

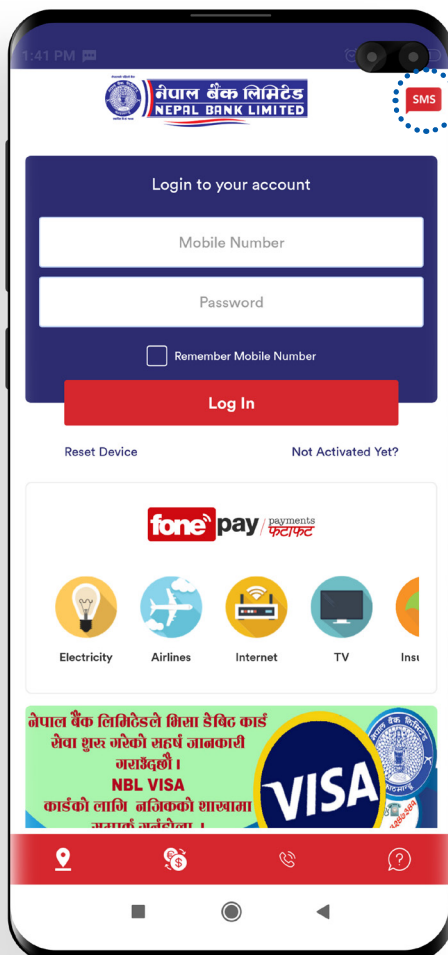
NBL Smart Manual

INTRODUCTION

NBL Smart is a Mobile Banking Application, developed to improve the experience of our customers. With the advancement of technologies, we are enhancing our banking system to serve our customers better. Nepal Bank Limited is available on Android and iOS devices.

Know the Basics

You will be able to view your account details, transfer money to different bank accounts, pay bills along with other services.








If you wish to use Nepal Bank Limited without Internet Access, click on **SMS**.

If you have Internet Connectivity, enter your registered Mobile Number and Login Password. Click '**Log In**'.

Click on **Reset Device** if you are trying to login from a new device and use your existing login credentials.

Click on **Activated Account** if you have recently reset your password by contacting bank. Follow New User guide to reactivate your service.

You can also pay bills of **fonepay** registered merchants directly before you login.

-  Locate and navigate your nearest Branches and ATMs
-  Find updated information of Forex Charts
-  Track the updated Stock Market Details
-  Find Contact Details of your Bank
-  Get answers to your Frequently Asked Questions (FAQ)

New User Guide 4 Page

Existing User Guide 9 Page

New User Guide

New User Guide is applicable to:

New Users of Nepal Bank Limited who are trying to download mobile banking application for the first time

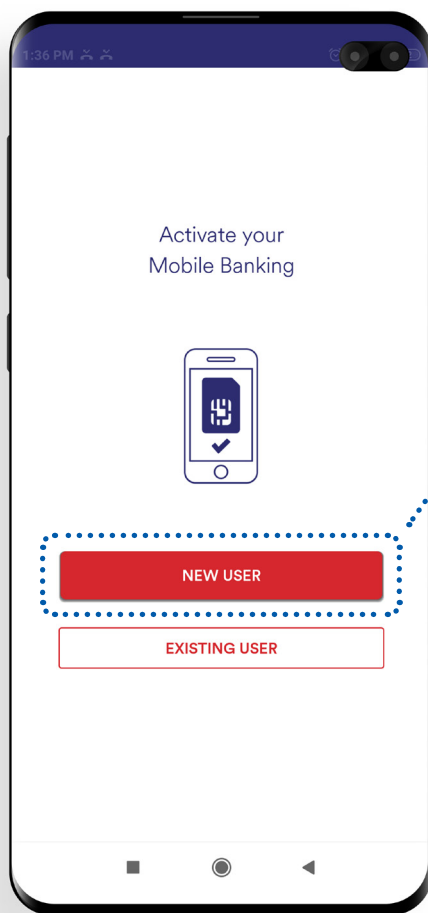
Existing Users who have recently Reset their password by visiting their bank



Step 1

Download **"NBL Smart"** mobile application from your store.



