

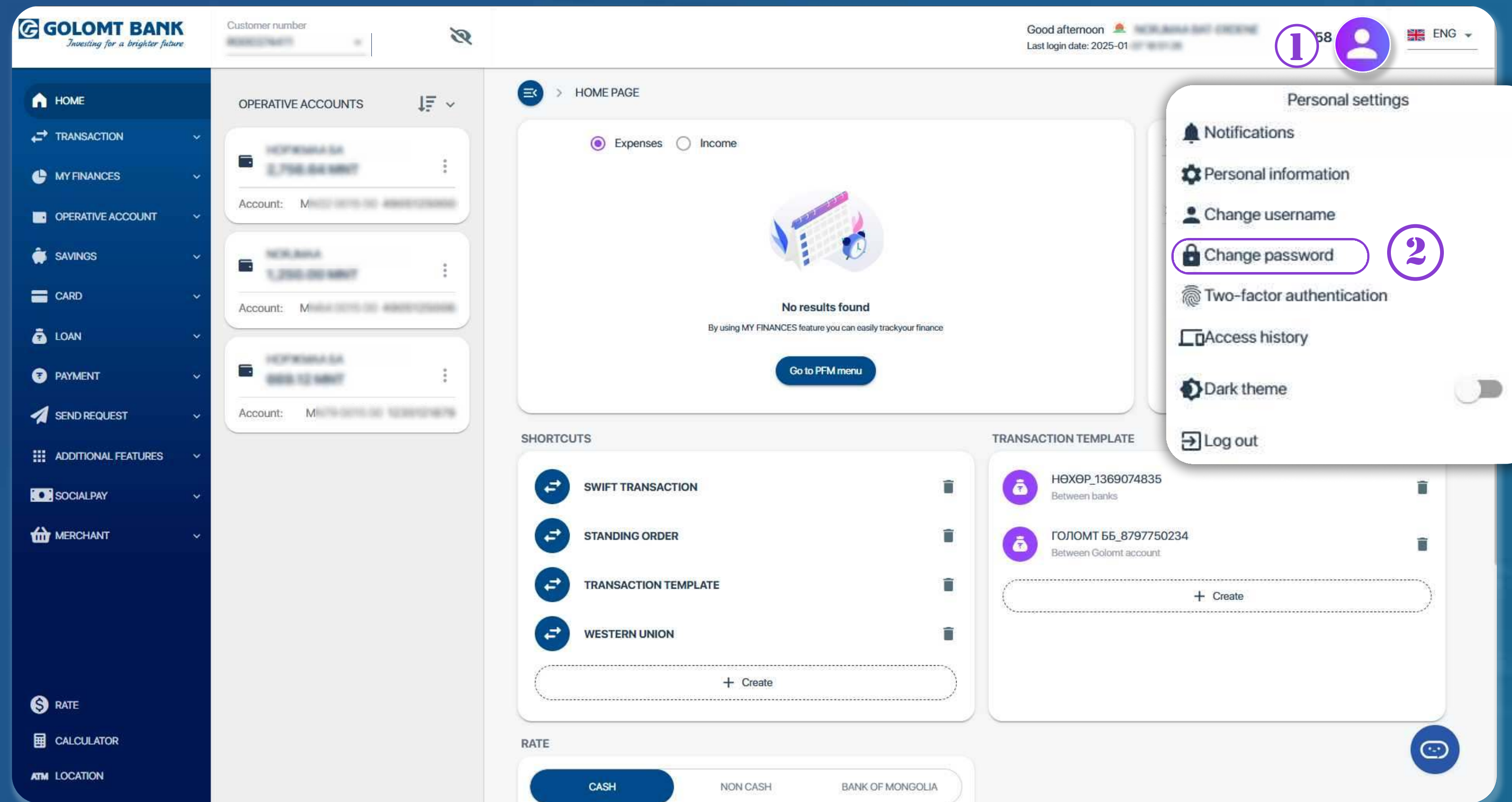


User guide >>>>>

INTERNET BANK

PERSONAL SETTINGS - RECOVER PASSWORD

Personal Settings



STEP 1


Log in to the egolomt.mn website and go to the "Personal Settings" menu located in the upper right corner.


STEP 2


Select the "Change password" menu.




Recover password

3 > PERSONAL SETTINGS > CHANGE PASSWORD > ?


CHANGE LOGIN PASSWORD
This password will be used to access the Internet Bank and Smart Bank applications.


