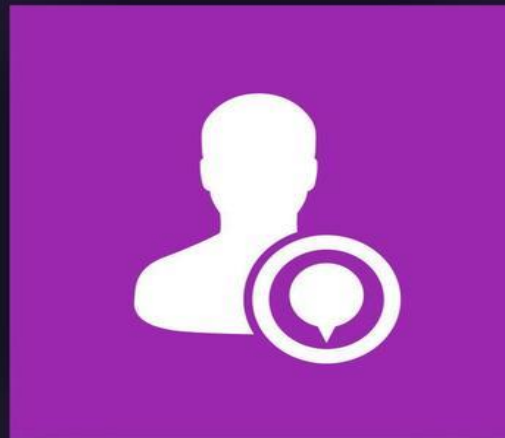




GO-Banking Account Settings

Retail Users

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ACCOUNT SETTINGS

Once logged into GO Banking, click on the toggle aka 'Hamburger' menu   to view your menus. Select  **Account Settings** followed by selecting a sub-menus accordingly.

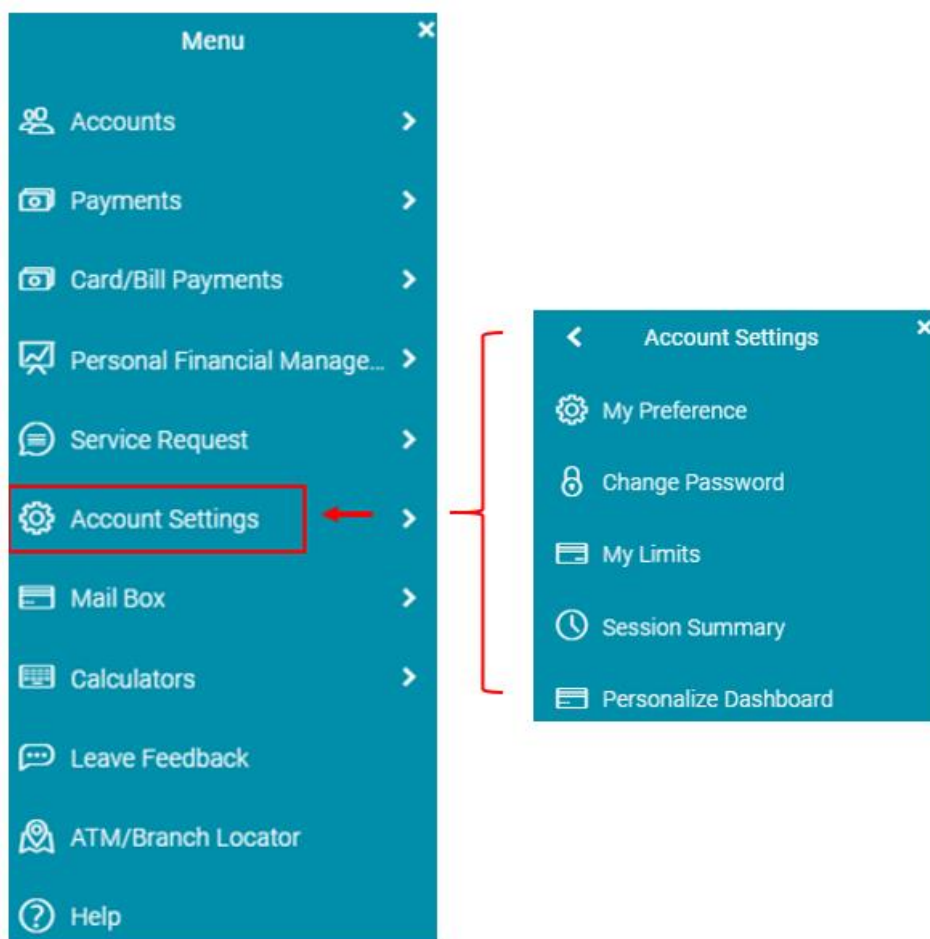


Figure I - Menu

MY PREFERENCE

Once the 'My Preference' sub menu is selected, the screen below will appear:



The 'Profile' submenu is used to perform the following:

- **Profile**
 - Edit Email address
 - Edit Contact Number
- **Primary Account Number**
 - Choose a Primary account (Select one of your accounts to be the default account when performing transactions)
- **Alerts/Notifications**
 - Enable/Disable alerts sent to your Email/Mobile/On-screen Alerts queue.
- **Security and Login**
 - Update your Security questions and its answers.
- **Themes**
 - Select a theme (option currently disabled)
- **Settings**
 - Enables/Disable Feedback Preference (*Disabling the service will unregister the device from receiving alerts via push notifications.*)
 - Enables/Disable Live Help (*Disabling this will disable the feedback window after every transaction*)
 - Preferred Delivery Mode (Only for OTP) – How you prefer to receive your One Time Password.

