User Manual of Jamuna Bank Digital Banking Application
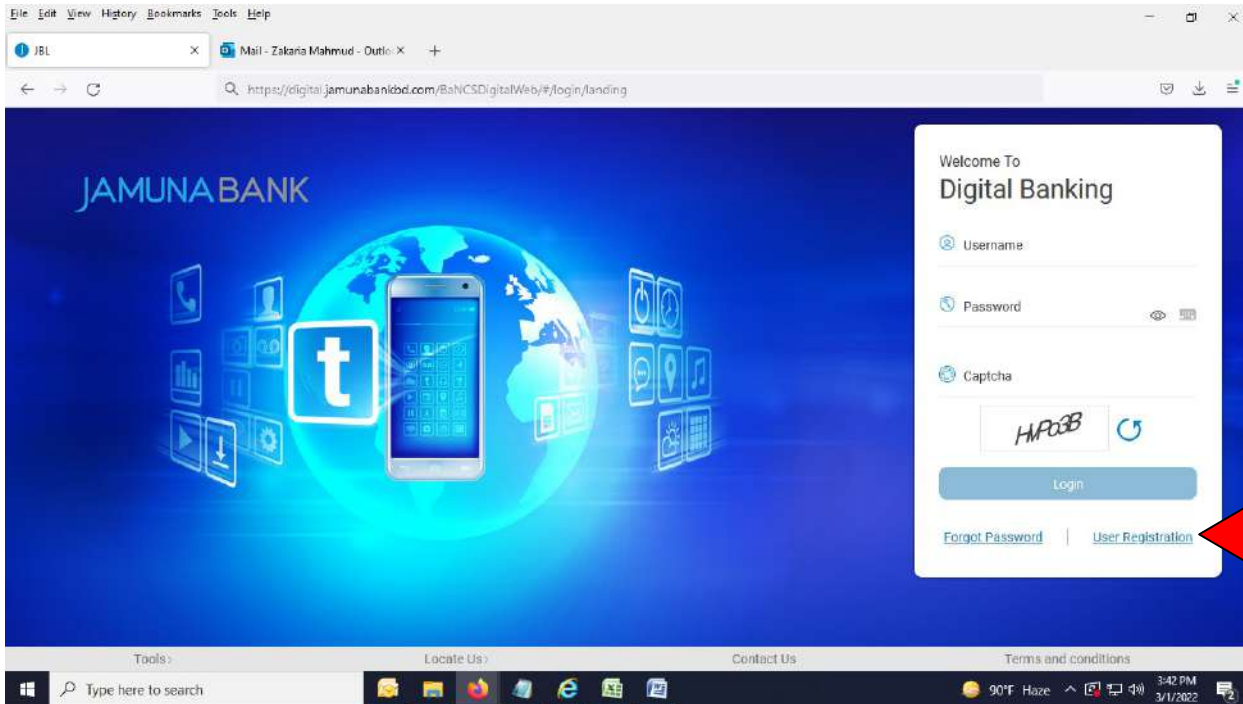
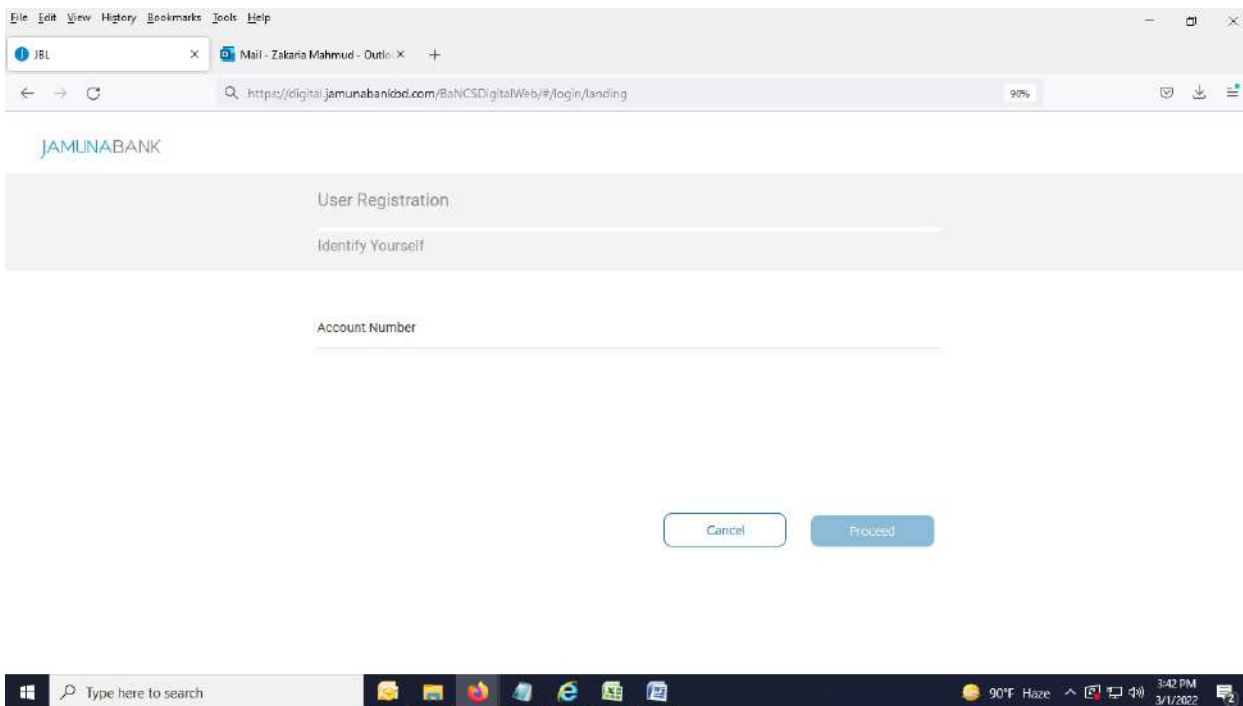**Contents**   Page Number

Customer Registration:

1. **Type the URL (https://digital.jamunabankbd.com) in your browser address bar. Login page appears.**

2. After clicking "User Registration", below page appears.

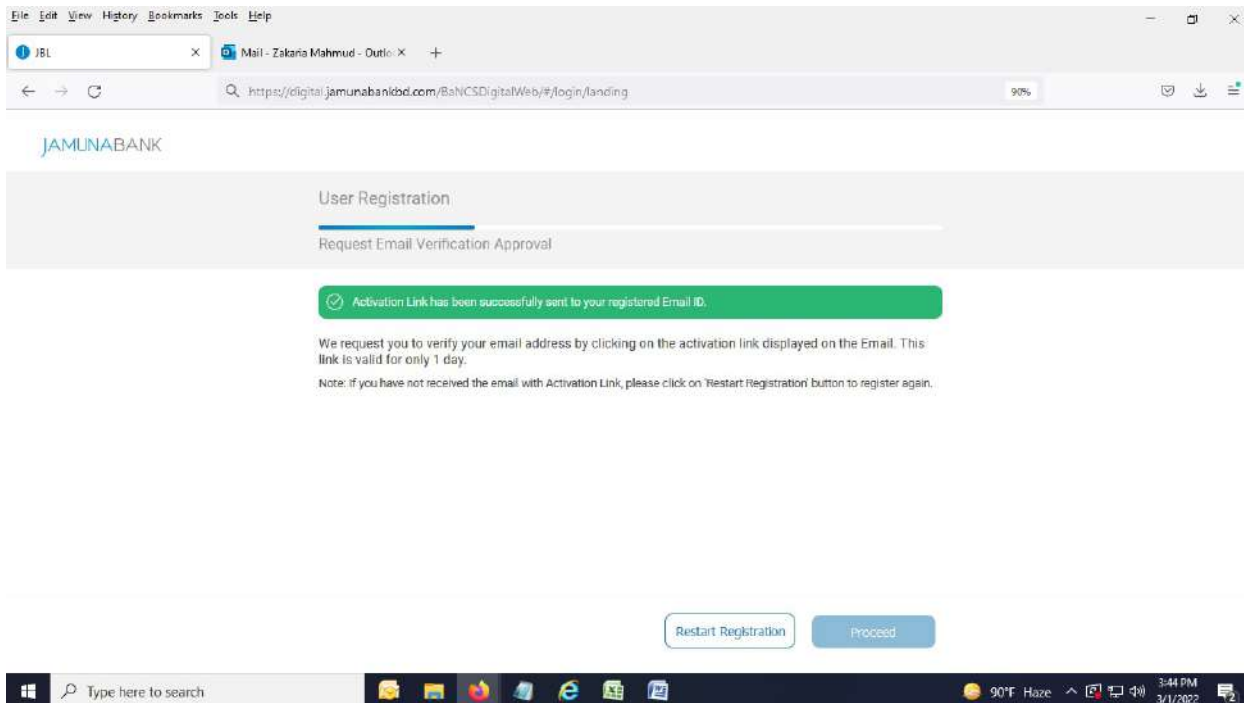3. Type the Account Number.

4. After clicking "Proceed" button, below page appears. If you want to change any below data (For example, Email ID or Mobile Number), you've to contact concern Branch to edit it.
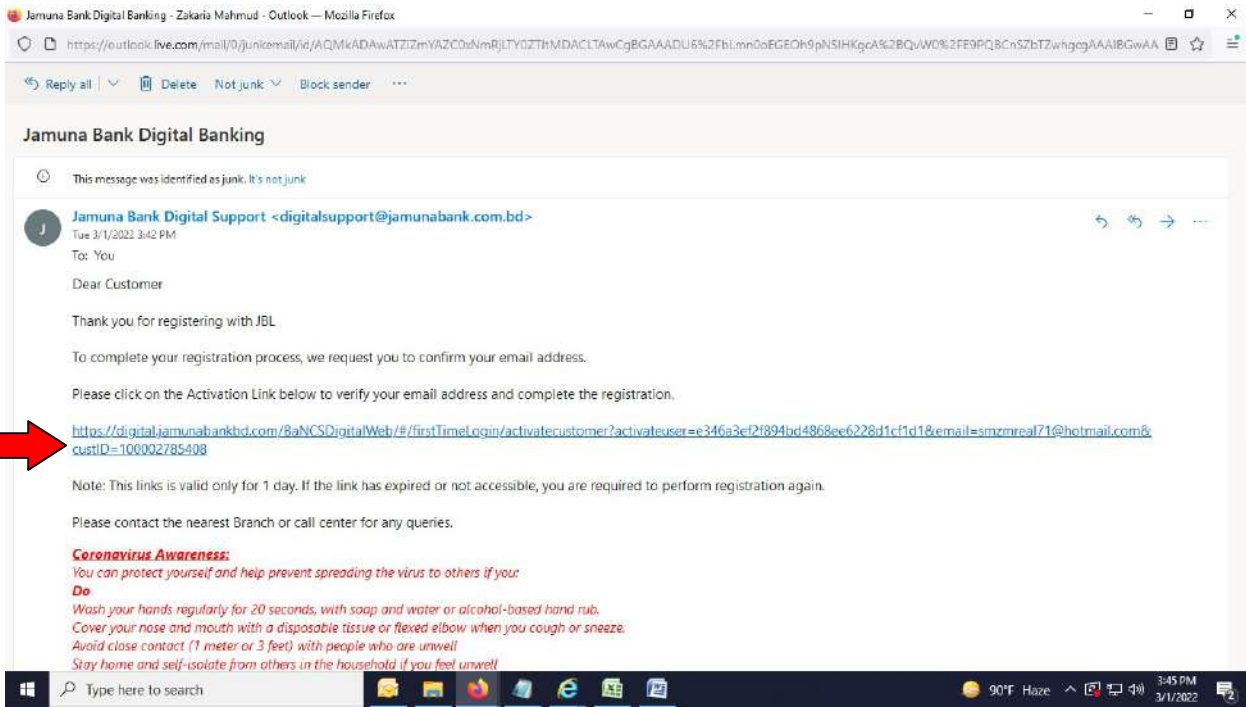
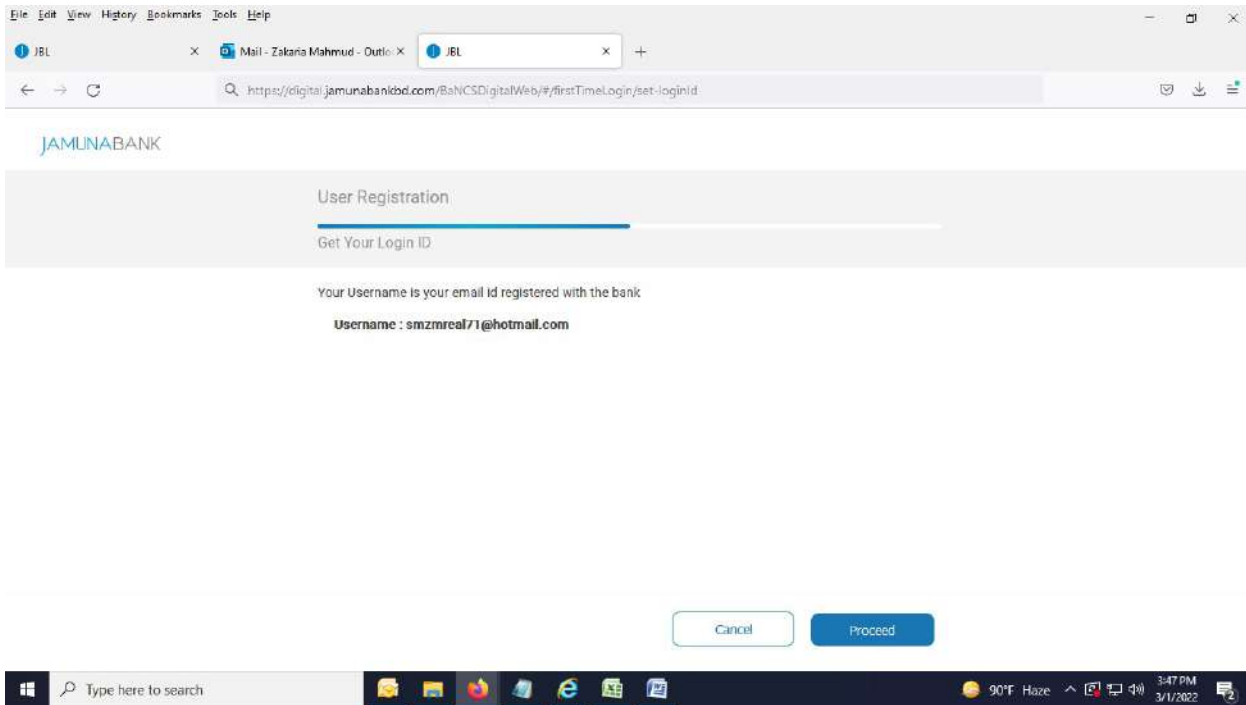5. After clicking "Proceed" button, below page appears.
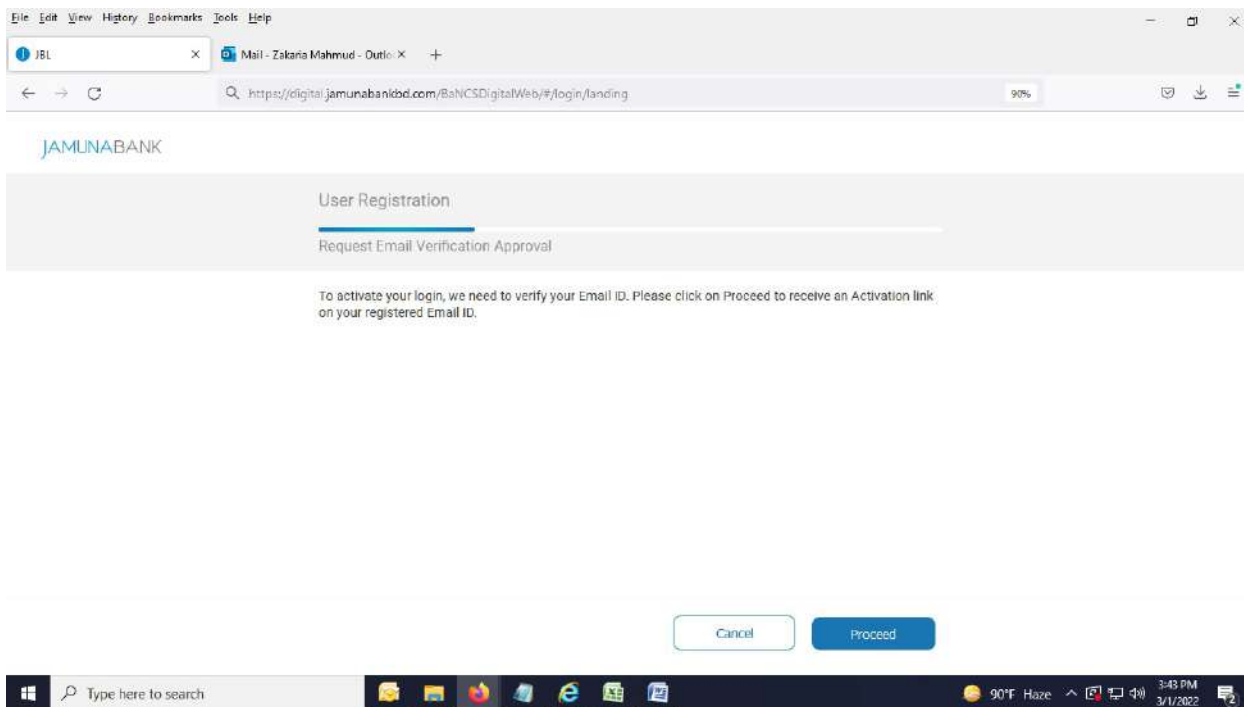
6. Press "Proceed" button and system will automatically send activation link to your desired Email ID.

