StarGlobal User Manual for Desktop User

Contents

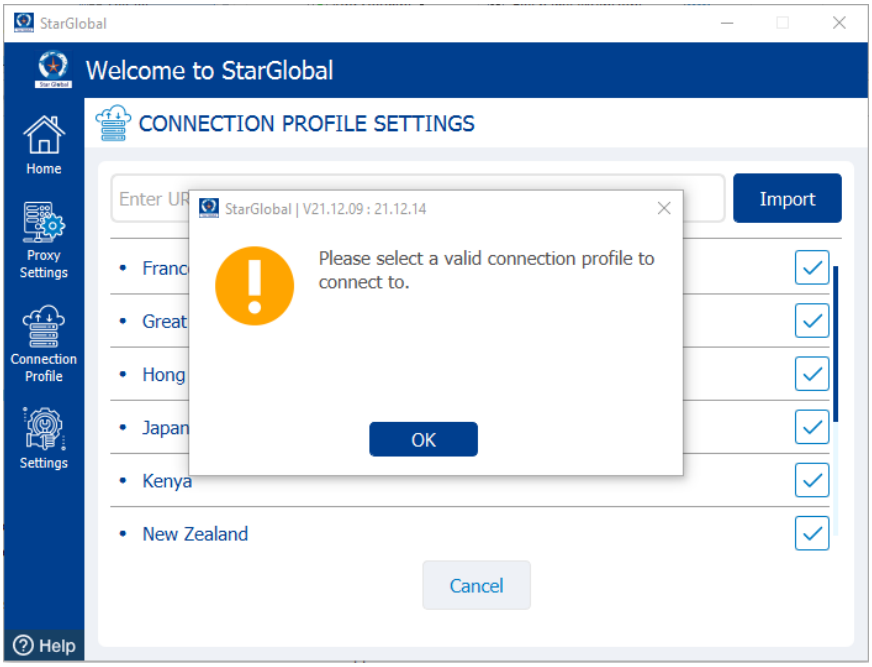
1. Introduction 3
2. First-time Activation from StarGlobal Application 3
3. Additional Device Activation on of StarGlobal Application 7
4. Normal Login using StarGlobal Application 10
5. How to Reset StarGlobal User-ID (Blocked) 11
6. Forgot StarGlobal Login PIN 15
7. Manage Activated StarGlobal Device (Device Management) 18

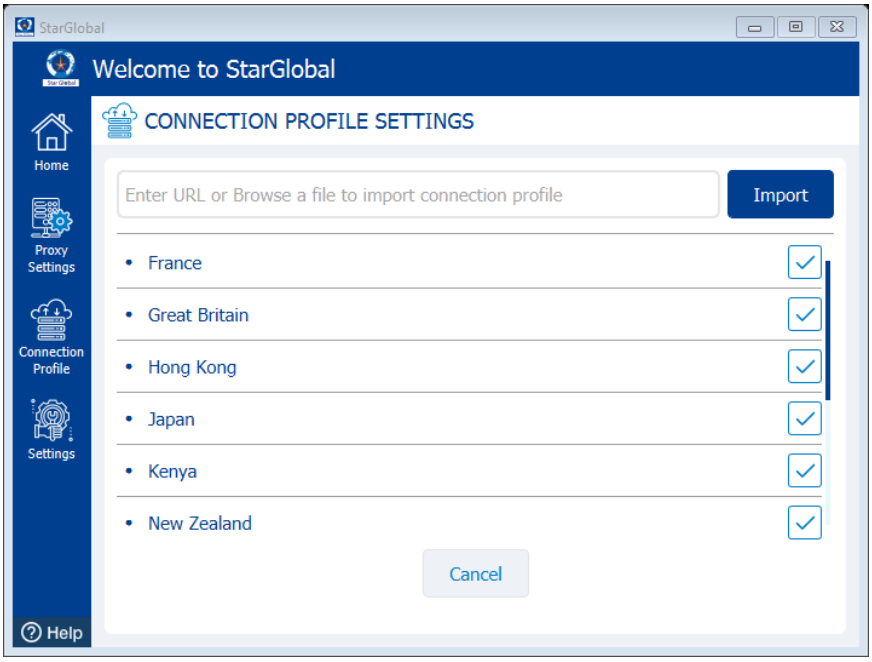
Introduction

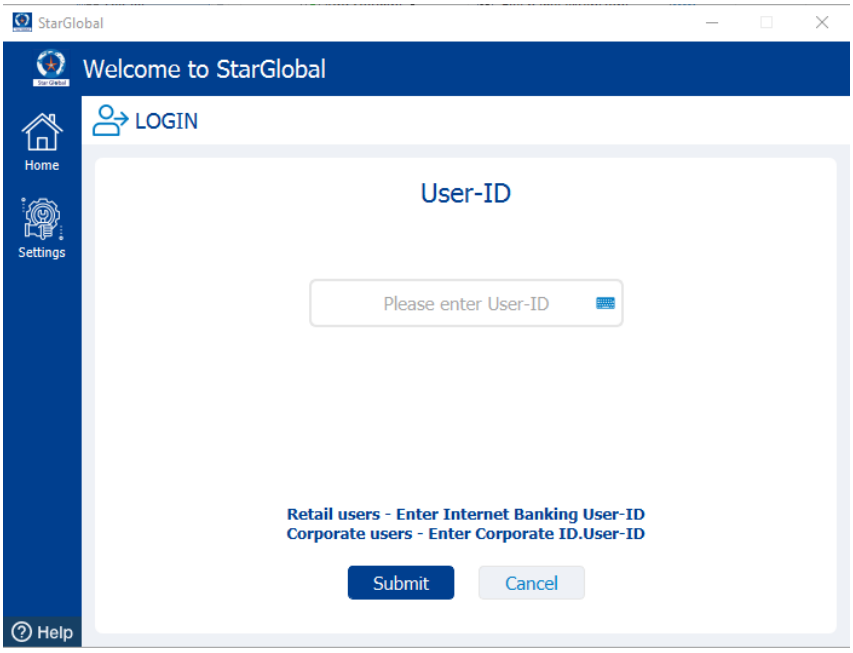
- This User manual explains the below cases.
- First-time Activation from StarGlobal Desktop Application
- Normal Login Using StarGlobal Desktop Application
- Additional Device Activation from StarGlobal Desktop Application
- How to Reset StarGlobal User-ID (Blocked)
- Forgot StarGlobal Login PIN
- Manage Activated StarGlobal Device (Device Management)