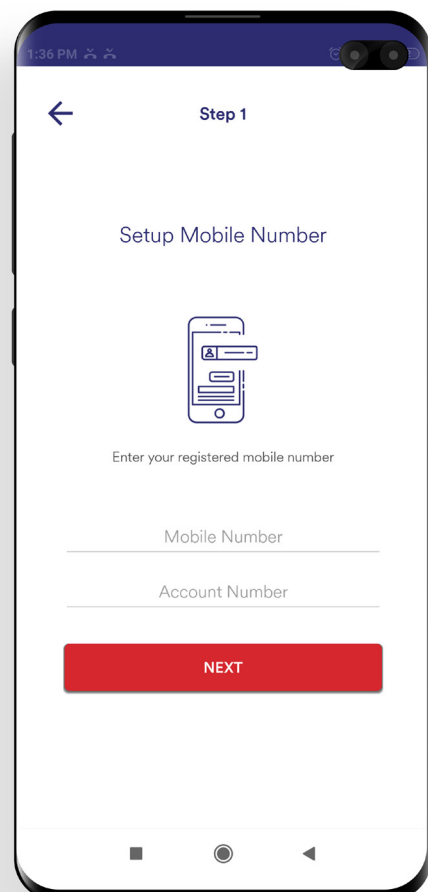


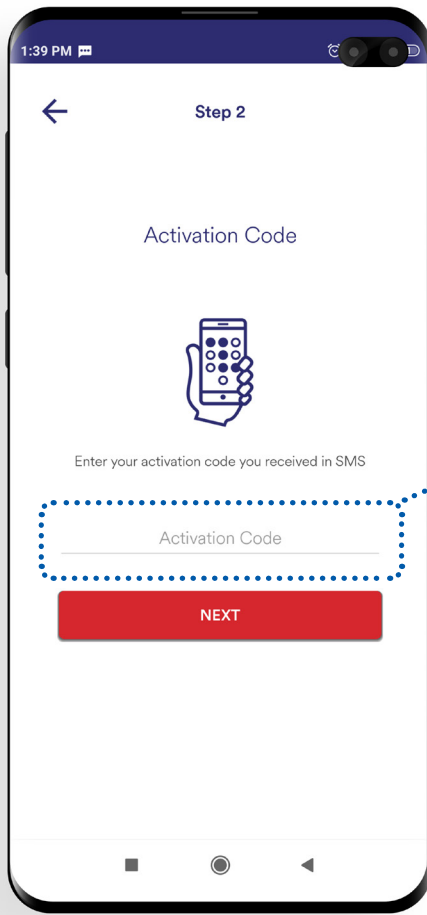
Step 2: Click on “**New User**” to start banking smartly

Step 3

Input your Registered **Mobile Number** and your **Account Number** of Nepal Bank Limited . Then click ‘**NEXT**’ button.

(The registered number is the one that you have updated in KYC of Nepal Bank Limited).





You will soon receive **activation code** on your registered mobile number to verify your mobile banking.

Step 4

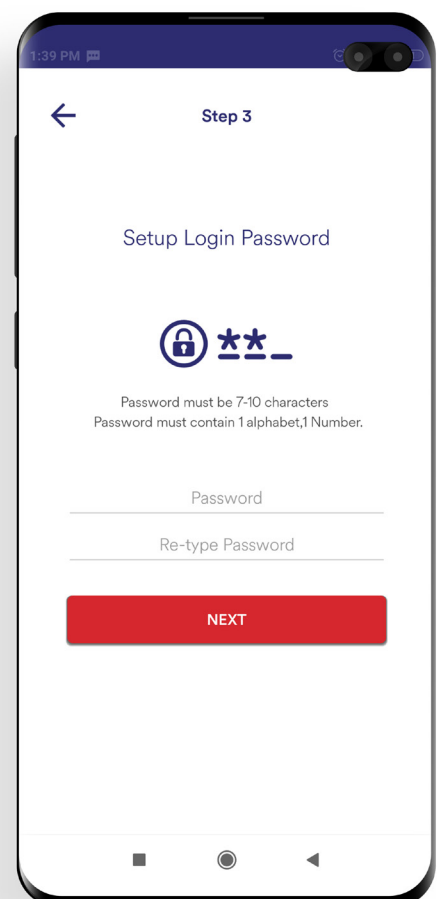
Enter the **code** you have received in SMS. Then, click 'NEXT'

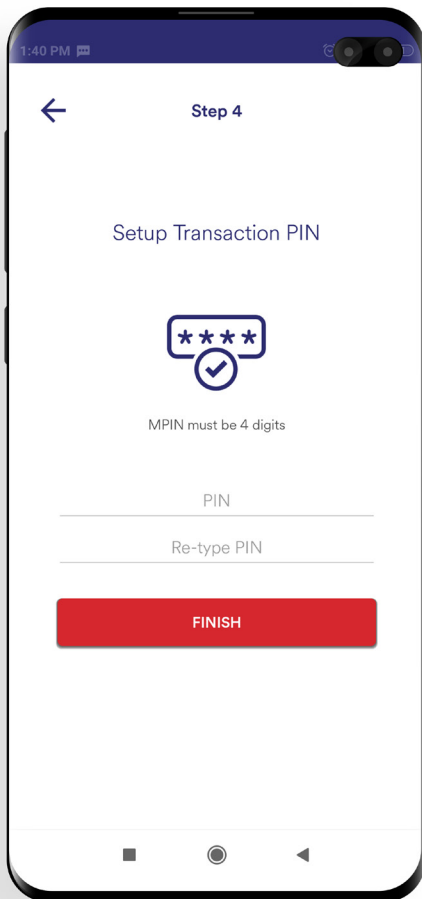
Step 5

Your New login password should be of 7 to 10 characters (alpha-numeric with 1 character, 1 number).

Retype the password for confirmation and click "**NEXT**".

Login password is required every time you try to login Nepal Bank Limited.





