

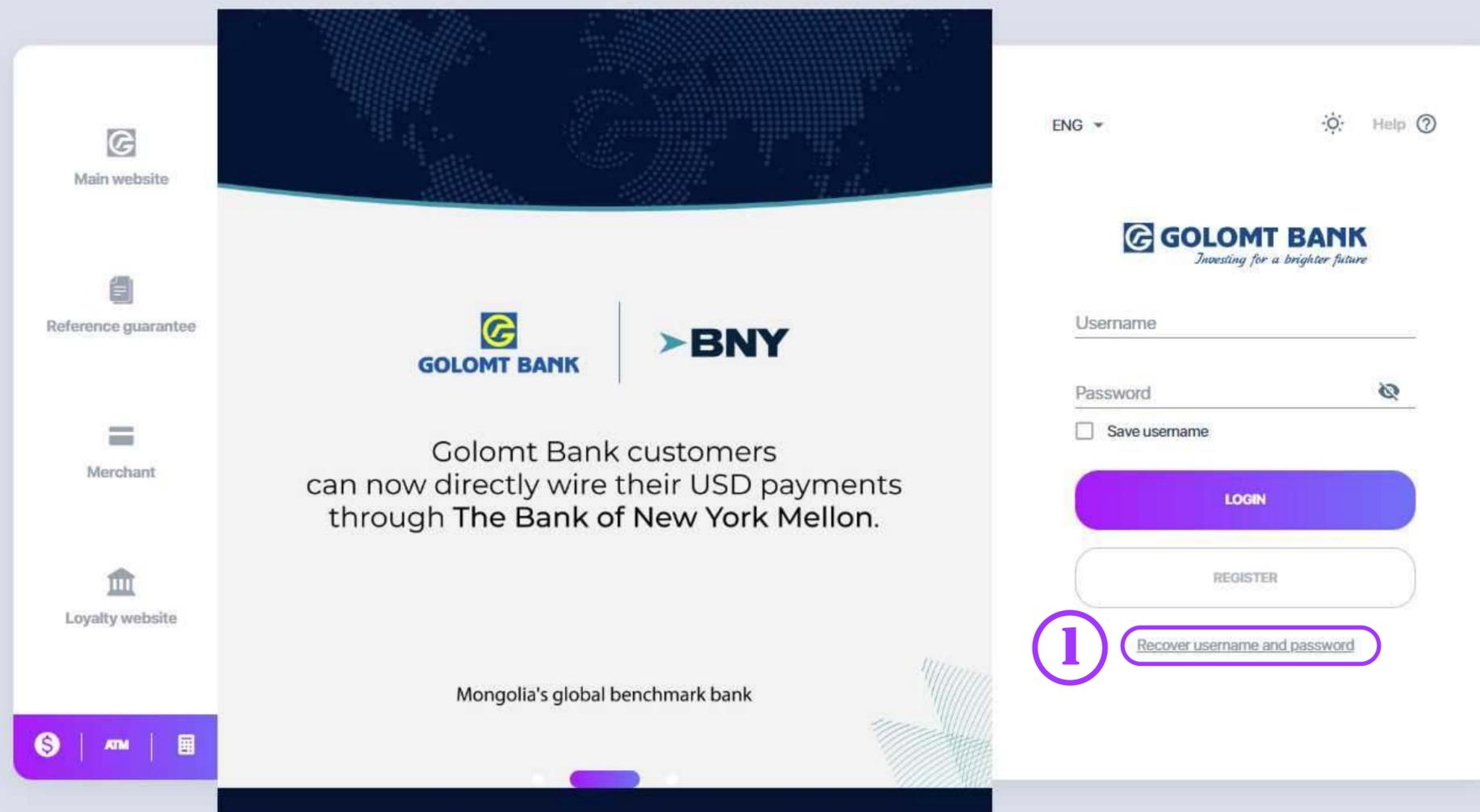


User guide >>>>

INTERNET BANK

PASSWORD RECOVERY

Password recovery

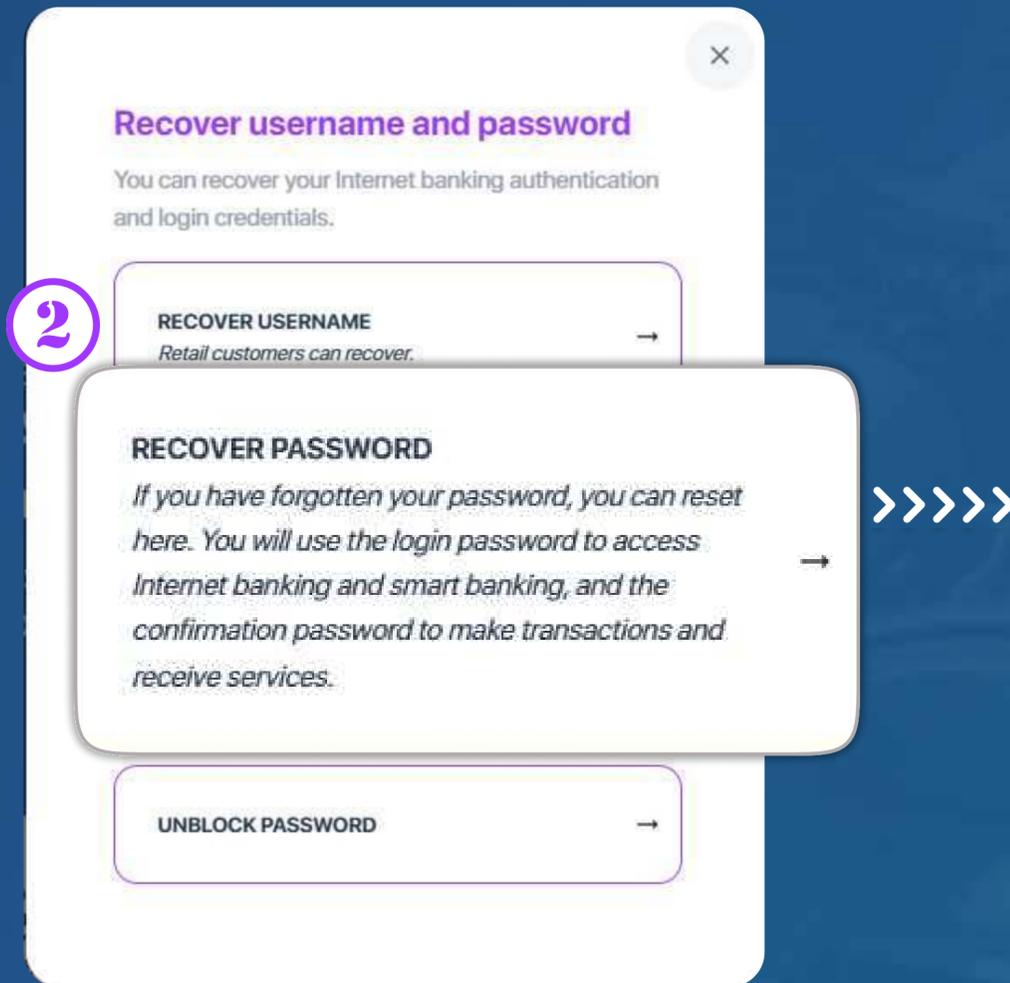


You can restore your password by going to the "Login name and password recovery" menu on the home page of egolomt.mn.

STEP 1

Click on the "Reset login and password" button under the registration button.