7. Login to your Email and either click the below URL or copy this link and paste it at your browser address bar.

8. After that below page appears.

9. After clicking "Proceed" button, Password and Memorable Question related page appears.

10. Enter Password and confirm it by satisfying all the password policy. Select Memorable Question, Enter the answer and confirm it.
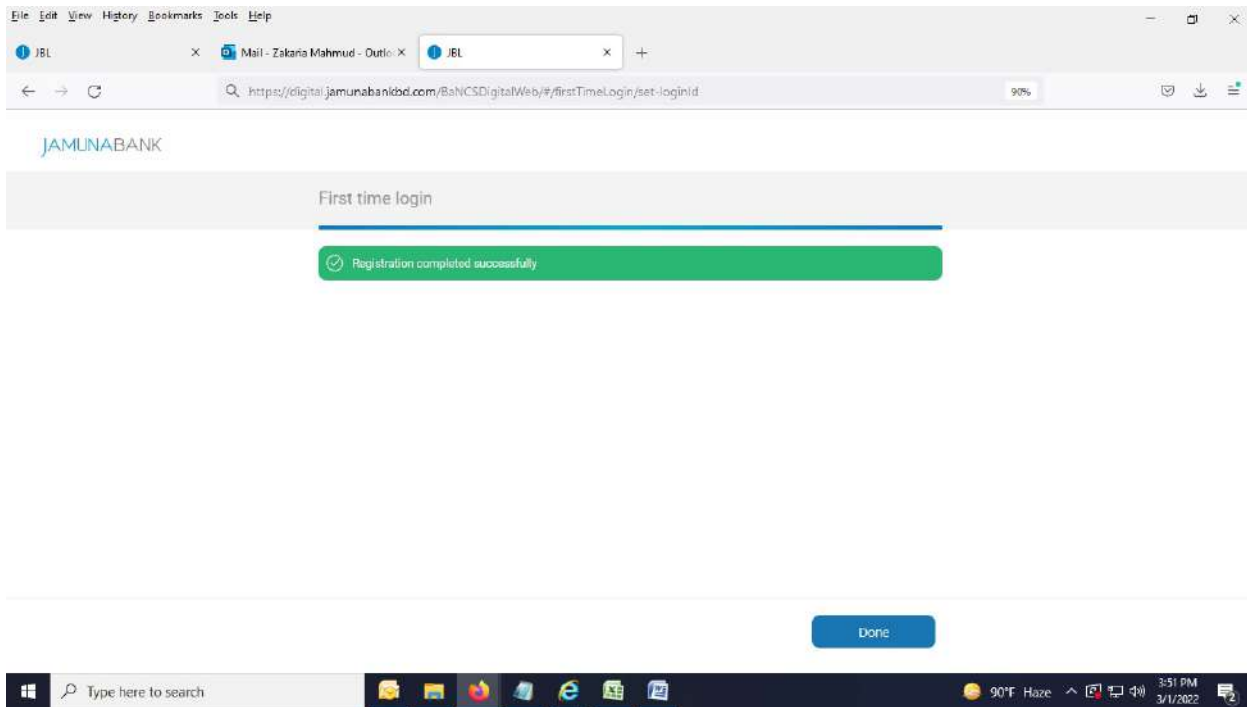
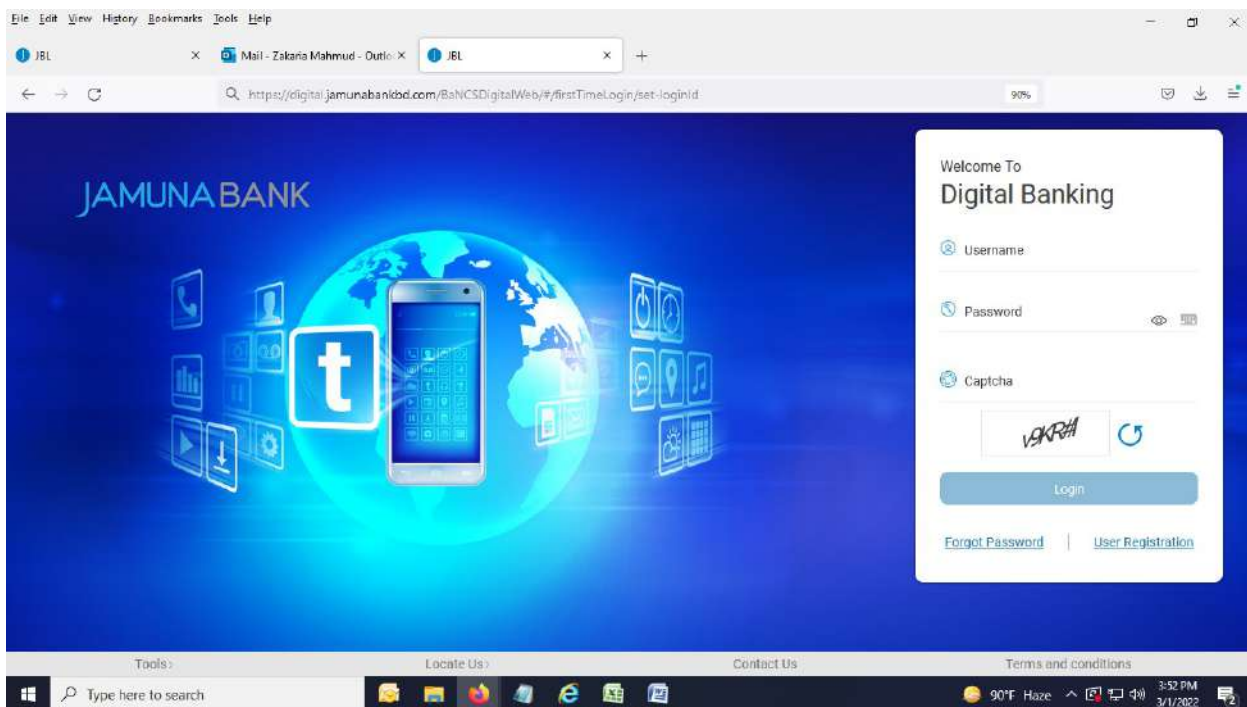11. Click on "Terms and Conditions".
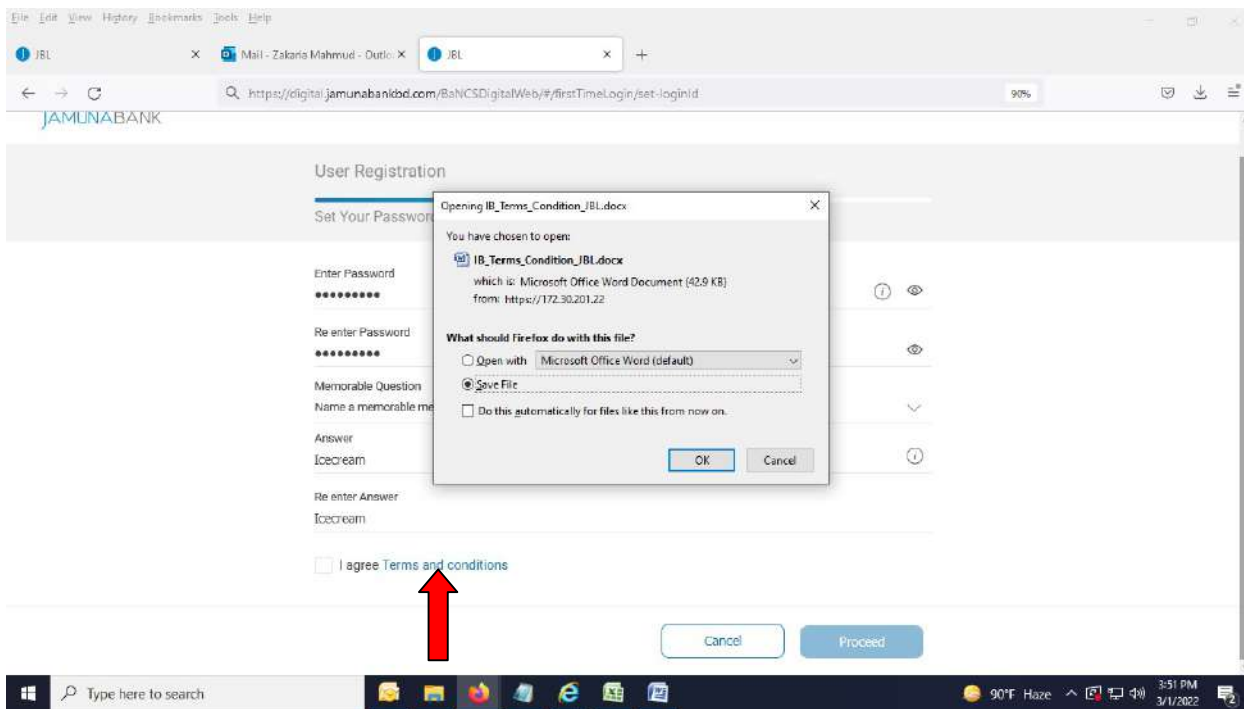
12. After reading "Terms and Conditions" carefully and upon agreeing it, select checkbox of "Terms and Conditions" and press "Proceed" button
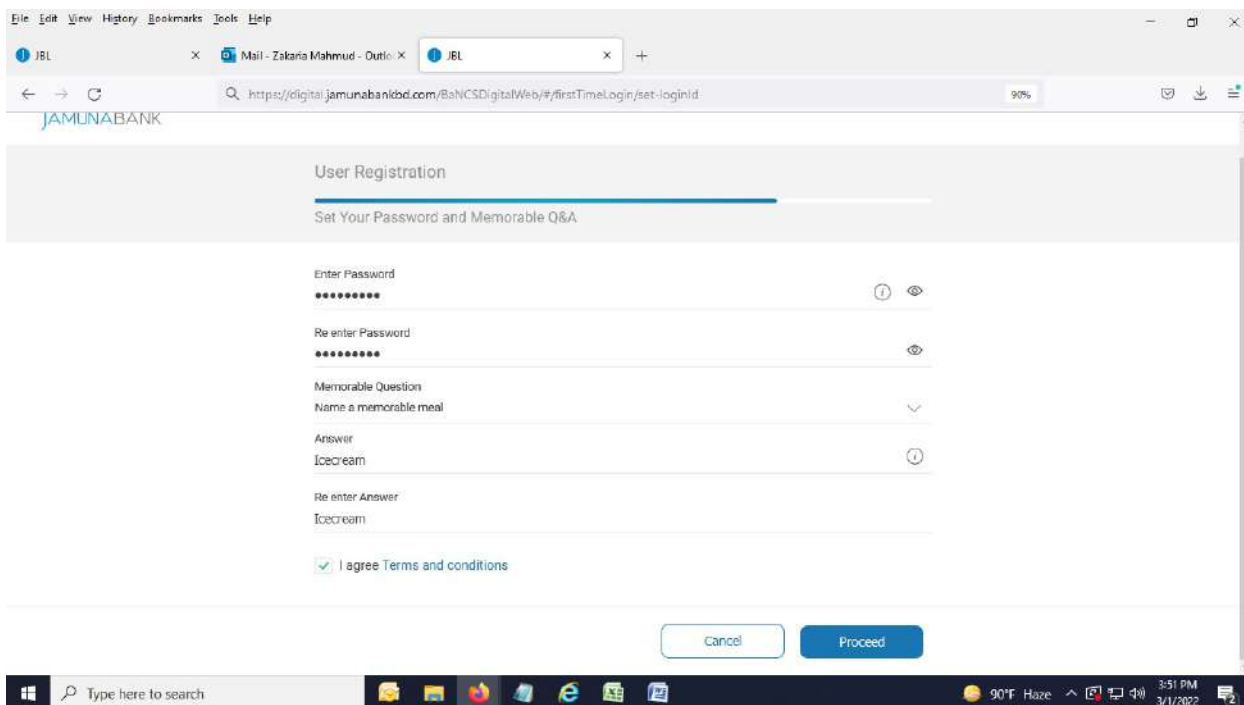
13. Successful message of registration completion appears.

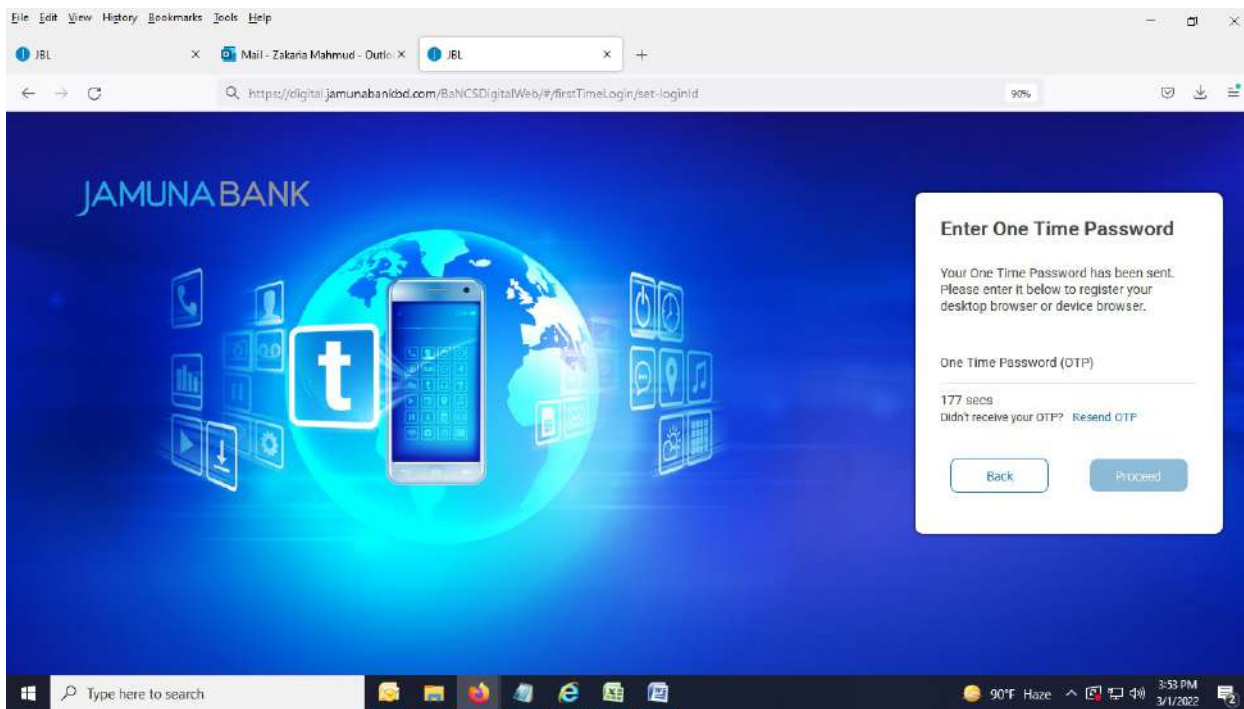14. After pressing "Done" button, Login page appears.
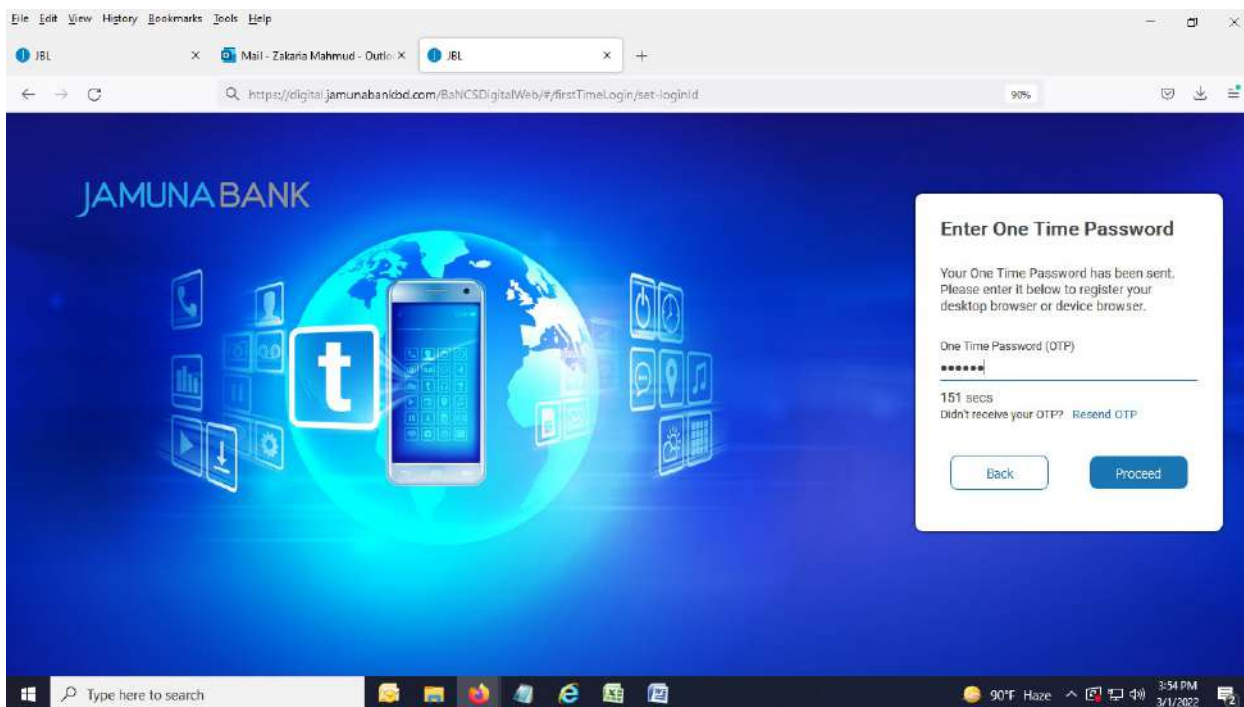
15. Input credentials and press "Login" button.

16. OTP related page appears. Press "Send Code". Then, system will send OTP to your desired Email ID and Mobile number simultaneously.
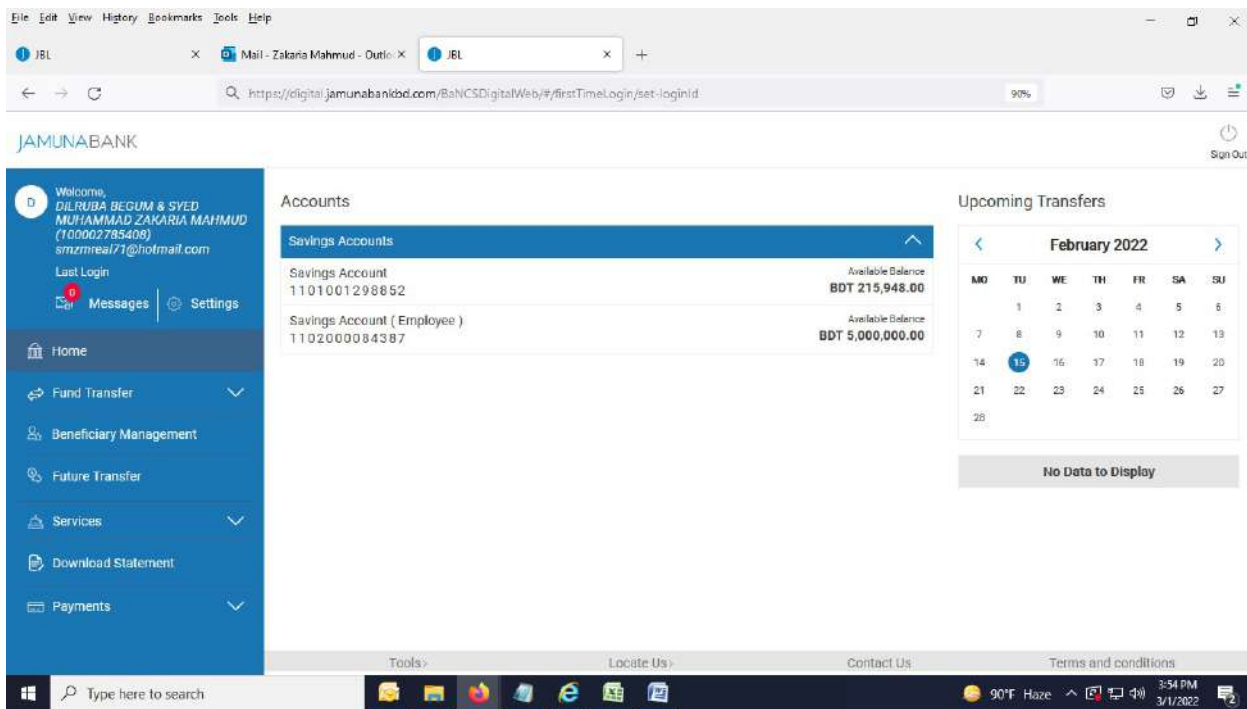
17. Below page appears.

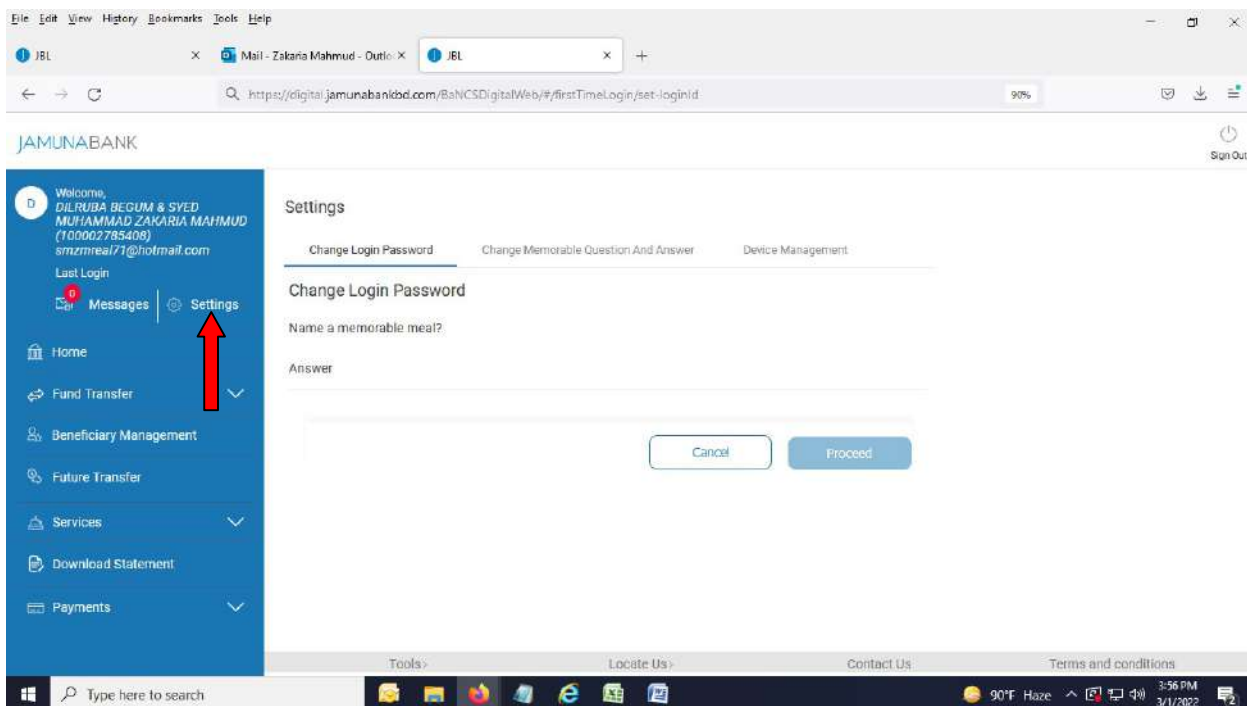18. Provide the OTP and press "Proceed" button.

19. If the OTP is correct, system will move you to home page of Digital Banking.

---------------------------------------End of Customer Registration Process---

Change Login Password:

1. Click on "Settings".

2. Provide the answer of Memorable Question which you've given during Registration process.

3. After pressing "Proceed" button, below page appears.

4. Provide password by which you've logged in to this application.

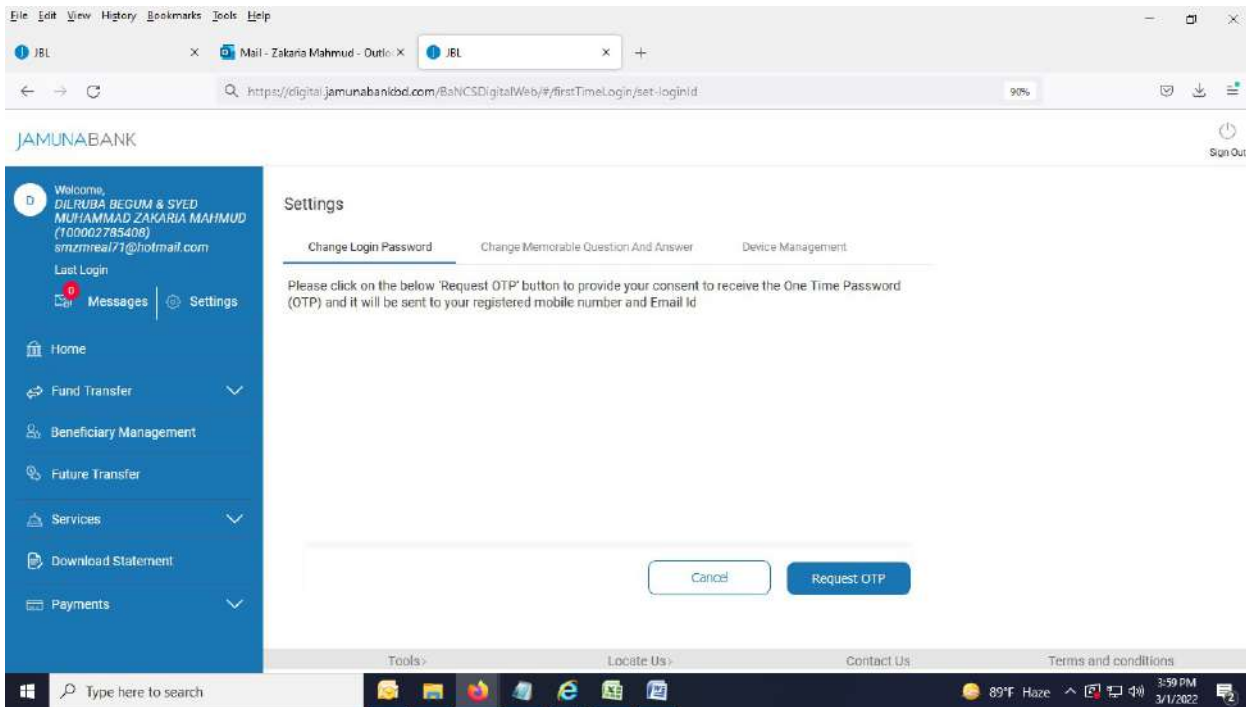5. After pressing "Submit" button, below page appears.