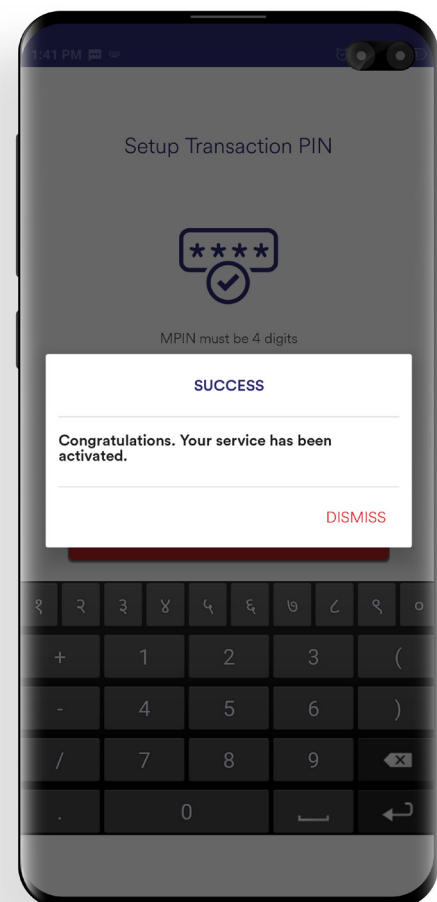
Step 6

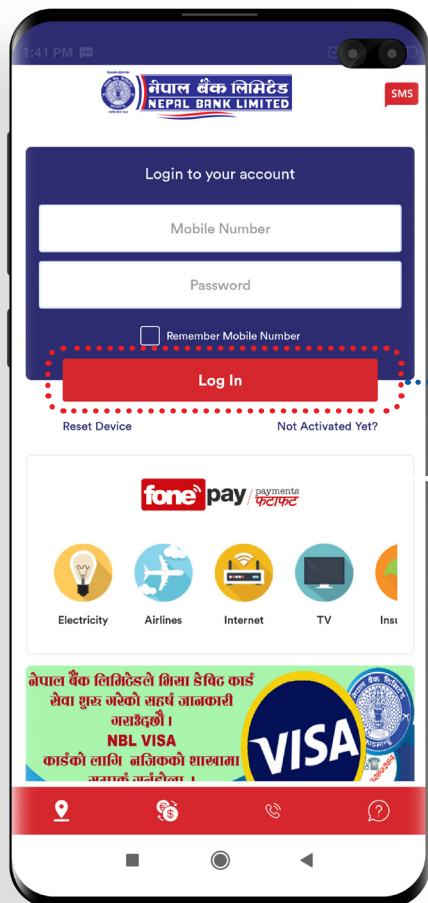
Setup your Transaction **PIN** of 4 numbers. Re-type your Transaction PIN and click '**FINISH**'.

Transaction PIN is required whenever you want to perform certain transactions or payments through Nepal Bank Limited.

After completion of the process, you will be notified with a Success message.

Now, you have been successfully enrolled on Mobile Banking of Nepal Bank Limited



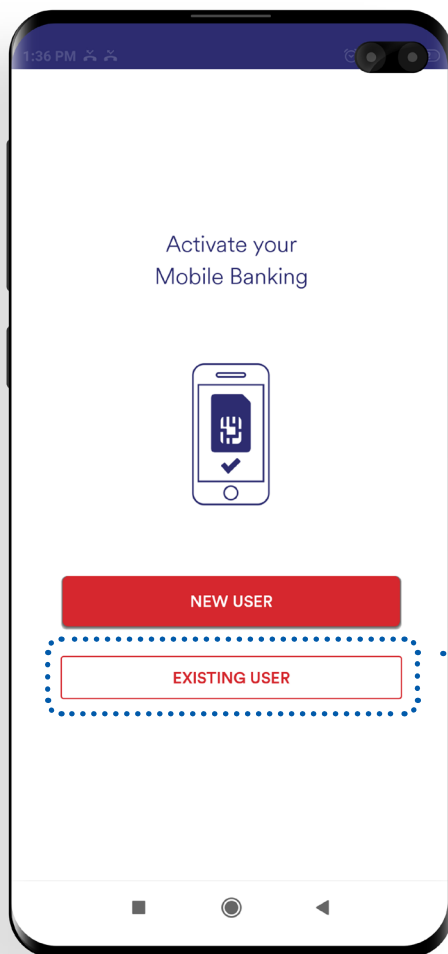


Step 7

Enter your registered Mobile Number and Login Password. Click '**Log In**'.

Existing User Guide

Existing User Guide is applicable to those customers who have installed and used **Nepal Bank Limited** atleast once.

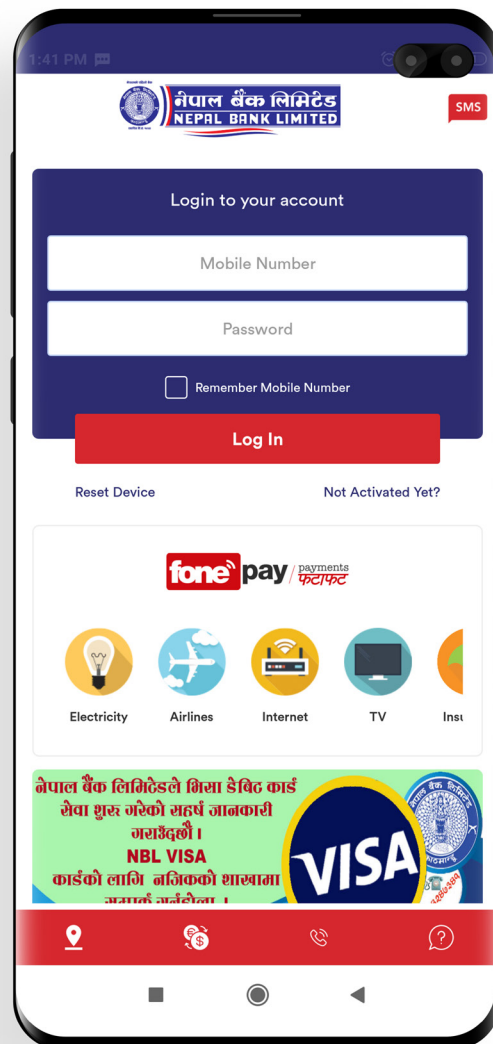


Update **NBL Smart** from your store:
Android App on Google Play
Available on the iPhone App Store

Click on “**Existing User**” to re-activate your services through the updated app.