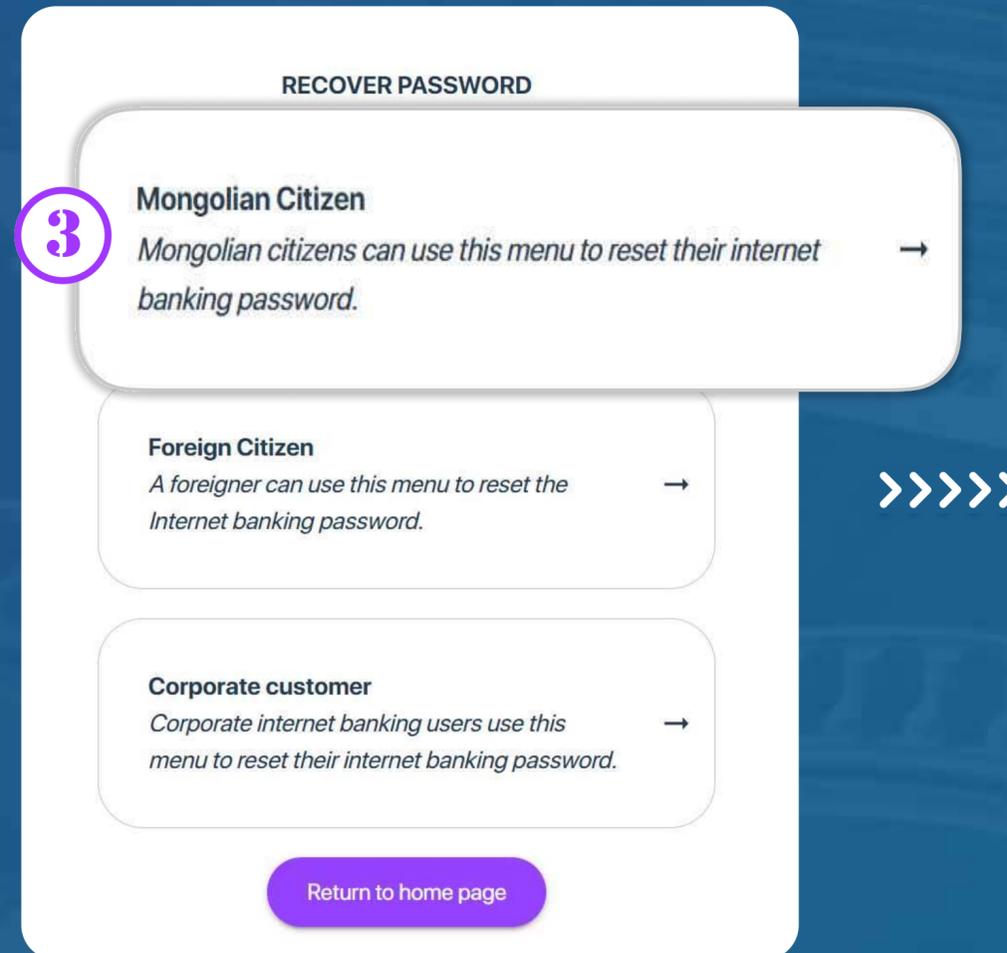
Password recovery



STEP 2

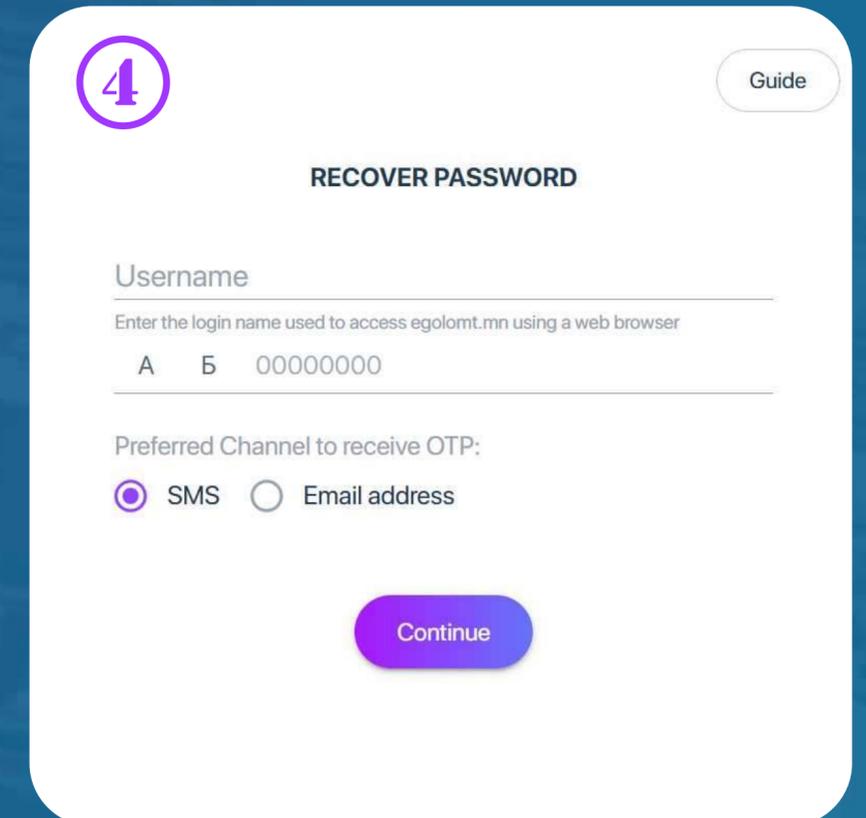
Click on the "Recover password" button.