6. Type "New Password" and confirm it by satisfying all the Password policy.
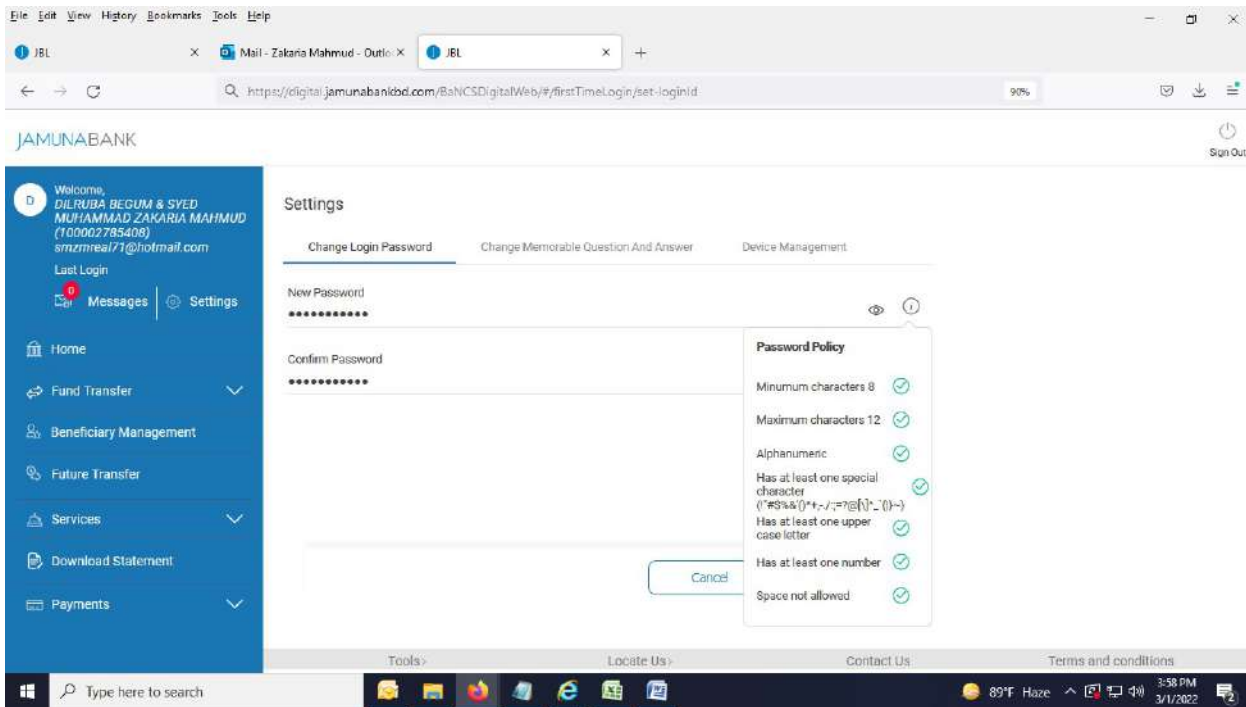
7. Below page appears.
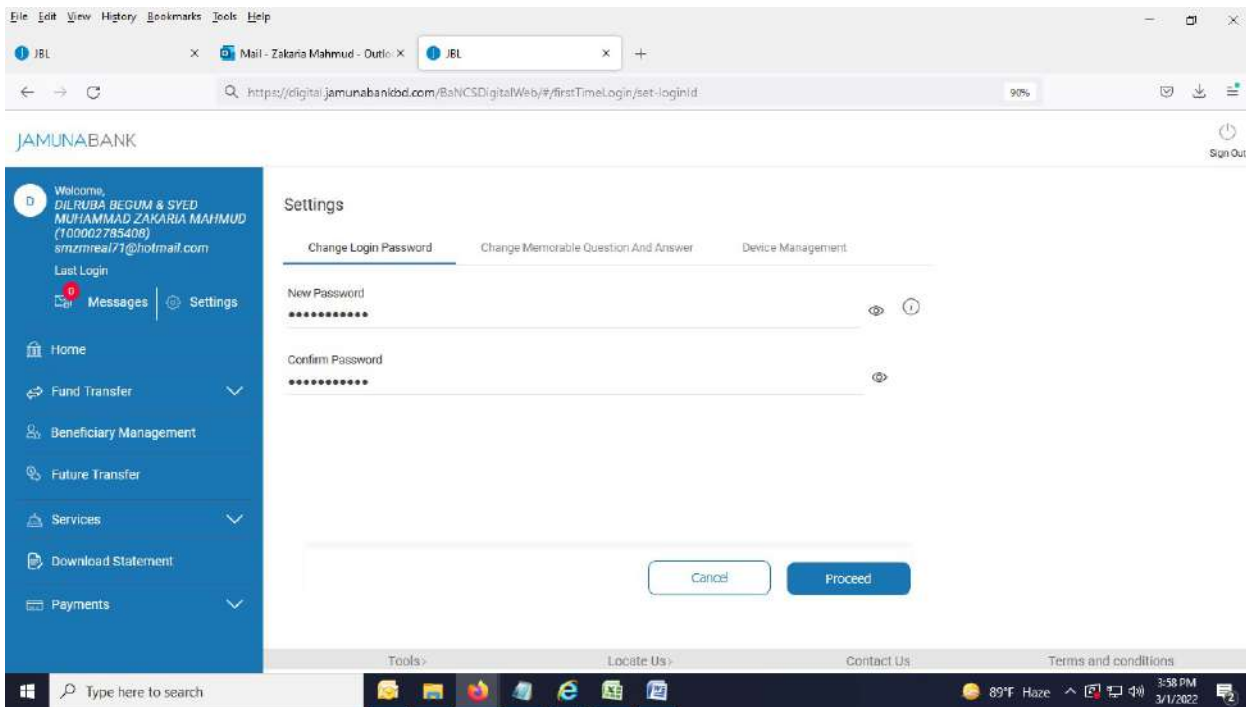
8. After hitting "Proceed" button, below page appears. Press "Request OTP" button.

9. OTP page appears. System will send OTP to your desired Email ID and Mobile number simultaneously.
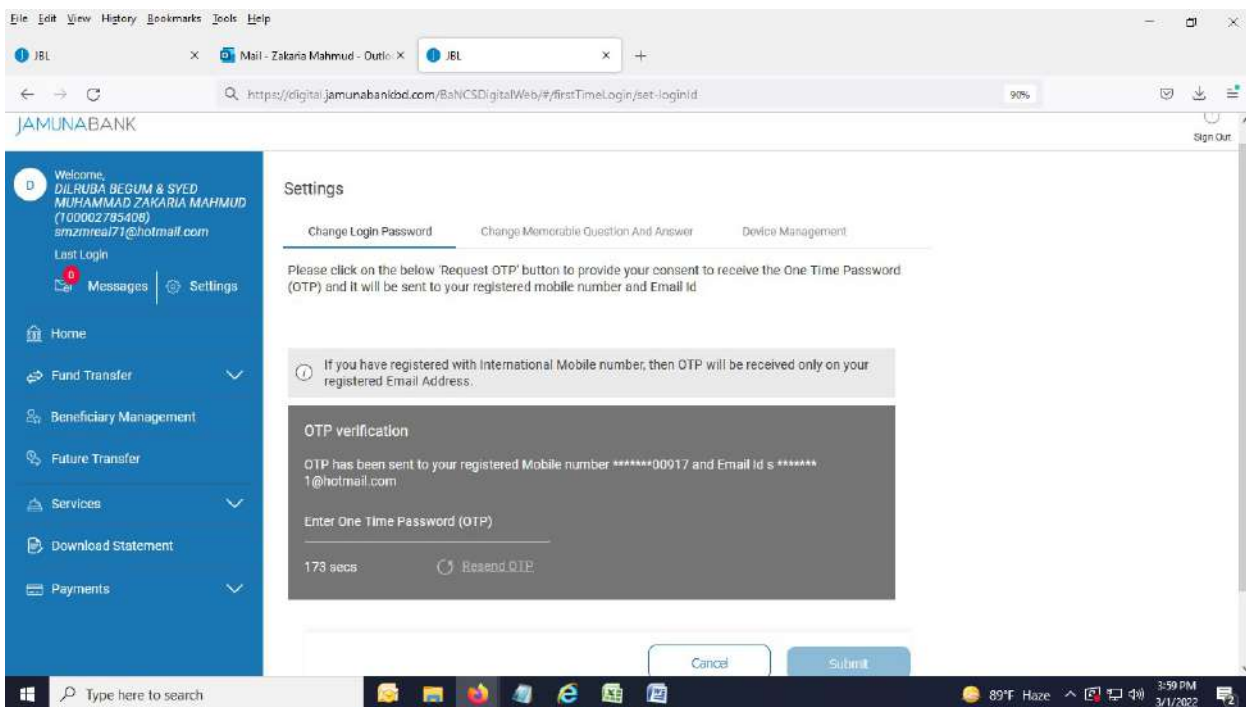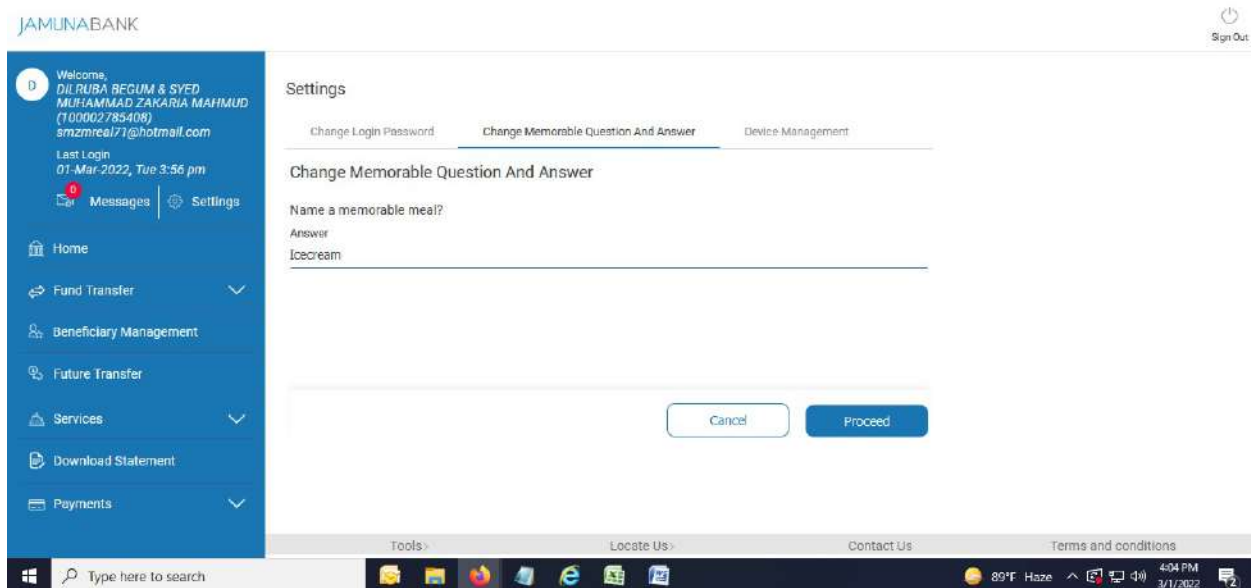
10. Enter OTP and press "Submit" button.
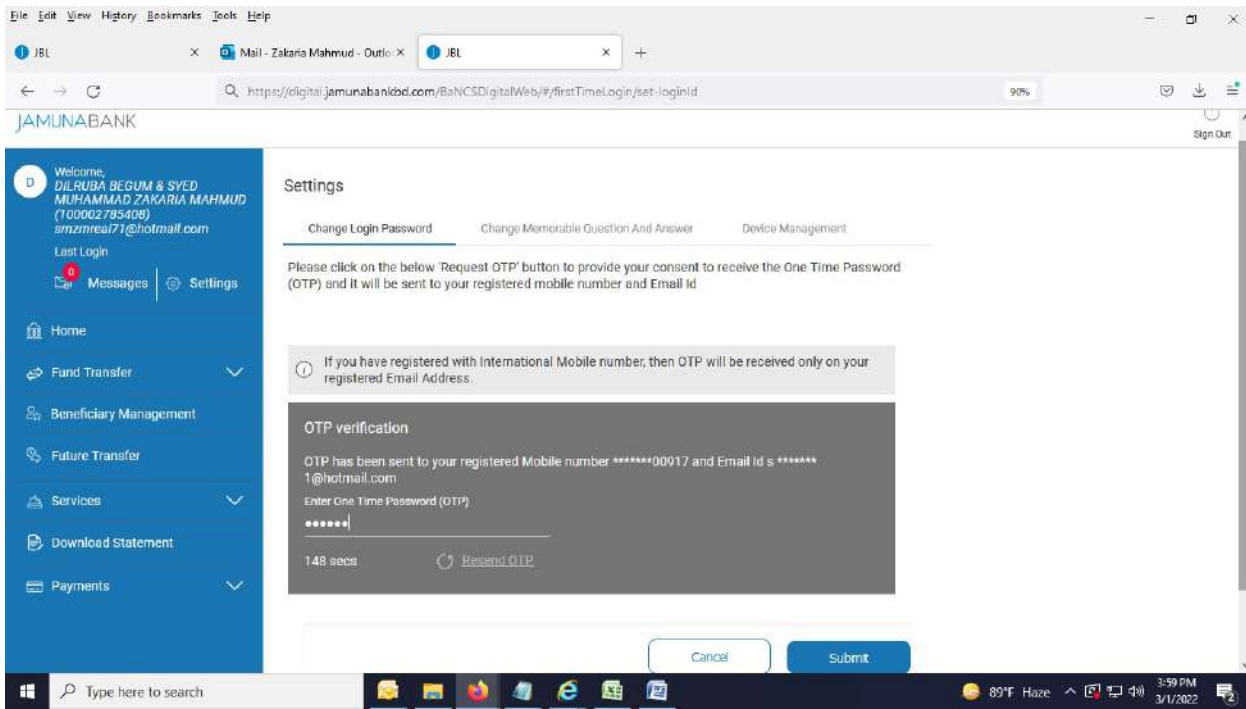
--------------------------------------End of "Change Login Password"--

Change Memorable Question:

1. Click on "Change Memorable Question and Answer". Below page appears.

2. After pressing "Proceed" button, below page appears. Select a Memorable Question from the drop down menu.

3. Type the Answer of corresponding Memorable Question.

4. After hitting "Proceed" button, below page appears.
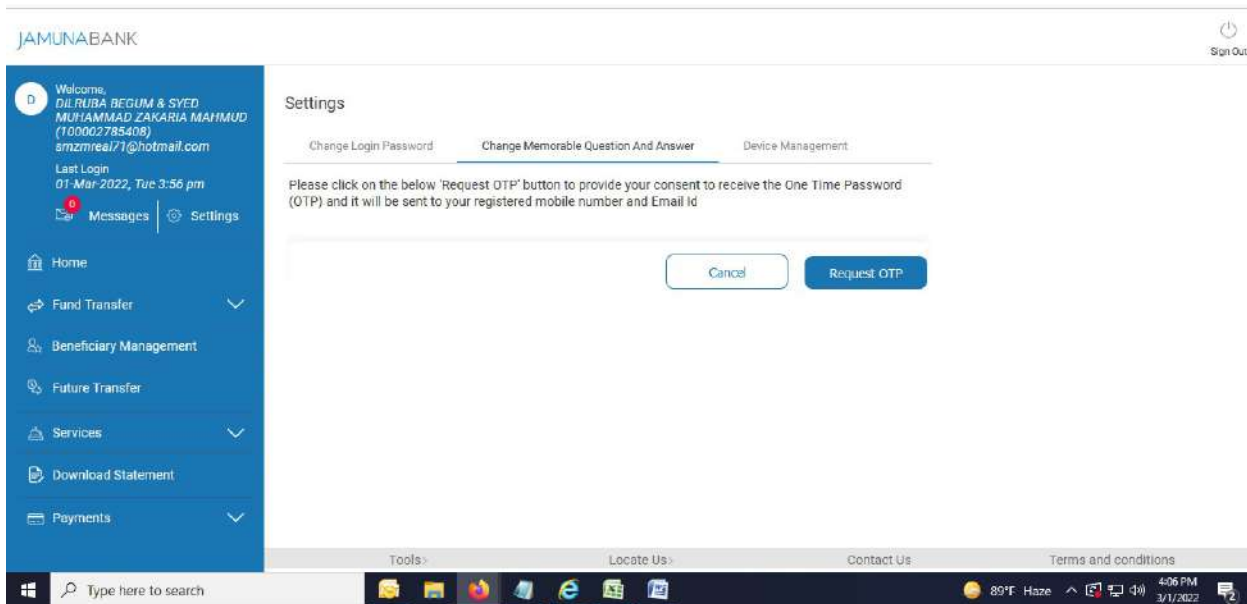
5. After pressing "Request OTP" button, OTP page appears. System will send OTP to your desired Email ID and Mobile number simultaneously
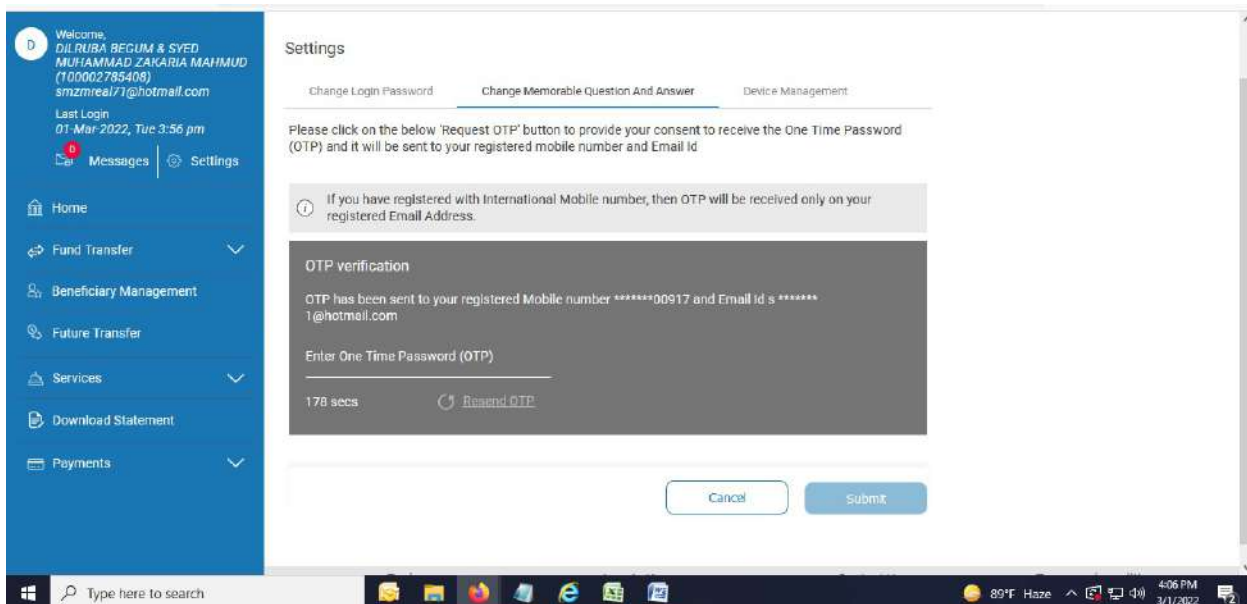
6. Enter OTP and press "Submit" button.
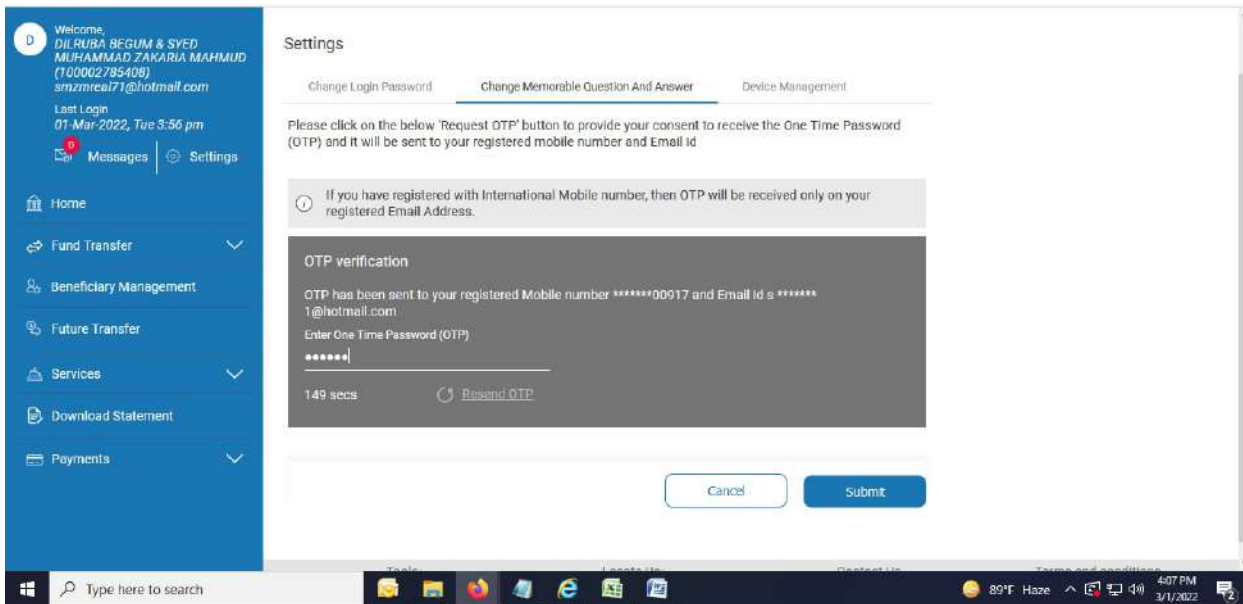
---End of "Change Memorable Question"---

Own Account Transfer (Immediate): Your Account to your Account within Jamuna Bank Ltd at an immediate date.