Login Nepal Bank Limited

Enter your registered Mobile Number and Login Password. Click 'Log In'.

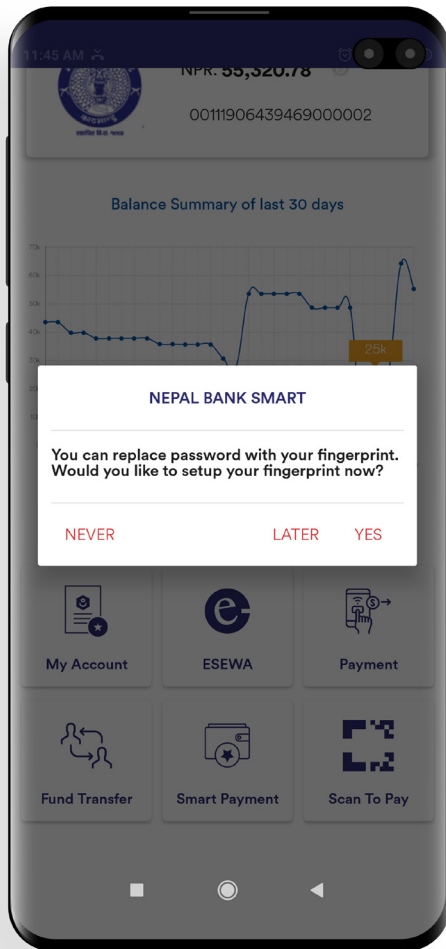


Biometric Login Feature

Popup message will appear once you login requesting to enable fingerprint login.

Click **“Yes”** to setup your login fingerprint.

If you wish to setup your fingerprint later click **“Later”** or click **“Never”** to disable the the popup and biometric login feature.



Setting Up FingerPrint Login

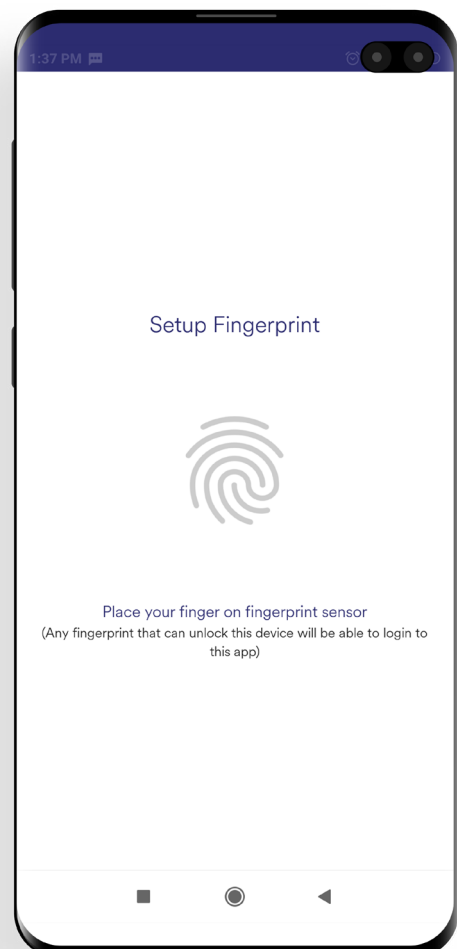
Step 1

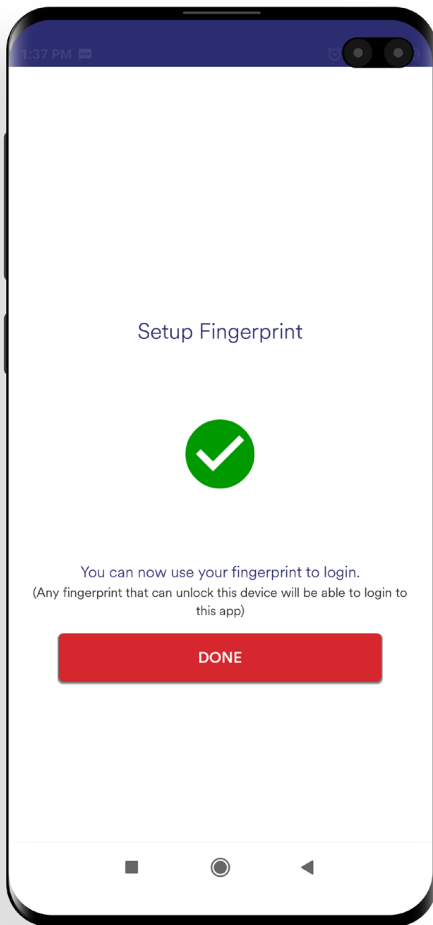
Place your finger on the fingerprint sensor of your device.

This is done to verify your fingerprint with any one of the fingerprints registered to unlock the device.

Note:

Any fingerprint that can unlock this device will be able to login to this app.





Step 2

Your fingerprint authentication has been successfully setup.

You will be able to use your fingerprint instead of login password to login into your account.