First-time Activation from StarGlobal Application

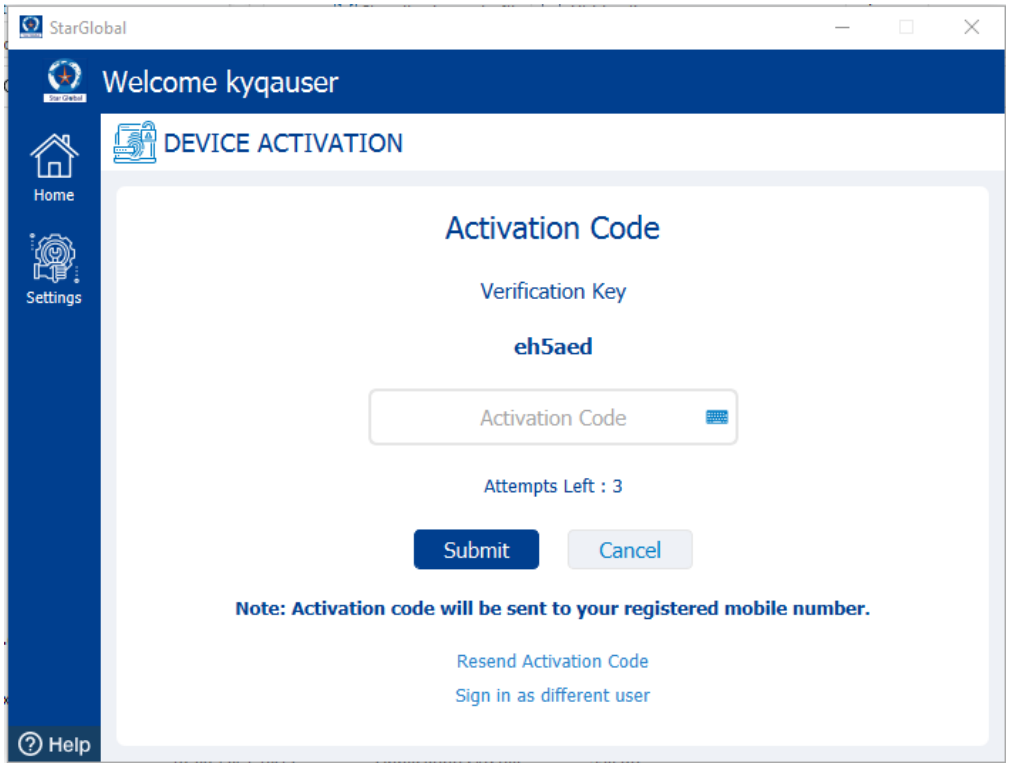
- Launch the StarGlobal application, it will ask the user to select the country from the provided list to access Internet Banking. Once the user selects, it will ask you to provide the User-ID screen as below. Please enter your Internet Banking **User-ID** and click on "**Submit**".



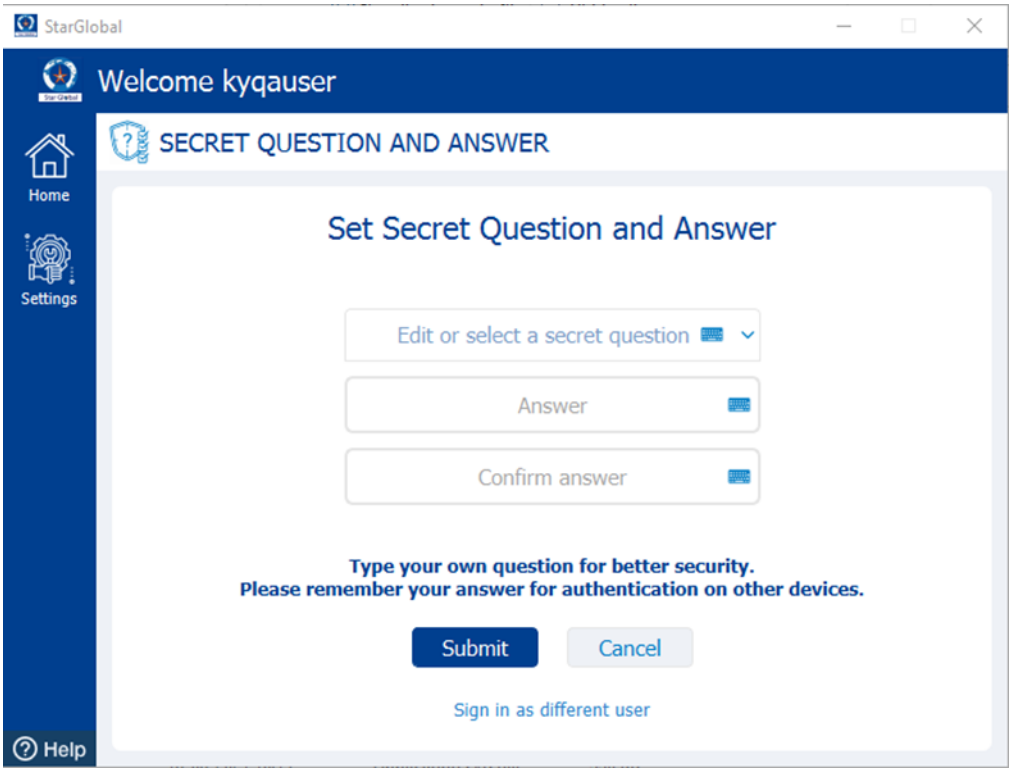




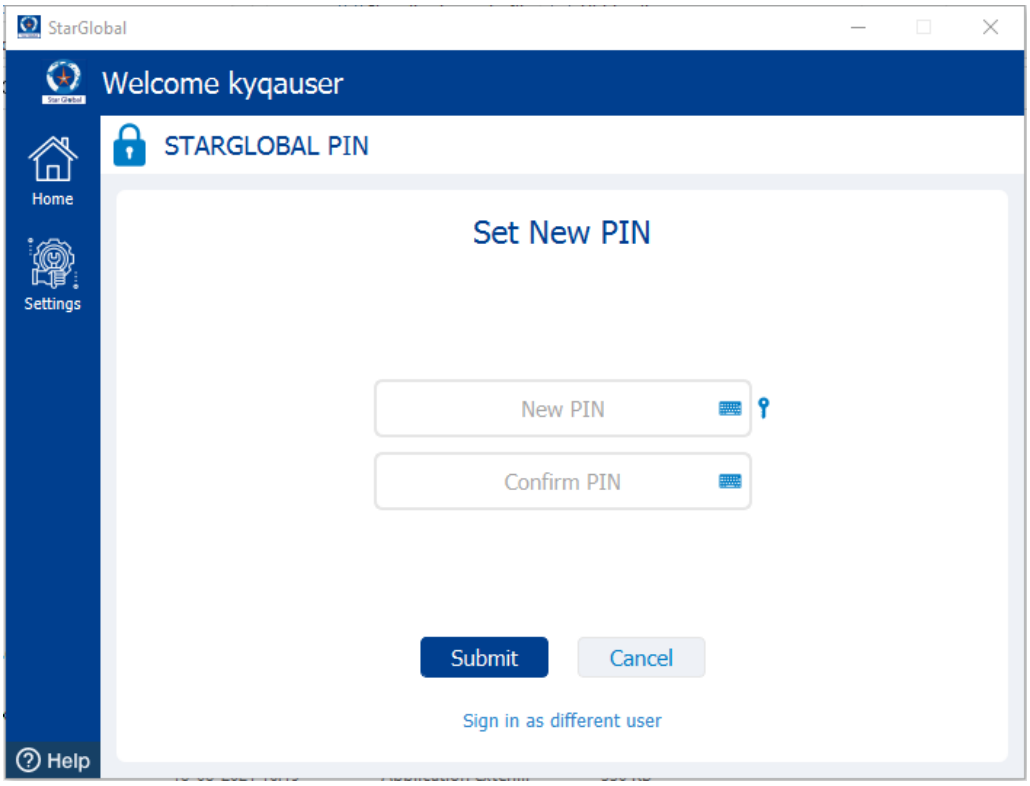
- Once you provide the Internet Banking User-ID, the Activation Code screen will appear and provide the Activation Code which will be sent to your registered mobile number click on Submit button. Reference Message – "***Dear BOI Customer, Your Verification Key is 'pjf8sf' and your secret Access Code is 'tmp99p'. If not used, it will expire on 2022-04-12 at 19:22:35 IST.***"