1. Click "Own Account Transfer".
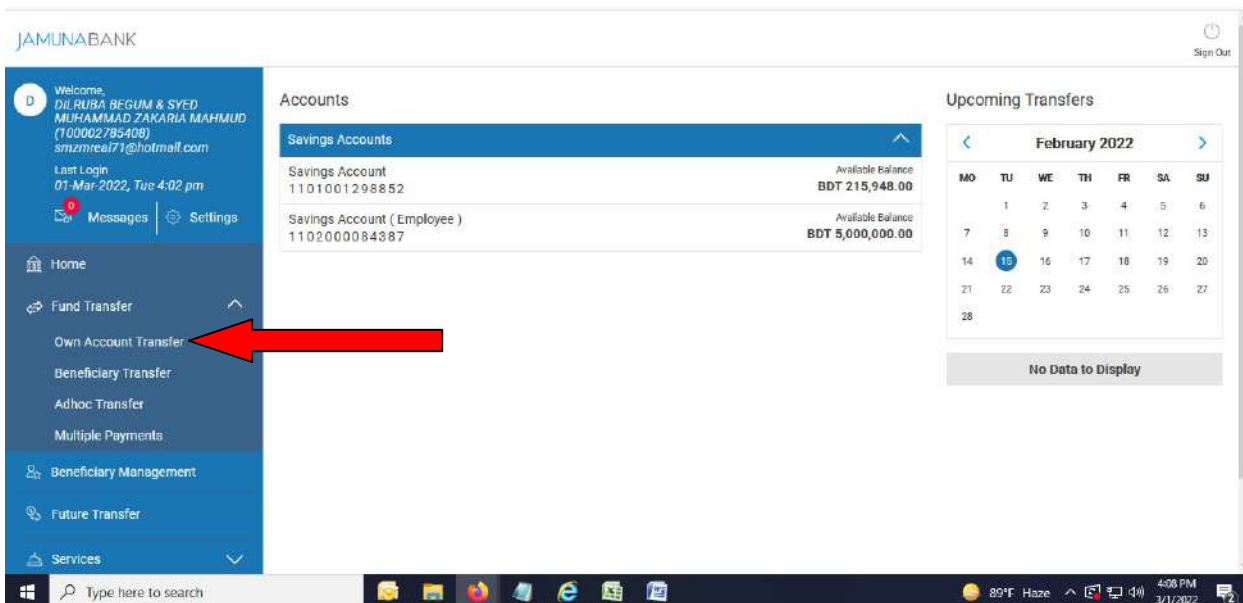
2. "Own Account Transfer" page appears.

3. Select an Account from drop down menu in "Transfer From" field from where you want to send your money.

4. Select an Account from drop down menu in "Transfer To" field to where you want to send your money.

5. Input the "Amount" you want to send.

6. After hitting "Proceed" button, below page appears.

7. After hitting "Proceed" button, OTP page appears. System will send OTP to your desired Email ID and Mobile number simultaneously.

8. Enter OTP.

9. After hitting "Confirm" button, successful message of Fund Transfer page appears.
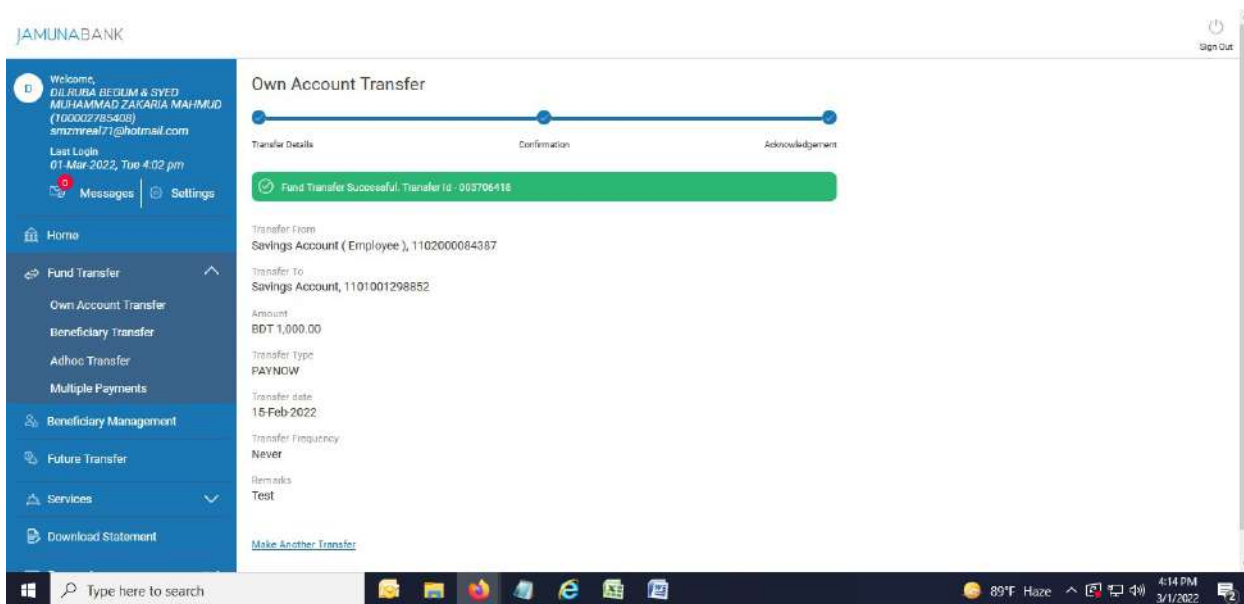
---End of "Own Account Fund Transfer (Immediate)"---

Own Account Transfer (Future): Your Account to your Account within Jamuna Bank Ltd at a Future date.

1. Click "Own Account Transfer". "Own Account Transfer" page appears. Fill up the required Field as before. Select a future date from calendar at when you want to commit the transaction.

2. After selecting a future date, below page appears.

3. After hitting "Proceed" button, below page comes.

4. After clicking "Proceed" button again, OTP page comes. System will send OTP to your desired Email ID and Mobile number simultaneously. Enter OTP.

5. After hitting "Confirm" button, successful message of Fund Transfer page appears.

--End of "Own Account Fund Transfer (Future)"--------------------------------------

Own Account Transfer (Recurring): Your Account to your Account within Jamuna Bank Ltd at a Future date (Daily, Weekly or Monthly).

1. Click "Own Account Transfer". "Own Account Transfer" page appears. Fill up the required Field as before.
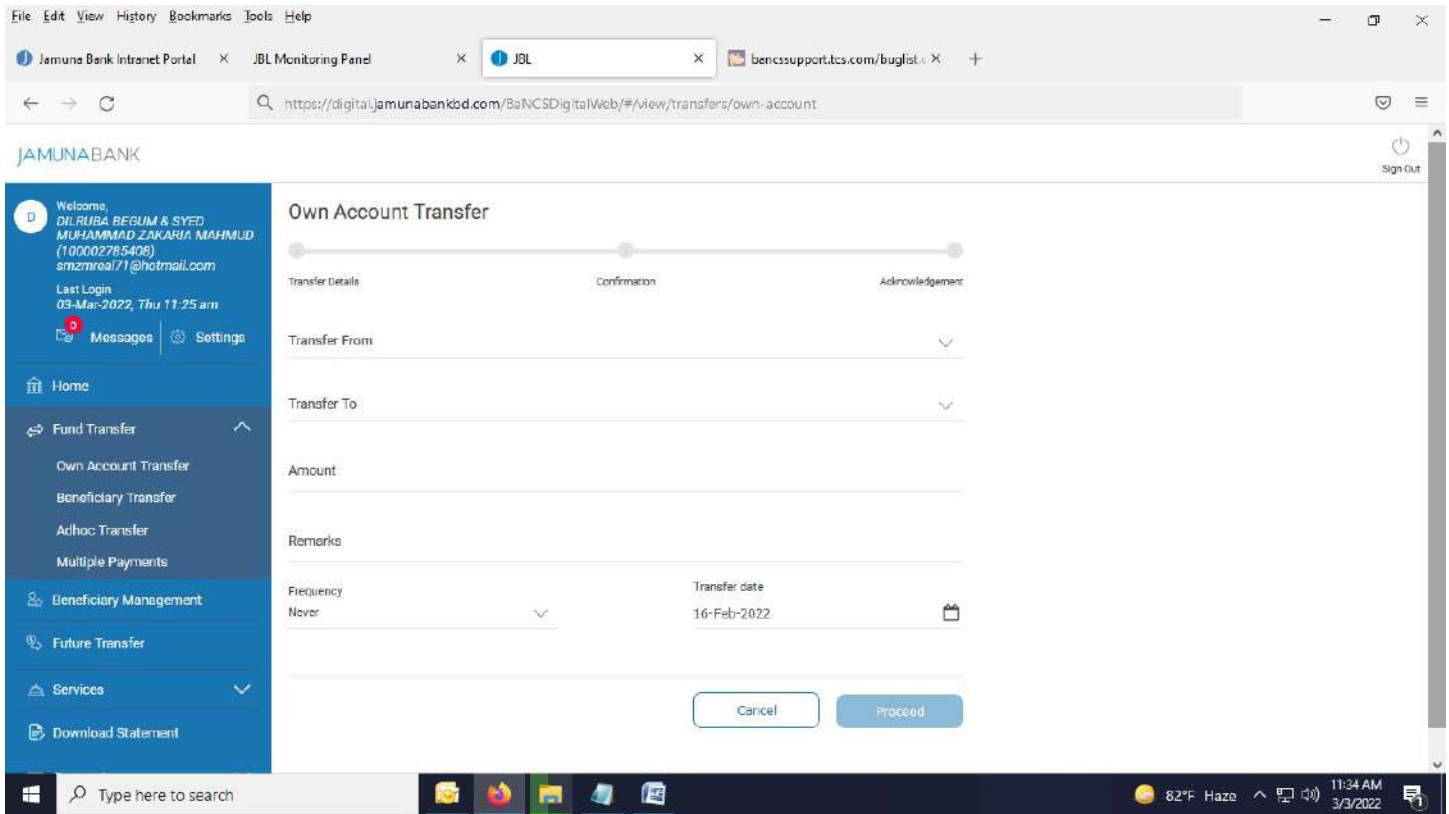
2. Select Frequency "Daily, Weekly or Monthly".

3. Select radio button of "Until I cancel" or "End On"

4. Below page appears. Hit "Proceed" button.
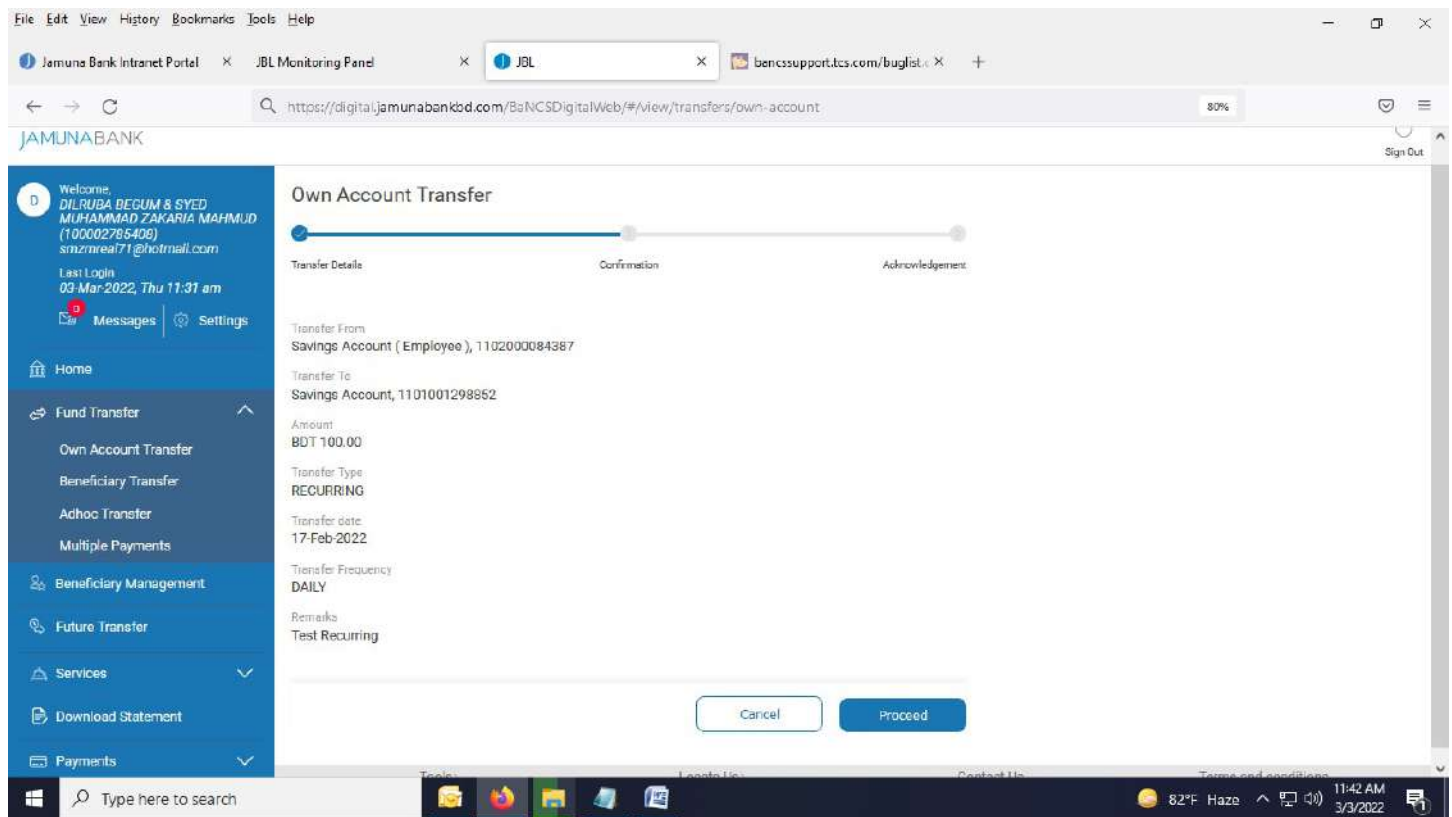
5. OTP page appears.
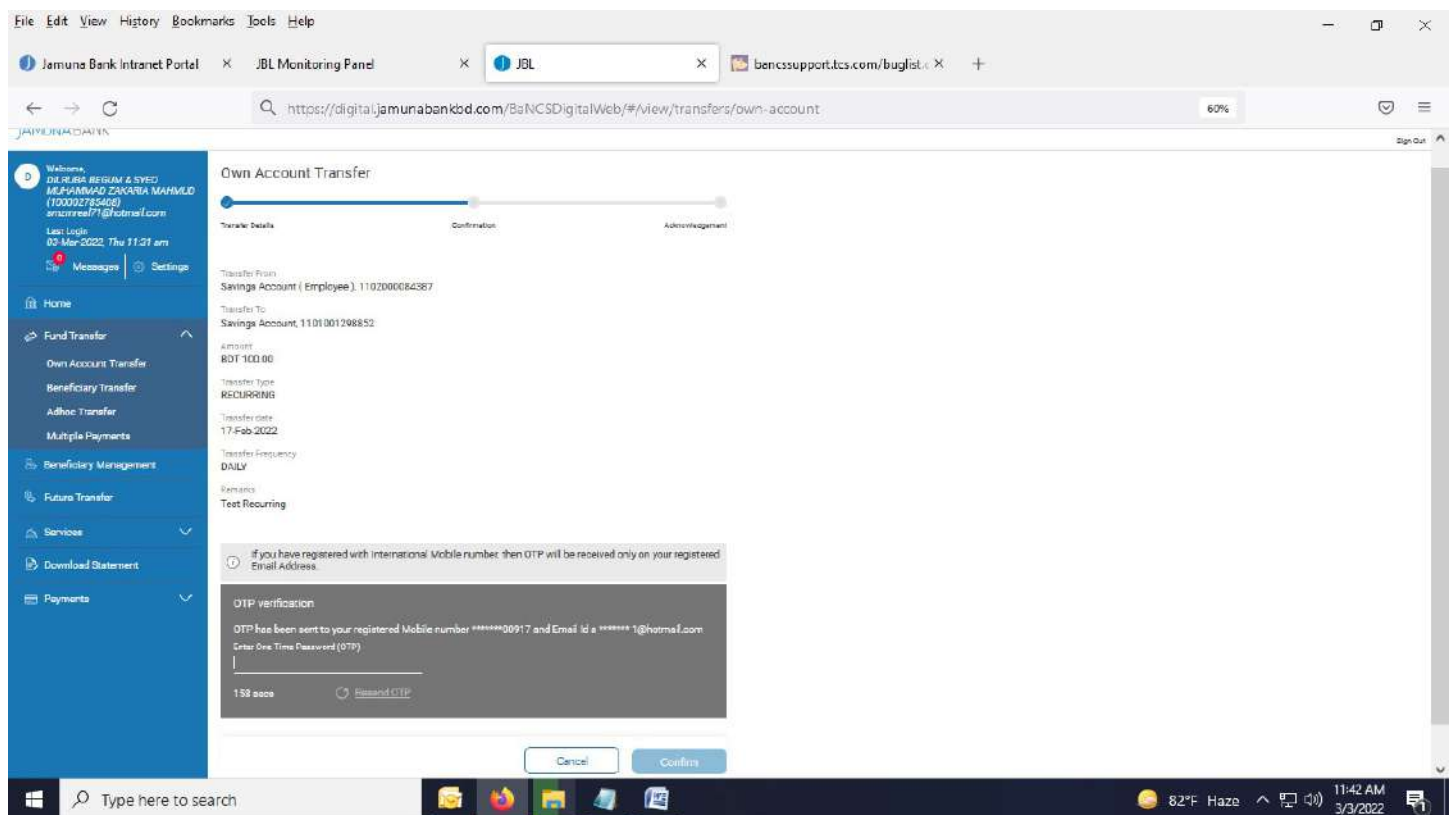
6. After providing OTP and hitting "Confirm" button, below successful message appears.
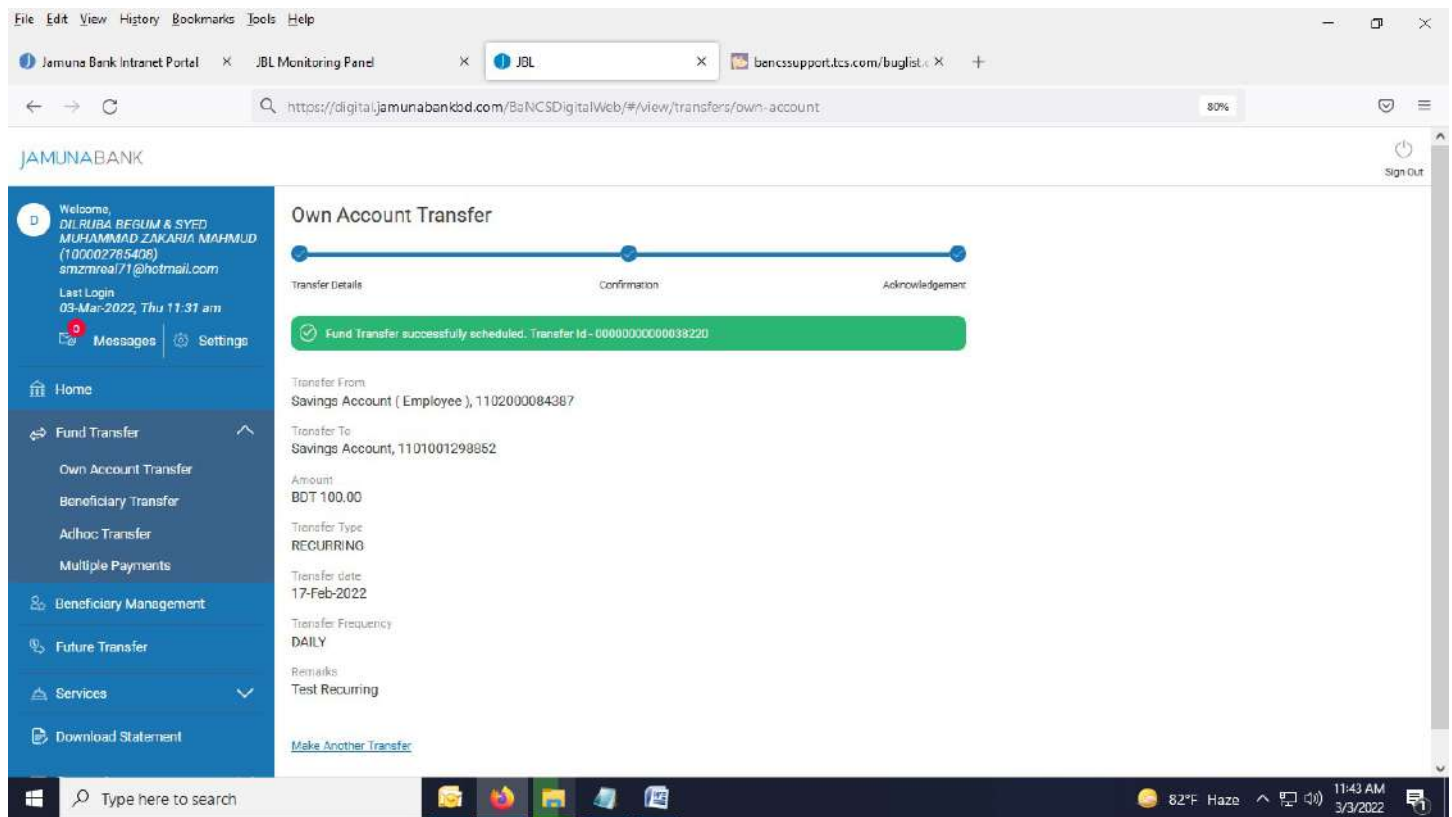
---End of "Own Account Fund Transfer (Recurring)"---------------------------------------

Future & Recurring Transfer shown in Calendar:

1. You can view your Future Transfer in calendar shown by RED bold outline.
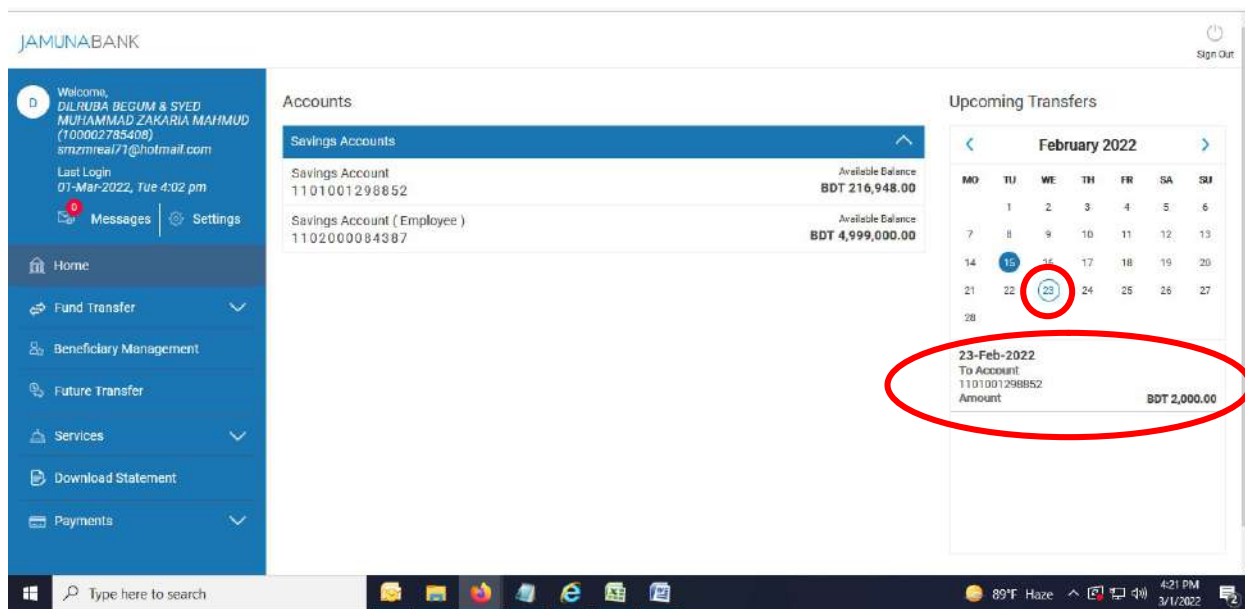
Future & Recurring Transfer shown in "Future Transfer" menu:

1. You can view your Future Transfer by clicking "Future Transfer" menu shown by RED bold outline.

Add Beneficiary (Within Bank Payee) under "Beneficiary Management" menu: Add those account which you want to transfer very frequently within Jamuna Bank Ltd.