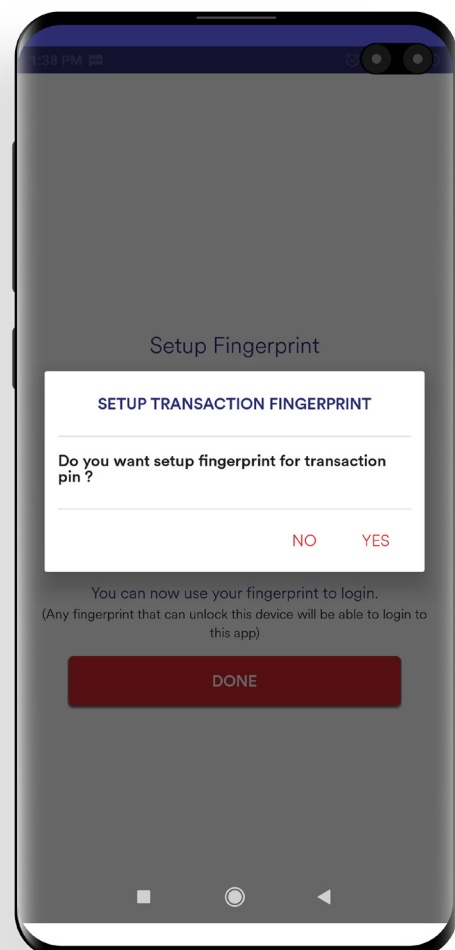
Step 3

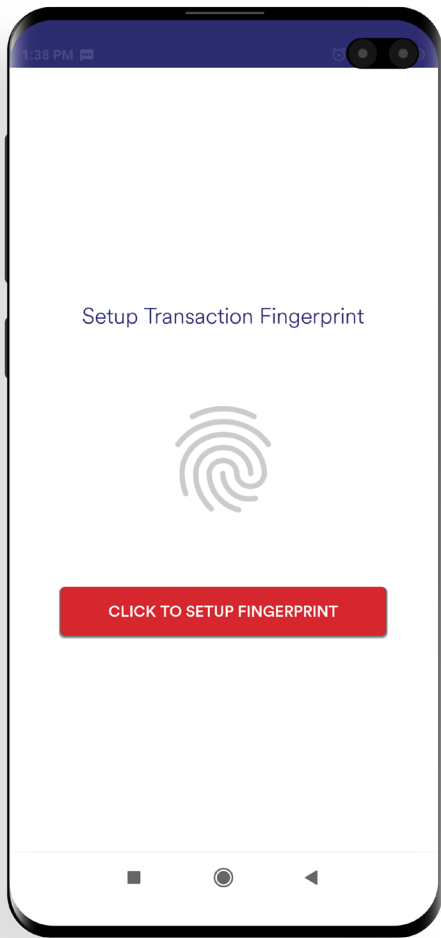
To setup fingerprint for transaction click **"Yes"**.

If you wish not to enable fingerprint for performing transactions, clicking **"No"**.

Note:

You can later go to the settings to activate this function.



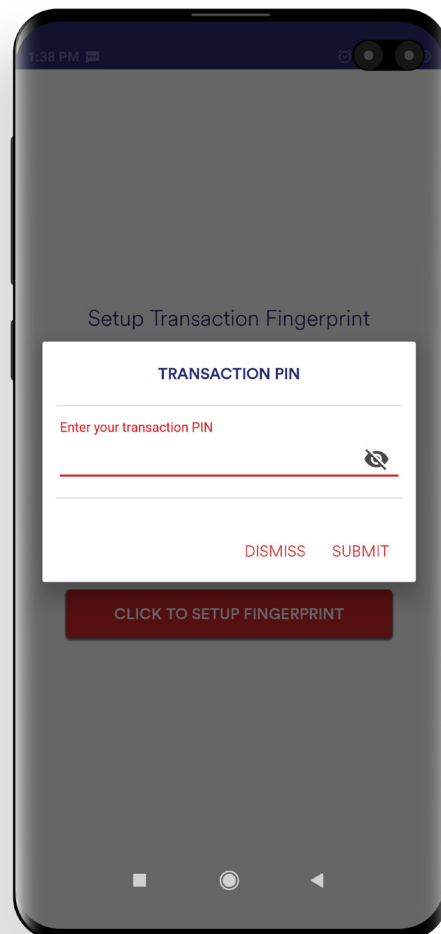


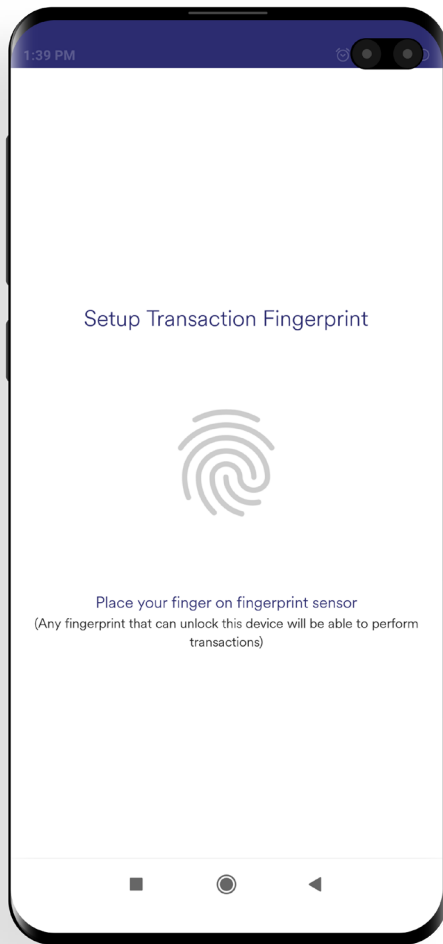
Step 4

Tap "Click to Setup Fingerprint".