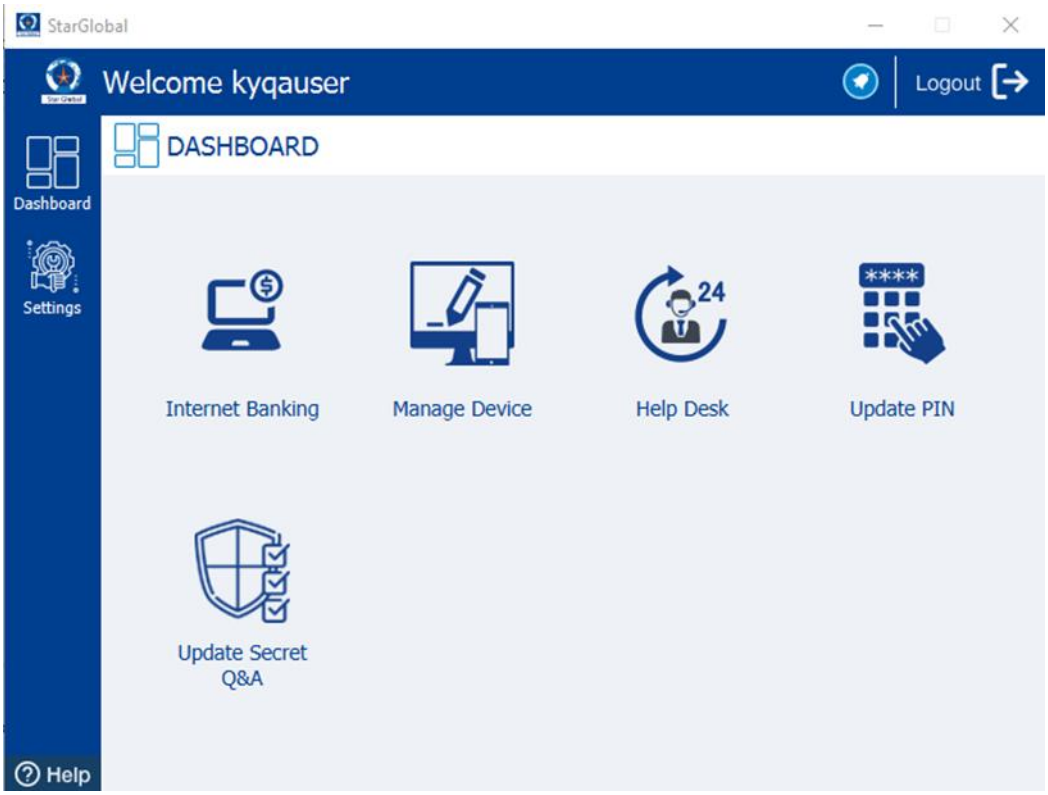
- Please set the Secret Question-&-Answer. Please remember your secret credentials as they will be used for registering the other StarGlobal devices. Now you will have to set **SECRET QUESTION AND ANSWER**.



- You will have to set the new StarGlobal PIN which is a 4-6 digits numbers

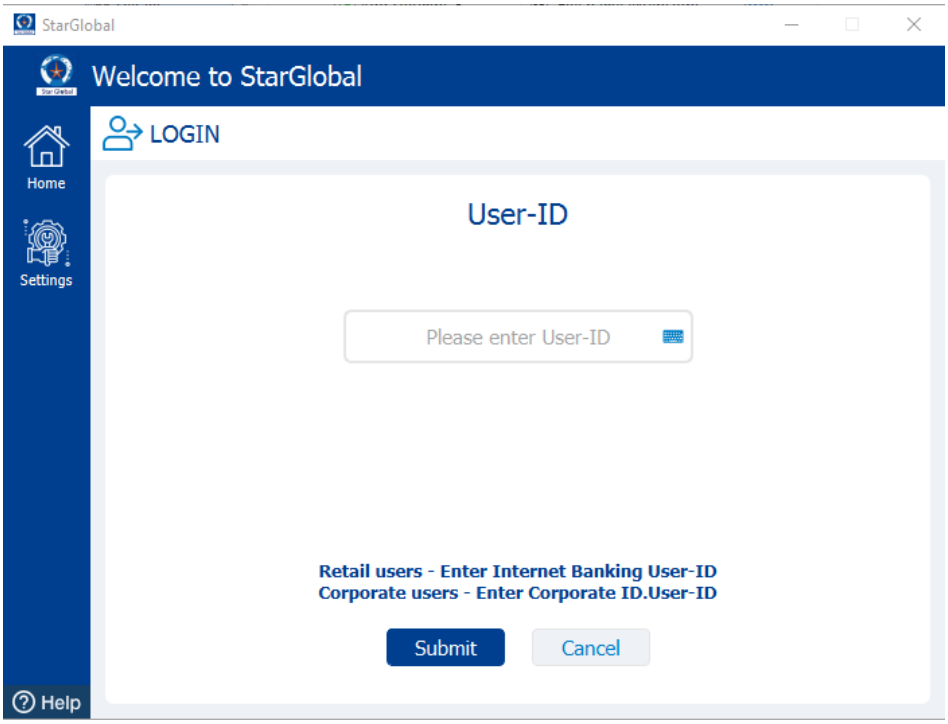


- In Dashboard, as per requirement user can click on the available tiles. E.g., if you want to access Internet Banking, then click on the **Internet Banking** icon on the Dashboard screen.