Password recovery or password blocking requires a username, so it is recommended to reset your password if you have forgotten it.



STEP 3

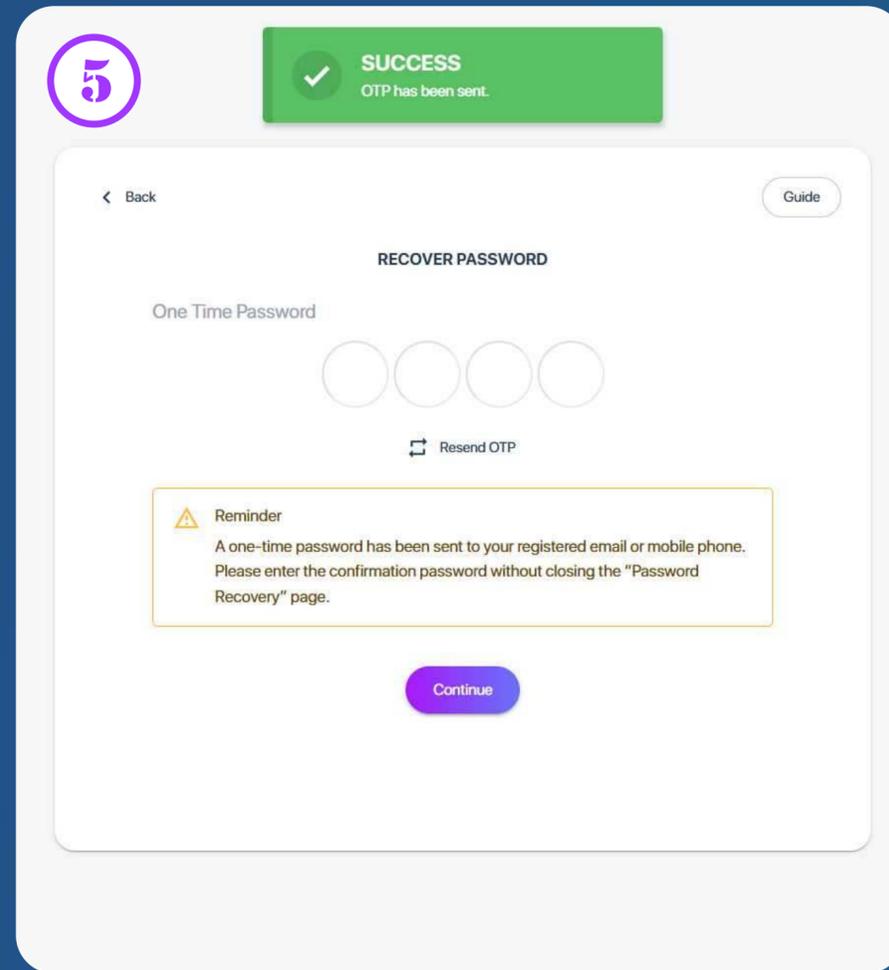
You can reset your password by choosing the option corresponding to your login rights, such as citizen, organization, or foreign user.



