

# F@ST EBANK SERVICES

FOR BUSINESS

EFFICIENT MANAGEMENT - COST SAVING

Businesses can easily use Techcombank's F@ST EBANK to conduct financial transactions & to manage their accounts quickly, safely, & effectively anytime, anywhere with an Internet connection.



**SAFE  
& SECURE**



**OPTIMAL  
FINANCIAL  
EFFICIENCY**



**REDUCED  
PROCESSING  
TIME &  
DOCUMENTS**



**EASY  
TO USE**



**MULTIPLE  
SERVICES**

# 1. *PASSWORD RESET*

# 2. *USER UNLOCK*



**AN TOÀN  
VÀ  
BẢO MẬT**



**TỐI ƯU  
HIỆU QUẢ  
TÀI CHÍNH**



**TIẾT KIỆM  
THỜI GIAN  
GIẢM THIỂU  
CHỨNG TỪ**



**DỄ DÀNG  
TRONG  
SỬ DỤNG**



**DỊCH VỤ  
ĐA  
TIỆN ÍCH**

# ***ONLINE PASSWORD RESET***



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# 1 ONLINE PASSWORD RESET

## FEATURES

(i)

### **SIMPLE & COMPLETELY AUTOMATIC**

Sending requests & online authentication are completely automated with simple steps

(ii)

### **SAFE & SECURE**

Customer information authentication with multiple layers to ensure safety & confidentiality:

1. Security questions
2. Smart OTP/ Advanced Hard Token/ Email + SMS OTP

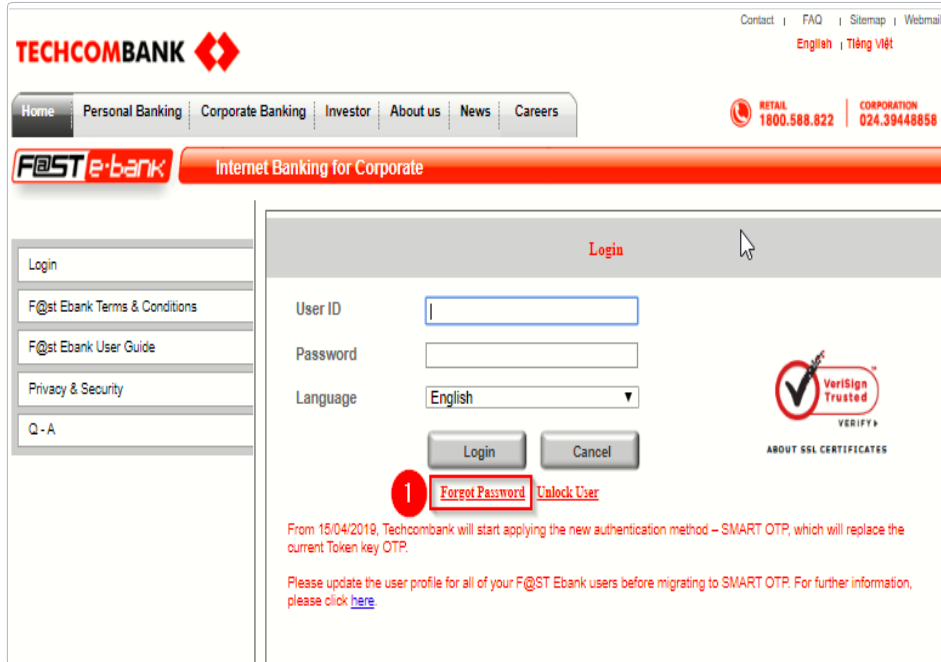
(iii)

### **PRO-ACTIVE & TIME-SAVING**

Actively reset password online anywhere, anytime without having to go to a branch

# ONLINE PASSWORD RESET (1)

## CHOOSE “FORGOT PASSWORD”



The screenshot shows the Techcombank F@st EBank login page. The page includes the Techcombank logo, navigation menus (Home, Personal Banking, Corporate Banking, Investor, About us, News, Careers), and contact information (RETAIL 1800.588.822, CORPORATION 024.3948858). The main content area is titled "Login" and contains a form with fields for User ID, Password, and Language (set to English). Below the form are "Login" and "Cancel" buttons. A red circle with the number "1" highlights the "Forgot Password" link. To the right of the form is a VeriSign Trusted logo. Below the form, there is a notice about the new authentication method (SMART OTP) and a link to update the user profile.