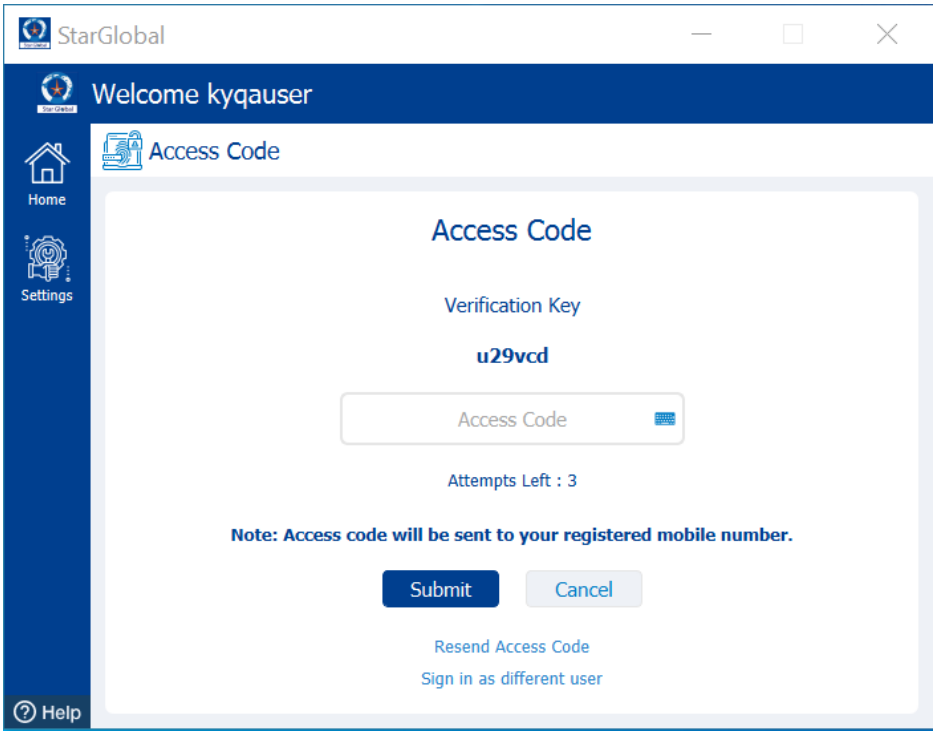


Additional Device Activation on of StarGlobal Application

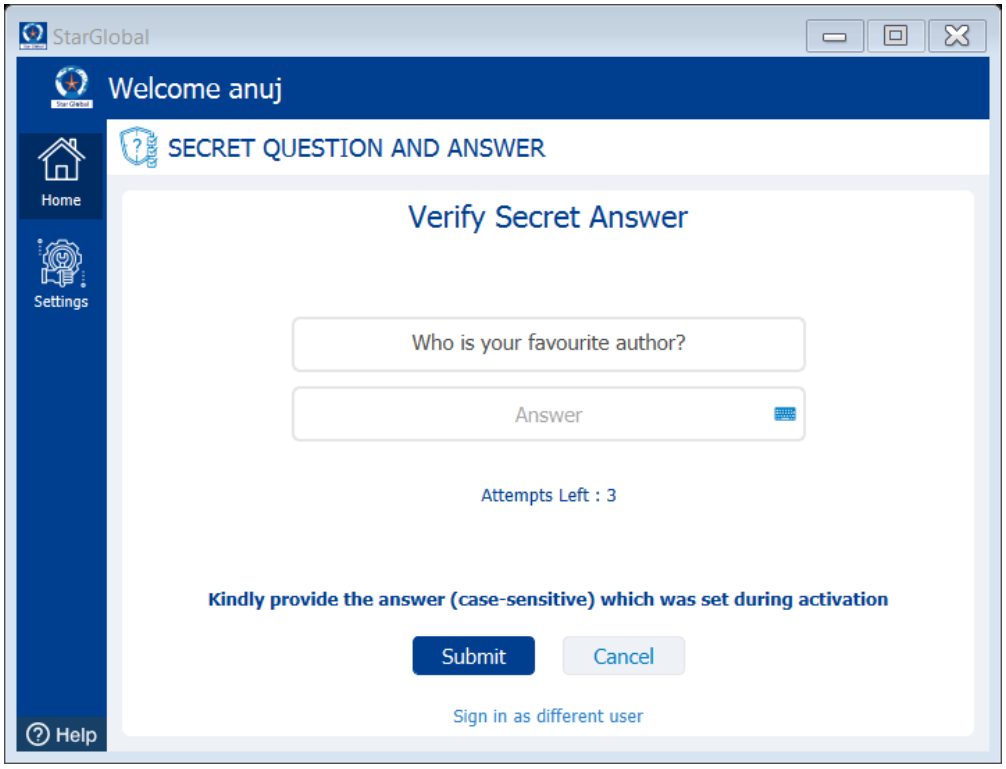
- Launch the StarGlobal Application and provide your Internet banking **User-ID** and click on the "**Submit**" button.



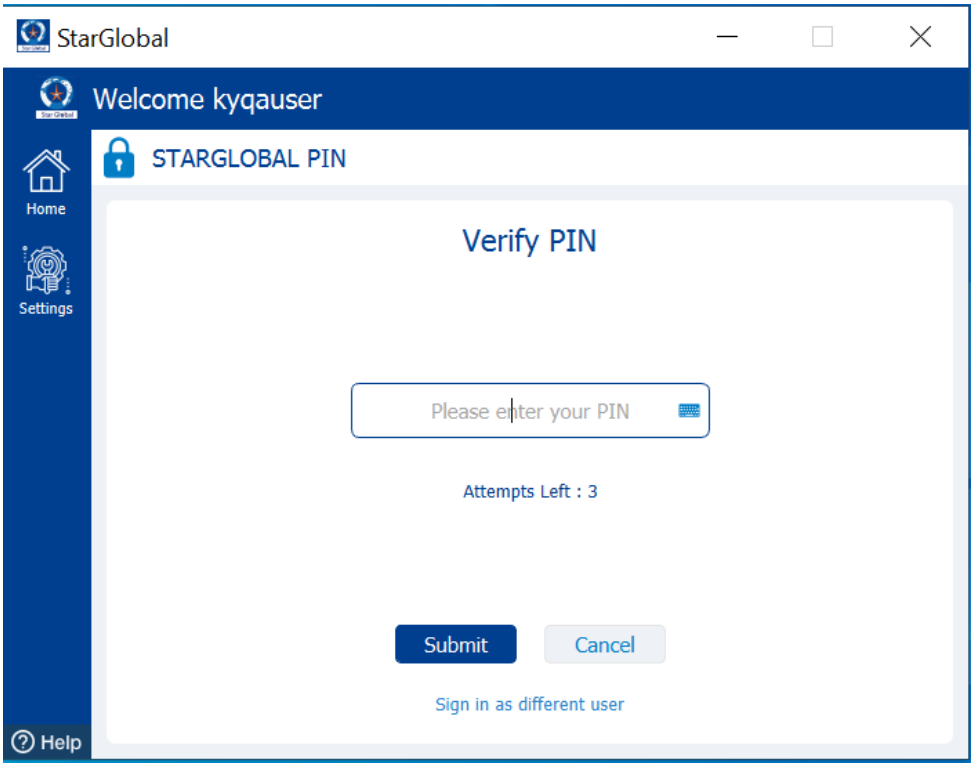
- Once you provide the Internet Banking User-ID, the Access Code screen will appear and provide the Access Code which will be sent to your registered mobile number click on Submit button. Reference Message – "***Dear BOI Customer, Your Verification Key is 'pjf8sf' and your secret Access Code is 'tmp99p'. If not used, it will expire on 2022-04-12 at 19:22:35 IST.***"