Step 5

Enter your transaction PIN





Step 6

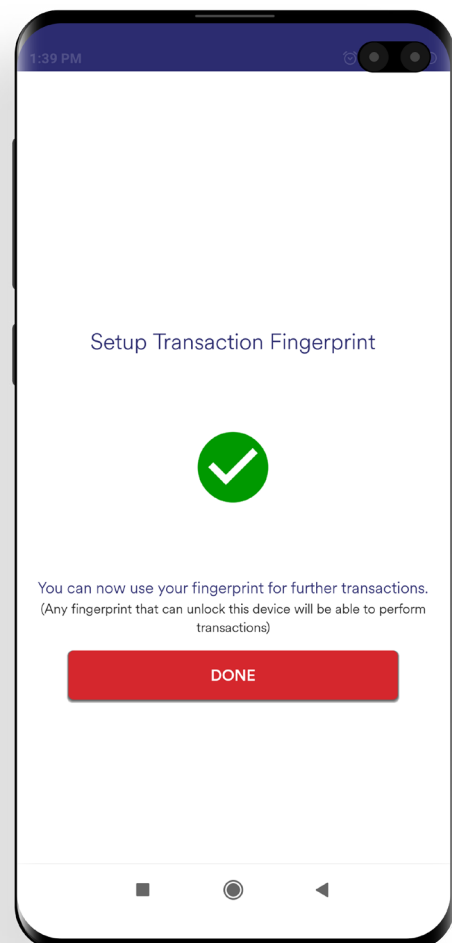
Place your finger on Fingerprint Sensor of your device.

Step 7

Your fingerprint authentication has been successfully setup.

You will be able to use your fingerprint instead of login password to login into your account. .

Any fingerprint that can unlock this device will be able to perform transactions.



View of your Dashboard

View your account details and track the balance summary of last 30 days directly from your dashboard.

You can perform additional actions by clicking on menu bar:



Click on **Settings** to change your password / fingerprint.



Add mostly used accounts as **Favorite Account**



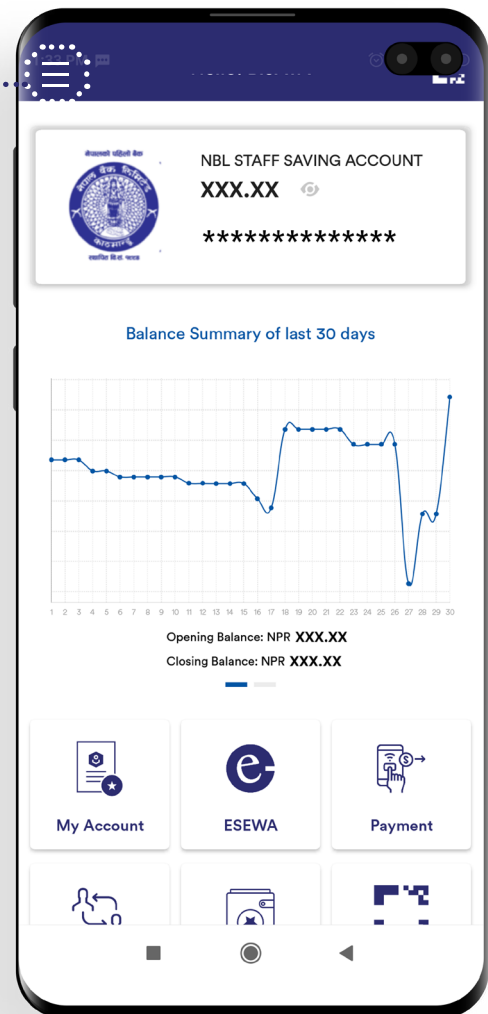
Track your **Invoice** history



Lodge your **Complain** or submit your feedback

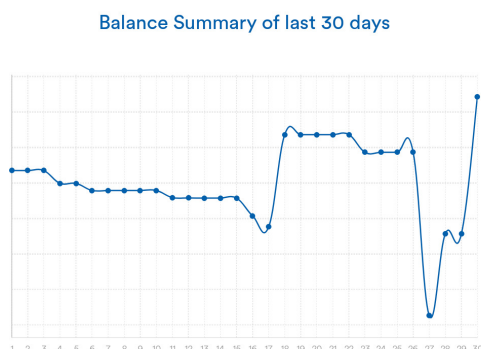


View your recent **Activity Log**



Swipe the screen

View your recent activities



276386	NPR. 9,010.00	14-03-2019
2075 FALGUN SALARY	NPR. 38,723.17	13-03-2019
9843024545	NPR. 5.00	12-03-2019
9843024545	NPR. 10.00	12-03-2019
268101	NPR. 23,010.00	11-03-2019
REVERSE_CONNECT IPS FAILED TXN	NPR. 23,010.00	11-03-2019

