e-Banking Manuals

1. Which browsers support YDBL e-Banking?
Internet Explorer 5.5 or above, Mozilla 3.0, Opera 9.0, Safari supports MBBL e-Banking, however the Back and Forward Button won't work in e-Banking System.

2. Does double clicking inside e-Banking page work?
Pressing Double Click in any link inside e-Banking will logoff the session. This is a system described feature.

3. How many times can I attempt to login?
The User will get **disabled** after three wrong login attempts. To reset the login account the customer either needs to contact the Customer Service of the Respective Branch or send a message through e-Banking feedback.

4. What are valid special characters that can be used in passwords?
The valid special characters are ! @ # $ % ^ &

5. Which special characters are not supported by the system?
Some special characters not supported by the system are <, >, *, /, -, +, =, |, ~, i, ", ', (,)

6. Is the password case sensitive?
Password is case sensitive - it means, small letters and capital letters will not be treated same.

7. Is the Customer Code (User Id) case sensitive?
User ID is not case sensitive - it means, small letters and capital letters are treated same.

8. What do I do if I want to link new accounts in existing e-Banking User Id?
Customer should contact Customer Service Department if they want to link new accounts in existing User-Id.

9. What is the expiry date of a password?
The validity of password is three months. You can change both your passwords online anytime from the e-Banking system. Doing this renew the expiry of your password for three months.

10. Can I bookmark YDBL e-Banking Login page?
No, you cannot bookmark MDBL e-Banking Login page due to security reason. You can however bookmark the YDBL home page **www.mahalaxmibank.com**

11. How long can the e-Banking page be kept idle?
The session timeout is 10 minutes. If you keep the e-Banking idle for 10 minutes or more the user will be auto disabled for security reasons. The same rule also applies e-Banking login page.

12. What do I do if I want more information regarding e-Banking?
If a user wants additional details/process regarding e-Banking System:
They can forward their queries to Relationship Managers through Request or Mail menu in e-Banking.