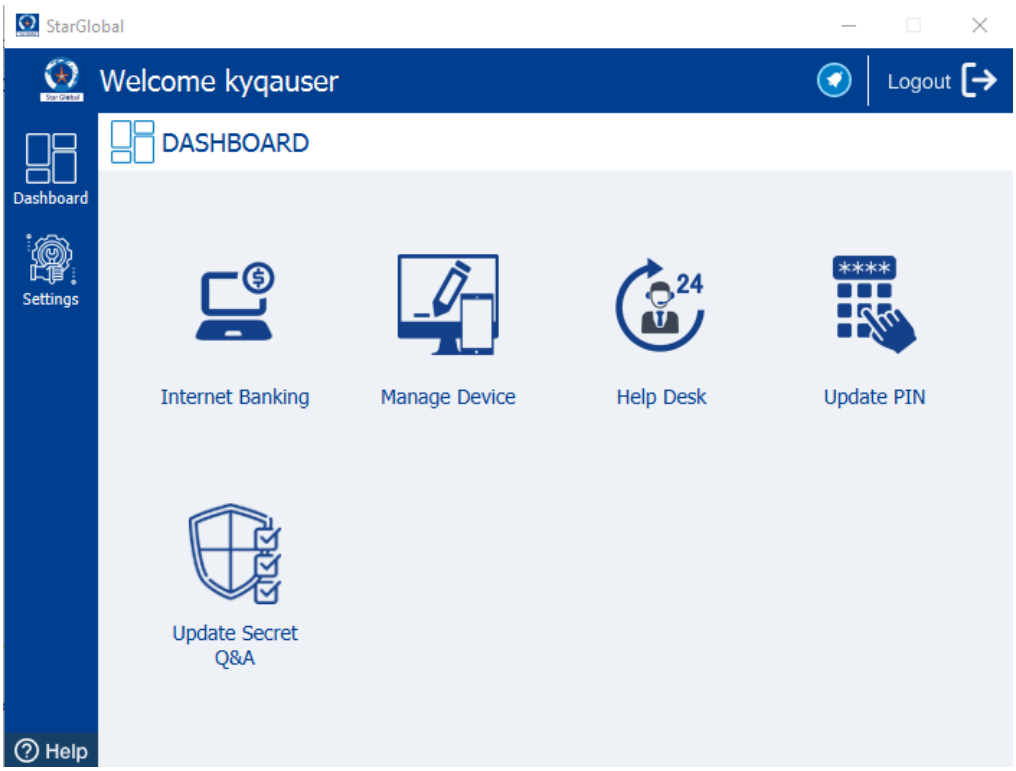
- Post providing the access code, it will take the user to Verify Secret Answer Screen. Where the user needs to provide the answer which was set during the first-time device activation process.



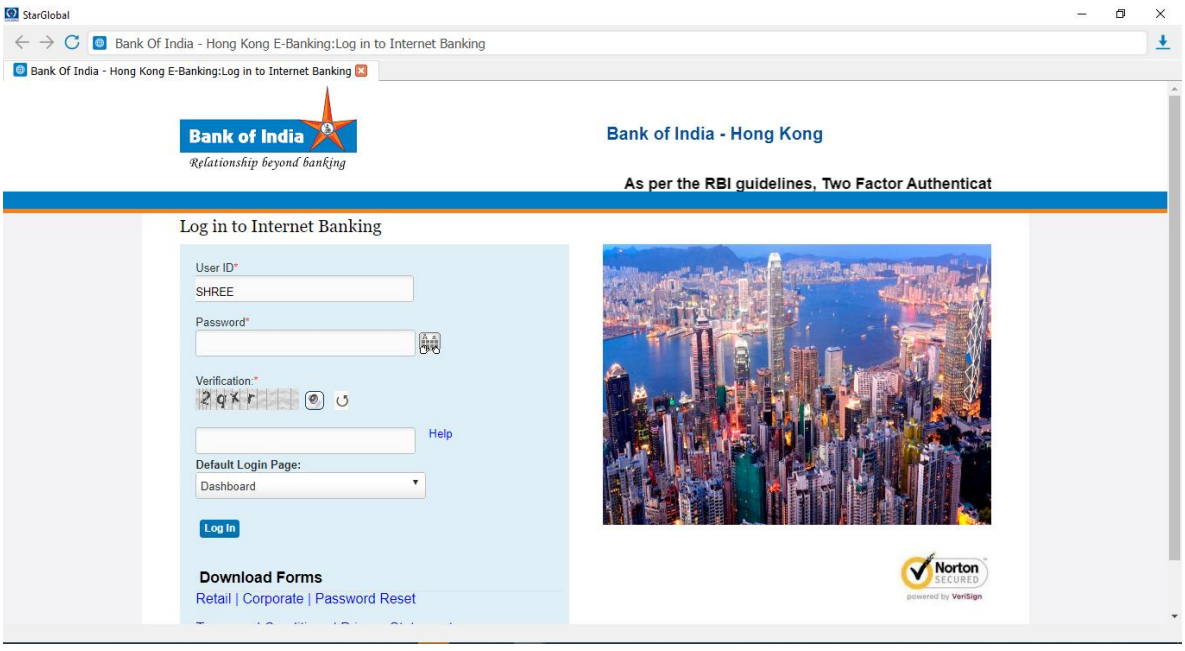
- Post successful validation of Access code and Secret Question-&-Answer, the user is asked to enter the StarGlobal PIN.



- In Dashboard, as per requirement user can click on the available tiles. E.g., if you want to access Internet Banking, then click on the **Internet Banking** icon on the Dashboard screen.



