

How to Unlock Users

- 1- Open iBusiness through <u>www.cbd.ae</u>.
- 2- Enter your iBusiness Admin User ID.
- 3- Enter the PIN(4 digits) + TOKEN (6 digits number displayed on the user device)
- 4- Click on Login Button

| بنك دبي التجــاري Commercial Bank of Dubai | | ♥ Location |
|-----------------------------------------------|-----------------------------------------------------|------------|
| iBusiness | | |
| Login | New User? Frequently Asked Questions Login Trouble | |
| PIN+Token | Live Chat | |
| | Contact Us | |
| | | |

- 5- Click on Users & Roles Management at the top menu.
- 6- Click on the dropdown on the Users Management option on the left side menu.
- 7- Select Unlock User
- 8- Click on **SEARCH** button and the Locked user/s will reflects at the bottom of the page.

| Users & Roles Management | Accou | nt Setup | Bulk Mana | igement | | Queue | Reports | Services |
|-------------------------------|----------------------------------------------------------------------|------------------|-----------|---------|----------|---------|----------------|----------|
| iBusiness | ☆ Users Managemer | nt > Unlock User | | | | | | |
| 04-08-2020 17:13:47 GMT +0530 | Please search and select the user(s) which you would like to unlock. | | | | | | | |
| Users Management | | | | | | | | |
| View User | User Type | CORPORATE USE | R | ~ | Passwor | d Type | Login Password | ~ |
| Create User | First Name | Starts with 🗸 | | | Last Nan | ne | Starts with 🗸 | |
| Modify User | User ID | Starts with 🗸 | | | Email | | Starts with 🗸 | |
| Activate User | Date Created From | | | Ê | Date Cre | ated To | | # |
| Deactivate User | | | | | | | | |
| Lock User | | | | | | | | SEARCH |
| Unlock User | | | | | | | | |
| Delete User | | | | | | | | |
| Revoke User | | | | | | | | |



9- Select the check box on the left side of locked user ID and click on UNLOCK USER button.

| Unlock User | t. | tsle17 | THASLEE MAYAN | thaslee@cbd.ae |
|------------------------------------------------------------------------------------------------|-------------------|---------------------------|---------------|--------------------------------------------|
| Delete User | | | | |
| Revoke User | | | | UNLOCK USER |
| Tokan Assignment/Activation | * | | | |
| | | | | |
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10- You will be navigated to the pre-confirmation screen. Validate the information and click on **CONFIRM** button.

| Users & Roles Manageme | Users & Roles Management Account Setup | | | Queue | Reports | Services |
|---------------------------------------------------|----------------------------------------|---------------------------|------------------------------|---------|----------|----------|
| iBusiness 04-08-2020 17:13:47 GMT +0530 | A > Un Please rev | nlock User > Verification | ser you are about to unlock: | | | |
| Users Management | ▲ User Ty | pe CORPORATE US | ER | | | |
| Create User | Usor ID | Namo | | Email | | |
| Modify User Activate User | tsle17 | Mr THASLEE | MAYAN | thaslee | e@cbd.ae | |
| Deactivate User | | | | | BACK | CONFIRM |
| Unlock User | | | | | | |

- 11- RSA token screen should be displayed to enter the token code (PIN + 6 digits number displayed on the device).
- 12- Click on **SUBMIT** button to complete the action.



| Users & Roles Management | | Account Setup | Bulk Management | Queue | Reports | Services |
|-------------------------------|-----------------------|------------------------------|---------------------------|-------|---------|----------|
| iBusiness | 🖀 👌 Unlock User | > Authentication | | | | |
| 04-08-2020 17:13:47 GMT +0530 | Please enter security | PIN along with the code disp | played on your RSA token: | | | |
| Users Management | RSA Token * | 1 | | | | |
| View User | | | | | | |
| Create User | * indicates manda | atory fields. | | | | SUBMIT |
| Modify User | | | | | | |
| Activate User | | | | | | |
| Deactivate User | | | | | | |
| Lock User | | | | | | |
| Unlock User | | | | | | |