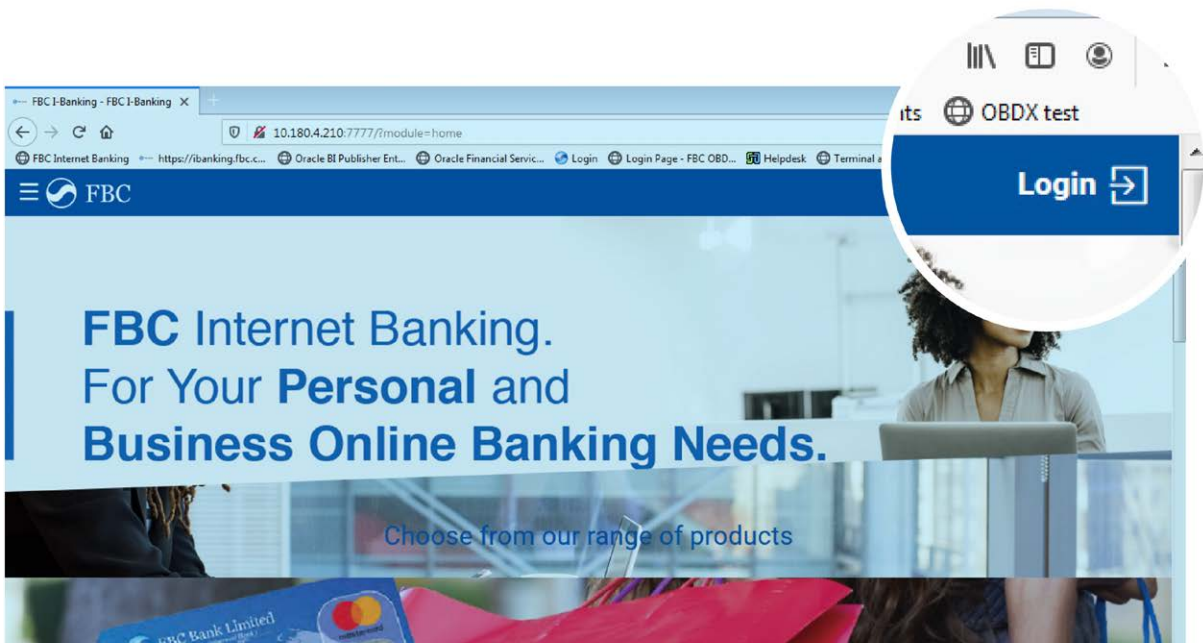
Self-Register



Here is how to Self-Register for FBC Internet Banking:
• Visit www.fbc.co.zw and click on 'Internet Banking'



Click on 'Login'





- Select 'Register'



- Enter your account details in the respective fields
- Click Continue to proceed
- Your details are validated against account details maintained in the system

FBC	
Great! Give us some details about your account, so we can look you up.	
Account Type	Current and Saving Account
Customer ID	7024195 <small>e.g. Ignore the first 2 digits of your account number and enter the next consecutive 7 digits</small>
Account Branch	020 - FBC CENTRE BRANCH
Account Number	2170241950109
First Name	KEITH
Last Name	SVOVA
Email ID	godfrey.nyama@fbc.co.zw
Date of Birth	03/07/93
<input type="button" value="Continue"/> <input type="button" value="Cancel"/>	



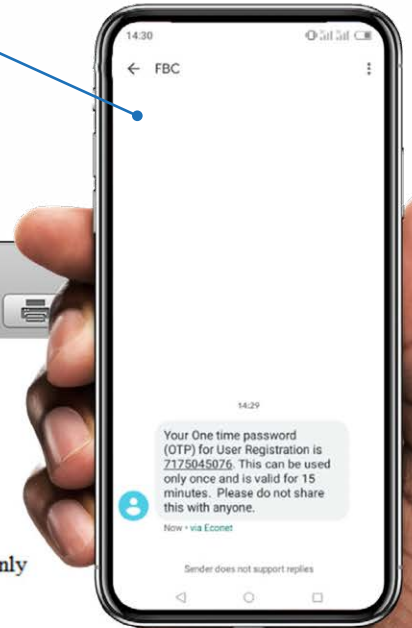
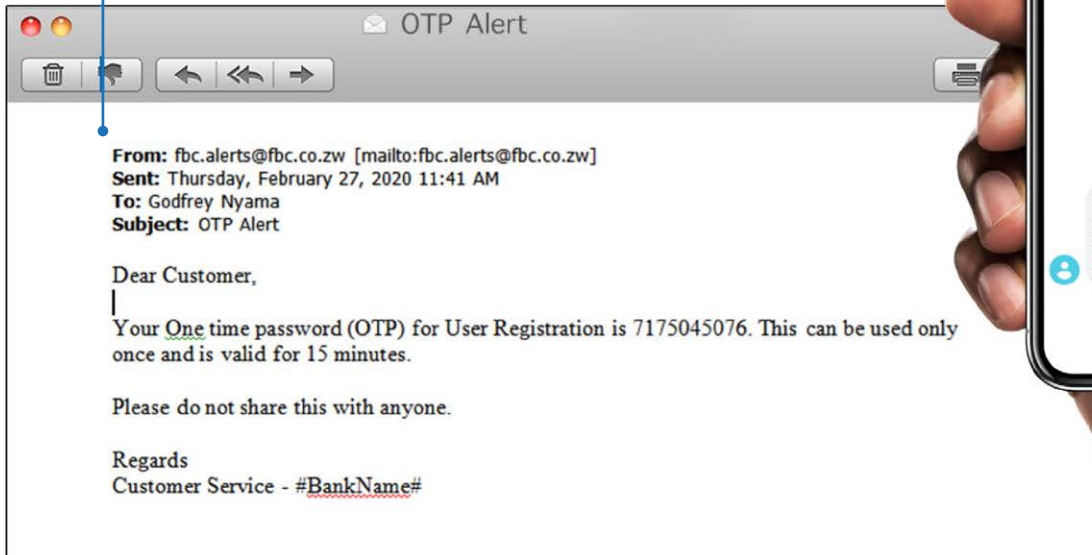
- If the account details match, you will be taken to the next screen as shown below. A verification code/OTP is also sent to your registered email and mobile number at the same time
- Click Resend Code if you do not receive the verification code/OTP within 1 minute