1. Click on "Beneficiary Management". Below page appears. Click on "Add Beneficiary".

2. Select radio button "Within Bank".

3. Fill up below blank field and hit "Proceed" button.

4. Below page appears.

5. After hitting "Confirm" button, below successful message appears. Click on "Beneficiary List".
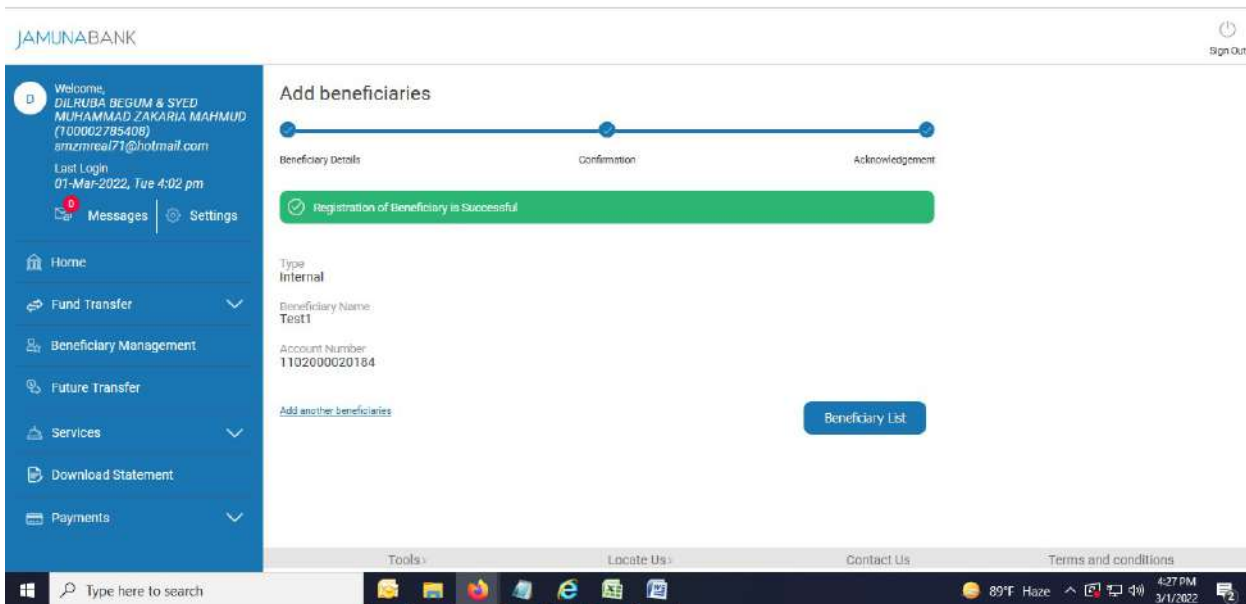
6. All beneficiary details will come as per below page.

-----------------End of Add Beneficiary (Within Bank Payee) under "Beneficiary Management" menu-----------------

Add Beneficiary (External Payee) under "Beneficiary Management" menu: Add those accounts of other Banks which you want to transfer very frequently.

1. Click on "Beneficiary Management". Below page appears. Click on "Add Beneficiary". Select "External Payee"

2. Below page appears.

3. Fill up the required field and hit "Proceed" button

4. Hit "Confirm" button.

5. Successful message appears. Click on "Beneficiary List".

6. All Beneficiary details of External Payee come as per below page

-----------------End of Add Beneficiary (External Payee) under "Beneficiary Management" menu---------------------------

Immediate Beneficiary Transfer (Within Bank): Your account to Internal Beneficiary account of Jamuna Bank Ltd at an immediate date.

1. Click on "Beneficiary Transfer". Select radio button "Within Bank".

2. Select account from drop down menu of "Transfer From" field.

3. Select Beneficiary account number from drop down menu of "Transfer To" field.

4. Fill up other required field and hit "Proceed" button.

5. Below page appears.

6. After hitting "Proceed" button, OTP page appears. Provide OTP and press "Confirm".
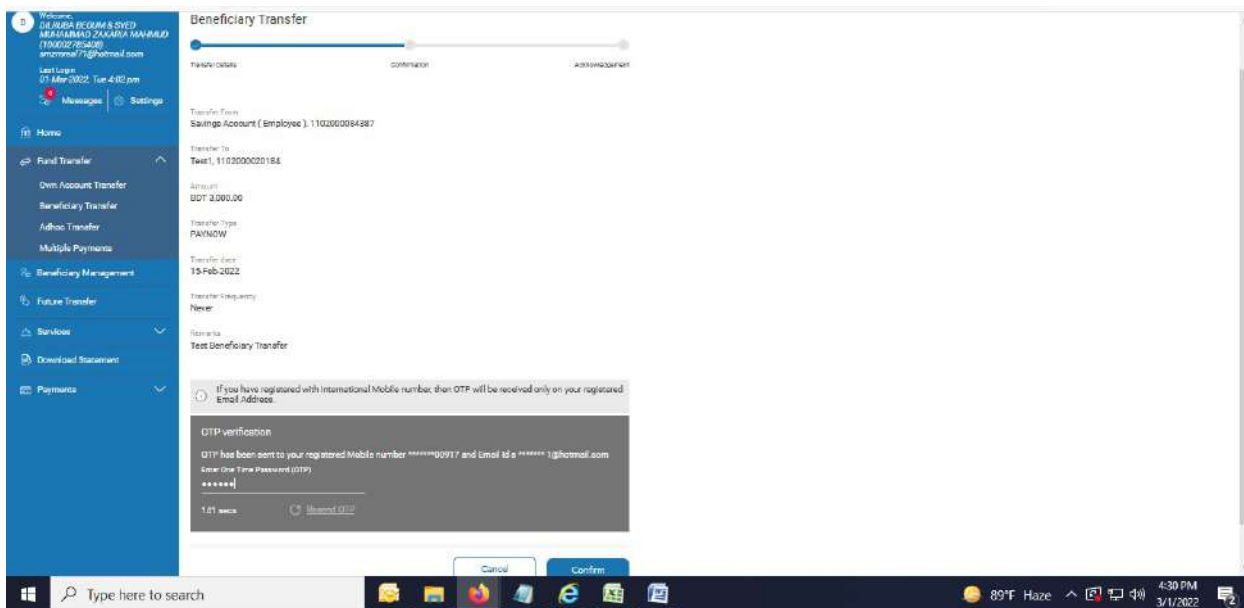
7. Successful message appears.
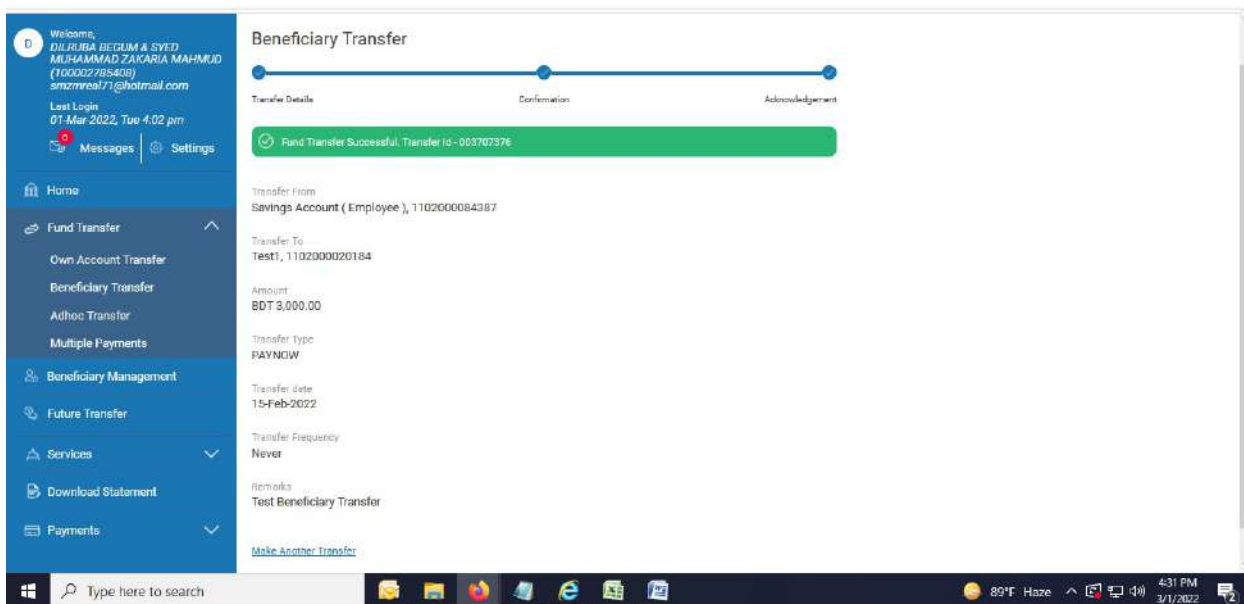
--------------------------------End of Immediate Beneficiary Transfer (Within Bank)-------------------------------------

Future Beneficiary Transfer (Within Bank): Your account to Internal Beneficiary account of Jamuna Bank Ltd at a Future date.

1. Click on "Beneficiary Transfer". Select radio button "Within Bank". Fill up required field and select a future date in "Transfer Date" field.

2. After hitting proceed button, below page appears.

3. OTP page appears after clicking "Proceed" button again. Provide OTP.
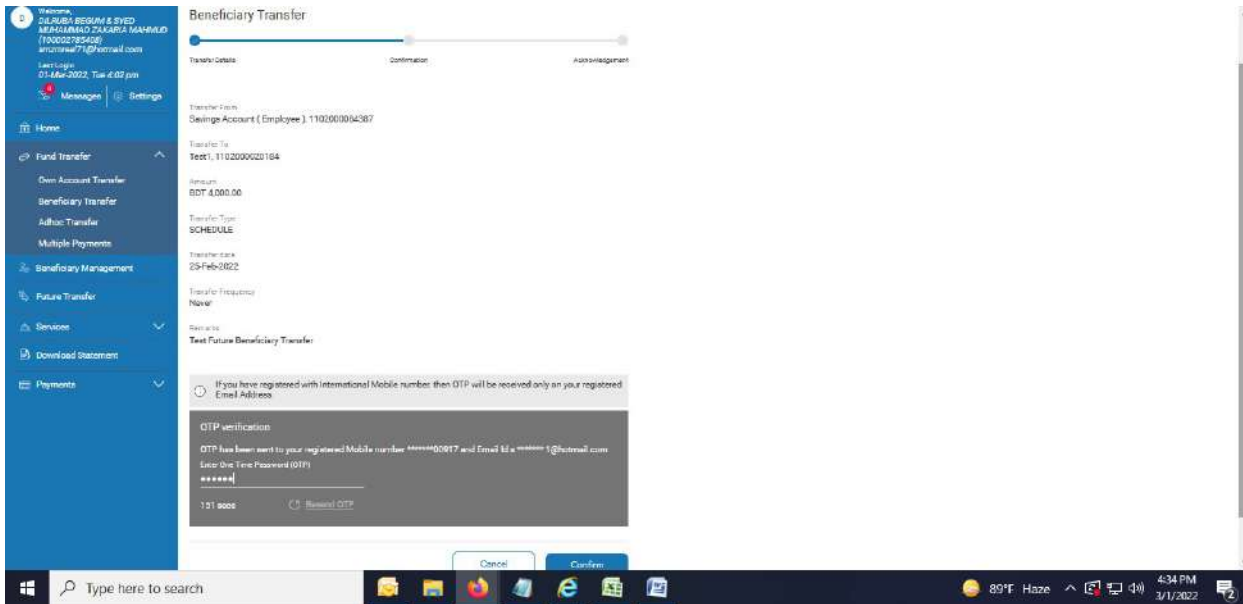
4. After hitting "Confirm" button, successful message appears.
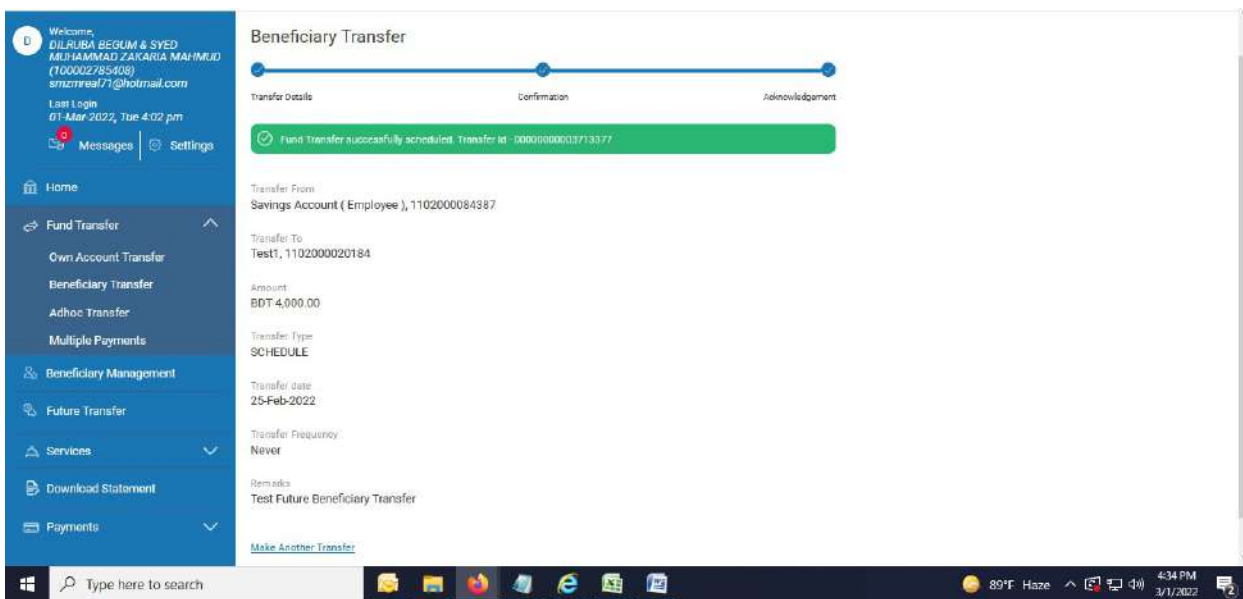
-------------------------------------End of Future Beneficiary Transfer (Within Bank)---

Recurring Beneficiary Transfer (Within Bank): Your account to Internal Beneficiary account of Jamuna Bank Ltd at a Future date (Daily, Weekly or Monthly).

1. Click on "Beneficiary Transfer". Select radio button "Within Bank".

2. Fill up required field and select Daily, Weekly or Monthly in "Frequency" field.

3. Select radio button "Until I cancel" or "End On". If selecting "End On", choose a date from calendar marked by red arrow in below image in "Transfer End Date" field.

4. Below page appears.

5. Hit "Proceed" button.

6. Below page appears.

7. After hitting "Proceed" button, OTP page comes. Provide OTP in concern field.
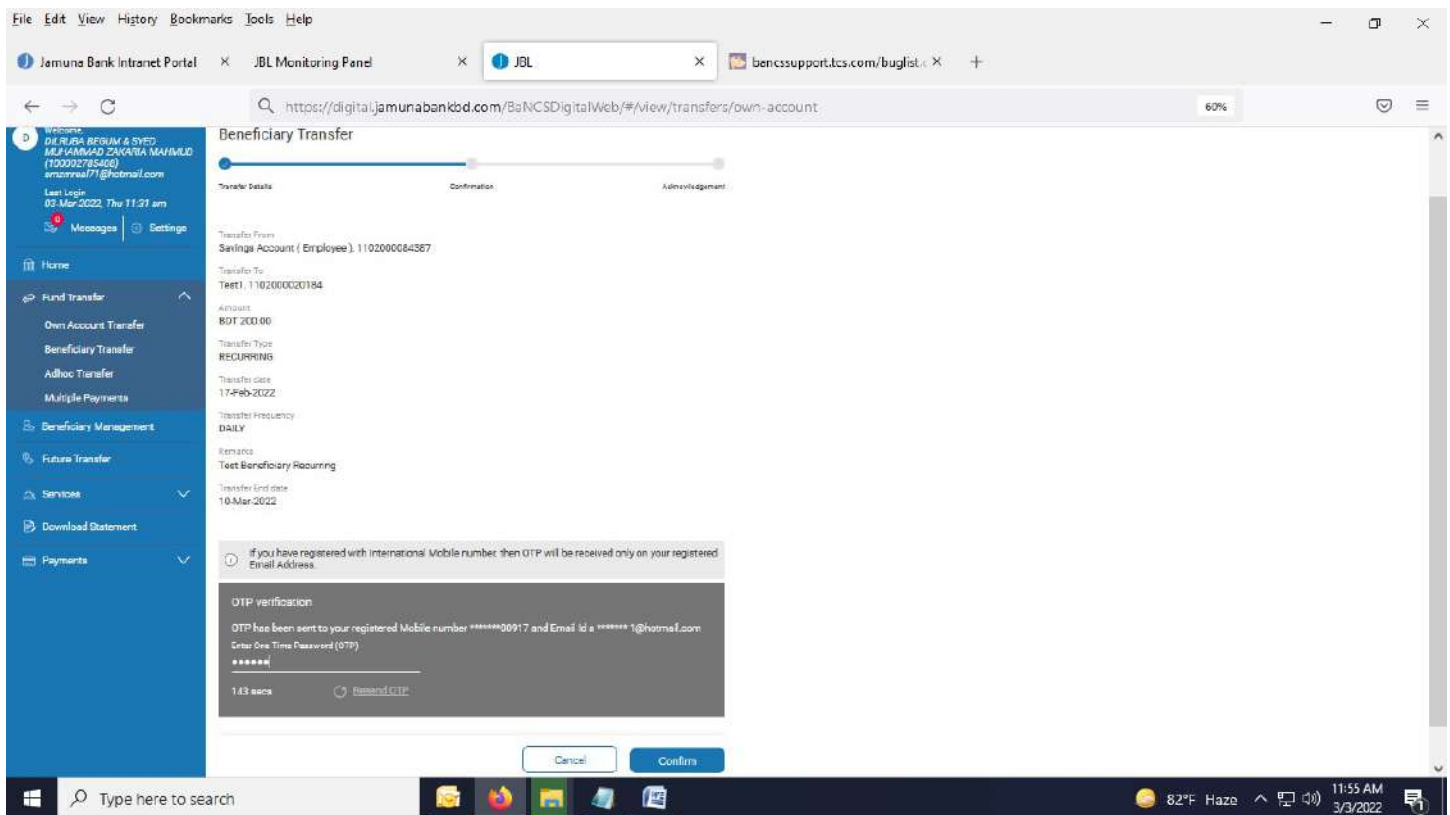
8. After pressing "Confirm" button, successful message appears as per below page.
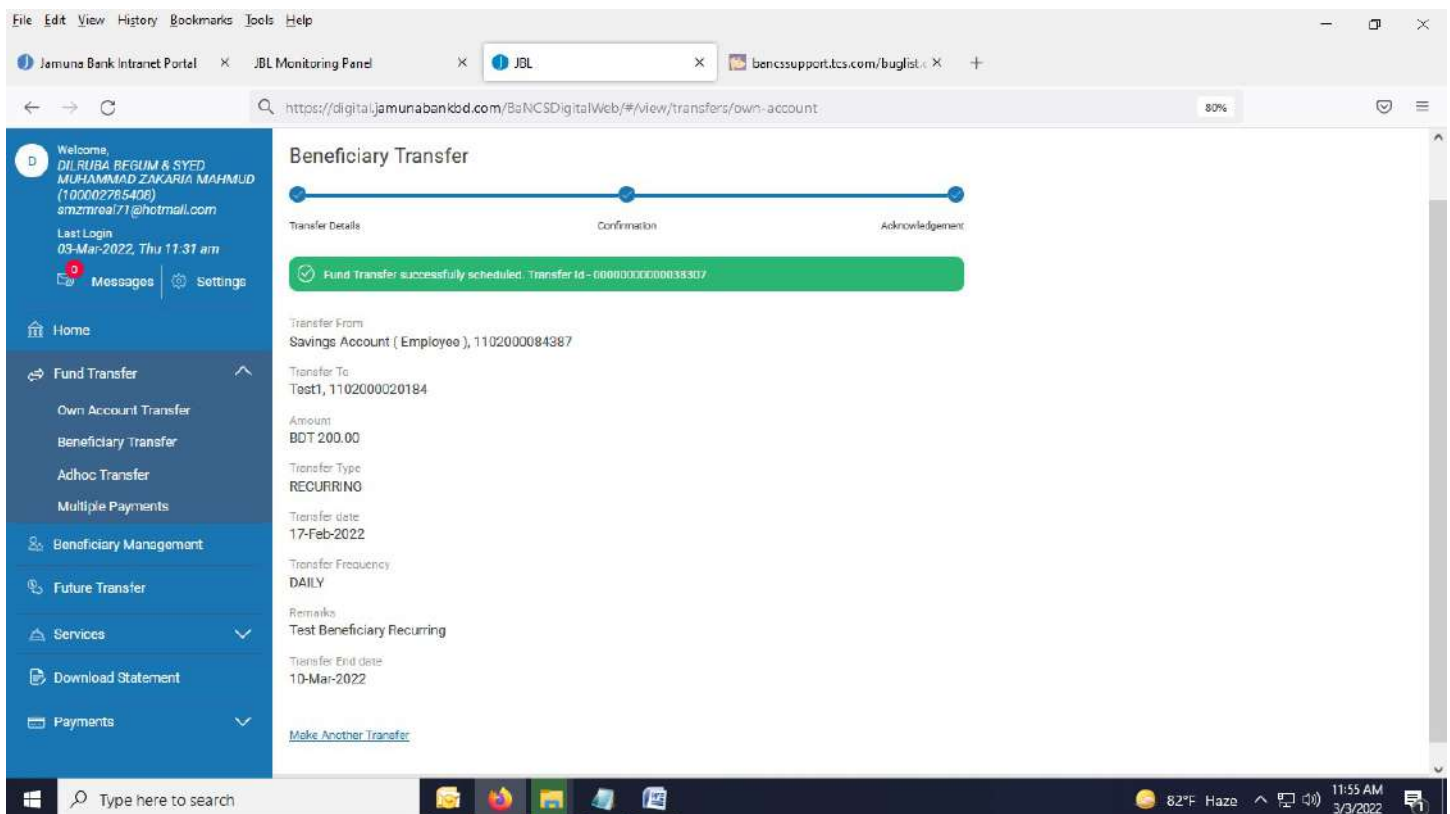
External Beneficiary Transfer (BEFTN): Your account to Other Bank's account at an immediate date.