- 1 Select “**Forgot Password**” on the F@st EBank login page

**Note:** It is recommended to use the web browser Google Chrome or Mozilla Firefox for the best user experience and limited interruptions

# ONLINE PASSWORD RESET (2)

## RESET PASSWORD – VERIFY INFO – INPUT SECURITY INFORMATION

**TECHCOMBANK** 1800 588 822 EN

### RESET PASSWORD

Verify info | New password | Success

**Enterprise Registration No \***  
Enterprise Registration No including: Enterprise registration certificate No; Business Registration certificate No; Operation license No; Investment certificate No; Other certificate No

1 0301118666

**Username \***

2 NHUDQ

3

4

5

Your information is secured when it is sent to Techcombank

6 63903 63903

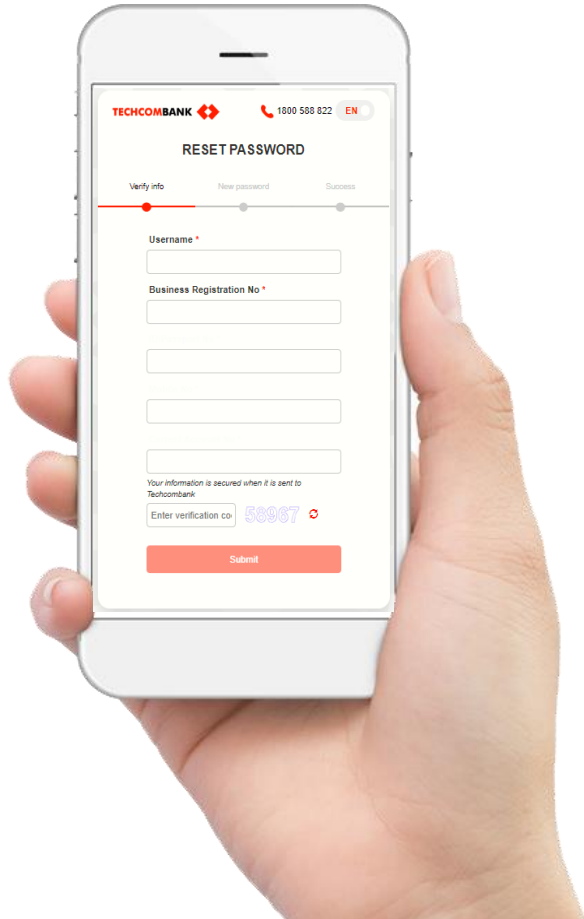
7 **Submit**



- 1 Enter the **Enterprise Registration Number**  
*(Enterprise Registration No including: Enterprise registration certificate No; Business Registration certificate No; Operation license No; Investment certificate No; Other certificate No)*
- 2 Enter **Username** information that needs password reset
- 3 4 5 Enter **the required information** as per the bank's instructions
- 6 Enter the displayed **Captcha Code**
- 7 Click **Submit**

# ONLINE PASSWORD RESET (3)

## RESET PASSWORD – VERIFY INFO – AUTHENTICATION OPTIONS



### 3.1

#### SMART OTP/ADVANCED TOKEN

Apply for customers who registered Trans/ Standard/ Plus Package – already activated Smart OTP/Advanced Hard Token

### 3.2

#### E-MAIL + OTP VIA SMS


Apply for customers who:

### 3.3

- Registered Transaction/ Standard/ Plus Package – Smart OTP/Advanced Hard Token has not been activated
- Registered Views/ Enquiries Package

# ONLINE PASSWORD RESET (3.1)


## RESET PASSWORD – VERIFY INFO – OTP AUTHENTICATION

TECHCOMBANK  1800 588 822 EN

### RESET PASSWORD

Verify info    New password    Success

Transaction Reference: **90029655**  
Username: **NHUDQ**



Authentication will expire in **01 minutes 48 seconds**

OTP

**1**

**2**

Note: OTP will be invalid if you enter wrong Transaction reference or PIN code in Smart OTP app/Advanced hard token.



