



Madhya Pradesh Gramin Bank

(A Joint Venture of Govt of India, MP Govt. & Bank of India)

SOP FOR STCON

1. INVOKE THE MENU STCON , SELECT OPTION
N-NEW REQUEST – WHEN NEW REQUEST FOR INTERNET BANKING IS TO BE ADDED
A-ACK/UNBLOCK/REG – REQUEST FOR REGENERATION OF PASSWORD /UNBLOCK
/ACKNOWLEDGE

User: VS1699 | Calendar: Gregorian | Time Zone: IST | Solution: CoreServer

Menu | Show Memo Pad | Background Menu | CCY Converter

Universal Banking Solution from Infosys | 30 August, 2024 | User: VS1699 | 04580 | Menu Shortcut: | Go

Customer Request:Internet/Mobile Banking

Option *
Go Clear

Select
N - New Request
A - Ack/Unblock/Reg
M - Mobile Banking
F - StarToken 2FA Reset

2. FOR N-NEW REQUEST , FUNCTION CODE A-ADD

User: PA2154 | Calendar: Gregorian | Time Zone: IST | Solution: CoreServer

Menu | Show Memo Pad | Background Menu | CCY Converter

Universal Banking Solution from Infosys | 19 September, 2024 | User: PA2154 | 04540 | Menu Shortcut: | Go

Customer Request:Internet/Mobile Banking

Option *
Function Code *
Customer Type *

N - New Request
Select
A - Add
I - Inquire
M - Modify

Customer Id *
Go Clear

3. Select valid customer type as Retail

The screenshot shows the Finacle Universal Banking Solution interface. The browser address bar displays <https://mpgbdcfmx.boirrb.net:47000/SSO/ui/SSOLogin.jsp>. The user is logged in as PA2154. The page title is "Finacle Universal Banking Solution from Infosys". The date is 19 September, 2024. The user is PA2154 | 04540. The menu shortcut is empty. The "Customer Request:Internet/Mobile Banking" form is displayed. The "Option" dropdown is set to "N - New Request". The "Function Code" dropdown is set to "A - Add". The "Customer Type" dropdown is open, showing "R - Retail" selected. The "Customer Id" field is empty. The "Go" and "Clear" buttons are visible at the bottom of the form.

4. Enter valid customer id

The screenshot shows the Finacle Universal Banking Solution interface. The browser address bar displays <https://mpgbdcfmx.boirrb.net:47000/SSO/ui/SSOLogin.jsp>. The user is logged in as VS1699. The page title is "Finacle Universal Banking Solution from Infosys". The date is 30 August, 2024. The user is VS1699 | 04580. The menu shortcut is empty. The "Customer Request:Internet/Mobile Banking" form is displayed. The "Option" dropdown is set to "N - New Request". The "Function Code" dropdown is set to "A - Add". The "Customer Type" dropdown is set to "R - Retail". The "Customer Id" field is populated with "003092170". The "Go" and "Clear" buttons are visible at the bottom of the form.

5. Click on go button.

The screenshot shows the Finacle Universal Banking Solution interface. The browser address bar displays <https://mpgbdcfmx.boirrb.net:47000/SSO/ui/SSOLogin.jsp>. The user is logged in as VS1699. The page title is "Finacle Universal Banking Solution from Infosys". The date is 30 August, 2024. The user is VS1699 | 04580. The menu shortcut is empty. The "Customer Request:Internet/Mobile Banking" form is displayed. The "Option" dropdown is set to "N - New Request". The "Function Code" dropdown is set to "A - Add". The "Customer Type" dropdown is set to "R - Retail". The "Customer Id" field is populated with "10201057". The "Go" and "Clear" buttons are visible at the bottom of the form. A blue arrow points to the "Go" button.