PROFILE

1. Click the pencil icon  to amend you Email/Contact Number.

	MR. JOHN DOE
Personal Information	
Date of Birth	01 JAN 2000
Contact Information	
Communication Address	LOT 1 TEST TOWN, TEST CITY, GUYANA
Email ID	kar****am@gbtibank.com 
Contact Number(Mobile)	5926****65 
Ok	

2. Backspace and type your desired contact info.
Once completed, click **Save**

Email ID	testemail@gmail.com
Save Cancel	

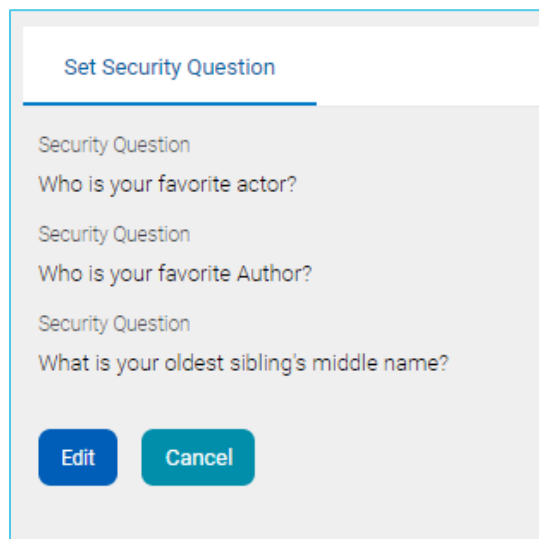
PRIMARY ACCOUNT NUMBER

The Primary account selected below will be the default account when performing transactions.

Select Primary Account			
☐	011800000001 -Current Account	MR. TOM DOE	TOM DOE
☐	011800000000 -Current Account	MR. JOHN DOE	JOHN DOE
If you don not wish to set a primary account		Clear Selection	
Submit			

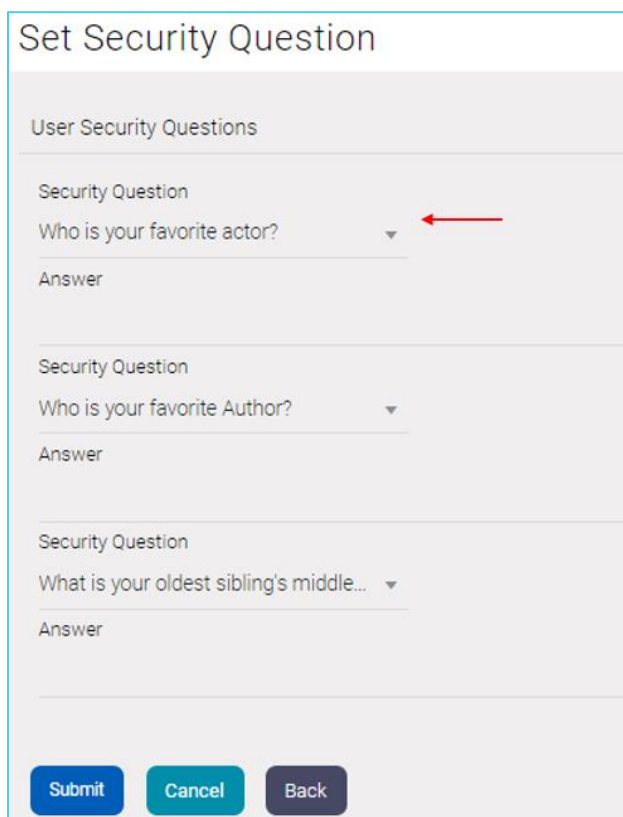
SECURITY AND LOGIN

1. Once 'Security and Login' is clicked the screen below will appear.



A modal window titled "Set Security Question" with a light gray background. It contains three entries, each with a "Security Question" label and a text input field. The questions are: "Who is your favorite actor?", "Who is your favorite Author?", and "What is your oldest sibling's middle name?". At the bottom, there are two blue buttons: "Edit" and "Cancel".