Log in the Smart OTP application/Advanced Hard Token device, scan QR code/enter Transaction Reference number & enter PIN code to receive OTP

- 1** Enter the **OTP authentication code** displayed on the Smart OTP application or on the Advanced Hard Token device
- 2** Click **Confirm**



# ONLINE PASSWORD RESET (3.2)

## RESET PASSWORD – VERIFY INFO – E-MAIL AUTHENTICATION

**PASSWORD RESET CONFIRMATION**

Activation link will be sent to your registered email **nha\*\*\*n98@gmail.com**. In case you want to update your registered email, please contact Techcombank branch.

**Reset** **Cancel**

**PASSWORD RESET CONFIRMATION**

Activation link is sent to your registered email, please check your email and follow the instruction.

If you do not receive email, please request **resend**.

**Close**

Techcombank <tsbd.noreply@techcombank.com.vn>  
TECHCOMBANK F&ST EBANK - XÁC NHẬN KHỎI PHỤC MẬT KHẨU TRỰC TUYẾN/ RESET PASSWORD ONLINE - ACTIVATION REQUIRED  
To: nha98@gmail.com

Thư điện tử này được gửi ra từ hệ thống tự động. Quý khách vui lòng không trả lời thư điện tử này.

Dear Valued Customer,

You have requested to reset password online, please click the below link to confirm your request:

<http://10.101.4.40:9081/FebSelfService/resetActive?28R2w8UI0307f87B3idIUQh5hQrLi7lanwvn>

This link will be available for only 1.0 hour(s) from the time this email was sent.

If you didn't forget your password, please inform us immediately via our Hotline 1800 588 822 or 084 24 3944 6699.

*With F@st EBank, we hope to bring the best online banking experiences to you!*

If you need further support, please contact our Customer Services Hotline (1800 588 822 or 084 24 3944 6699) or visit nearest Techcombank branch.

Yours sincerely,  
Techcombank

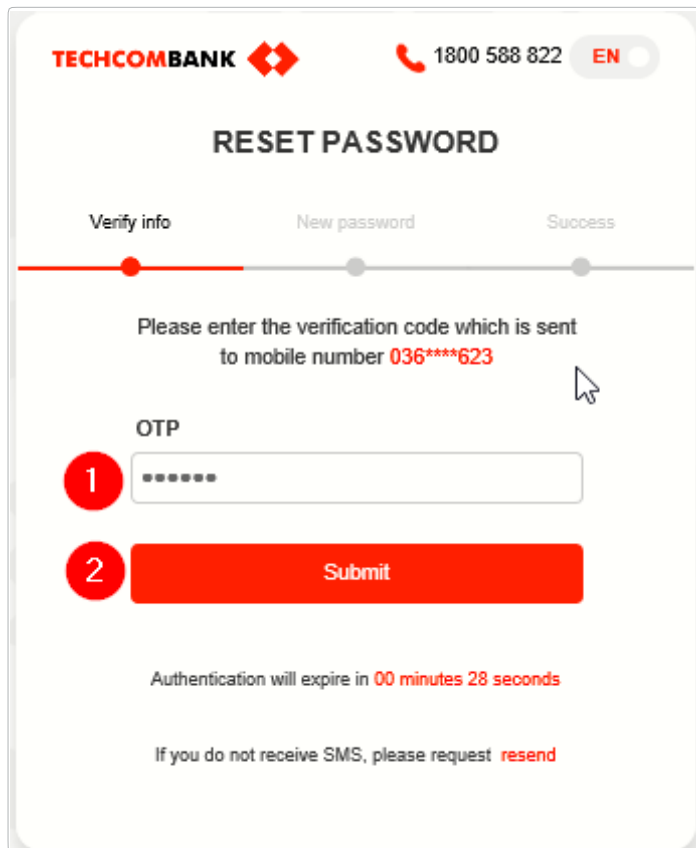
Please do not reply to this email address. This is an automatically generated message from our system.