STEP 4

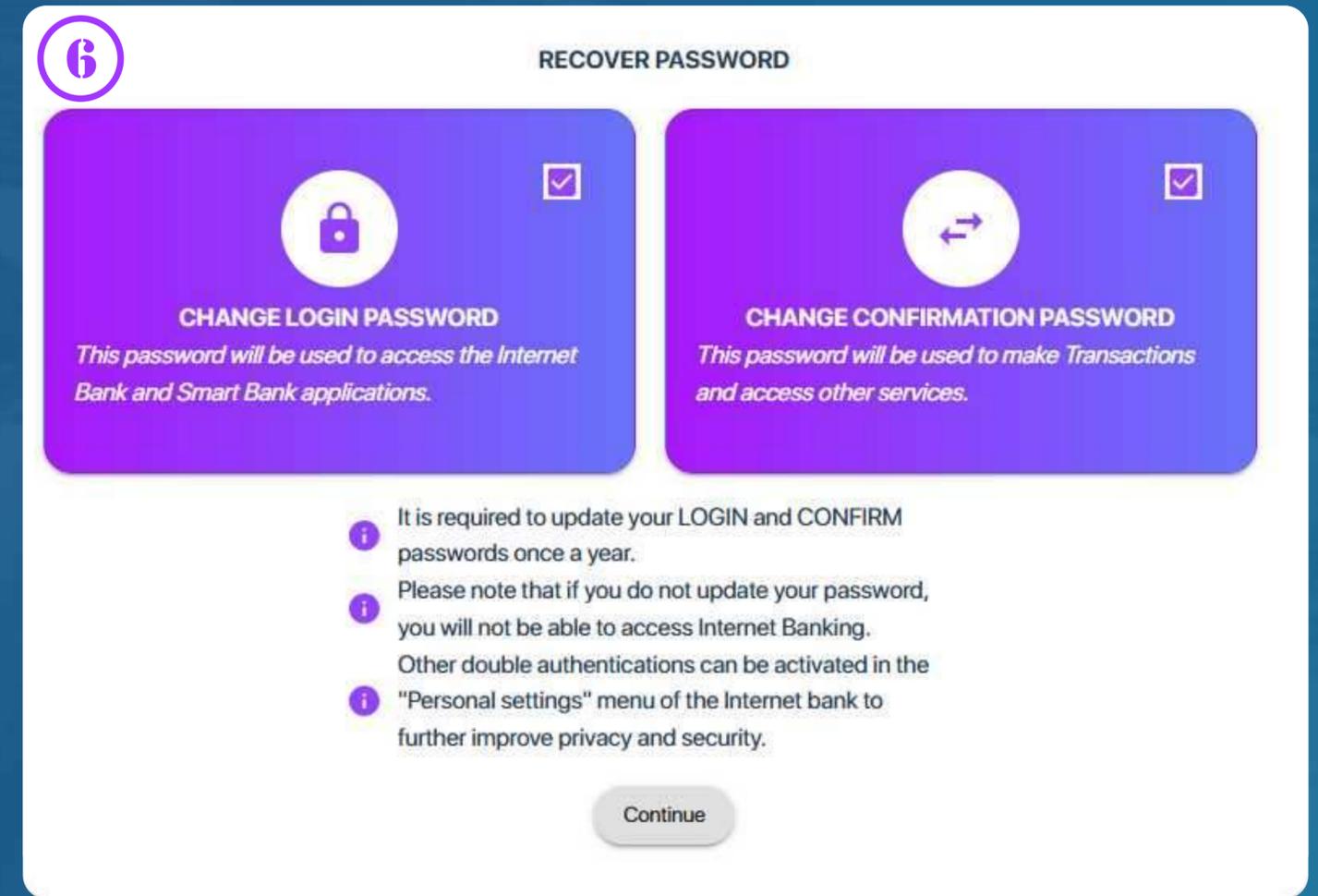
Enter your information in the password recovery field, select a channel to receive a one-time password, and click the "Continue" button.

Password recovery



STEP 5

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



STEP 6

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

Password recovery

7 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 7

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

8 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 8

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