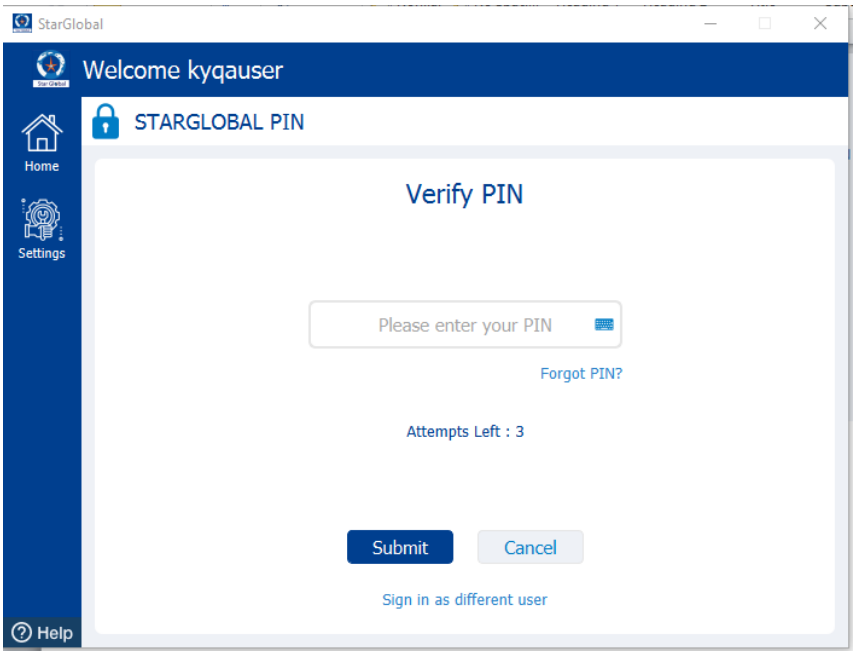
- Click on the "**Internet Banking**" button from the dashboard. Internet banking will be opened inside the StarGlobal browser. The Internet Banking **User-ID** will auto-populate, the user needs to provide the Internet Banking Password & Captcha. Click on the "**Log In**" button.



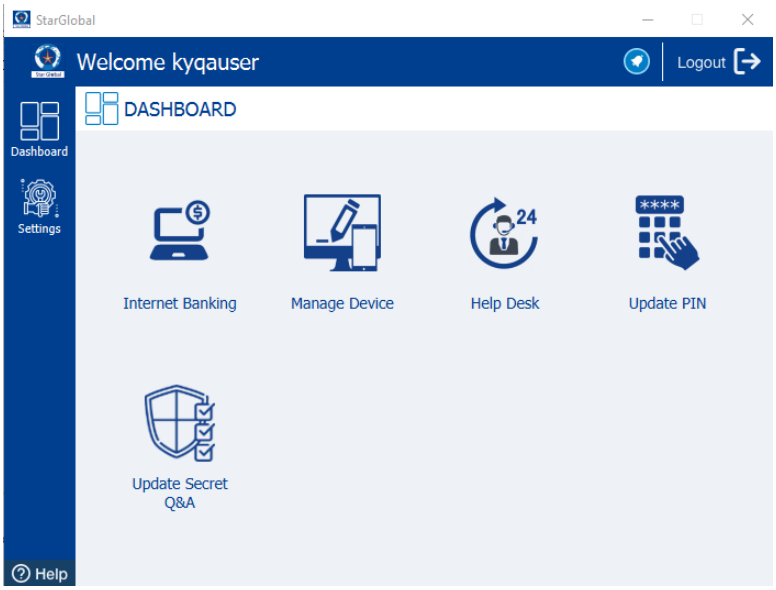
Normal Login using StarGlobal Application

Once your new StarGlobal is activated then follow the below steps for login -

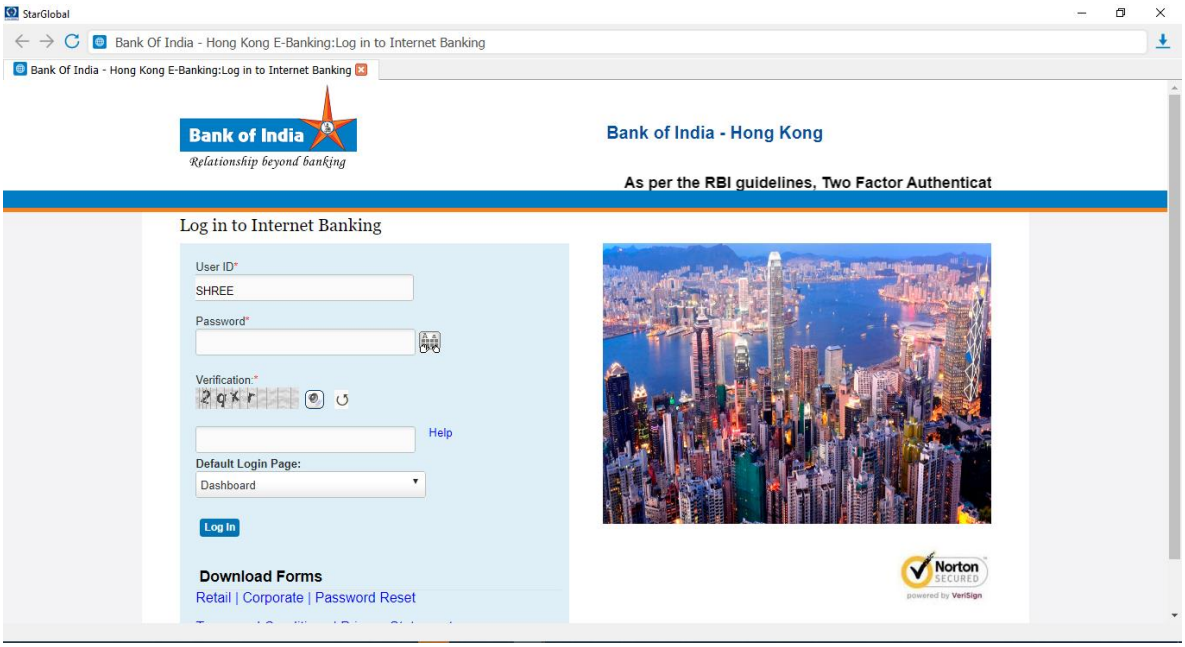
- Launch the new StarGlobal desktop application on the machine. The StarGlobal client will auto-validate the Internet Banking User ID which was used previously from the same device.
- "**Enter StarGlobal PIN**" screen would be displayed.
- If you want to login through a different User ID, then click on the link "**Sign In as different user**" so that it will navigate to enter the User ID screen.



- Once you enter the StarGlobal PIN then click on submit button (or press Enter).
- After successful authentication, you will be successfully logged into the StarGlobal client, and the dashboard will be displayed.