- 1 Check the inbox of the **registered e-mail address**
- 2 Click **Reset** if the e-mail address displayed is correct  
*(In case the e-mail address displayed does not match with the registered one, please click **Cancel** & contact your branch to update the registered e-mail information)*
- 3 Notification that the system has sent an e-mail to confirm password reset request
- 4 Login to the registered e-mail, check inbox & click on the password reset confirmation link

# ONLINE PASSWORD RESET (3.3)

## RESET PASSWORD – VERIFY INFO – SMS OTP AUTHENTICATION



The screenshot shows the Techcombank mobile app interface for password reset. At the top, the Techcombank logo is on the left, the phone number 1800 588 822 is in the center, and a language toggle set to 'EN' is on the right. The main heading is 'RESET PASSWORD'. Below this is a progress bar with three stages: 'Verify info' (active), 'New password', and 'Success'. The 'Verify info' section contains the instruction: 'Please enter the verification code which is sent to mobile number 036\*\*\*\*623'. Below this is an 'OTP' input field with a red circle containing the number '1' next to it. A red 'Submit' button with a red circle containing the number '2' is positioned below the input field. At the bottom, there is a countdown timer: 'Authentication will expire in 00 minutes 28 seconds' and a link: 'If you do not receive SMS, please request resend'.

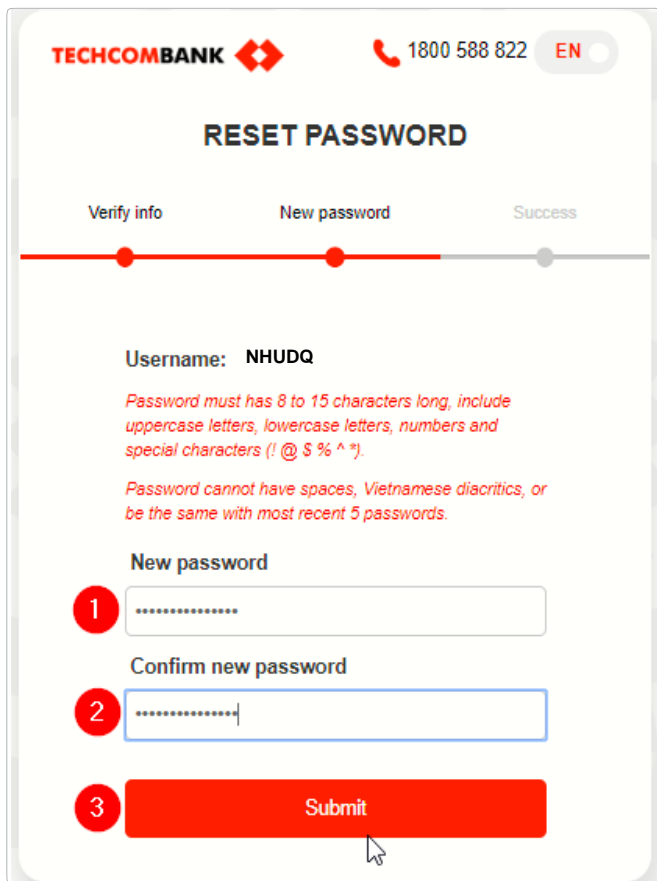


Check the message delivered to the registered phone number to receive OTP code (Syntax: **TCB: Ma OTP :XXXXXX, Vui long bao mat va khong chia se cho nguoi khac, bao gom nhan vien TCB. Hotline: 1800588822/0842439446699]**

- 1 Enter the received OTP code in the filed **OTP**
- 2 Click **Submit**

# ONLINE PASSWORD RESET (4)

## RESET PASSWORD – CREATE A NEW PASSWORD



**TECHCOMBANK** 1800 588 822 EN

### RESET PASSWORD

Verify info      New password      Success

Username: NHUQ

*Password must has 8 to 15 characters long, include uppercase letters, lowercase letters, numbers and special characters (! @ \$ % ^ \*).*

*Password cannot have spaces, Vietnamese diacritics, or be the same with most recent 5 passwords.*