A screenshot of the FBC Internet Banking verification code screen. The page has a blue header with the FBC logo and a 'Login' button. The main content area is light blue and contains the following text: 'A verification code has been sent to your email/mobile. Please enter that code below to complete the process'. Below this is a 'Verification Code' input field. Underneath the input field is the text 'Did not get the code?' and a 'Resend Code' button. At the bottom of the form are 'Submit' and 'Cancel' buttons. The background of the page shows a person's hands typing on a laptop keyboard.



- SMS verification code/OTP alert from FBC

- e-mail verification code/OTP alert from fbc.alerts@fbc.co.zw





- Enter your verification code/OTP (masked)



- You can also unmask the entered verification code/OTP by clicking the highlighted icon if you want to confirm the same



- If verification code/OTP has been authenticated, you are taken to the next screen shown below wherein you create your log in details
- Enter your preferred User Name and Password as per specifications provided

Create your log in details

User Name

Password

Re Enter Password

I agree to Terms and Conditions

Enter 5 or more characters, up to a maximum of 15.

Your Password can :

- Have 6 to 15 characters
- Have uppercase (Minimum mandatory)
- Have lowercase (Minimum mandatory)
- Have numbers (Minimum 1 mandatory)
- Have special characters (Minimum 1 mandatory) (Allowed characters are !,@,\$,*,(,))



- Double click on Terms and Conditions to read and understand the full terms and conditions as shown below

Create your log in details

User Name

Password

Re Enter Password

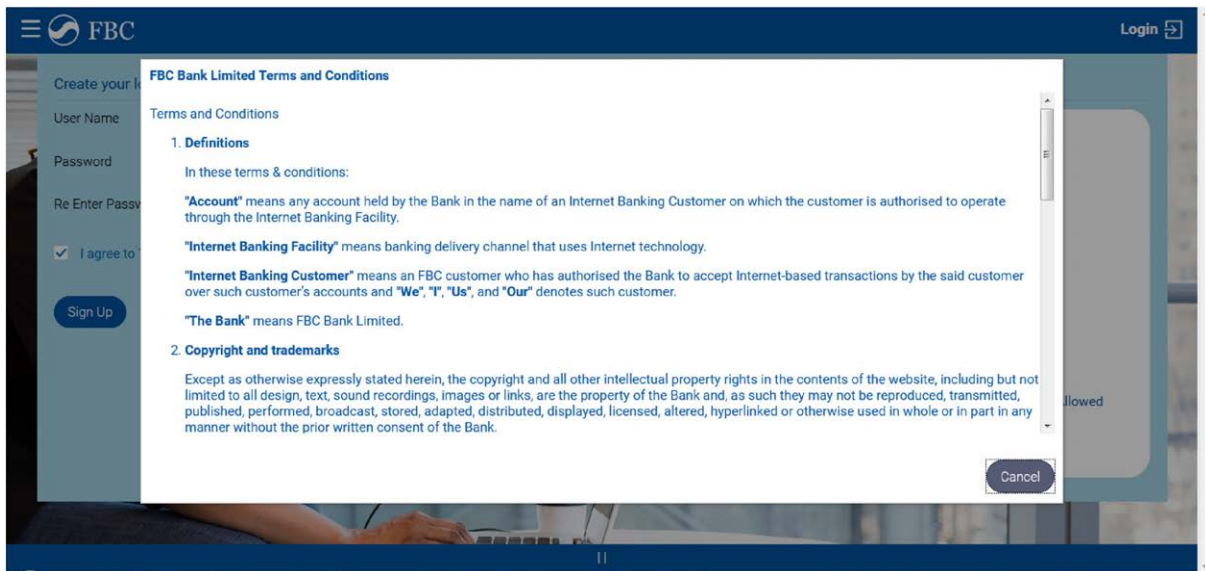
I agree to Terms and Conditions

Your Password can :