2. Click **Edit** to amend your security questions or the answers.



A page titled "Set Security Question" with a light gray background. It contains a section titled "User Security Questions" with three entries. Each entry has a "Security Question" label, a dropdown menu, and an "Answer" text input field. The questions are: "Who is your favorite actor?", "Who is your favorite Author?", and "What is your oldest sibling's middle...". A red arrow points to the dropdown menu for the first question. At the bottom, there are three buttons: "Submit", "Cancel", and "Back".

3. Click **Submit** to update.

SETTINGS

Once **Settings** is clicked the screen below will appear:

Registered Phones/Tablets

Android Devices

☐

iOS Devices

☐

Note: Unregistering will disable alternate login from all mobile devices.

Push Notification

Android Devices

☐

iOS Devices

☐

Web Browser

☐

Note: Disabling the service will unregister the device from receiving alerts via push notifications.

Feedback Preferences

Toggle to enable and disable → ☒

Note : Disabling this will disable the feedback window after every transaction.

Live Help

Toggle to enable and disable → ☒

Note : Disabling this will disable the oracle live feature.

Preferred Delivery Mode (Only for OTP)

Select how you would prefer to receive your OTP

Dispatch Method

☐ SMS

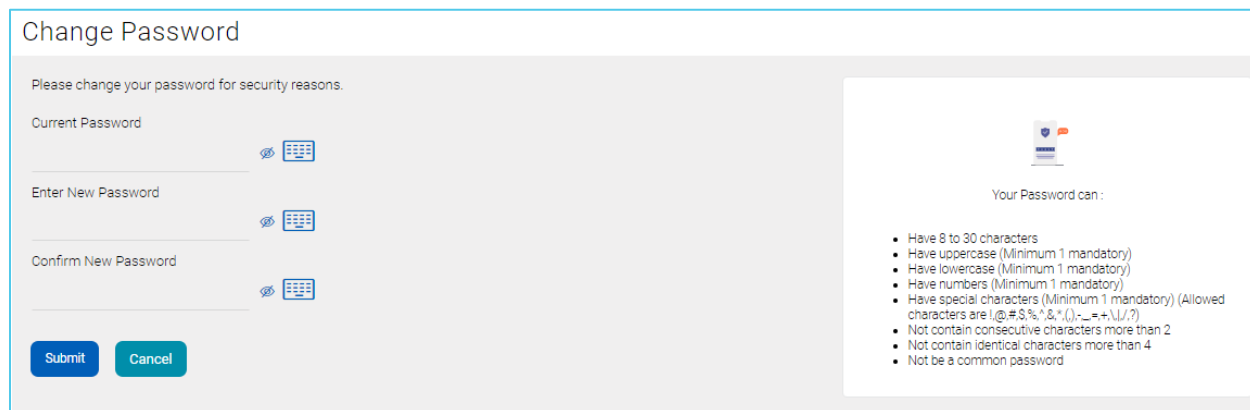
☒ Email

☐ Both

Note: The above configured dispatch method is applicable only if OTP is set up as the transaction authentication mode by the bank.

CHANGE PASSWORD

1. Select  sub-menu at **Figure 1 – Menu** to access the screen below:



Change Password

Please change your password for security reasons.