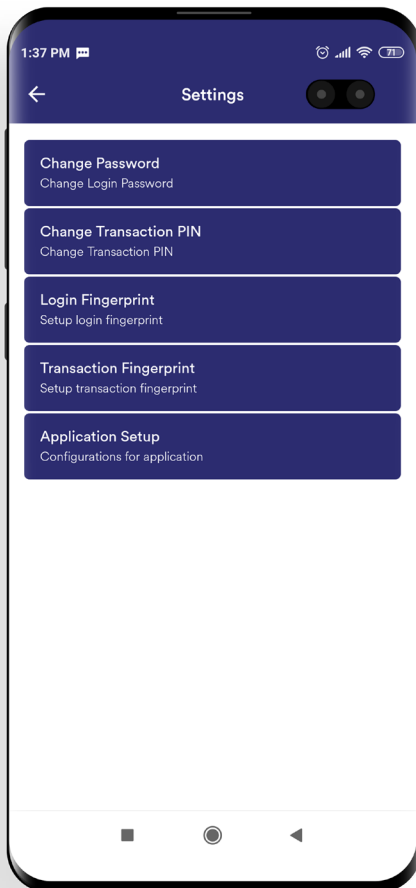
Change your login credentials

Step 1

Tap the settings button in the main menu.

Step 2

Click on respective buttons to perform desired actions.



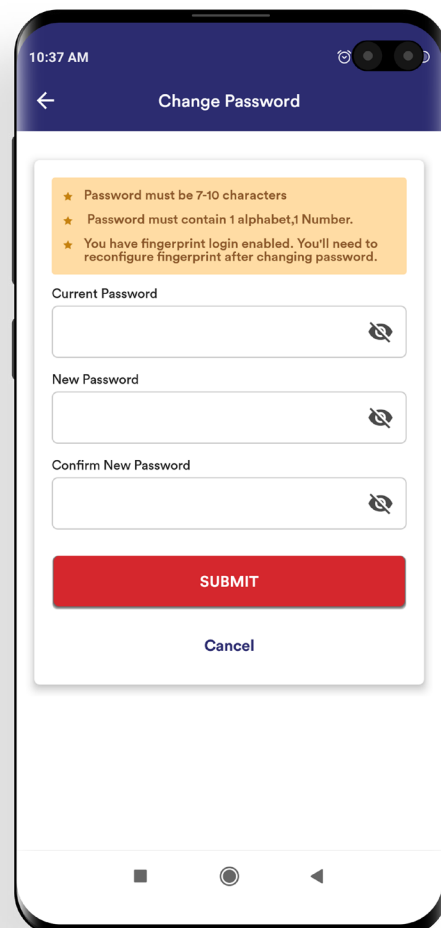
Change your Login Password

Enter your Current Password and setup New Password.

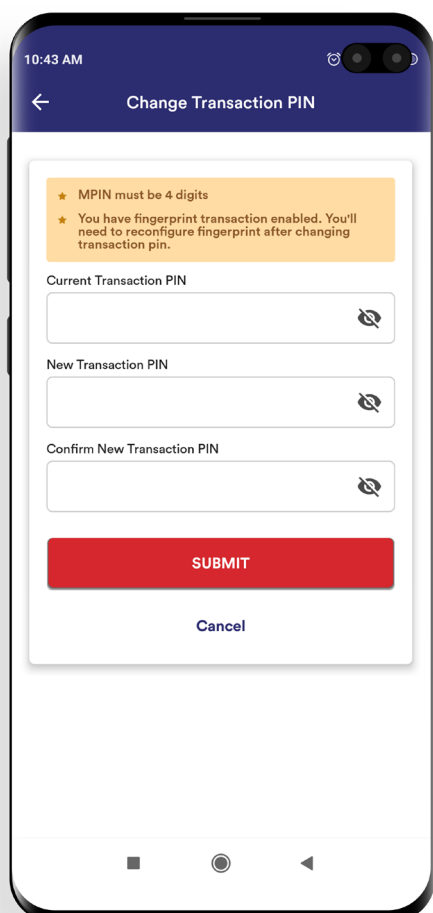
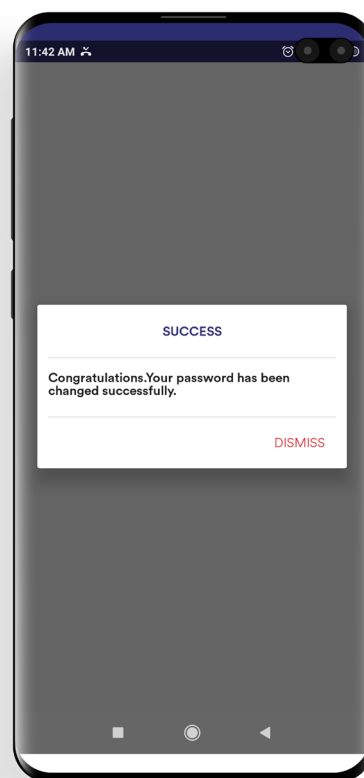
Your New login password should be of 7 to 10 alpha-numeric value (at least 1 character, 1 number).

Retype your New Password to confirm. Then, click 'SUBMIT' button.

Login password is required every time you try to login Nepal Bank Limited.



After completion of the process, you will be notified with success message.

