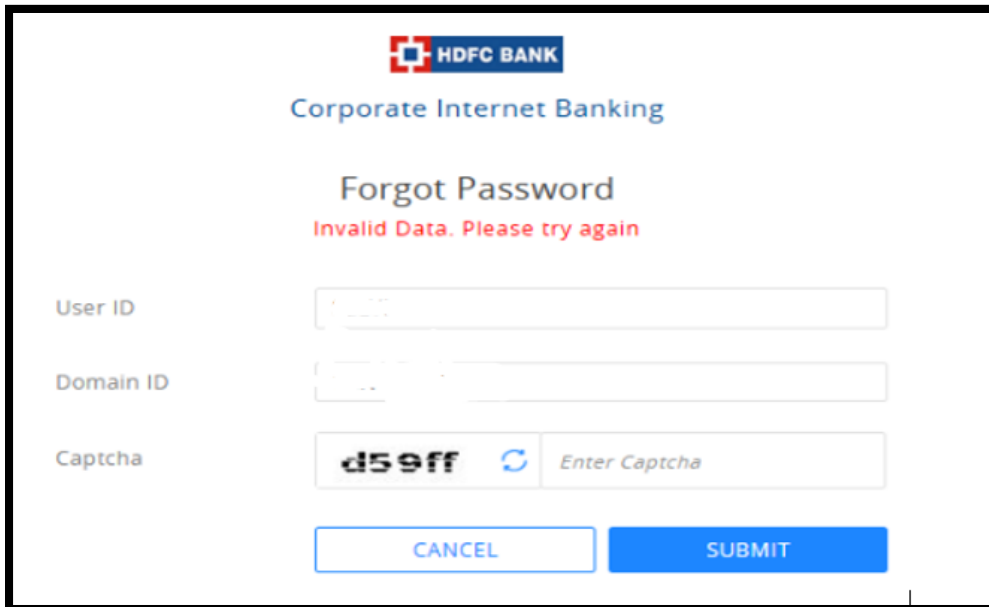


FAQ on CBX Login related clarifications.

Q1. Why I'm getting error as "Invalid Data. Please try again." while login.?

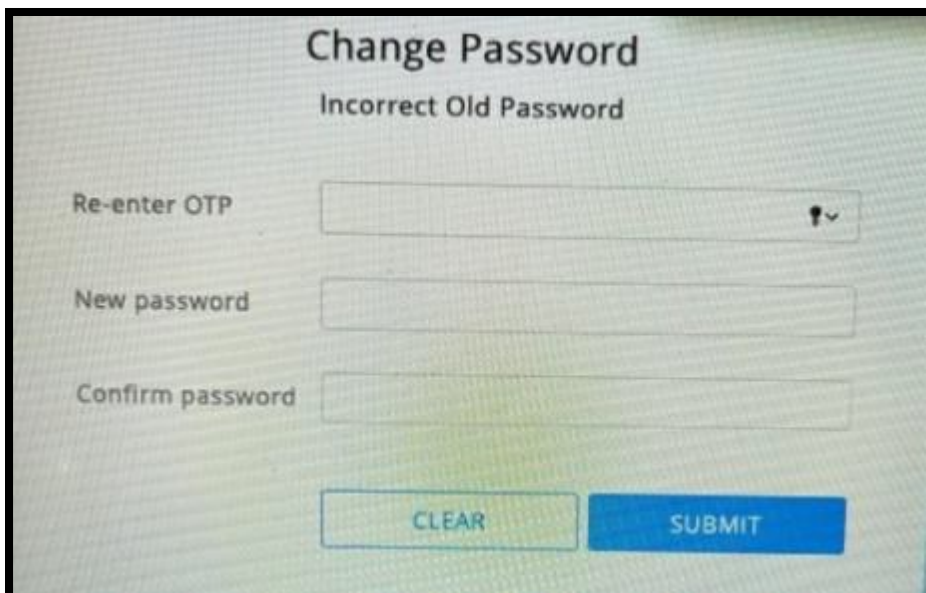
A: This is due to Incorrect user id or Domain id entered by the user while login. Kindly try login with correct login credentials.



The screenshot shows the HDFC Bank Corporate Internet Banking 'Forgot Password' page. At the top, the HDFC Bank logo is displayed. Below it, the text 'Corporate Internet Banking' is shown. The main heading is 'Forgot Password'. A red error message 'Invalid Data. Please try again' is displayed. Below the error message, there are three input fields: 'User ID', 'Domain ID', and 'Captcha'. The 'Captcha' field contains the text 'd59ff' and a refresh icon. Below the input fields, there are two buttons: 'CANCEL' and 'SUBMIT'.

Q2. Why I'm getting error as "Incorrect old password." while changing the password.?

A: This due to Incorrect old password entered by user at the time of password change. Whereas in case of password reset using forgot password option, kindly enter the One-time Password received via email as old password.



The screenshot shows the 'Change Password' page. At the top, the heading 'Change Password' is displayed. Below it, the text 'Incorrect Old Password' is shown. Below the error message, there are three input fields: 'Re-enter OTP', 'New password', and 'Confirm password'. The 'Re-enter OTP' field has a dropdown arrow on the right. Below the input fields, there are two buttons: 'CLEAR' and 'SUBMIT'.

Q3. Why I'm getting error as "Invalid Credentials." while login?