Current Password 

Enter New Password 

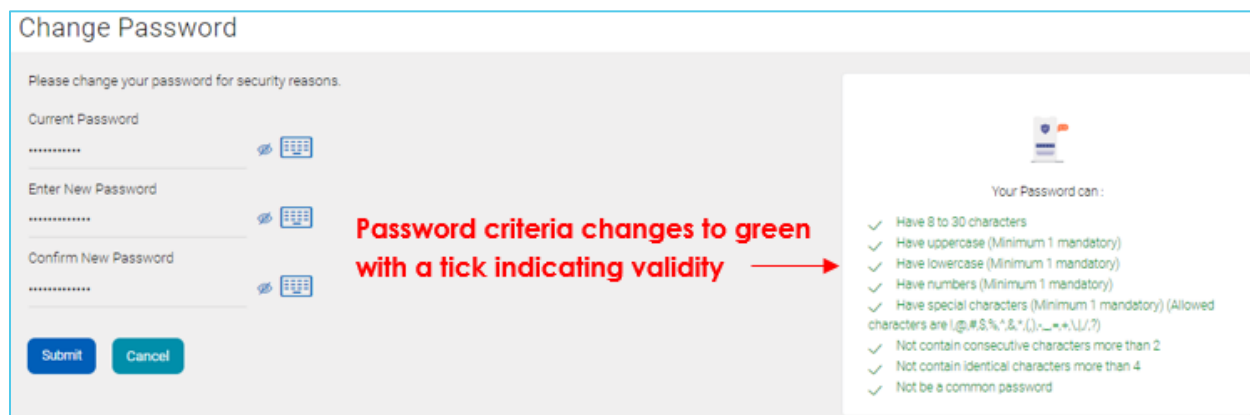
Confirm New Password 

Submit **Cancel**

Your Password can :

- Have 8 to 30 characters
- Have uppercase (Minimum 1 mandatory)
- Have lowercase (Minimum 1 mandatory)
- Have numbers (Minimum 1 mandatory)
- Have special characters (Minimum 1 mandatory) (Allowed characters are !@#\$%^&*()_+~\|/?)
- Not contain consecutive characters more than 2
- Not contain identical characters more than 4
- Not be a common password

2. Once the Current Password, along with the new password you wish to establish, is entered click **Submit** to proceed.



Change Password

Please change your password for security reasons.

Current Password 

Enter New Password 

Confirm New Password 

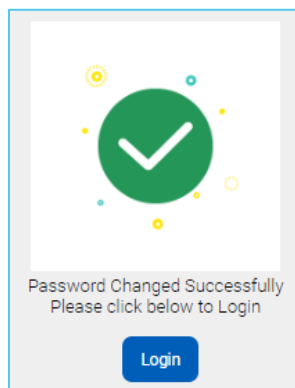
Submit **Cancel**

Password criteria changes to green with a tick indicating validity →

Your Password can :

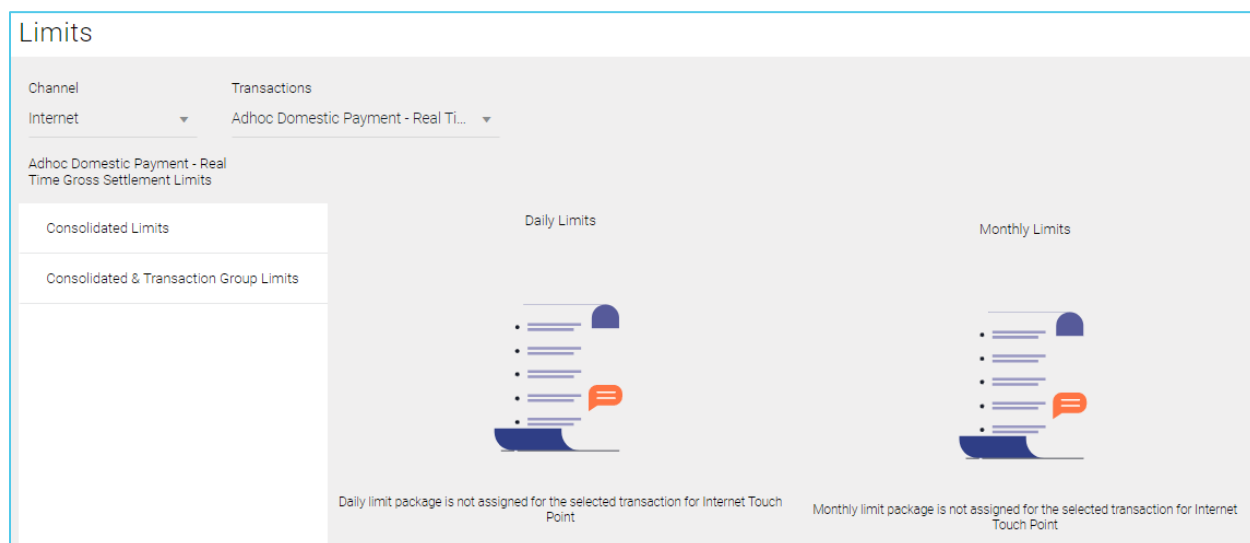
- ✓ Have 8 to 30 characters
- ✓ Have uppercase (Minimum 1 mandatory)
- ✓ Have lowercase (Minimum 1 mandatory)
- ✓ Have numbers (Minimum 1 mandatory)
- ✓ Have special characters (Minimum 1 mandatory) (Allowed characters are !@#\$%^&*()_+~\|/?)
- ✓ Not contain consecutive characters more than 2
- ✓ Not contain identical characters more than 4
- ✓ Not be a common password

3. Once the password change is submitted, the confirmation screen below will appear, Click Login be directed to the GO Banking login screen.