1. Click on "Beneficiary Transfer".

2. Select "External" radio button under Beneficiary Type and "BEFTN" radio button under Transfer Method

3. Select account from drop down menu in "Transfer From" field.

4. Select Beneficiary Account from drop down menu in "Transfer To" field.

5. Fill up other required field which are not auto populated.

6. After pressing "Proceed" button, below page appears.

7. Again hit "Proceed" button and OTP page appears.

8. Provide OTP in concern field.

9. After clicking "Confirm" button, successful message appears as per below page.

---End of External Beneficiary Transfer (BEFTN)---

External Beneficiary Transfer (RTGS): Your account to Other Bank's account at an immediate date.

1. Click on "Beneficiary Transfer". Select "External" radio button under Beneficiary Type and "RTGS" radio button under Transfer Method.

2. Fill up the required field.

3. After hitting "Proceed" button, below page appears.

4. OTP page comes. Provide OTP in concern field.

5. After hitting "Confirm" button, successful message appears.

--End of External Beneficiary Transfer (RTGS)--

Adhoc Transfer: Your account to other accounts of Jamuna Bank Ltd.

1. Click on "Adhoc Transfer". Below page appears. Select account from drop down menu in "Transfer From" field.
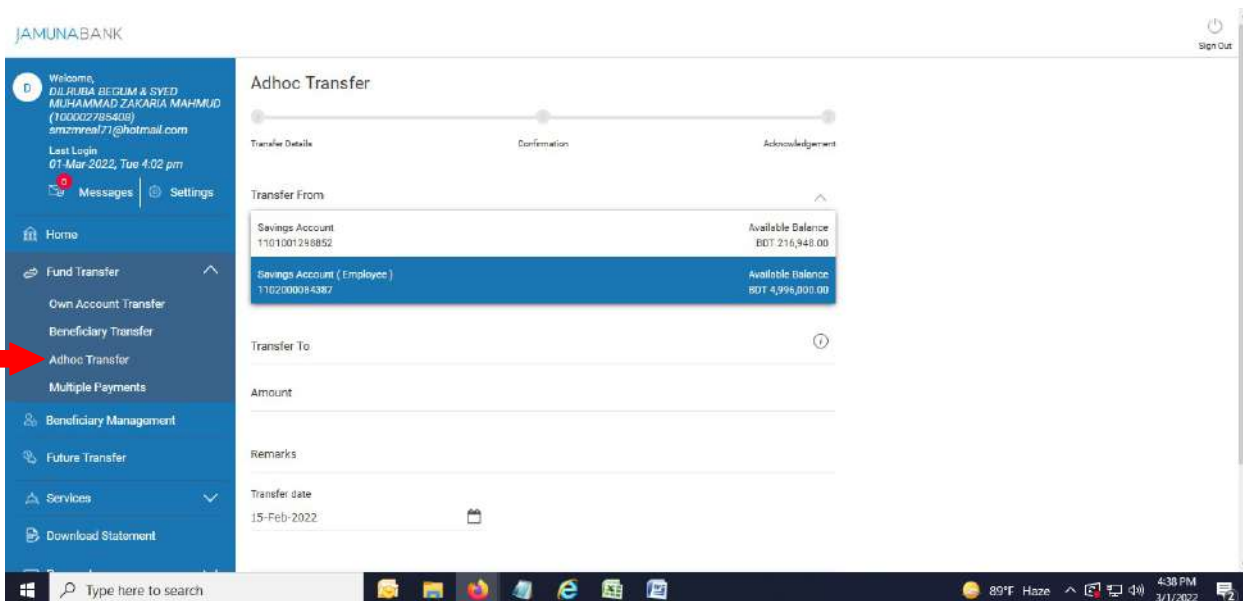
2. Fill up other required field.

3. After pressing "Proceed" button, below page appears.

4. Hit "Proceed" button again. OTP page comes. Provide OTP in concern field.

5. After hitting "Confirm" button, successful message appears.

---End of Adhoc Transfer---

Multiple Payment: Your account to multiple Internal Beneficiary Accounts at an immediate date.

1. Click on "Multiple Payment". Below page appears. Select account from drop down menu in "Transfer From" field.
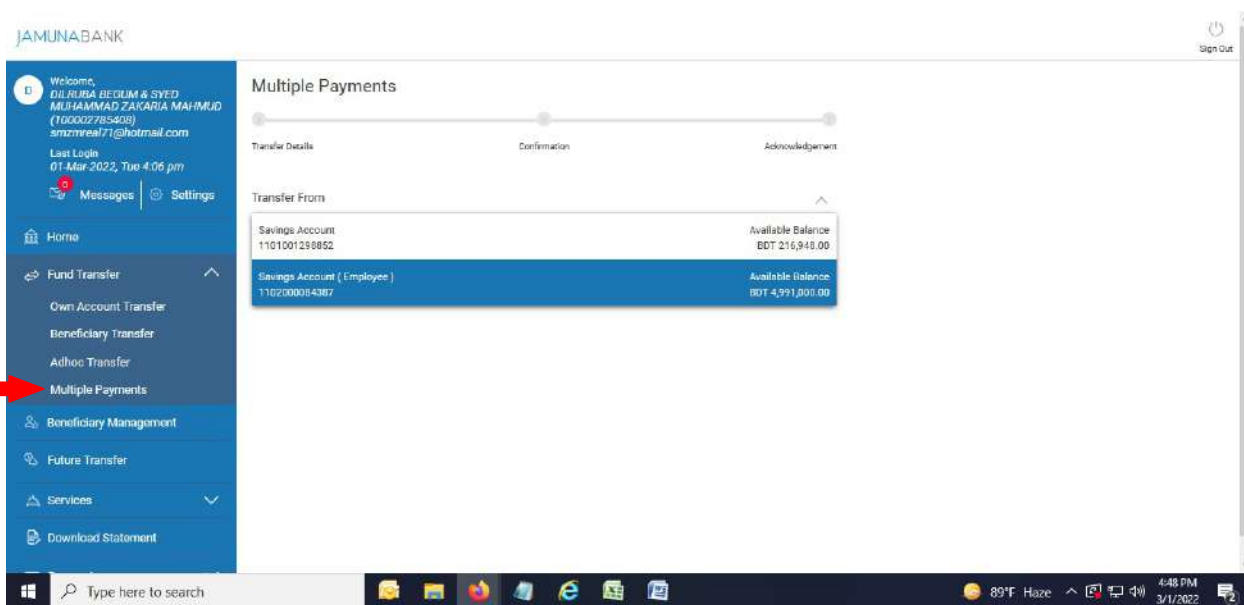
2. Click "Select Beneficiaries".
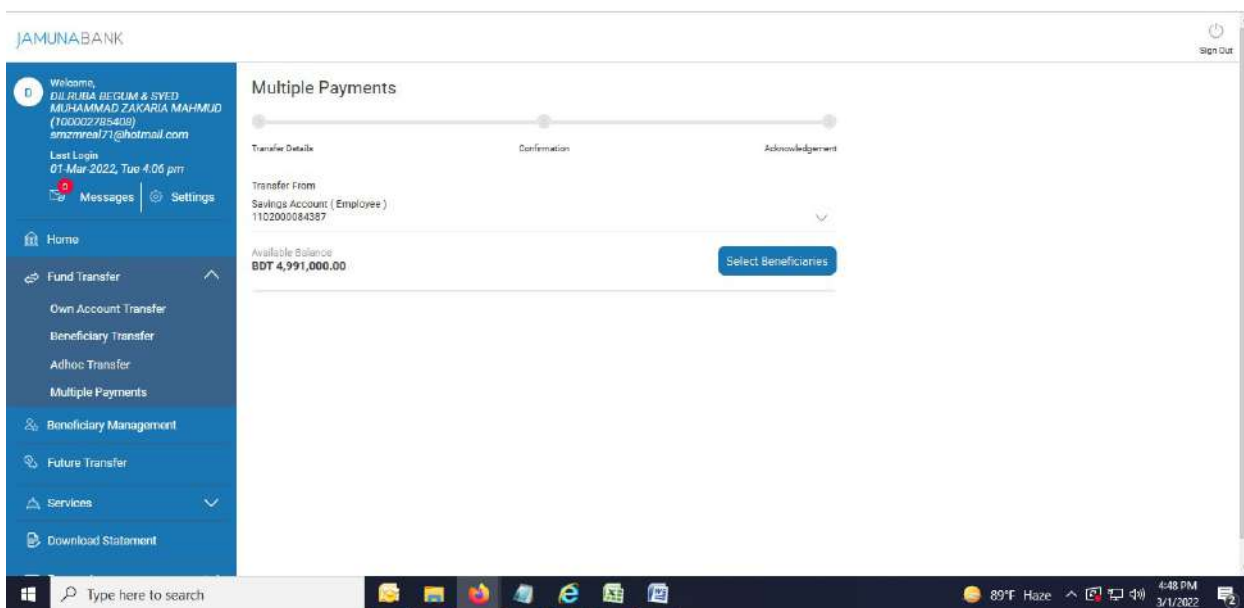
3. Below page appears.
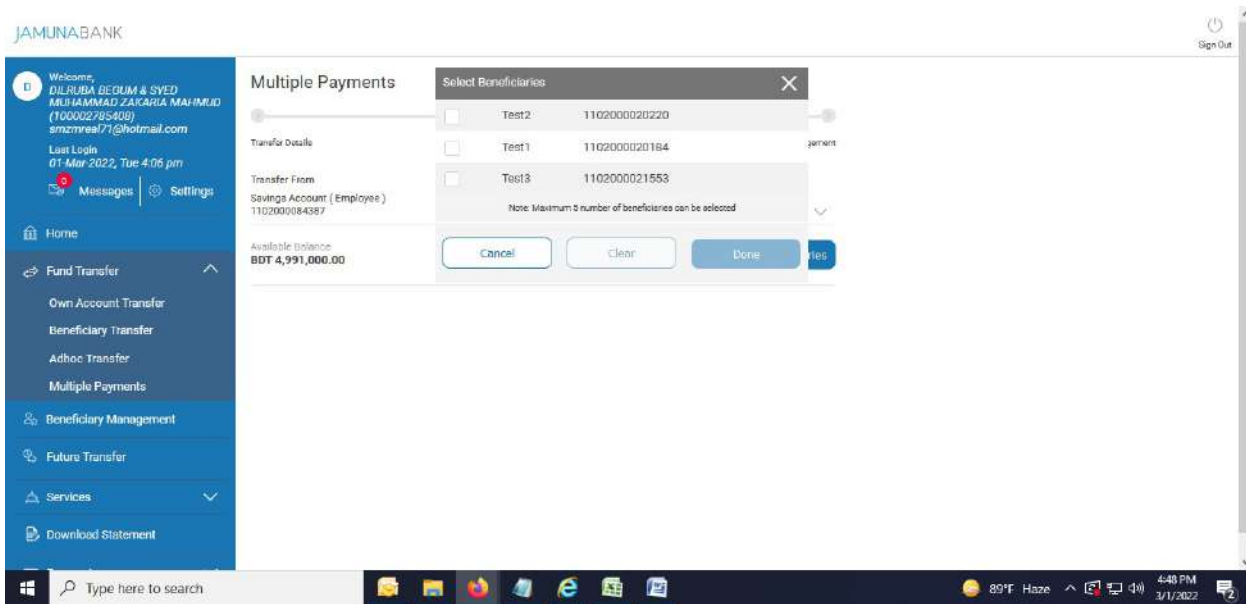
4. Select check box and press "Done" button.

5. Below page appears.

6. Enter amount in "Amount" field and hit "Proceed" button.

7. Below page appears. Click "Proceed" button.
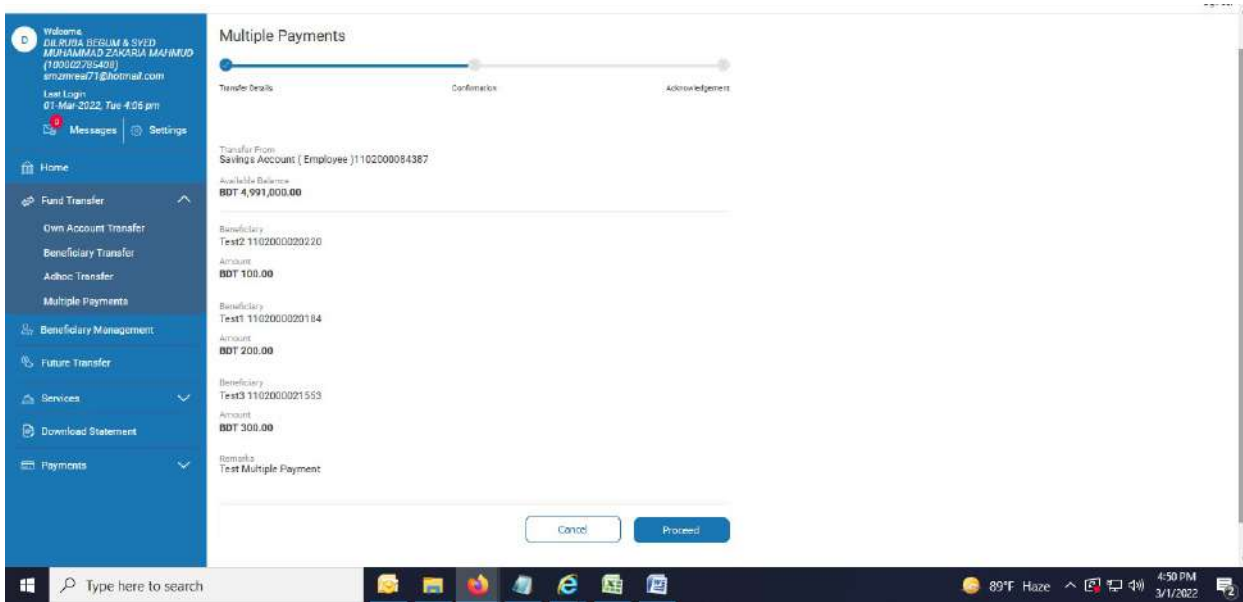
8. OTP page comes. Enter OTP in concern field.
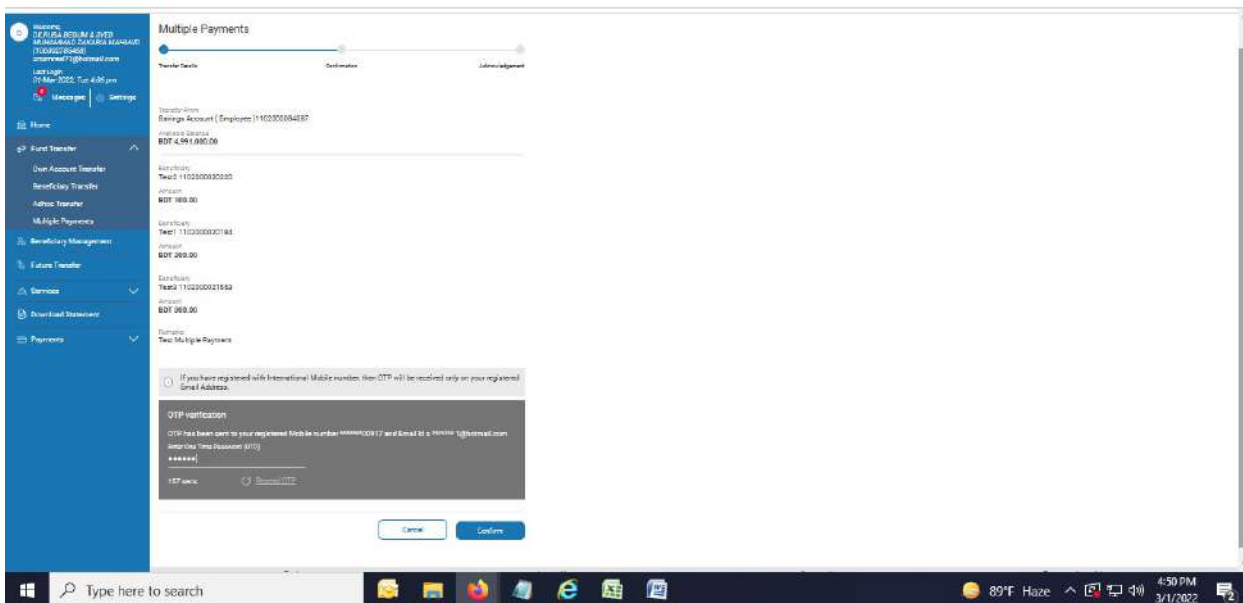
9. After hitting "Confirm" button, successful message appears.
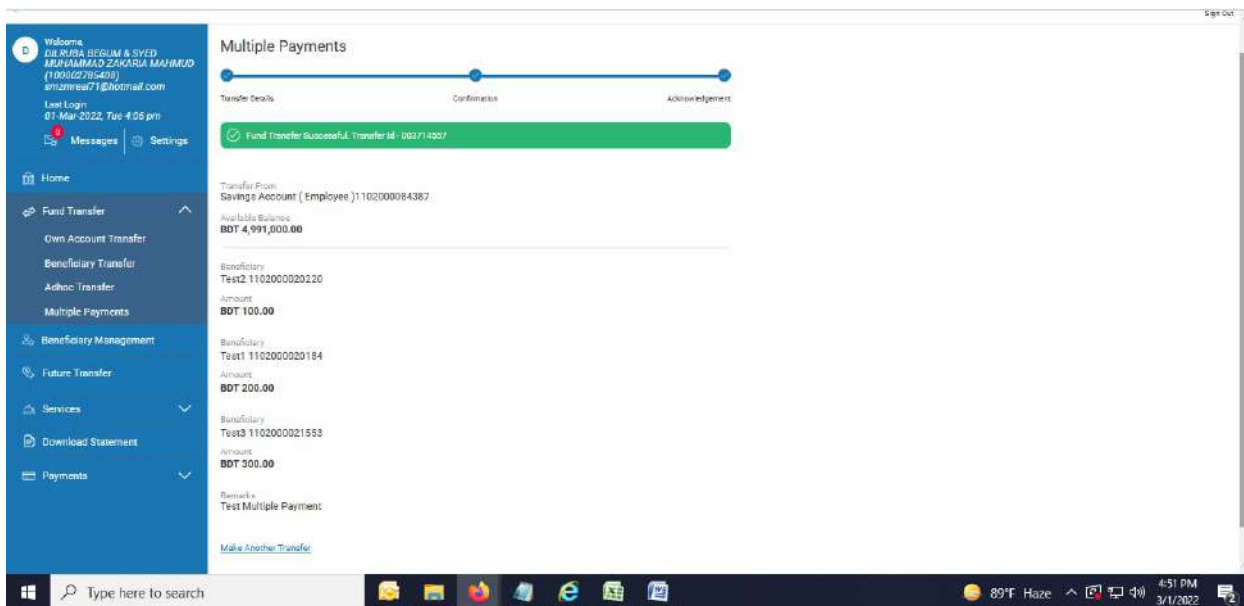
--End of Multiple Payment--

Cheque Service: Request for a cheque book.