CHANGE CONFIRMATION PASSWORD
This password will be used to make Transactions and access other services.


RECOVER PASSWORD
If you have forgotten your password, you can reset here. You will use the login password to access Internet banking and smart banking, and the confirmation password to make transactions and receive services.

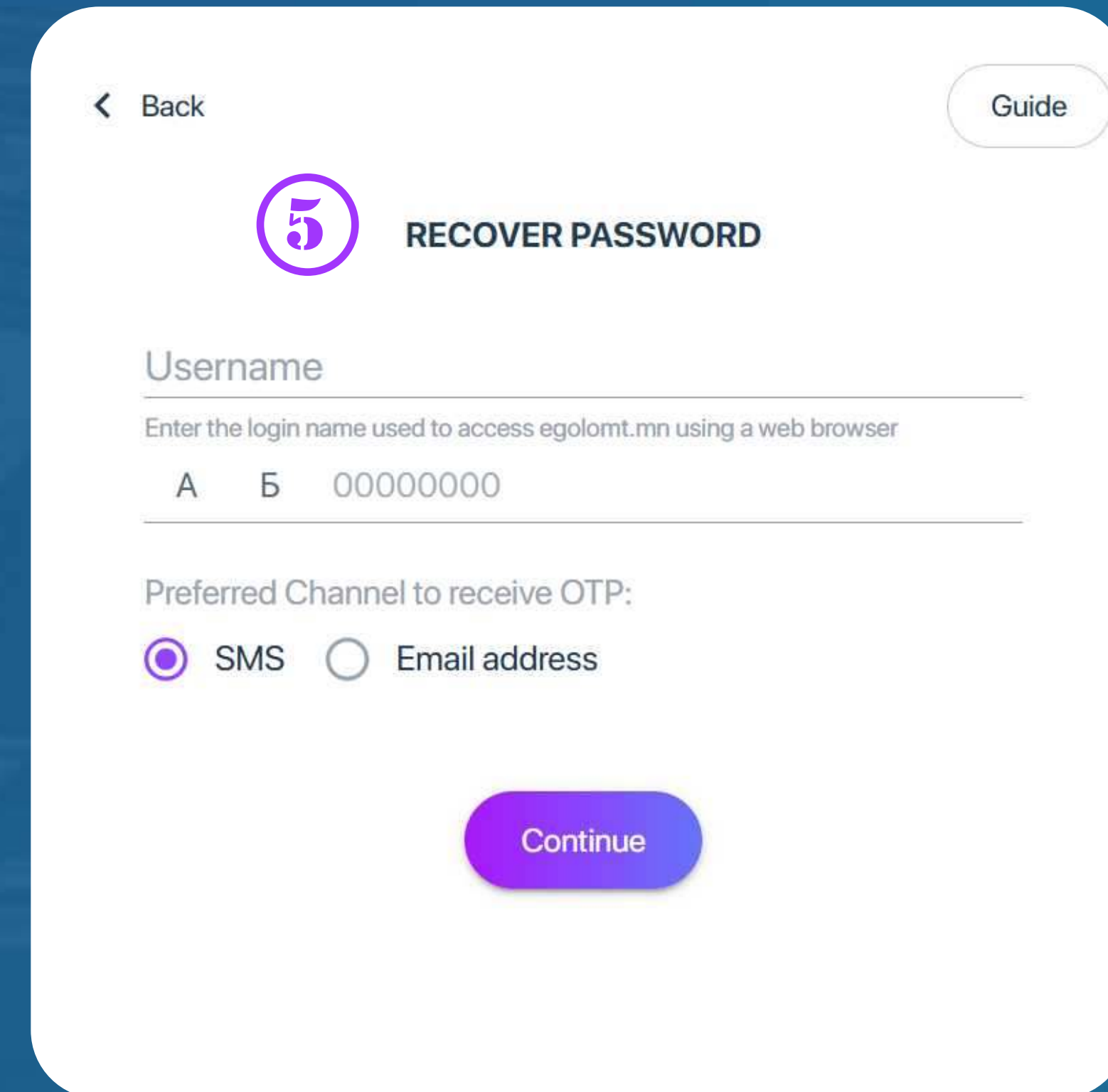