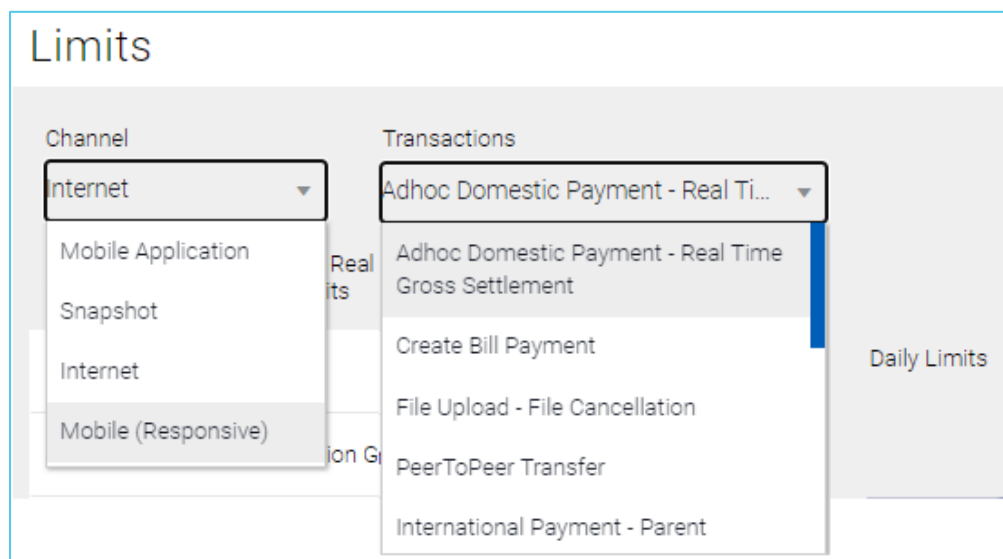


MY LIMITS

1. Select  **My Limits** sub-menu at **Figure I – Menu** to access the screen below:

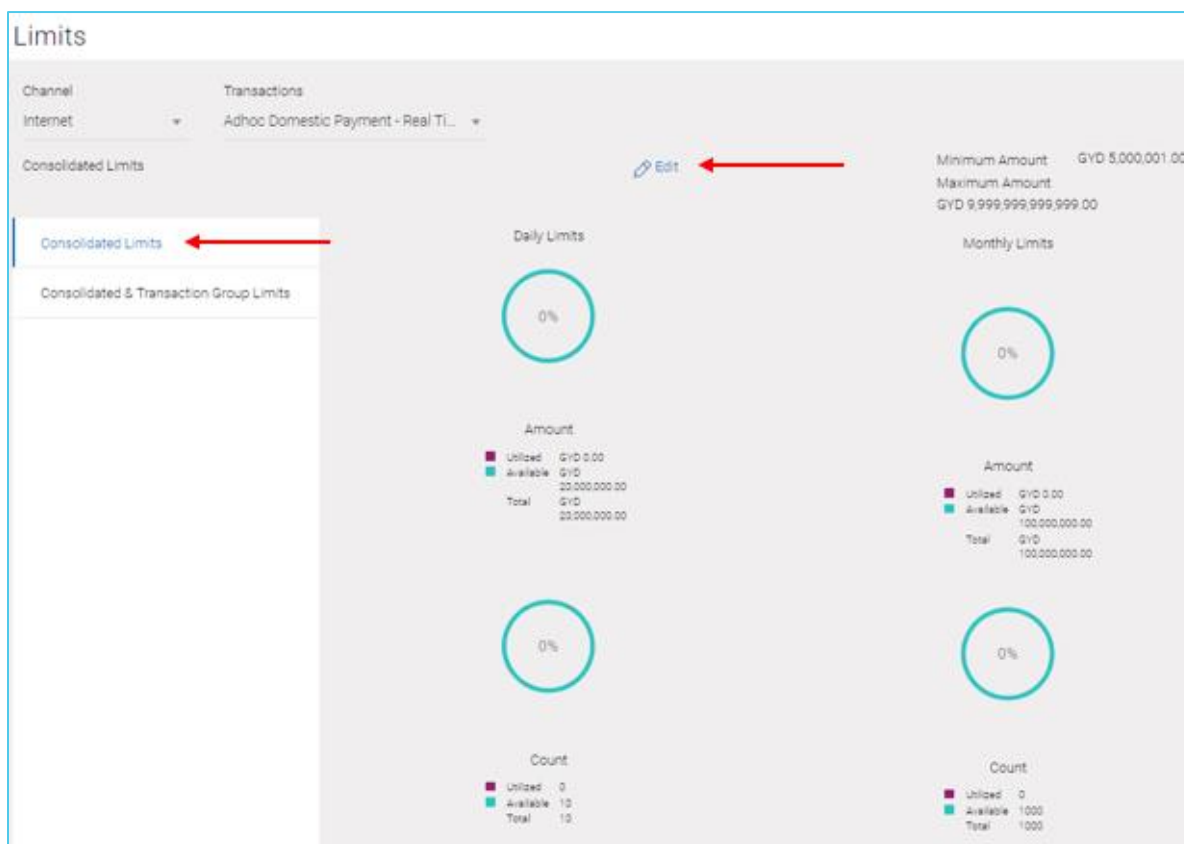


2. Utilize the dropdowns to select the **Channel** and **Transaction type** you wish to amend the limits for.



- Once your channel and Transaction type is selected, click 'Consolidated Limits' then

click the edit icon  to amend your limits.



- Once  is clicked you can proceed to amend your limits.

Edit

Daily Count
Allocated by Bank : 10
Enter Count

Daily Limit
Allocated by Bank : GYD 20,000,000.00
Enter Amount

Monthly Count
Allocated by Bank : 1000
Enter Count

Monthly Limit
Allocated by Bank : GYD 100,000,000.00
Enter Amount

Save Cancel Reset To Bank Limits

NB: You can **NOT** increase your Daily and Monthly limits above the Bank's ceiling.

SESSION SUMMARY

Select  **Session Summary** sub-menu at **Figure I – Menu** to access the screen below:

Start Date & Time	End Date & Time	Channel	IP Address
▶ 01 Nov 2022 09:59:35 PM	01 Nov 2022 09:59:35 PM	Internet	10.5.8.164
▶ 01 Nov 2022 09:40:55 PM	01 Nov 2022 09:57:32 PM	Internet	10.5.8.164
▶ 01 Nov 2022 09:27:14 PM	01 Nov 2022 09:37:22 PM	Internet	10.5.8.164
▶ 01 Nov 2022 08:45:33 PM	01 Nov 2022 09:26:40 PM	Internet	10.5.8.164
▶ 31 Oct 2022 03:00:56 PM	31 Oct 2022 03:16:19 PM	Internet	10.5.8.164

