



Guidelines for Customers - Internet Banking

1. Customers are requested to visit their base branch for obtaining internet banking facility.
2. They can obtain Retail/Corporate internet banking facility as per their account/requirement.
3. It is mandatory to submit application form and share proper email id and contact no.
4. User ID's will be shared to customers within 24 hrs. to their registered email id after successfully submitting internet banking request by branch.
5. User IDs and all the communications related to login/transactions/beneficiary registration/ chequebook etc. will be shared to registered email ids.
6. Customers can access internet banking through Bank website and using below mentioned URL-

<https://bupbib.barodarrb.co.in/> → Retail/Corporate

7. Customer can set the Sign on and Transaction password using option Set Password/Forgot Password.
8. Customers can login using User id and password along with OTP.
9. Once they are successfully logged in, they can enjoy the services like transact to within bank or other bank account, NEFT/RTGS, Quick transfer, create FD/RD, debit card functionalities (Block Debit Card/Green PIN/Set Limit), chequebook functionalities, IMPS etc.
10. In case you are facing any issue, please contact on our call centre no 1800-1800-225 OR visit base branch OR raise a complain on Complain Portal(<https://barodaupbank.com/cms/complaint.php>)

Procedure to Set Password/Forgot Password

1. Please enter User ID and click on 'Set Password/Forgot Password'
2. Please select option 'Regenerate Password using Email and mobile OTP' Or 'Regenerate Sign on using QnA and OTP'

3. After selection of 'Regenerate Password using Email and mobile OTP', 'Set Password using Mobile No.' window will appear where user has to enter registered Mobile no and continue.



4. Customer has to enter Mobile OTP and Email OTP to proceed.

5. There are three options-
- Reset Sign on Password
 - Reset Transaction Password
 - Reset Sign on & Transaction Password

6. Customer can Select the option as per requirement and Set the passwords i.e. Sign on, Transaction or both.



Procedure for Beneficiary Addition

Within Bank Beneficiary

Login→within Bank Beneficiary→Add New Beneficiary→Enter Beneficiary Name, Beneficiary Nickname (Unique), Account No. -->Continue →Check and enter transaction password and OTP for successfully addition of beneficiary.

Please ensure to enter unique Nickname for beneficiary. Cooling period of 30 minutes is applicable for beneficiary. No transactions will be allowed during cooling period.

Outside Bank Beneficiary

Login→Outside Bank Beneficiary→Add New Beneficiary→Enter Beneficiary Name, Beneficiary Nickname (Unique), Account No, IFSC→ Continue→ Check and enter transaction password and OTP for successfully addition of beneficiary.

Please ensure to enter unique Nickname for beneficiary. Cooling period of 24 hrs. is applicable for beneficiary. No transactions will be allowed during cooling period.

Fund Transfer

1. Without addition of beneficiary, customers can transfer funds using Quick Fund transfer (1.Using Account No. and IFSC 2. Using IMPS)
2. Self-Linked Account Transfer→Select Source Account→Select destination Account→Enter OTP and Transaction Password and confirm

Commonly faced Issues

Customer has not received user id in his registered mail-

1. Please advise customer to check SPAM folder.
2. User can fetch his user id using option 'Forgot User ID' using his account no. and mobile no.

Mobile No. /Email ID is wrongly updated

1. Please visit base branch for ensuring updated email id and contact no. in account.
2. Now, visit <https://bupbib.barodarrb.co.in/>-->Retail/Corporate-enter user id-->Login. It will get auto updated.
3. If still facing issue, please visit branch with CIF id, old email id and new email id.

Mobile No. is invalid-

1. Please enter mobile no. with 91
2. Please ensure to enter the correct user id and mobile no (which is linked in Account)

'Active account linked to customer not found' error is coming after login

There might be some issue in CBS, therefor please wait sometime before trying to login again.

SMS/Email OTP is not coming

Please visit base branch for ensuring of updated email id and contact no.in account.