6. Select facility type request V-VIEW ONLY.

Universal Banking Solution from Infosys 30 August, 2024 | User VS1699 | 01740 | Menu Shortcut: Go

Customer Request:Internet/Mobile Banking optionCode N-New Request

Cust Const * STAFF (MALE) Cust Type * R

Cust Occupation * SELF EMPLOYED Date Of Birth * 10-08-1994

Marital Status * N Minor Flag * N - No

NRE Flag * N - No Trade Finance Flag * N - No

Cust Details

Salutation * MR First Name * KAPIL

Middle Name * PATEL SO PREM NARAYAN Last Name * PATEL

Firm Name * Request Serial Number * 33445 : 01740

Full Name * KAPIL PATEL SO PREM NARAYAN PA Address Line1 * VILL. GURAN TEH SANWER

Address Line2 * DIST INDORE City * INDORE

City Pin * 453551 State * MADHYA PRADESH

Country * INDIA Phone Number * 917697899466

Mobile Number * 917697899466 Email Address * KAPILPATEL1438@GMAIL.COM

Mother Maiden Name * Facility Type Request * **V-ONLY VIEW**

User Id choice1 * T-THIRD PARTY FUND TRANSFER & BILL PAYMENTS

User Id choice2 * User Id choice3 *

Submit Cancel

7. Enter user id choice 1

Finacle Universal Banking Solution from Infosys 30 August, 2024 | User VS1699 | 01740 | Menu Shortcut: Go

Customer Request:Internet/Mobile Banking optionCode N-New Request

Cust Const * STAFF (MALE) Cust Type * R

Cust Occupation * SELF EMPLOYED Date Of Birth * 10-08-1994

Marital Status * N Minor Flag * N - No

NRE Flag * N - No Trade Finance Flag * N - No

Cust Details

Salutation * MR First Name * KAPIL

Middle Name * PATEL SO PREM NARAYAN Last Name * PATEL

Firm Name * Request Serial Number * 33445 : 01740

Full Name * KAPIL PATEL SO PREM NARAYAN PA Address Line1 * VILL. GURAN TEH SANWER

Address Line2 * DIST INDORE City * INDORE

City Pin * 453551 State * MADHYA PRADESH

Country * INDIA Phone Number * 917697899466

Mobile Number * 917697899466 Email Address * KAPILPATEL1438@GMAIL.COM

Mother Maiden Name * Facility Type Request * **V-ONLY VIEW**

User Id choice1 * **1**

User Id choice2 * User Id choice3 *

Submit Cancel

8. Click on submit button.

User: VS1699 Calendar: Gregorian Time Zone: IST Solution: CoreServer

Finacle Universal Banking Solution from Infosys 30 August, 2024 | User VS1699 | 01740 | Menu Shortcut: Go

Customer Request:Internet/Mobile Banking

Record Saved Successfully For Internet Banking and also for Mobile Banking. Please take note of the Request Serial Number for Future Reference :- 33445 : 01740

OK

Function code-A-Ack/Unblock/Reg

1. Select function code A-Ack/Unblock/Reg

Finacle Universal Banking Solution from Infosys 30 August, 2024 | User VS1699 | 01740 | Menu Shortcut: Go

Customer Request:Internet/Mobile Banking

Option * A - Ack/Unblock/Reg

User Type * Select

Request Type * Select

Password Type * Select

Go Clear

2. Select user type R-Retail

The screenshot shows the Finacle Universal Banking Solution interface. The header includes the Finacle logo, navigation links (Menu, Show Memo Pad, Background Menu, CCY Converter), and user information (30 August, 2024 | User VS1699 | 01740 | Menu Shortcut: [field] Go). The main section is titled 'Customer Request: Internet/Mobile Banking'. It contains a form with the following fields:

- Option ***: A - Ack/Unblock/Reg
- User Type ***: R - Retail
- Request Type ***: Select
- Password Type ***: Select

At the bottom of the form are 'Go' and 'Clear' buttons.