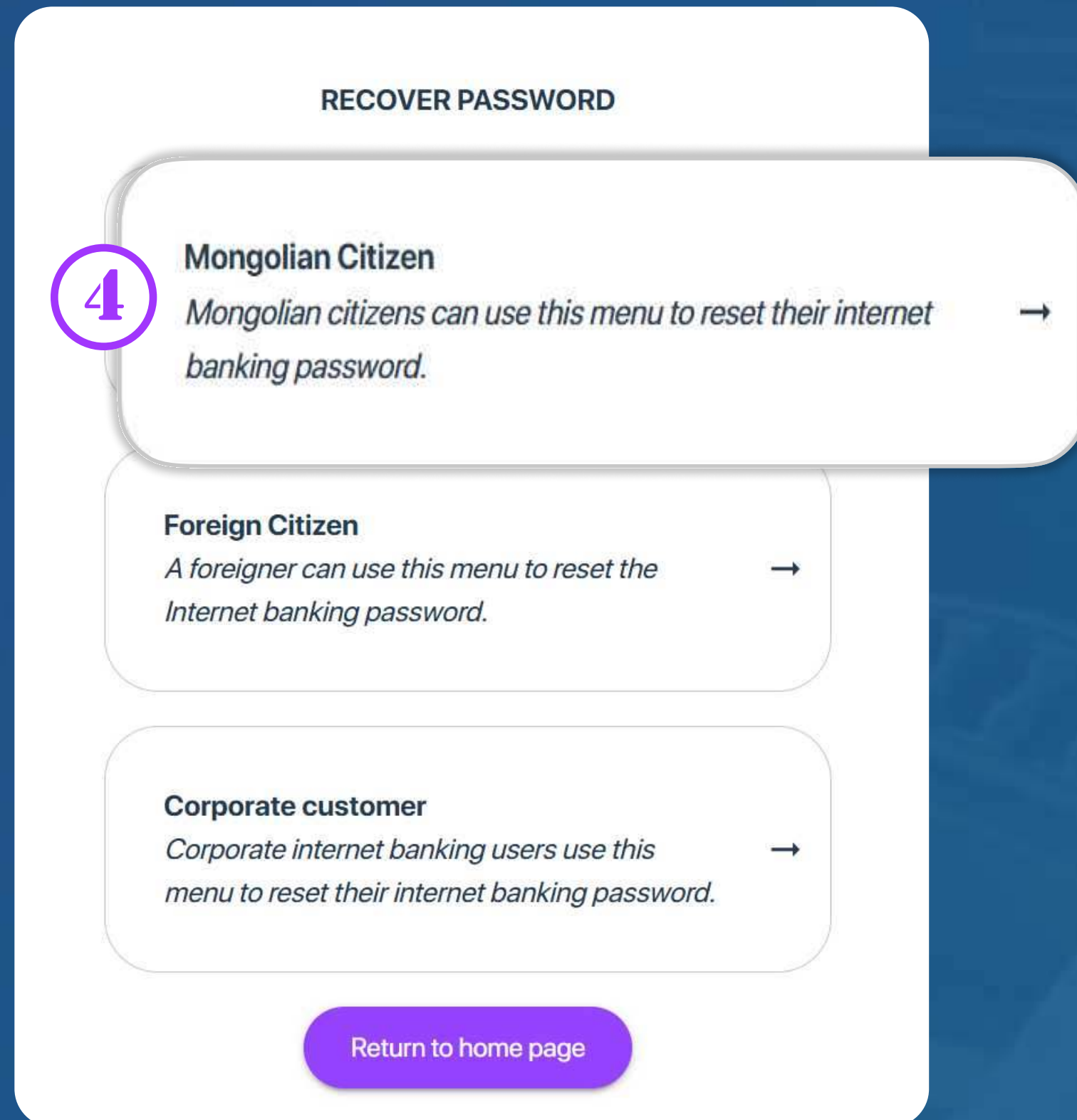
-  It is required to update your LOGIN and CONFIRM passwords once a year. Please note that if you do not update your
-  password, you will not be able to access Internet Banking.
-  Other double authentications can be activated in the "Personal settings" menu of the Internet bank to further improve privacy and security.