New password

1

Confirm new password

2

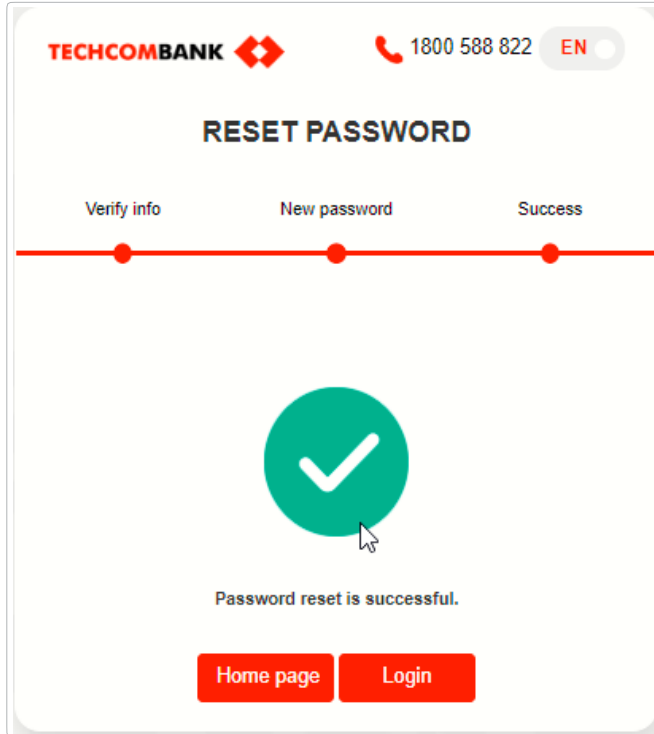
3



- 1 Enter the **New Password**  
*(Note: Password must has 8 to 15 characters long, include uppercase letters, lowercase letters, numbers & special characters. Password cannot have spaces, Vietnamese diacritics, or be the same with most recent 5 passwords)*
- 2 Retype the new password into the field **Confirm new password**
- 3 Click **Submit**

# ONLINE PASSWORD RESET (5)

## RESET PASSWORD – SUCCESS



The system displays the message “Password reset is successful”

Log in F@st EBank with your new password & use the services

# ***ONLINE USER UNLOCK***



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**TỐI ƯU  
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# 2 ONLINE USER UNLOCK FEATURES

(i)

## **SIMPLE & COMPLETELY AUTOMATIC**

Sending requests & online authentication are completely automated with simple steps

(ii)

## **SAFE & SECURE**

Customer information authentication with multiple factors to ensure safety & confidentiality:

1. Security question
2. Send e-mail containing activation link

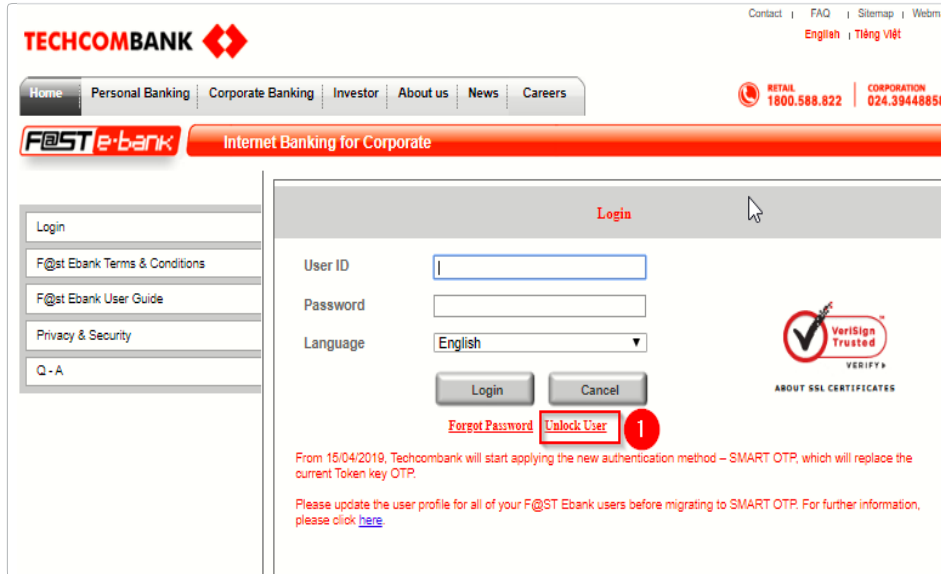
(iii)

## **PRO-ACTIVE & TIME-SAVING**

Actively unlock user online anywhere, anytime without having to go to a branch

# ONLINE USER UNLOCK (1)

## CHOOSE “UNLOCK USER”



The screenshot shows the F@ST Ebank login interface. At the top, there is a navigation bar with links for Home, Personal Banking, Corporate Banking, Investor, About us, News, and Careers. Below this is a red banner with the F@ST e-bank logo and the text "Internet Banking for Corporate". The main content area is titled "Login" and contains a form with the following fields: User ID, Password, and Language (set to English). There are "Login" and "Cancel" buttons. A red box highlights the "Unlock User" link, which is accompanied by a red circle with the number "1". Below the form, there is a VeriSign Trusted logo and a notice about the new authentication method (SMART OTP) starting from 15/04/2019. A link is provided for users to update their profiles before migrating to SMART OTP.