1. Click "Cheque Service". Below page appears.
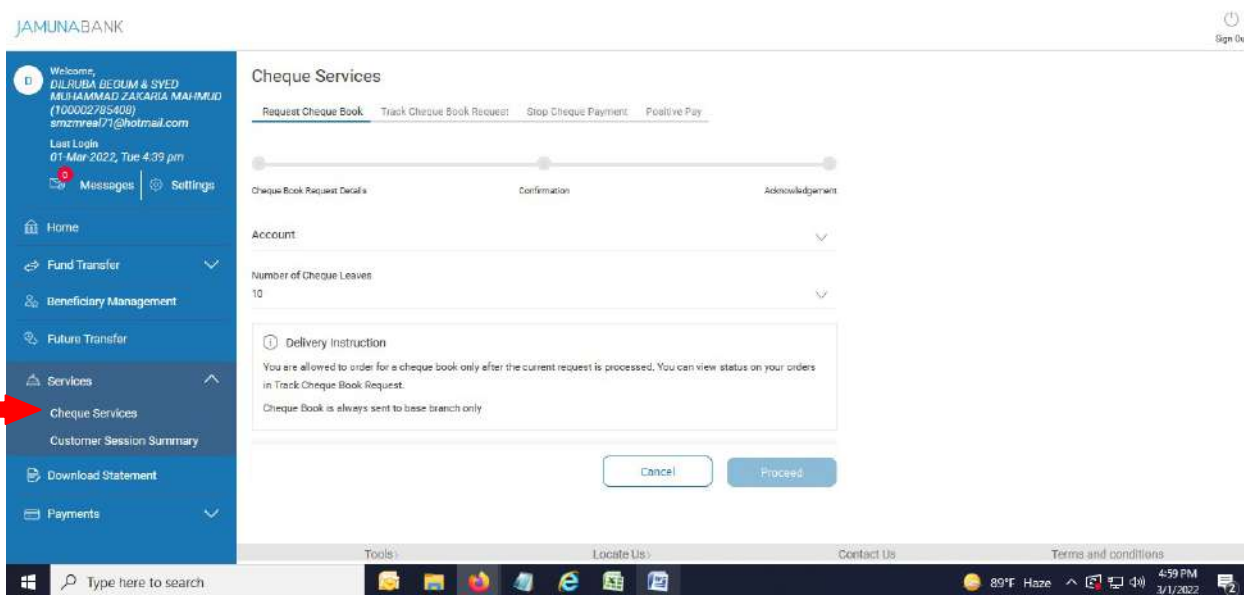
2. Select "Request Cheque Book". Select account from drop down menu in "Account" field.
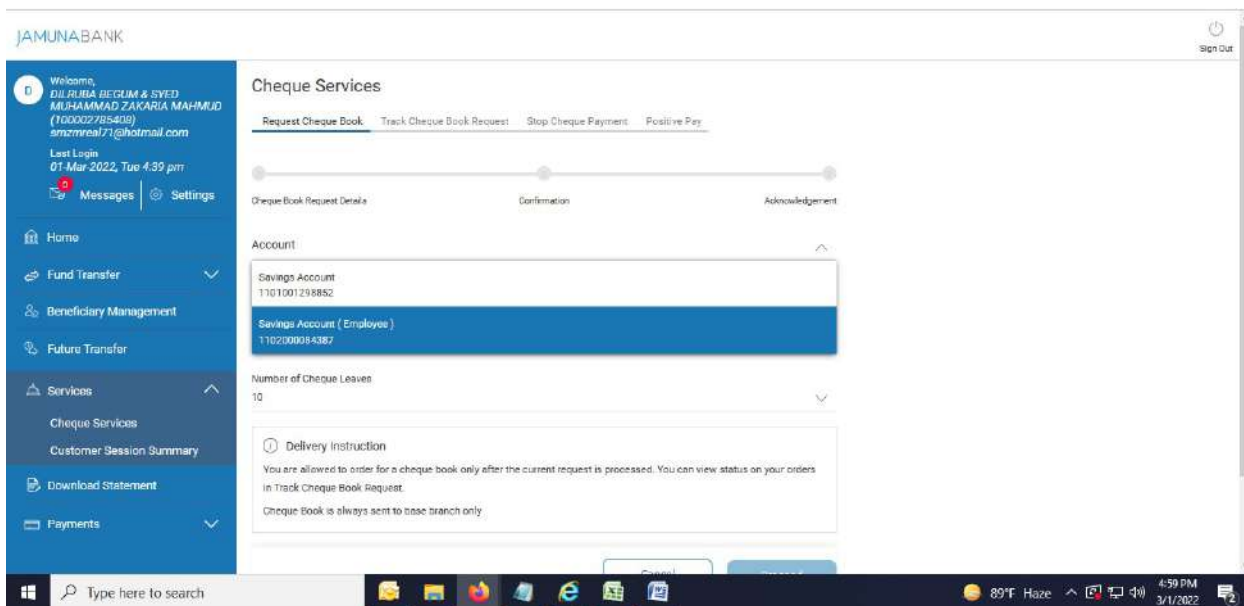
3. Select "Number of Cheque Leaves".
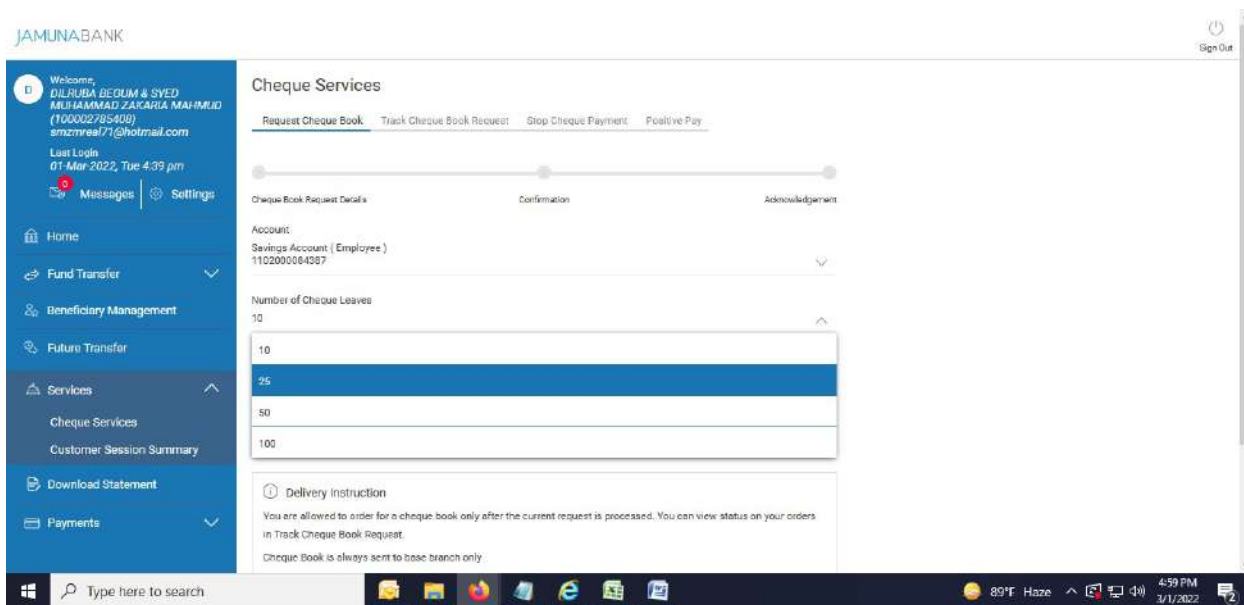
4. Below page comes. Hit "Proceed" button.

5. Below page appears.

6. After hitting "Proceed" button again, successful message comes.
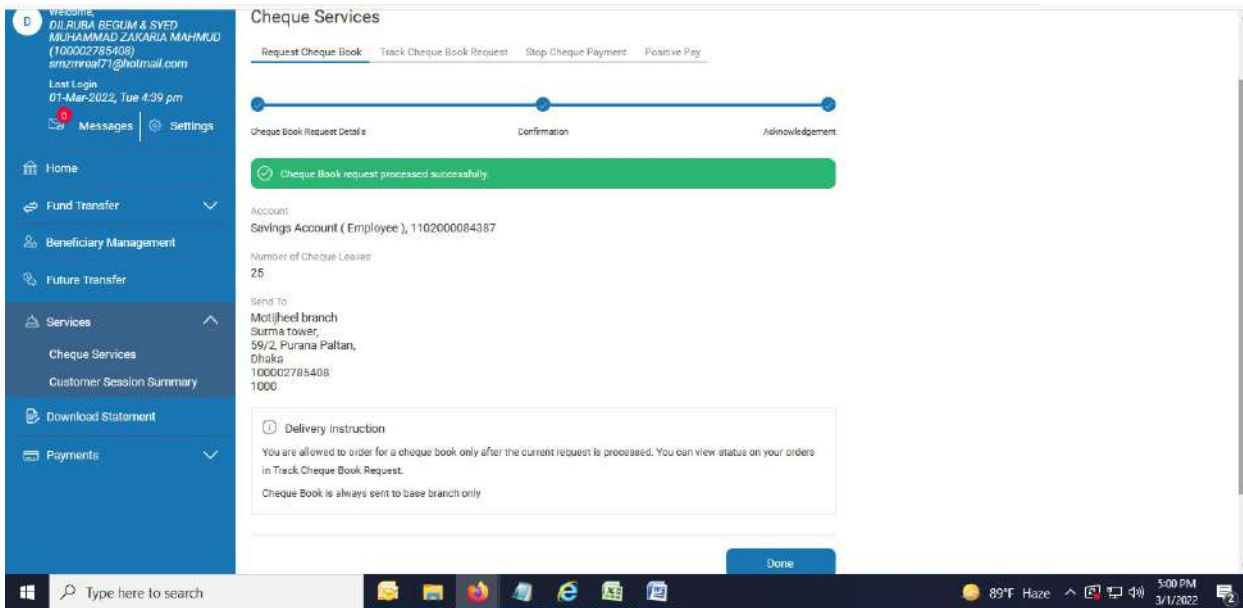
Track Cheque Book Request:

1. Select "Track Cheque Book Request". Select account from drop down menu in "Account" field.
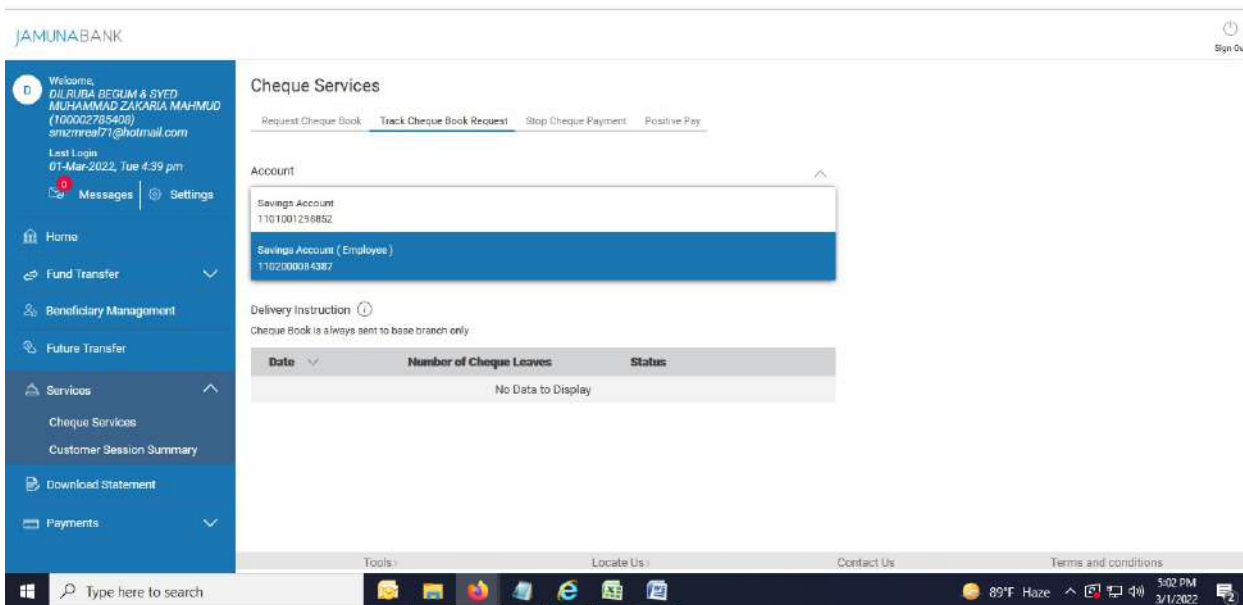
2. After selecting an account, below page comes.

Stop Cheque:

1. Select "Stop Cheque Payment". Below page comes.

2. Select account from drop down menu in "Account field".

3. Provide cheque prefix and cheque number in concern field.

4. Below page appears.
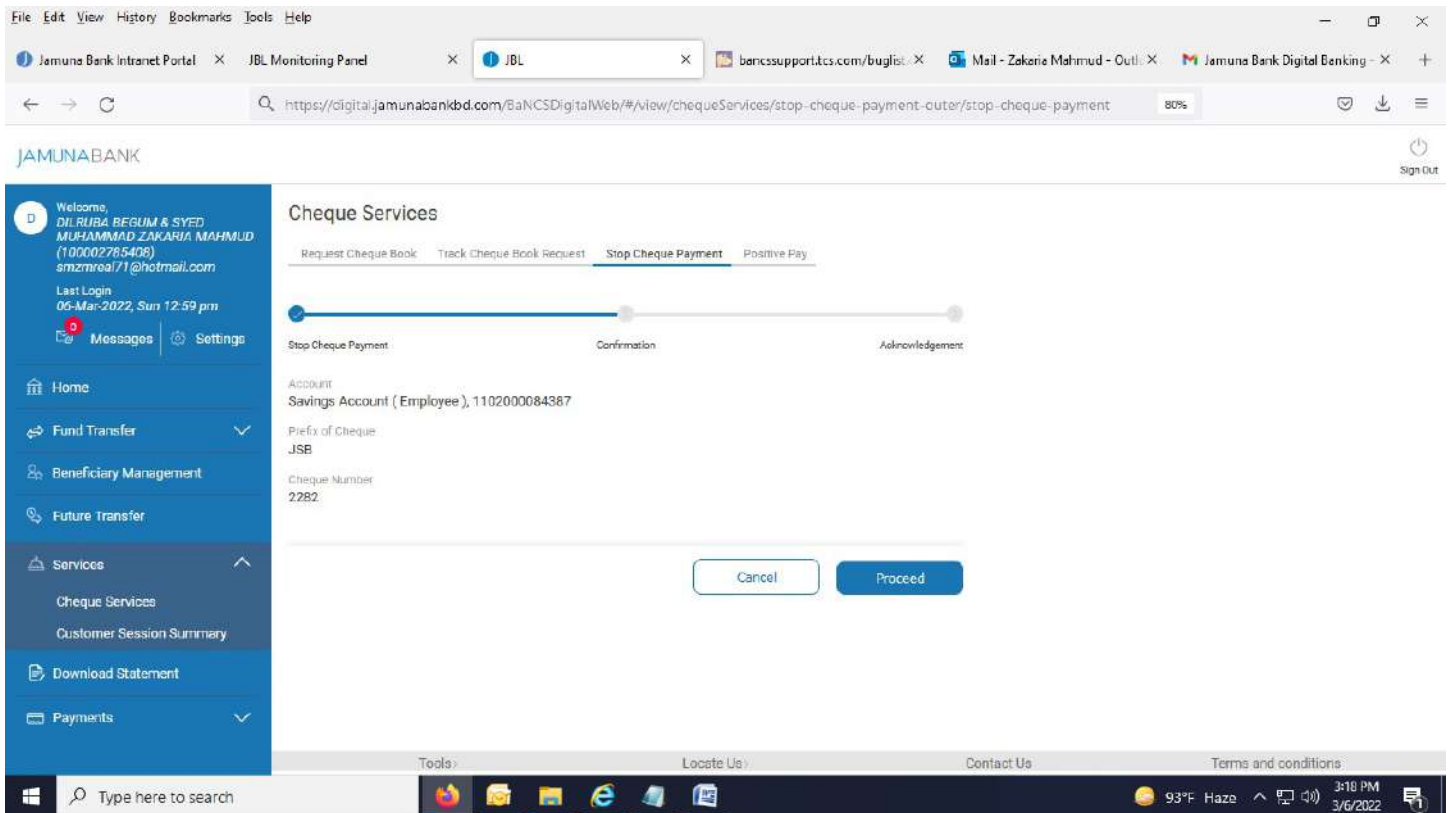
5. After hitting "Proceed" button, successful message appears.
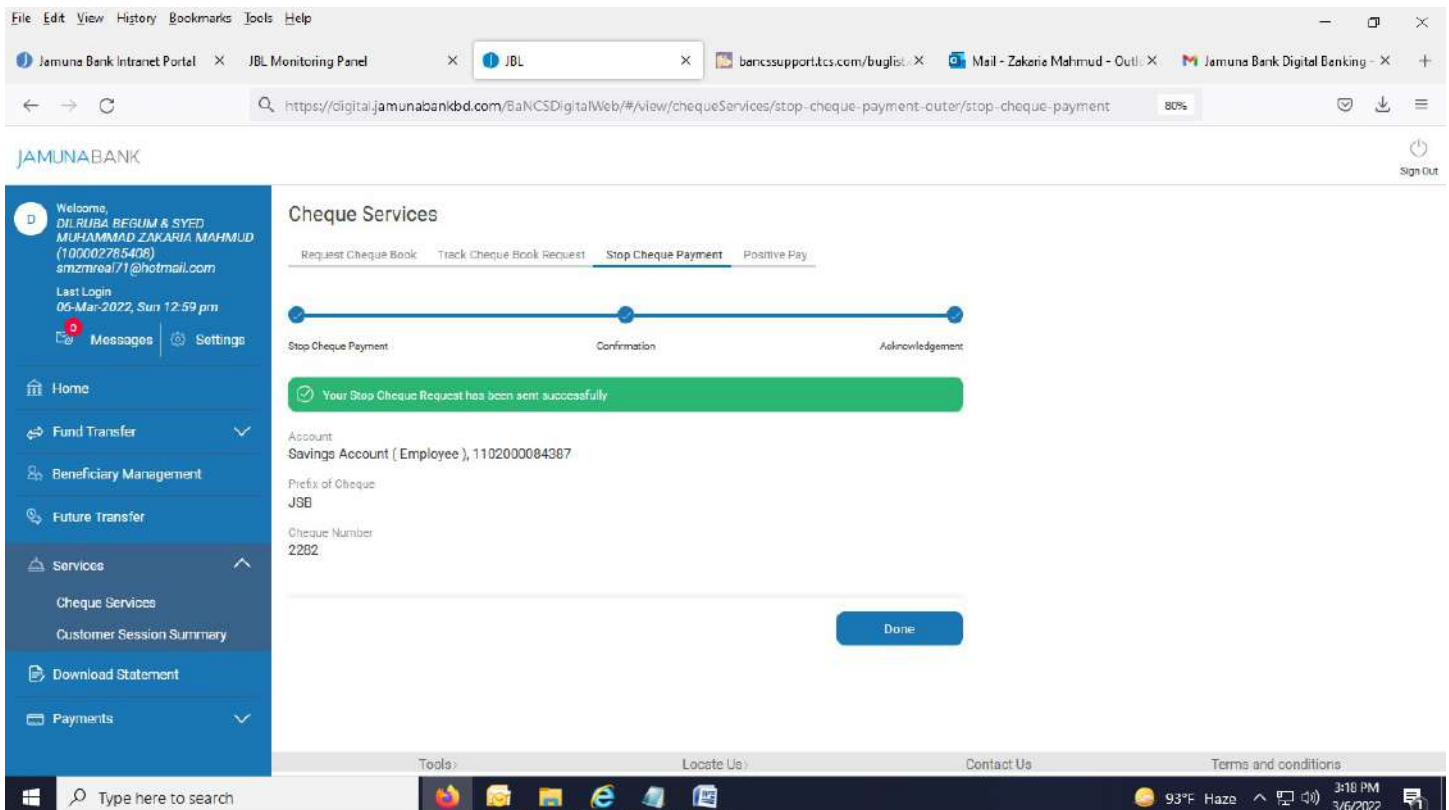
Add Positive Pay:

1. Select "Add Positive Pay" under "Positive Pay" tab. Below page appears.

2. Fill up all required field. Hit "Proceed" button.

3. Below page appears.

4. Click "Submit" button.

5. Successful message appears.

Search Positive Pay:

1. Select "Search Positive Pay Instruction" under "Positive Pay" tab. Below page appears.
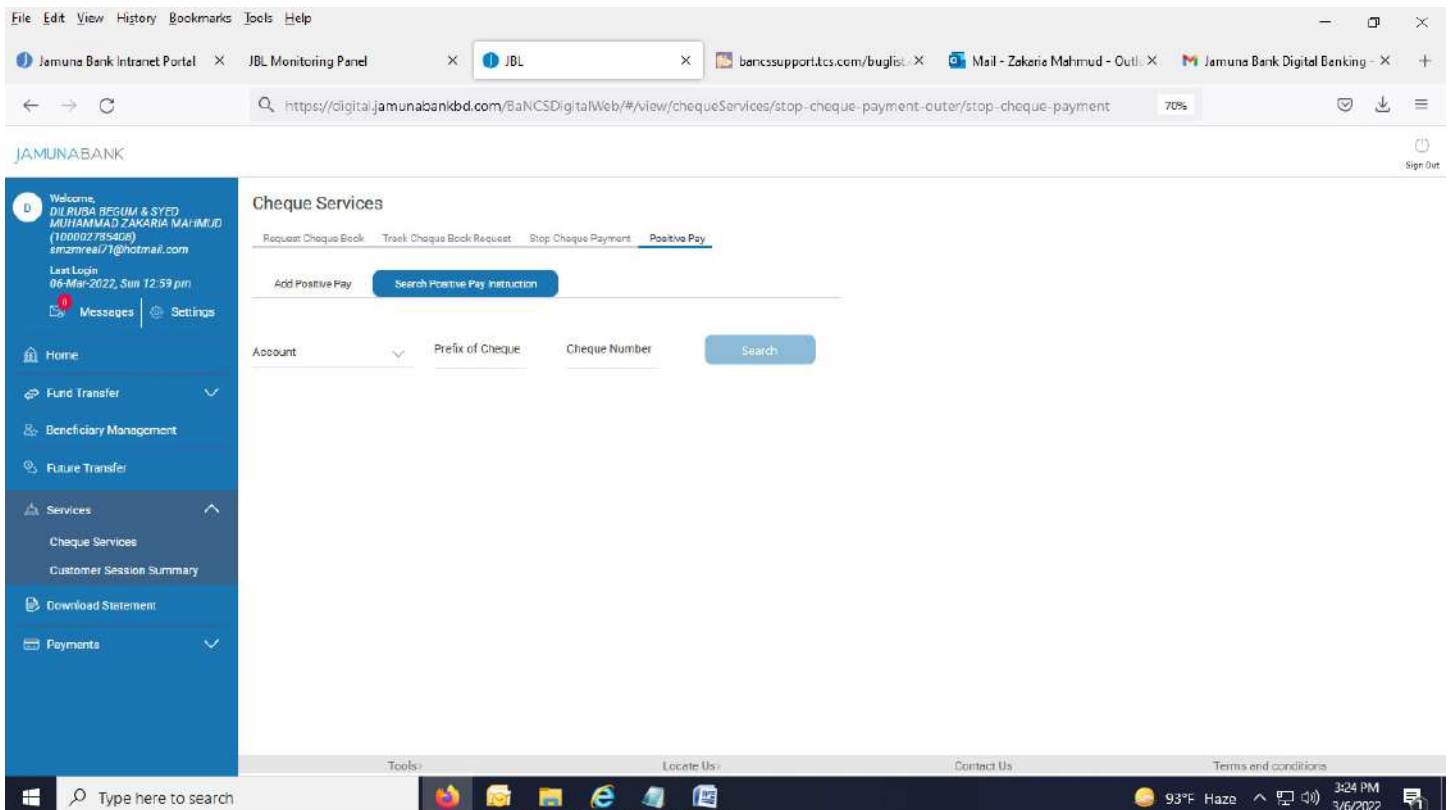
2. Select account from drop down menu in "Account" field.