STEP 3

Click on "Recover password" menu.

NOTE: We recommend that you create your Login and Confirm passwords to include your Register number or phone number, as this increases the chances of your password being guessed.

Password recovery



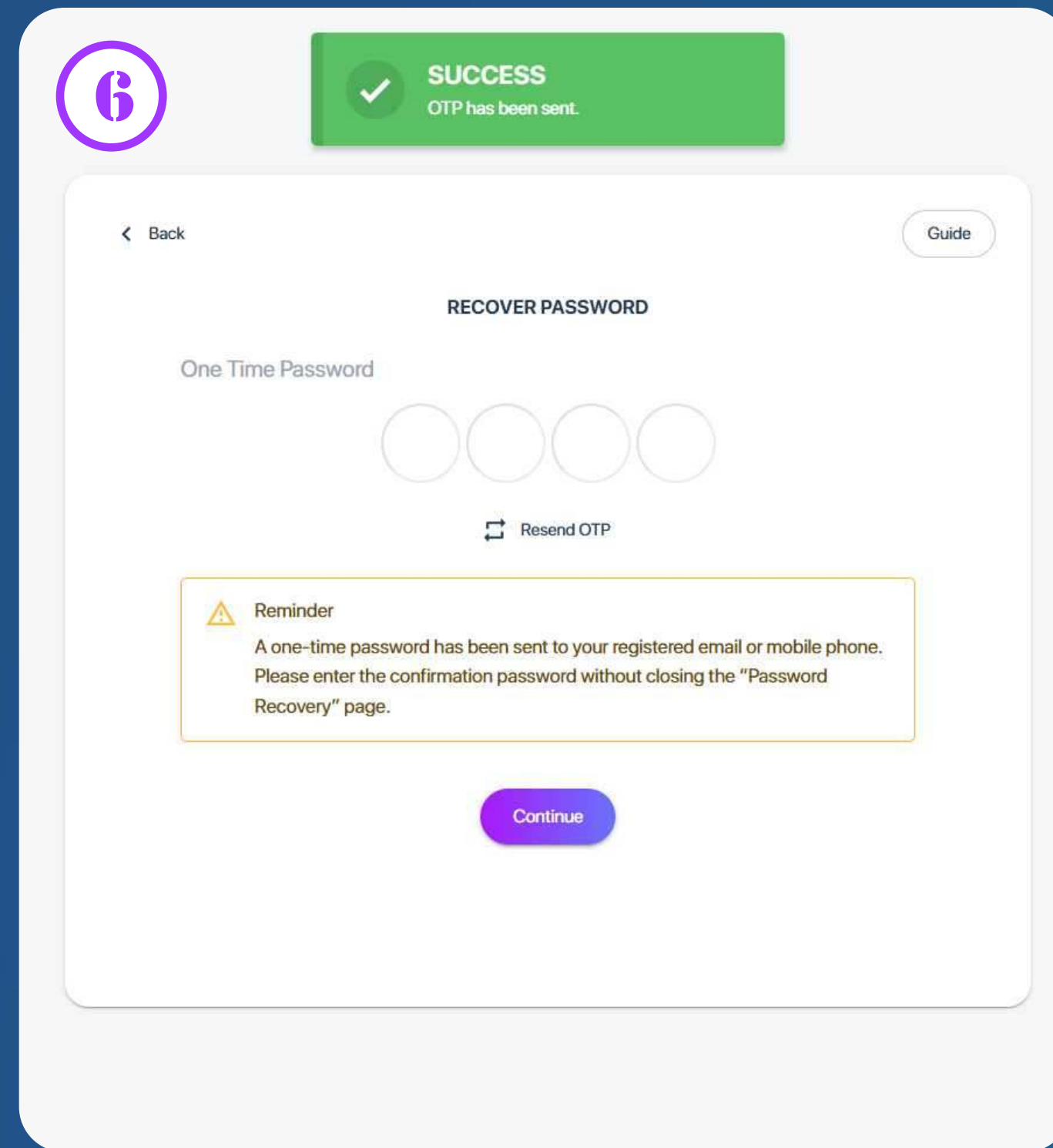
STEP 4

You can reset your password by choosing the option corresponding to your login rights, such as citizen, organization, or foreign user.