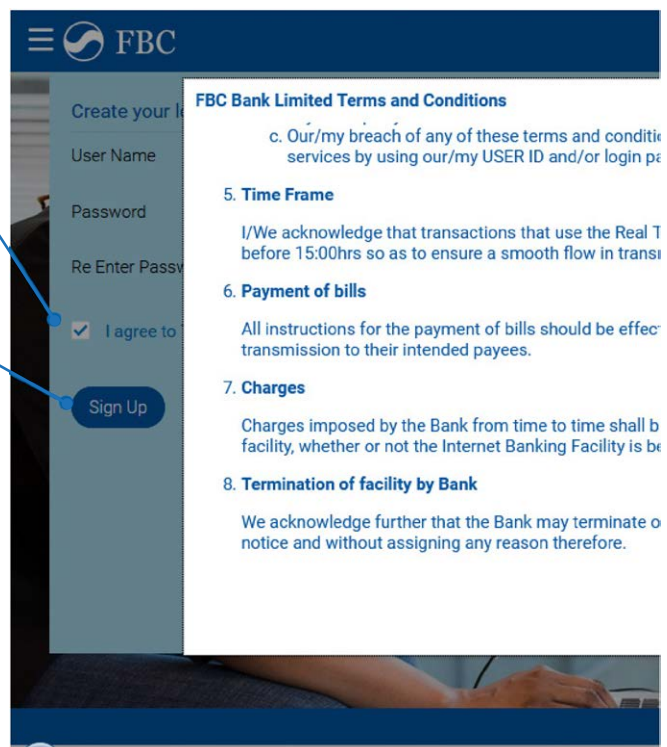
- Have 6 to 15 characters
- Have uppercase (Minimum mandatory)
- Have lowercase (Minimum mandatory)
- Have numbers (Minimum 1 mandatory)
- Have special characters (Minimum 1 mandatory) (Allowed characters are !,@,\$,*,(,))
- Not be a common password



• Read the Terms and Conditions

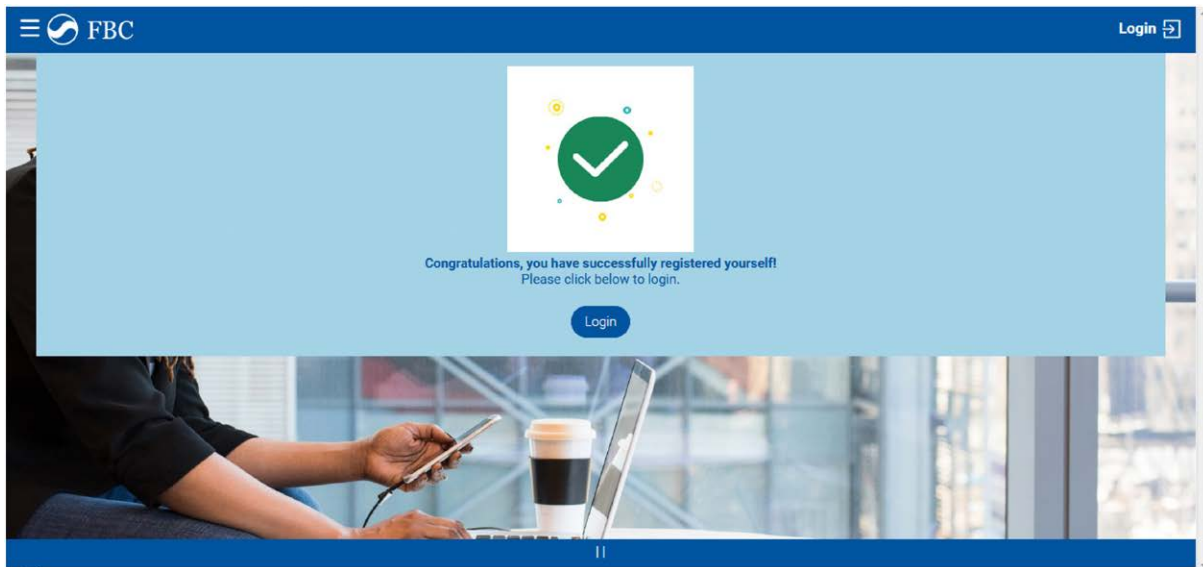


- If you are agreeable to the Terms & Conditions, tick the box to proceed
- Click Sign Up to complete the registration process





- The page below appears once you are successfully registered
- Click Login to login into your created profile



- You are now successfully logged on as a registered user!