3. Enter Cheque Prefix and Cheque Number.

4. After hitting "Search" button, below page appears.

Modify Positive Pay:

1. Hit "Modify" button.

2. Below page appears.

3. Edit any field. Here delete amount in "Amount" field.

4. Enter new amount in "Amount" field.

5. Hit "Proceed" button.

6. Below page appears.

7. After hitting "Confirm" button, successful message appears.

Delete Positive Pay:

1. After searching Positive Pay successfully from "Search Positive Pay Instruction" tab, below page appears.
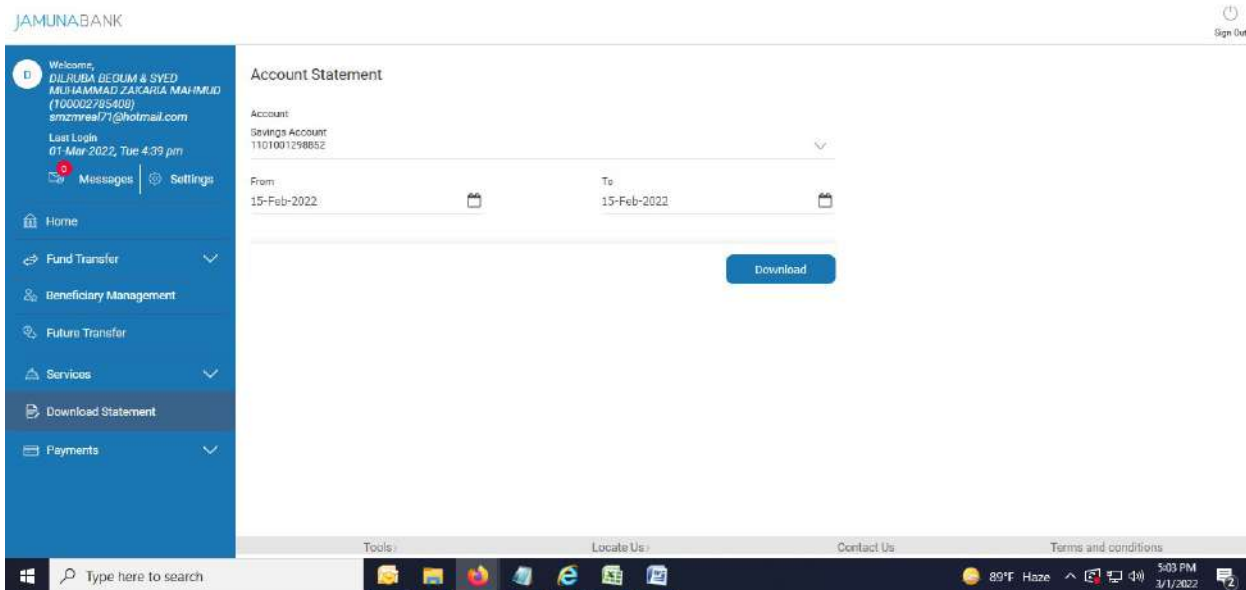
2. After hitting "Cancel Request" button, successful message appears.
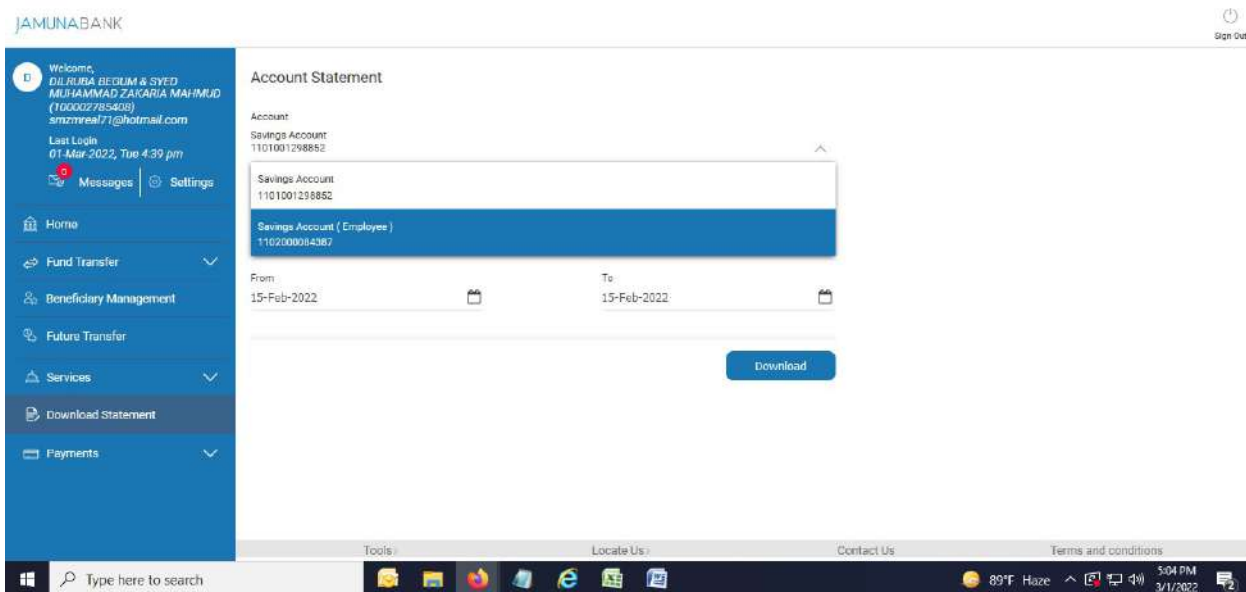
Download Statement:

1. Select Download Statement. Below page comes.

2. Select account from drop down menu in "Account" field.

3. Select Date from Calendar in "From" field.
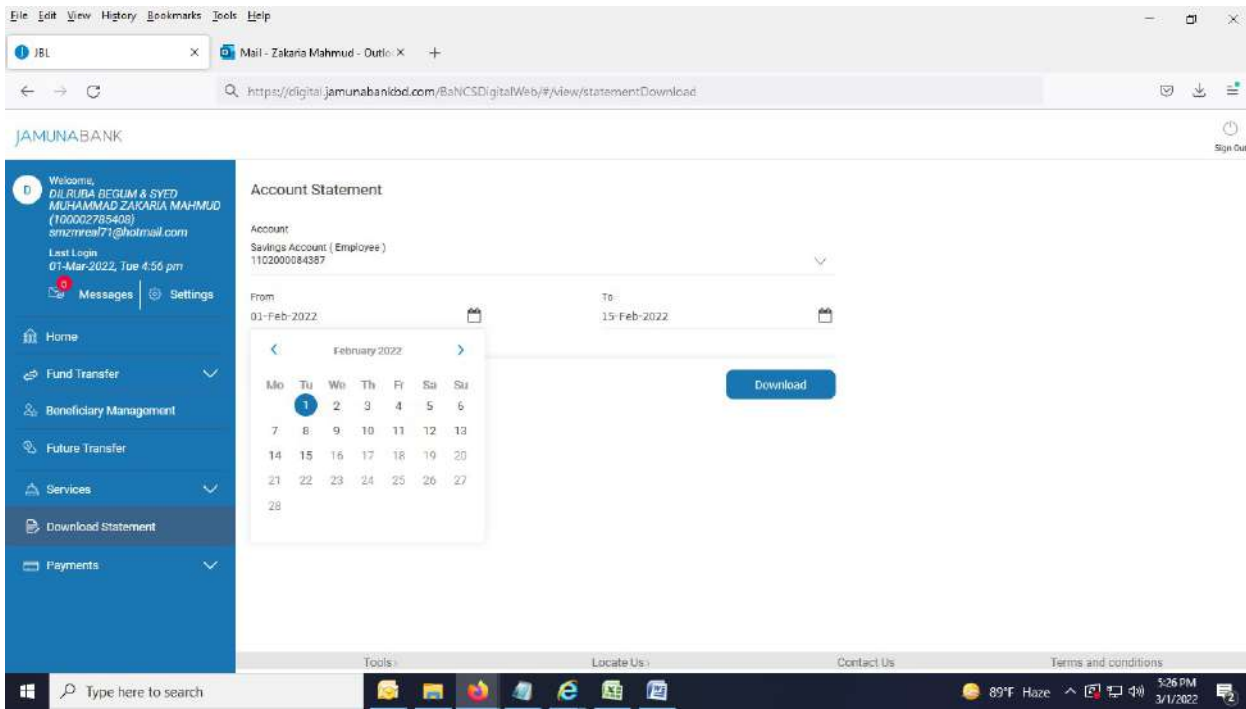
4. Hit "Download" button. Below page appears.
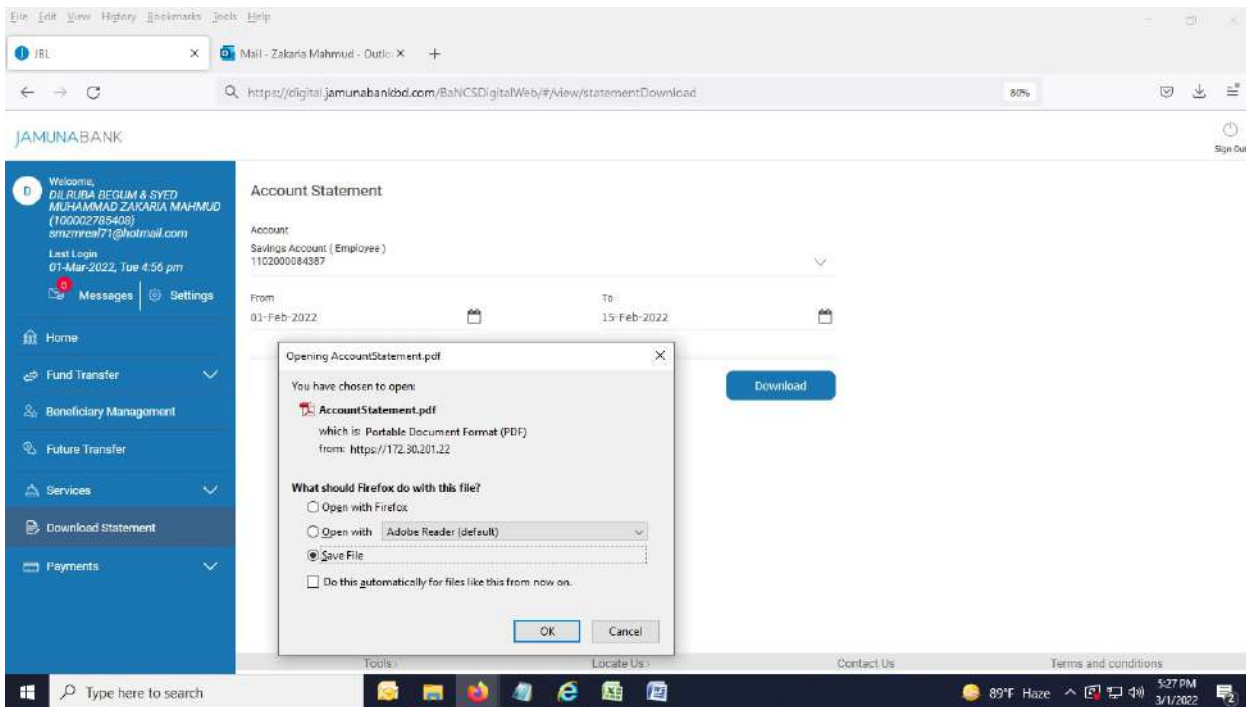
---End of Download Statement---

Forgot Password:

1. Click "Forgot Password".
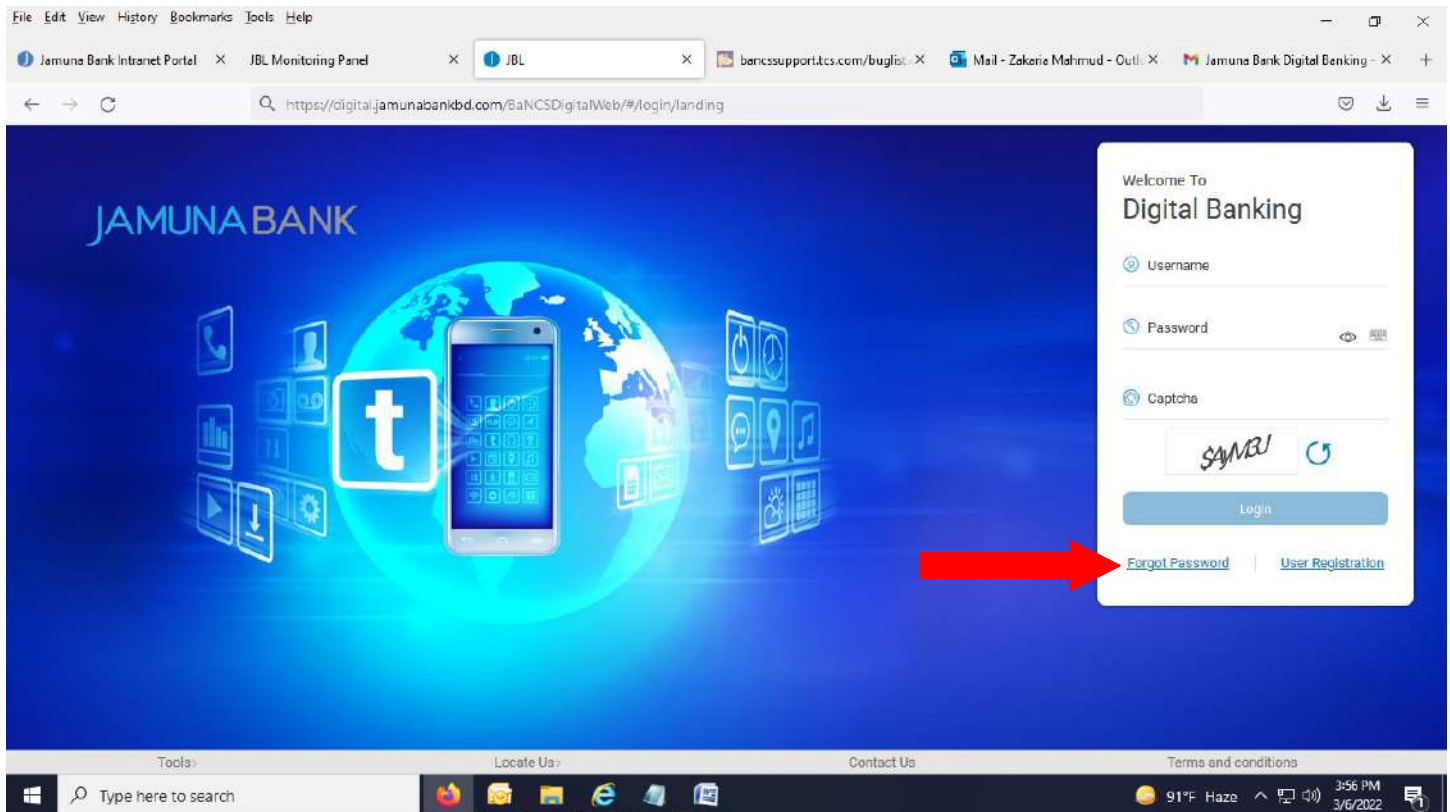
2. Below page appears.

3. Fill up required field.

4. After hitting "Proceed" button, below page appears.

5. Enter the answer of your "Memorable Question" in "Answer" field.

6. After hitting "Proceed" button, below page appears. Click on "Request OTP".

7. OTP page comes.

8. Enter OTP in concern field.

9. After hitting "Confirm" button, below page appears.

10. Enter password in "Enter Password" field by satisfying password policy.

11. Re enter password in "Re Enter Password" field.

12. After hitting "Proceed" button, successful message appears.

Bill Payments:

1. Click on "Bill Payments".

2. Below page appears.

3. Fill up all required field.

4. After hitting "Find Bill", below page appears.

5. Select account from drop down menu in "Payment From" field.

6. After hitting "Calculate Charges" button, below page comes.

7. After hitting "Proceed" button, below page comes. Click "Confirm" button.
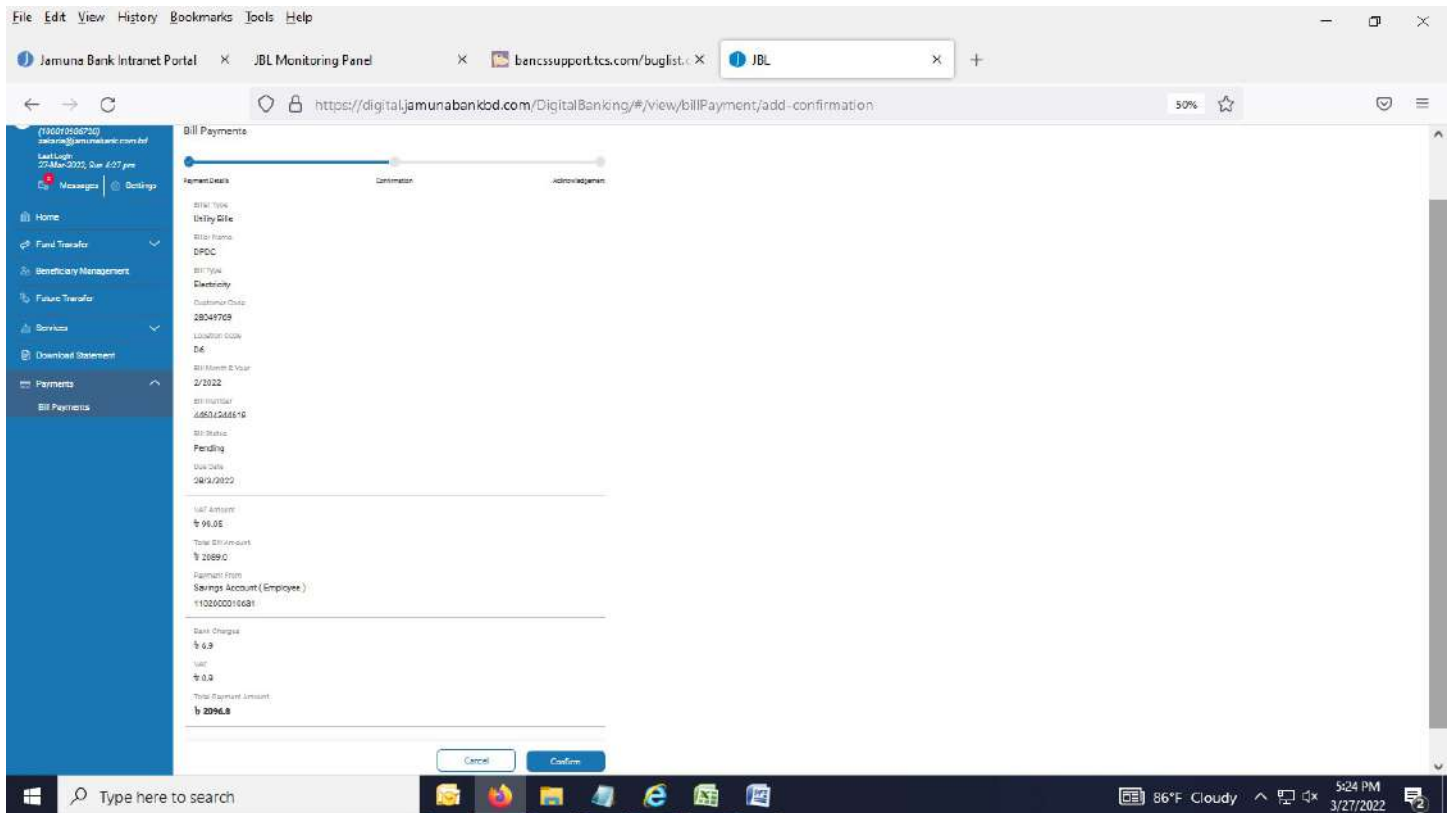
8. Successful message appears.

--End of Bill Payments--