



# Prime Bank

P U T T I N G   Y O U   F I R S T



## PRIMEMOBI SELF RESET M-PIN/T-PIN/DEVICE USER GUIDE

# SELF-RESET OF PRIMEMOBI LOGIN PIN (M-PIN), TRANSACTION PIN (T-PIN) AND DEVICE

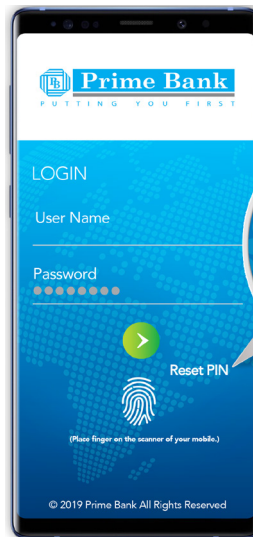
We have introduced a new feature on PrimeMobi that will enable Users to Self-Reset Login PIN (M-PIN) and Transaction PIN (T-PIN).

Users can also Self-Reset the device for PrimeMobi if accessing PrimeMobi from a new device.

Users of PrimeMobi App will no longer need to fill out PIN/Device Reset Application form to have their PINs/Device reset. All these can now be done easily and securely from the PrimeMobi App.

The following new features will be available to PrimeMobi Users:

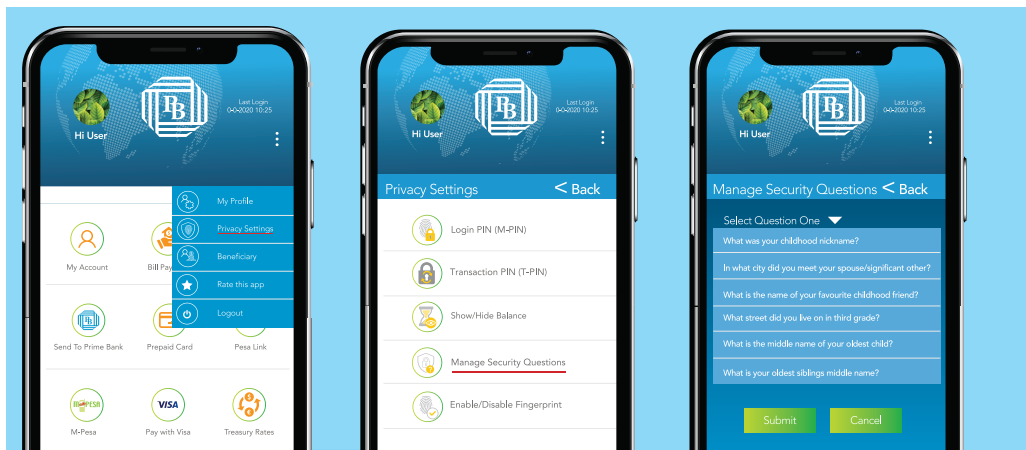
<b>Reset M-PIN</b>	<b>Reset Device</b>
<b>Reset Both M-PIN and T-PIN</b>	<b>Reset T-PIN</b>



Reset PIN




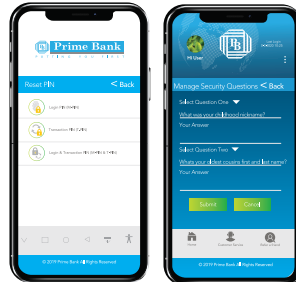

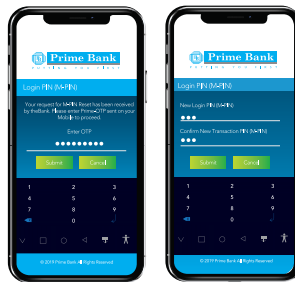
# TWO SECURITY ANSWER RESET FEATURE




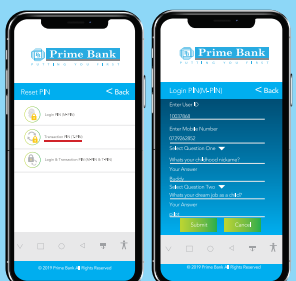

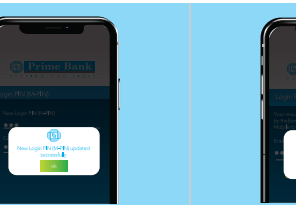
Users will be required to setup two Security Answers to use the Reset feature. PrimeMobi App will prompt the user to setup the Security Answers during login.