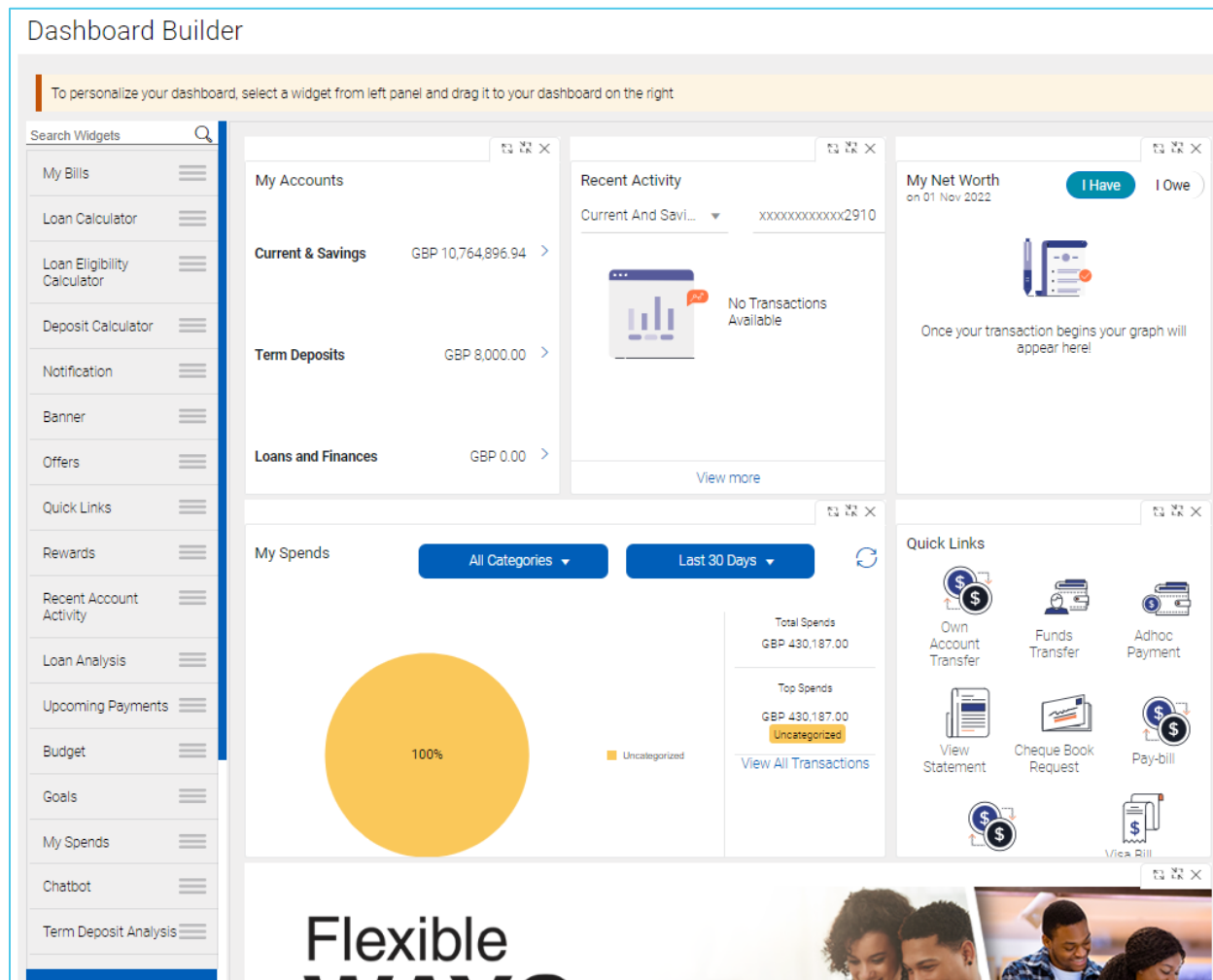
Page 1 of 1 (1-5 of 5 items) ⏪ < 1 > ⏩

Ok **Cancel**

Your session summary is used to view your successful logins, indicating the channel used to sign in along with its I.P address.