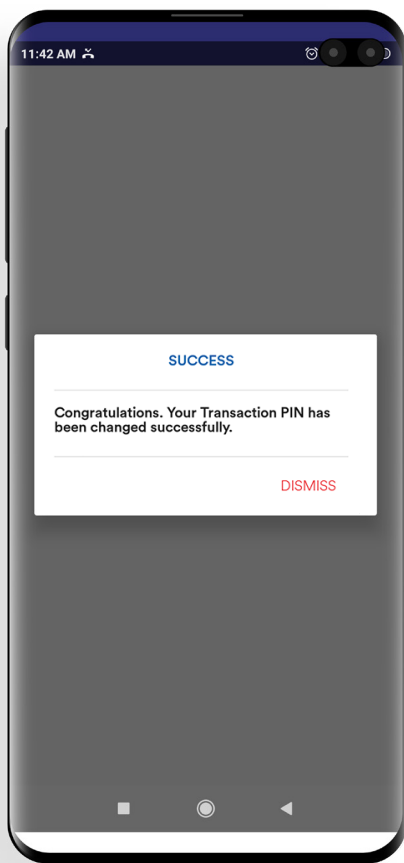


Change your Transaction PIN

Enter your Current Transaction PIN and setup New Transaction PIN.

Setup your Transaction **PIN** of 4 numbers. Re-type your Transaction PIN then, click 'SUBMIT' button.

Transaction PIN is required whenever you want to perform certain transactions or payments through Nepal Bank Limited.

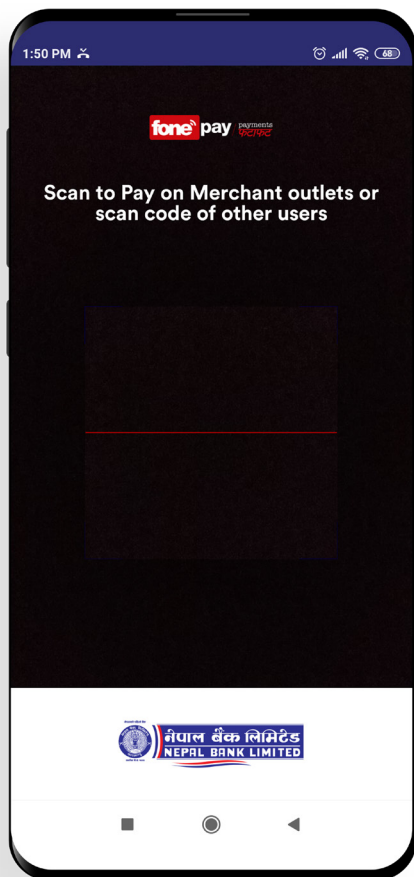


After completion of the process, you will be notified with success message.

Personal QR

You can share your QR code to receive payments. You will be sharing account name, account number and bank's name.





Scan to pay

Swipe your screen from right to left to open **QR Code Scanner** which can be used to scan personal QR as well as **fonepay** registered merchant QR.

You will be able to perform inter/intra fund transfer or add **Personal QR** to favorite account .

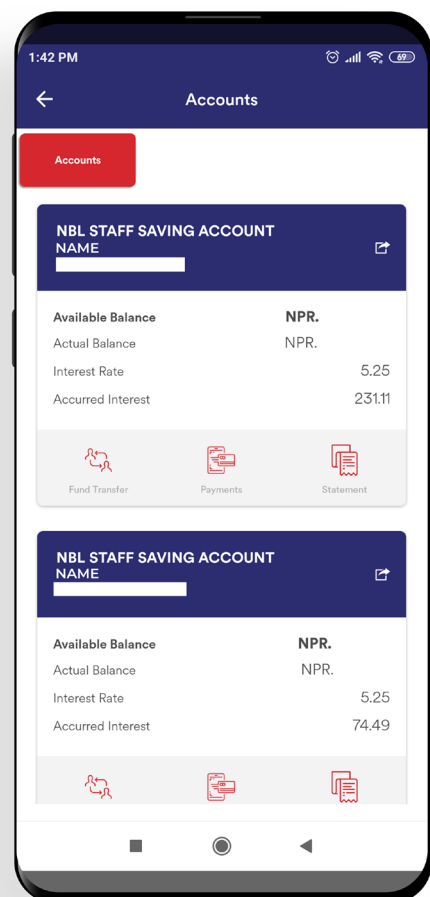
Scan QR code of **fonepay** registered merchants to pay bills.

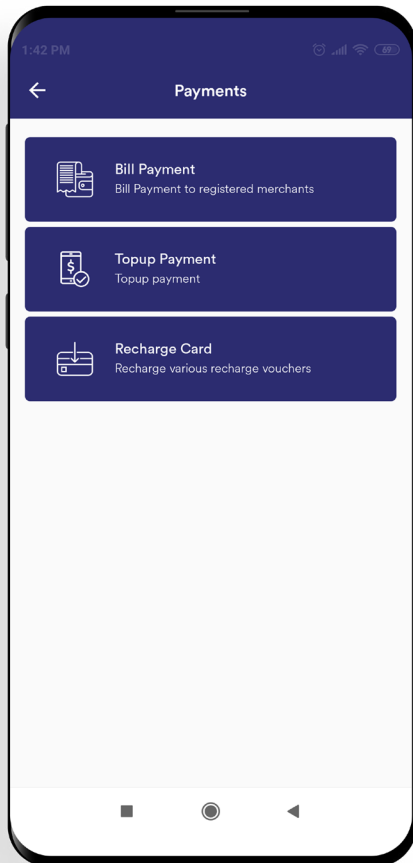
My Account details

Swipe your screen from left to right to view your detail account information. You can also view information of accounts linked with registered mobile number.

Click your this icon  to share your account information.

Perform fund transfer, pay bills and view your account statement of each linked accounts.





Payments

Clicking the Payments will direct you to the bill payment section.

Logout

Click the Logout button at the bottom of the Menu bar to logout from the application.