3. Select Request type.

This screenshot shows the same Finacle Universal Banking Solution interface as the previous one, but with the 'Request Type' dropdown menu open. The browser address bar shows the URL: <https://mpgbutfinxweb.boirb.net:37000/SSO/ui/SSOLogin.jsp>. The user information in the header is 'User: VS1699', 'Calendar: Gregorian', 'Time Zone: IST', and 'Solution: CoreServer'. The 'Request Type' dropdown menu is expanded, showing the following options:

- Select
- U - Ack/Unblock
- R - Regeneration of password

The 'Go' and 'Clear' buttons are still visible at the bottom of the form.

4. Select password type.

Finacle Universal Banking Solution

Not secure | https://mpgbuatfinxweb.boirrb.net:37000/SSO/ui/SSOLogin.jsp

User: VS1699 | Calendar: Gregorian | Time Zone: IST | Solution: CoreServer

Menu | Show Memo Pad | Background Menu | CCY Converter

Universal Banking Solution from Infosys | 30 August, 2024 | User VS1699 | 01740 | Menu Shortcut: | Go

Customer Request: Internet/Mobile Banking

Option * | A - Ack/Unblock/Reg | User Type * | R - Retail | Request Type * | U - Ack/Unblock | Password Type * | Select | L - Login | T - Txn | B - Both are allowed

Go | Clear

5. Enter customer id.

Finacle Universal Banking Solution

Not secure | https://mpgbuatfinxweb.boirrb.net:37000/SSO/ui/SSOLogin.jsp

User: VS1699 | Calendar: Gregorian | Time Zone: IST | Solution: CoreServer

Menu | Show Memo Pad | Background Menu | CCY Converter

Universal Banking Solution from Infosys | 30 August, 2024 | User VS1699 | 01740 | Menu Shortcut: | Go

Customer Request: Internet/Mobile Banking

optionCode | A-Ack/Unblock/Reg

Cust Details

User Type * | R - Retail | Password Type * | L - Login | Request Type * | U - Ack/Unblock | Customer Id * | 004741582 | User Id * | | Name(Individual) * |

Submit | Cancel

6. Enter user id same as customer id.

Finacle Universal Banking Solution

Not secure | https://mpgbuatfinxweb.boirrb.net:37000/SSO/ui/SSOLogin.jsp

User: VS1699 | Calendar: Gregorian | Time Zone: IST | Solution: CoreServer

Menu | Show Memo Pad | Background Menu | CCY Converter

Universal Banking Solution from Infosys | 30 August, 2024 | User VS1699 | 01740 | Menu Shortcut: | Go

Customer Request: Internet/Mobile Banking

optionCode | A-Ack/Unblock/Reg

Cust Details

User Type * | R - Retail | Password Type * | L - Login | Request Type * | U - Ack/Unblock | Customer Id * | 004741582 | User Id * | 004741582 | Name(Individual) * |

Submit | Cancel

7. Enter name of customer.

User: VS1699 Calendar: Gregorian Time Zone: IST Solution: CoreServer Menu Show Memo Pad Background Menu CCY Converter

Finacle[®] Universal Banking Solution from Infosys 30 August, 2024 | User: VS1699 | 01740 | Menu Shortcut: Go

Customer Request:Internet/Mobile Banking optionCode A-Ack/Unblock/Reg Help ?

Cust Details	
User Type *	R - Retail
Password Type *	L - Login
User Id *	004741582
Request Type *	U - Ack/Unblock
Customer Id *	004741582
Name(Individual) *	RAM NARAYAN

Submit Cancel

8. Click on submit button.

User: VS1699 Calendar: Gregorian Time Zone: IST Solution: CoreServer Menu Show Memo Pad Background Menu CCY Converter

Finacle[®] Universal Banking Solution from Infosys 30 August, 2024 | User: VS1699 | 01740 | Menu Shortcut: Go

Customer Request:Internet/Mobile Banking

Record Added successfully

Ok

Now user has to verify the record.