- 1 Click on “Unlock User” on the F@ST EBank login page

**Note:** It is recommended to use the web browser Google Chrome or Mozilla Firefox for the best user experience and limited interruptions

# ONLINE USER UNLOCK (2)

## UNLOCK USER – VERIFY INFO – INPUT SECURITY INFORMATION

**TECHCOMBANK** 1800 588 822 EN

### UNLOCK USER

Verify info Success

**Enterprise Registration No \***  
*Enterprise Registration No includes: Enterprise registration certificate No; Business Registration certificate No; Operation license No; Investment certificate No; Other certificate No*

1 0100230802

**Username \***

2 NGANTEST3M

3

4

5

Your information is secured when it is sent to Techcombank

6 35960 x 35960

7 Submit

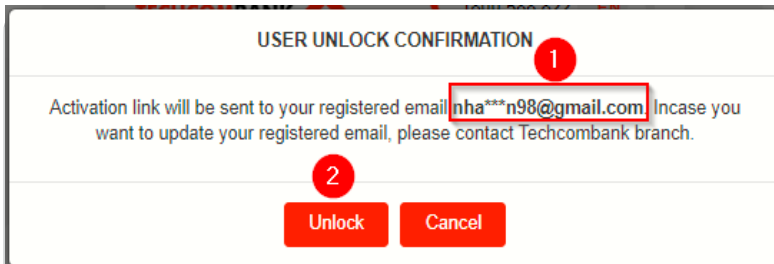


- 1 Enter the **Enterprise Registration Number**  
*(Enterprise Registration No includes: Enterprise registration certificate No; Business Registration certificate No; Operation license No; Investment certificate No; Other certificate No)*
- 2 Enter **Username** information
- 3 4 5 Enter **the required information** as per the bank's instructions
- 6 Enter the displayed **Captcha Code**
- 7 Select **Submit**



# ONLINE USER UNLOCK (3)

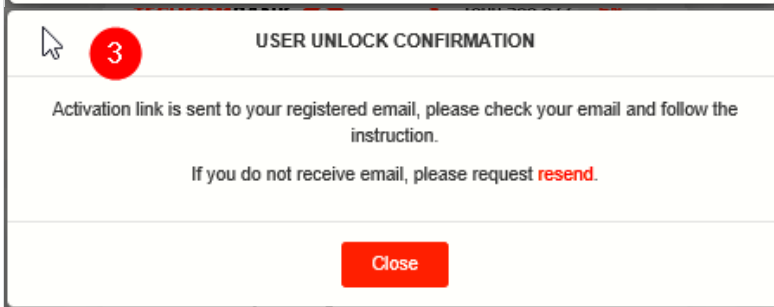
## UNLOCK USER – VERIFY INFO – E-MAIL AUTHENTICATION



**USER UNLOCK CONFIRMATION**

Activation link will be sent to your registered email **nha\*\*\*n98@gmail.com**. In case you want to update your registered email, please contact Techcombank branch.

**Unlock** **Cancel**

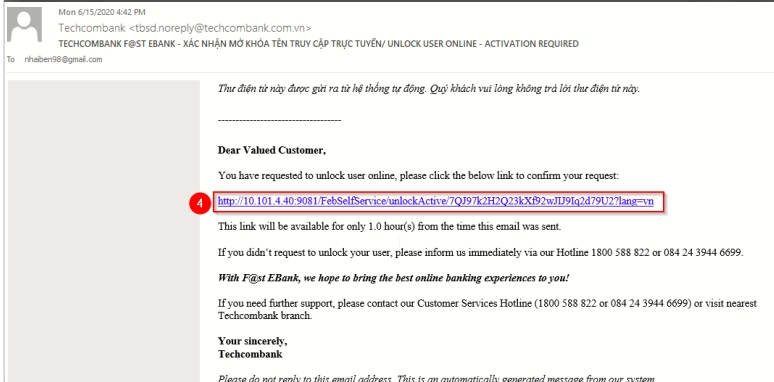


**USER UNLOCK CONFIRMATION**

Activation link is sent to your registered email, please check your email and follow the instruction.