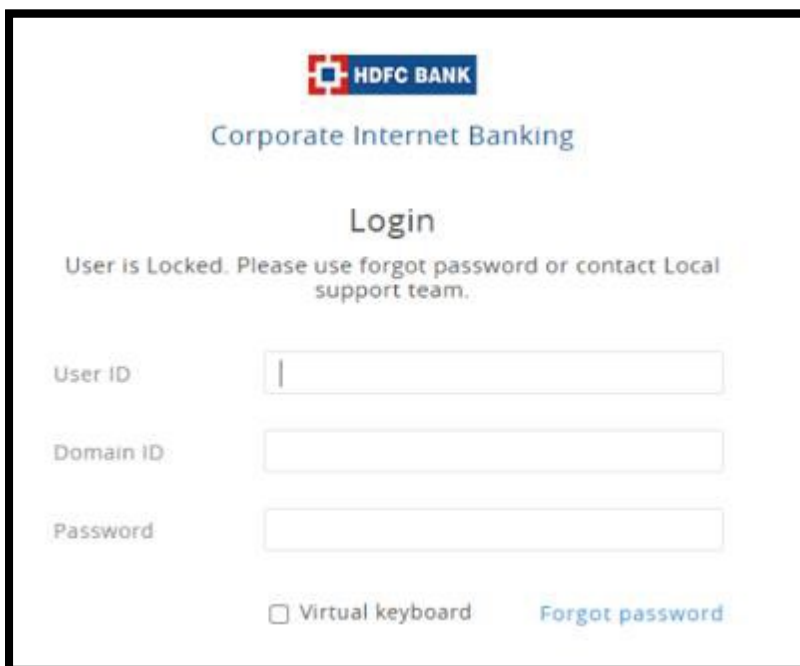
A: This due to Incorrect password entered by user at the time of login.
Kindly try login with correct password or reset the password using Forgot password option in login screen.

Q4. Why I'm getting error as "Your User Account has been disabled. Please contact Administrator for further process." While login?

A: This may be due multiple invalid login attempts (or) not accessed the user id for period. Kindly write an email from registered email id of the user to your nearest Enet™ support location to enable the user id, mention the User id / Domain id / Error details.

Q5. Why I'm getting error as "User is Locked. Please use forgot password or contact Local support team." While login?

A: This may be due multiple invalid login attempts.
Kindly use the forgot password option to reset the password and to unlock the user id.
If still facing the issue, kindly write an email from registered email id of the user to your nearest Enet™ support location to enable the user id, mention the User id / Domain id / Error details.



The screenshot displays the HDFC Bank Corporate Internet Banking Login interface. At the top, the HDFC Bank logo is visible. Below it, the text 'Corporate Internet Banking' is centered. The main heading is 'Login'. A message states: 'User is Locked. Please use forgot password or contact Local support team.' Below this message are three input fields: 'User ID', 'Domain ID', and 'Password'. At the bottom, there is a checkbox for 'Virtual keyboard' and a link for 'Forgot password'.

Q6. “Domain is disabled. Please contact Local support team.” what should I do?

A: Kindly write an email from registered email Id to your nearest EnetTM support location to enable the Domain id, mention the Domain id / Error details.

HDFC BANK

Corporate Internet Banking

Forgot Password

Domain is disabled. Please contact Local support team.

User ID: XXXXXXXX

Domain ID: XXXXXX

Captcha: 69427 Enter Captcha

Note: Upon submission, a One Time Password (OTP) will be sent to your registered email Id

Q7. Why I'm getting error as “All the authentication factors are blocked. Please contact the administrator to reactivate” while login?

A: This may be due multiple invalid login attempts using OTP generated from snorkel application / device. kindly write an email from registered email id of the user to your nearest EnetTM support location to Unblock the user id, mention the User id / Domain id / Error details.

Q8. Why I'm getting error as "Access Denied" while login?

A: This may be due Invalid user id or Domain id. Kindly login with correct credentials
In case of issue, kindly write an email from registered email id of the user to your nearest Enet™ support location to Unblock the user id, mention the User id / Domain id / Error details.



Q9. Why I'm getting error as "Invalid Login Credentials." while login.?

A: This due to Incorrect password entered by user at the time of login.
Kindly try login with correct password or reset the password using Forgot password option in login screen.

Q10. Why I'm getting error as "User id Deactivated" while login.?

A: This is due multiple invalid login attempts. Kindly write an email from registered email id of the user to your nearest Enet™ support location to enable the user id, mention the User id / Domain id / Error details.

Q11. What can I do if forgot my snorkel mobile application password?

A: kindly write an email from registered email id of the user to your nearest Enet™ support location for Re-registration, mention the User id / Domain id / Error details.
Post confirmation from Enet support desk on Re-registration, kindly uninstall and reinstall the application to create the new password and to register.

Q12. What can I do if I want to change my mobile handset, where my mobile number remains the same.?

A: kindly write an email from registered email id of the user to your nearest Enet™ support location for Re-registration, mention the User id / Domain id / Error details.
Post confirmation from Enet support desk on Re-registration, kindly uninstall and reinstall the application to create the new password and to register.

Q13. What can I do if I get Error as Application blocked in my snorkel mobile application.?

A: Application will be blocked in case of Invalid password attempts in snorkel applications. kindly write an email from registered email id of the user to your nearest EnetTM support location for Re-registration, mention the User id / Domain id / Error details. Post confirmation from Enet support desk on Re-registration, kindly uninstall and reinstall the application to create the new password and to register.

