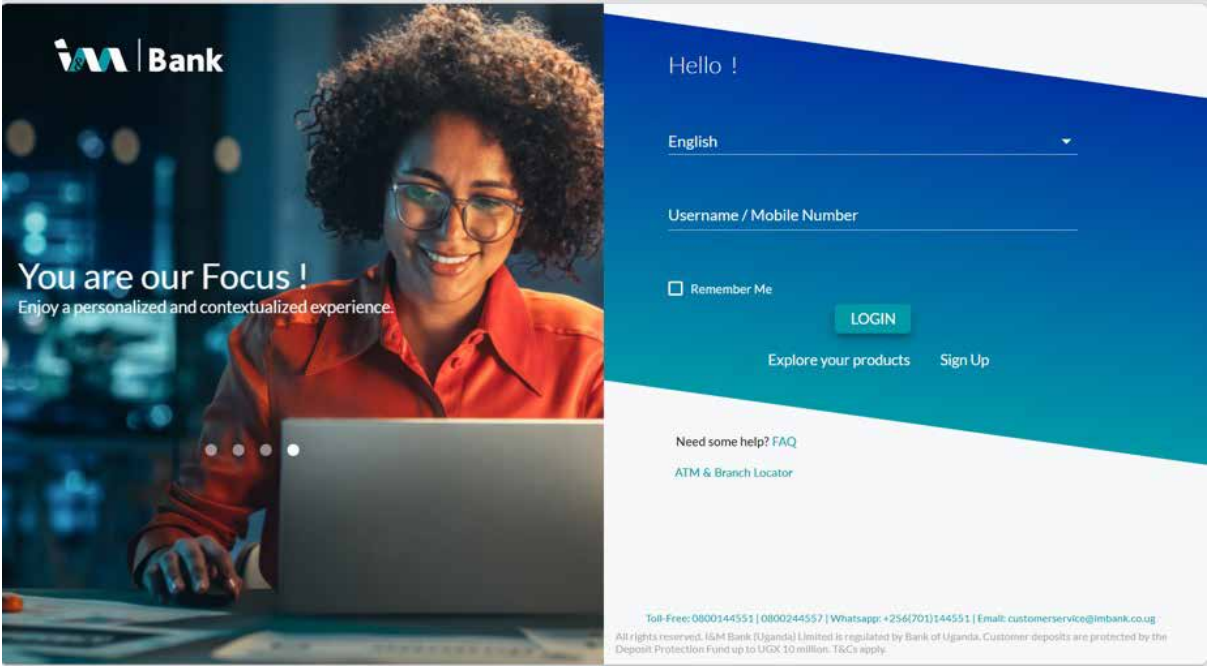


INTERNET BANKING USER LOGIN STEP BY STEP



STEP 01

Input the Internet Banking link”
https://online.imbank.com/?bank_id=UG “in your preferred browser, enter your username and click on “**LOGIN**”