If you do not receive email, please request **resend**.

**Close**



Mon 6/15/2020 4:42 PM  
Techcombank <tbcsd.noreply@techcombank.com.vn>  
TECHCOMBANK F@ST EBANK - XÁC NHẬN MỞ KHÓA TÊN TRUY CẬP TRỰC TUYẾN/ UNLOCK USER ONLINE - ACTIVATION REQUIRED  
To: rhaben9@gmail.com

Thư điện tử này được gửi ra từ hệ thống tự động. Quý khách vui lòng không trả lời thư điện tử này.

Dear Valued Customer,

You have requested to unlock user online, please click the below link to confirm your request:

**4** <http://10.101.4.40:9081/FebSelfService/unlockActive?QJ97kzHQ23kXf92wJI9jqz479U?lang=vn>

This link will be available for only 1.0 hour(s) from the time this email was sent.

If you didn't request to unlock your user, please inform us immediately via our Hotline 1800 588 822 or 084 24 3944 6699.

With F@st EBank, we hope to bring the best online banking experiences to you!

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Your sincerely,  
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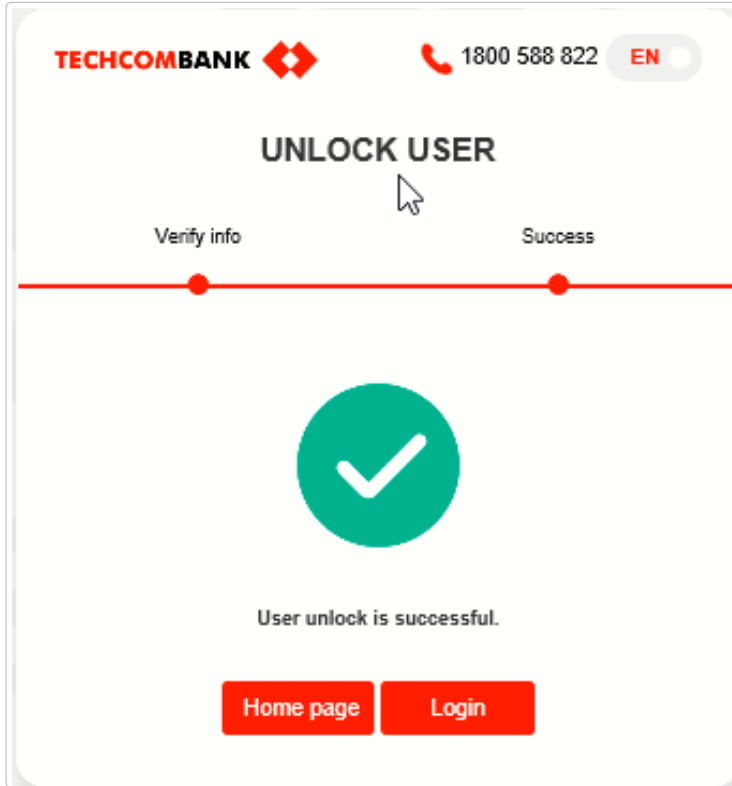
Please do not reply to this email address. This is an automatically generated message from our system.



- 1** Check the inbox of **the registered e-mail address**
- 2** Click **Unlock** if the e-mail address displayed is correct  
*(In case the e-mail address displayed does not match with the registered one, please click **Cancel** & contact your branch to update the registered e-mail information)*
- 3** Notification that the system has sent an e-mail to confirm user unlock request
- 4** Login to the registered e-mail, check inbox & click on the user unlock confirmation link

# ONLINE USER UNLOCK (4)

## UNLOCK USER – SUCCESS



The system displays the message “User unlock is successful”

Log in F@st EBank with your current password to use the services

# F@ST EBANK

## CONTACT US FOR INFORMATION OR ASSSITANCE

For detailed information, user guideline, or any problems regarding FEB functionalities, customers can contact us at

▶ Hotline: **1800 6556** (domestic)/**+84 24 7303 6556** (international)

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[www.techcombank.com.vn](http://www.techcombank.com.vn)