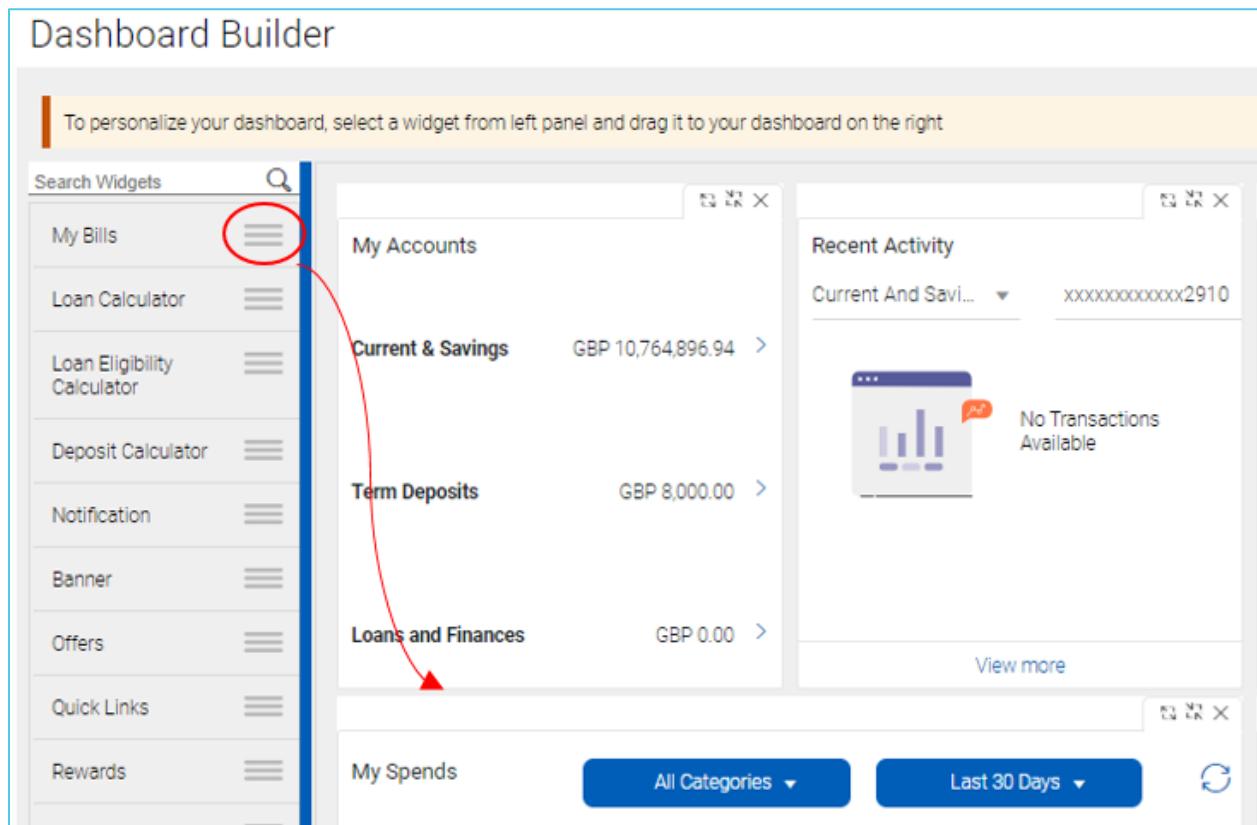
PERSONALIZE DASHBOARD

1. Select  **Personalize Dashboard** sub-menu at **Figure 1 – Menu** to access the screen below:

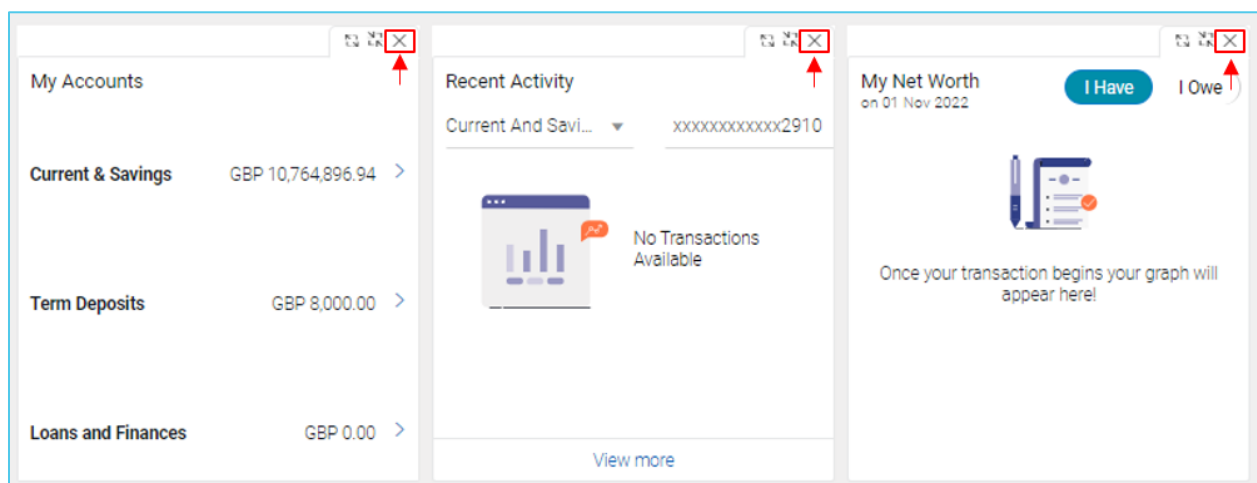


The screen above allows you to personalize the way your dashboard appears.

- Click and drag a widget to insert unto your dashboard.



- To remove a widget from your dashboard simply click 



4. Once you're comfortable with your dashboard design, click **Save**.