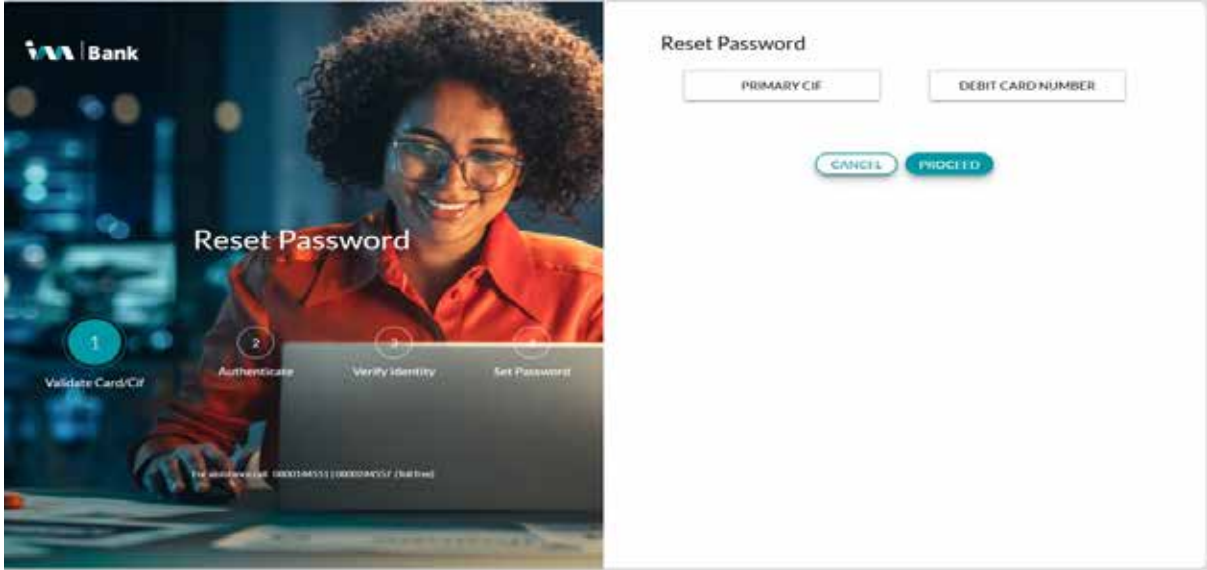
STEP 02

Click on reset password



STEP 03

Select “Primary CIF” and click
“**Proceed**”



INTERNET BANKING USER LOGIN STEP BY STEP



STEP 04

Enter CIF “the first 8 digits of your account number” that is tagged to your user ID and click “**Validate**”



Reset password by Primary CIF ID

Please enter first 8 digit Account Number

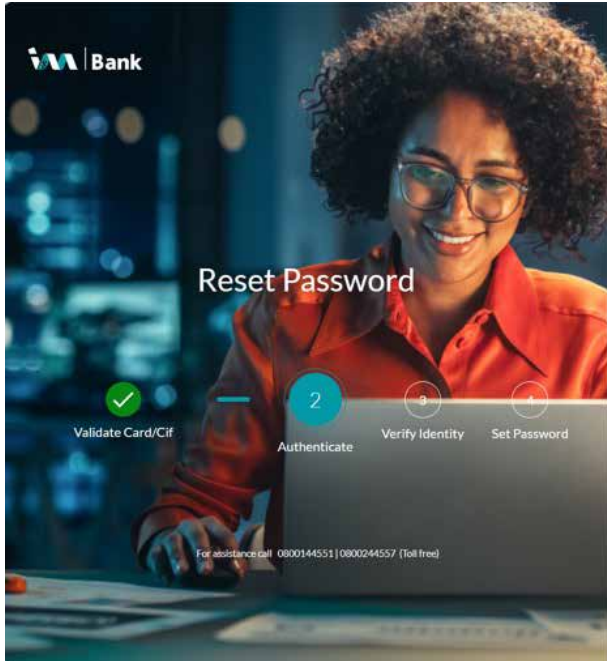
VALIDATE

CANCEL

PROCEED

STEP 05

Upon Validation, enter a 6-digit OTP message sent to you phone number attached to the account and then click “**Proceed**”.



Reset password by Primary CIF ID

Please enter first 8 digit Account Number

Enter OTP

Time remaining for resend OTP : 30s

CANCEL

PROCEED

STEP 06

Enter your Date of Birth as it appears on your National ID.

Click the Document Type drop-down menu and select the identification document used during account opening (e.g., **National ID or Passport**).

Enter the corresponding Identification Number (e.g., **NIN Number or Passport Number**).

Click Proceed to **continue**



Verify your identity

User id

Date of birth

Identification type

Identification number

CANCEL

PROCEED

INTERNET BANKING USER LOGIN STEP BY STEP



STEP 07

Enter a preferred password that meets the displayed requirements.
Re-enter the password; a blue tick will appear to confirm both passwords match.

Tick the checkbox to accept the Terms and Conditions.

Click the Terms and Conditions link to review them, then use the Back button to return.

Click Proceed



Set password

Enter password

Confirm password

Password must meet the following requirements:

- 1. Minimum of 8 characters and maximum of 18 characters.
- 2. Contain at least one upper case letter (A to Z), one lower case letter (a to z), and one number (0 to 9).
- 3. Should not contain all or part of User ID.
- 4. Should not contain any space.
- 5. New Password should be different from previous three passwords.
- 6. Special characters are allowed but not mandatory.

☐ I accept the [terms and conditions](#)

CANCEL

PROCEED