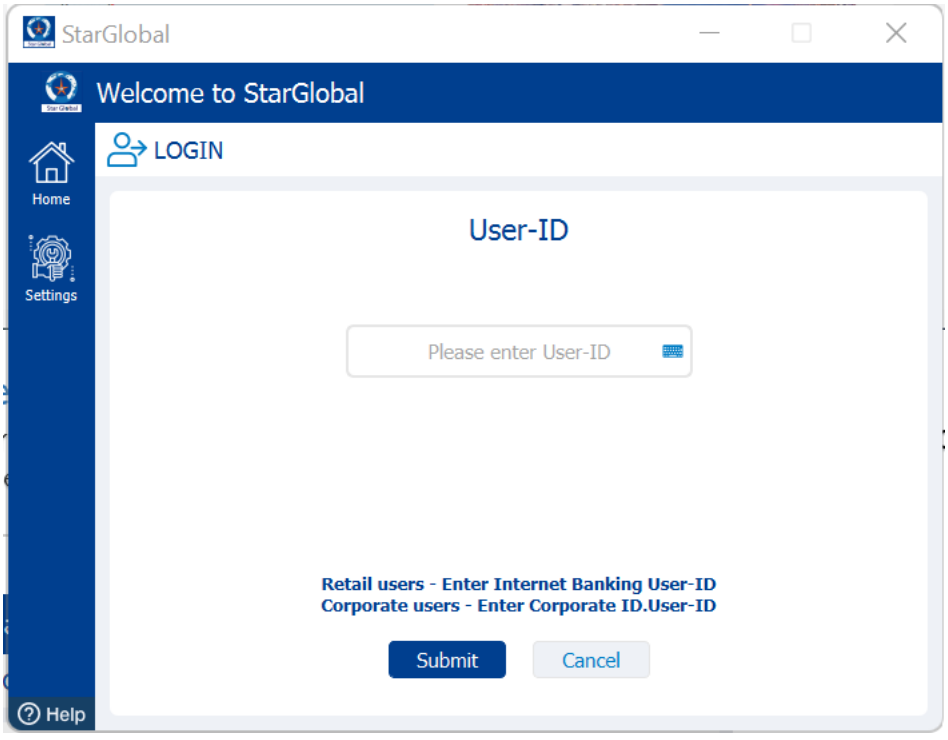


- Click on the "**Internet Banking**" button from the dashboard. Internet banking will be opened inside the StarGlobal browser.

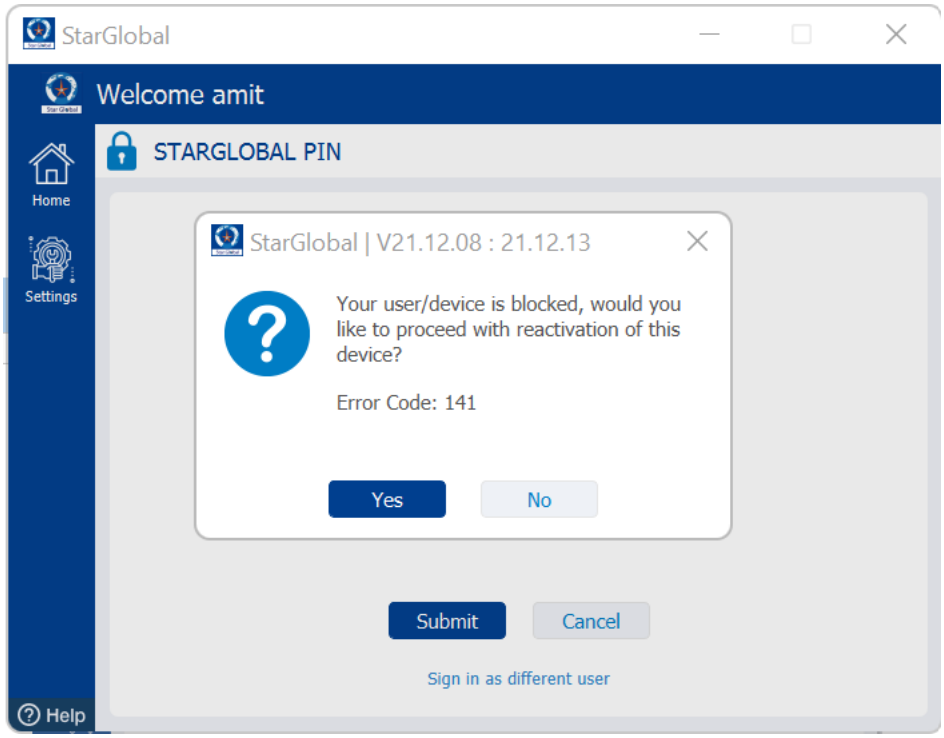


How to Reset StarGlobal User-ID (Blocked)

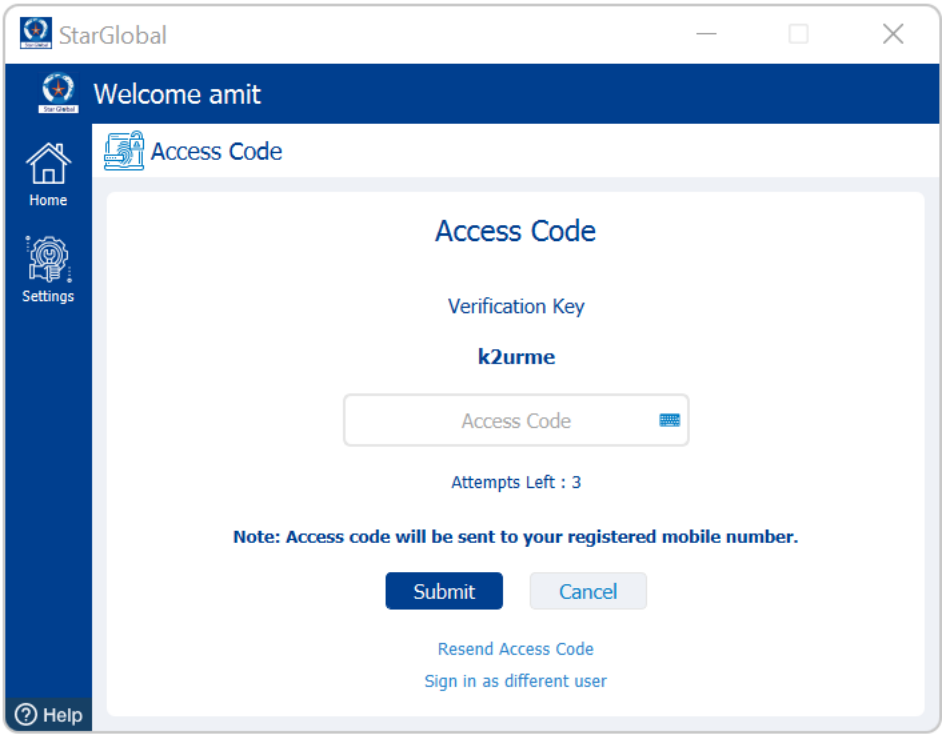
- Launch the StarGlobal Application and provide your Internet banking **User-ID** and click on the "**Submit**" button.