STEP 5

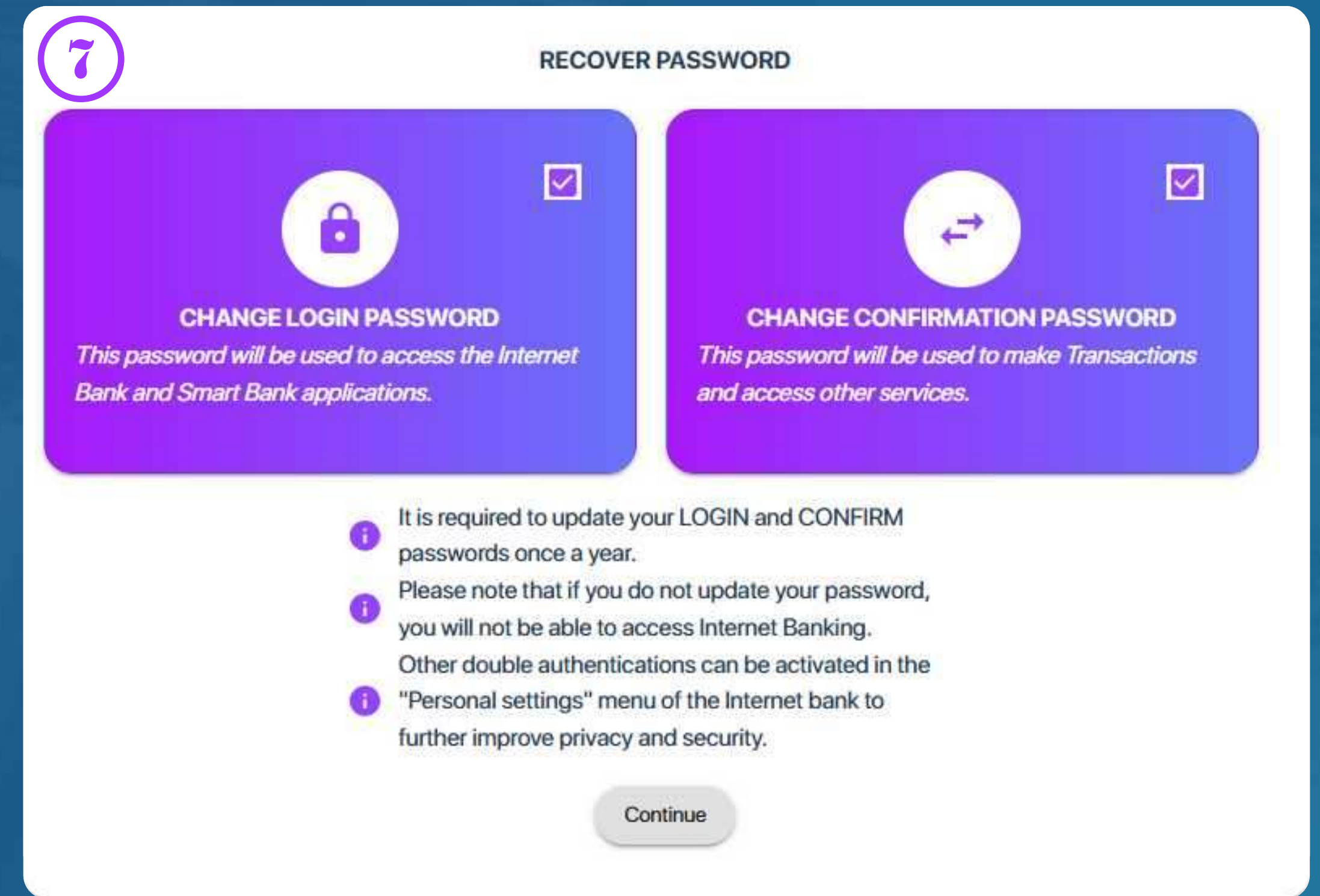
Enter your information in the password recovery field, select a channel to receive a One-Time Password, and click the "Continue" button.

Password recovery



STEP 6

Enter the one-time password sent to the mobile number/
email address registered with your bank and click
"Continue"



STEP 7

You can reset Login and Confirm password at the same time.

Password recovery

8 RECOVER PASSWORD

New password

- LOGIN password must be different from CONFIRMATION password.
- Must be different from the previous password.
- Make sure you don't use personal information that other people can guess, such as your date of birth or phone number.

Re-enter the new password.

- Please use English letters.
- At least one number should be entered.
- Do not include spaces in the password.
- Please enter a password other than your login name.
- The password must be at least 9 and at most 28 characters long.
- Repeat password must be the same as the new password.

Continue

STEP 8

Login password: used when logging in to internet bank and smart bank applications.

9 RECOVER PASSWORD

New password

- The VERIFY password cannot be a password you have used before.
- Make sure you don't use personal information that other people can guess, such as your date of birth or phone number.

Re-enter the new password.

- Don't use consecutive numbers
- Different from login name
- Enter correct password

Continue

STEP 9

Confirmation password: used when making transactions through internet banking and smart banking applications.



Note: Creating your Login and Confirm password with your Register number or phone number will increase your ability to guess your password, so it is recommended to create and use a strong password according to the bank's password requirements.

Wish you all the best