Users can modify the Answers through **"Manage Security Questions"** option provided under **"Privacy Settings"** in PrimeMobi

## RESET PIN

<p>1</p>  <p>On the PrimeMobi login page, the user needs to tap on the <b>"Reset PIN"</b> link.</p>	<p>2</p>  <p>User will be prompted to enter the following:</p> <ul style="list-style-type: none"> <li>&gt; PrimeMobi User ID</li> <li>&gt; Mobile Number registered for PrimeMobi</li> <li>&gt; Answer two secret questions</li> </ul>	<p>3</p>  <p>The user will then receive a <b>six-digit One-Time PIN (OTP)</b> via SMS which they need to enter.</p>	<p>4</p>  <p>On successful validation of OTP, User will be prompted to set their new PIN.</p>
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## RESET LOGIN PIN (M-PIN)

<p>1</p>  <p>On the PrimeMobi login page, the user needs to tap on the <b>"Reset PIN"</b> link.</p>	<p>2</p>  <p>Tap on <b>Login PIN (M-PIN)</b> option. User will be prompted to enter the following:</p> <ul style="list-style-type: none"> <li>&gt; PrimeMobi User ID</li> <li>&gt; Mobile Number registered for PrimeMobi</li> <li>&gt; Answer two secret questions</li> </ul>	<p>3</p>  <p>The user will then receive a <b>six-digit One-Time PIN (OTP)</b> via SMS which they need to enter.</p>	<p>4</p>  <p>On successful validation of OTP. User will be prompted to set their new PIN.</p>
<p>5</p>  <p>After successful reset of PIN, User will receive a pop-up message indicating that the PIN has been updated successfully.</p>	<p>6</p>  <p>The OTP expires after three minutes. Should the OTP expire, then the user will have to repeat the entire process (tap on Reset PIN), to generate a new OTP.</p>	<p>7</p>  <p>Users will receive an SMS indicating successful PIN change.</p>	

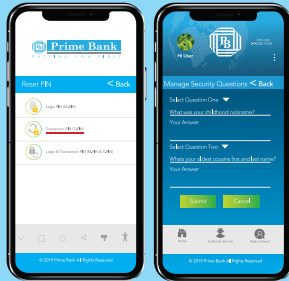
## RESET TRANSACTION PIN (T-PIN)

1



On the PrimeMobi login page, the user needs to tap on the "Reset PIN" link.

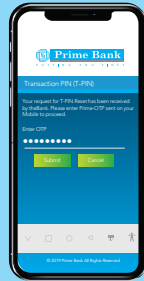
2



Tap on **Transaction PIN (T-PIN)** option. User will be prompted to enter the following:

- > PrimeMobi User ID
- > Mobile Number registered for PrimeMobi
- > Answer two secret questions

3



The user will then receive a **six-digit One-Time PIN (OTP)** via SMS that they need to enter.

4



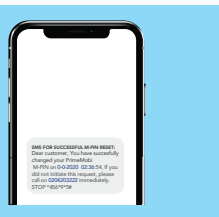
On successful validation of OTP. User will be prompted to set their new PIN(s)

5



After successful reset of PIN, User will receive a pop-up message indicating that the PIN has been updated successfully.

6



Users will receive an SMS indicating successful PIN change.

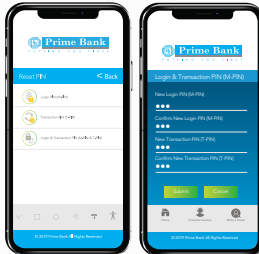
## RESET LOGIN & TRANSACTION PIN (M-PIN & T-PIN)

1



On the PrimeMobi login page, the user needs to tap on the "Reset PIN" link.

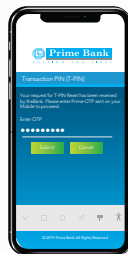
2



User will be prompted to enter the following:

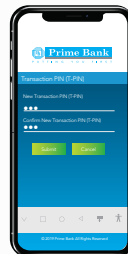
- > PrimeMobi User ID
- > Mobile Number registered for PrimeMobi
- > Answer two secret questions

3



The user will then receive a **six-digit One-Time PIN (OTP)** via SMS which they need to enter.

4



On successful validation of OTP. User will be prompted to set their new PIN.

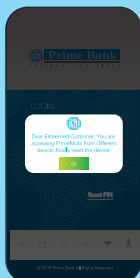
5



The OTP expires after three minutes. Should the OTP expire, then the user will have to repeat the entire process (tap on Reset PIN), to generate a new OTP.

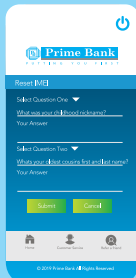
## RESET DEVICE

1



PrimeMobi app will display a message (as shown above) and prompt User to reset the device when User tries to login from a new device.

2



User will be required to answer security questions and then enter the OTP sent on their registered Mobile Number.

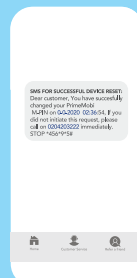


3



After successful reset of device, User will receive a pop-up message indicating that the new device has been registered successfully.

4



Users will receive an SMS indicating successful reset of device.



**WITH PRIMEMOBI,  
NOW I CAN...**

**Transact Anytime,  
Anywhere!**



[customercare@primebank.co.ke](mailto:customercare@primebank.co.ke) | [www.primebank.co.ke](http://www.primebank.co.ke)

**Head Office - Nairobi**

Riverside Drive

Pilot Line: (020) 420 3000 / 0719 090 000

Customer Care: +254 20 420 3222

Email: [ebanking@primebank.co.ke](mailto:ebanking@primebank.co.ke)

[primenet@primebank.co.ke](mailto:primenet@primebank.co.ke)



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