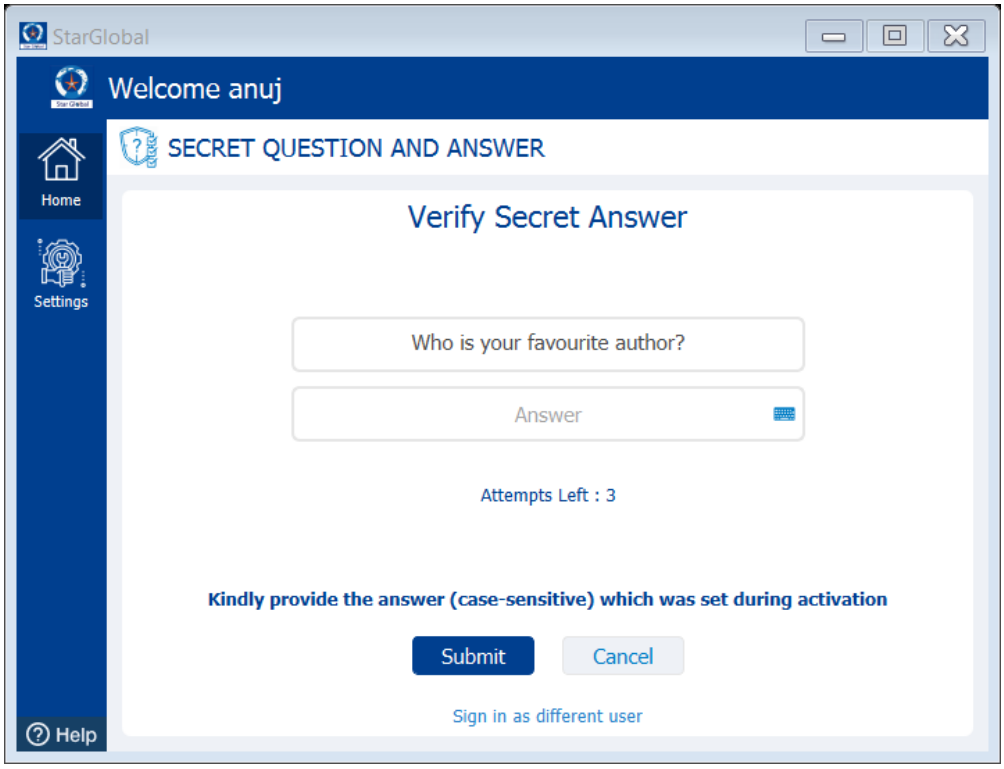
- Now, the message is shown on app screen "Your user/device is blocked, would you like to proceed with reactivation of this device" for StarGlobal reset and click to "Yes".



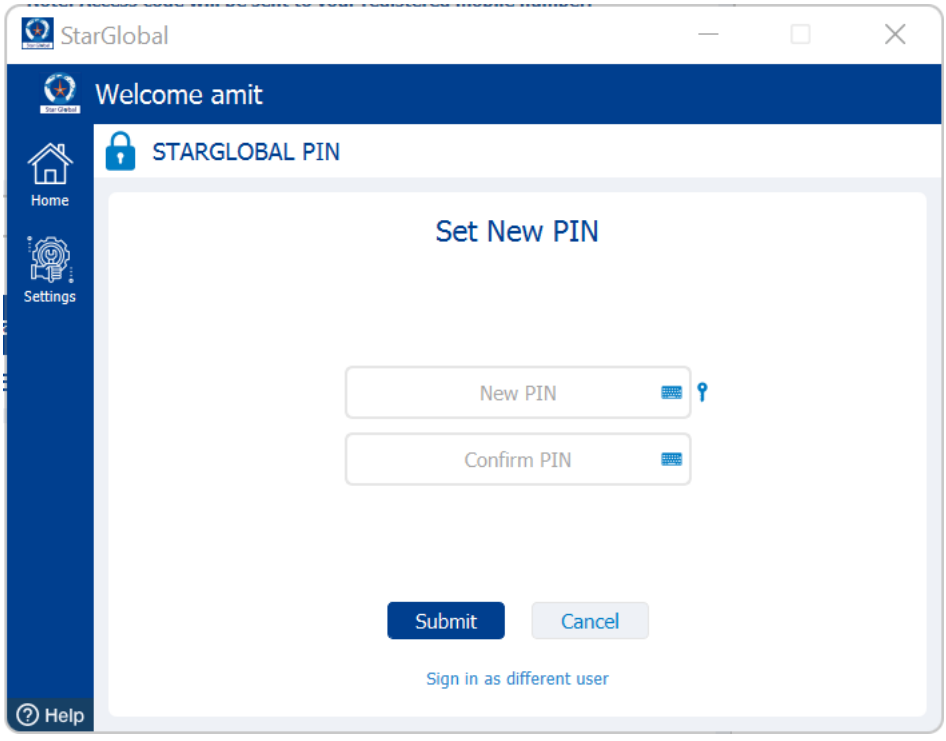
- Once you clicked on Yes, the Access Code screen will appear and provide the Access Code which will be sent to your registered mobile number click on Submit button. Reference Message – "***Dear BOI Customer, Your Verification Key is 'k2yrme' and your secret Access Code is 'tmp99p'. If not used, it will expire on 2022-04-12 at 19:22:35 IST.***"



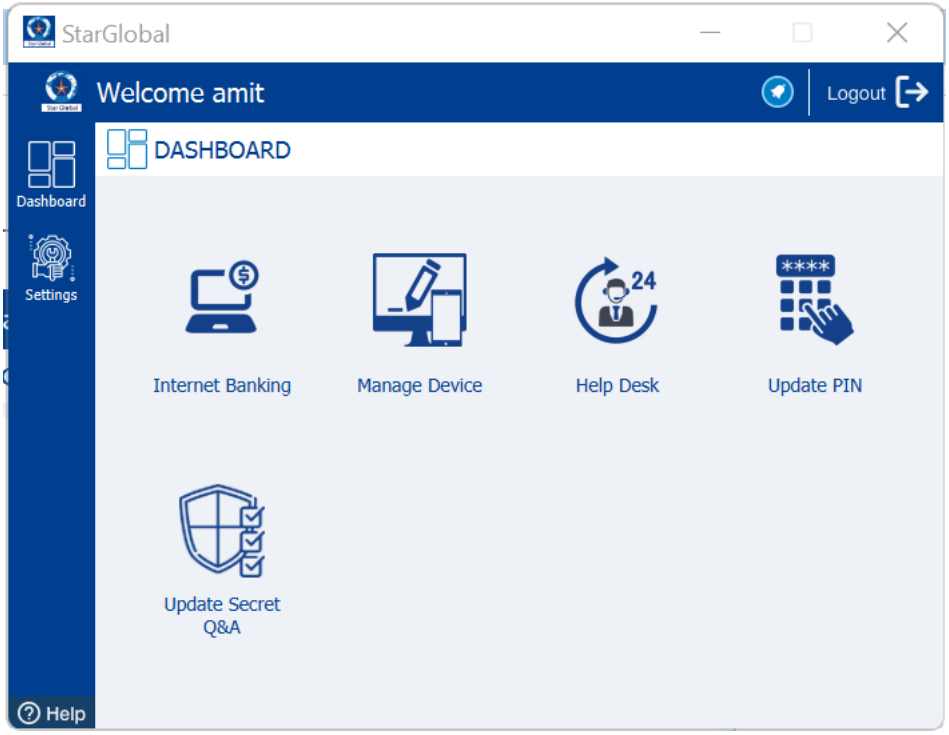
- Post providing the access code, it will take the user to Verify Secret Answer Screen. Where the user needs to provide the answer which was set during the first-time device activation process.



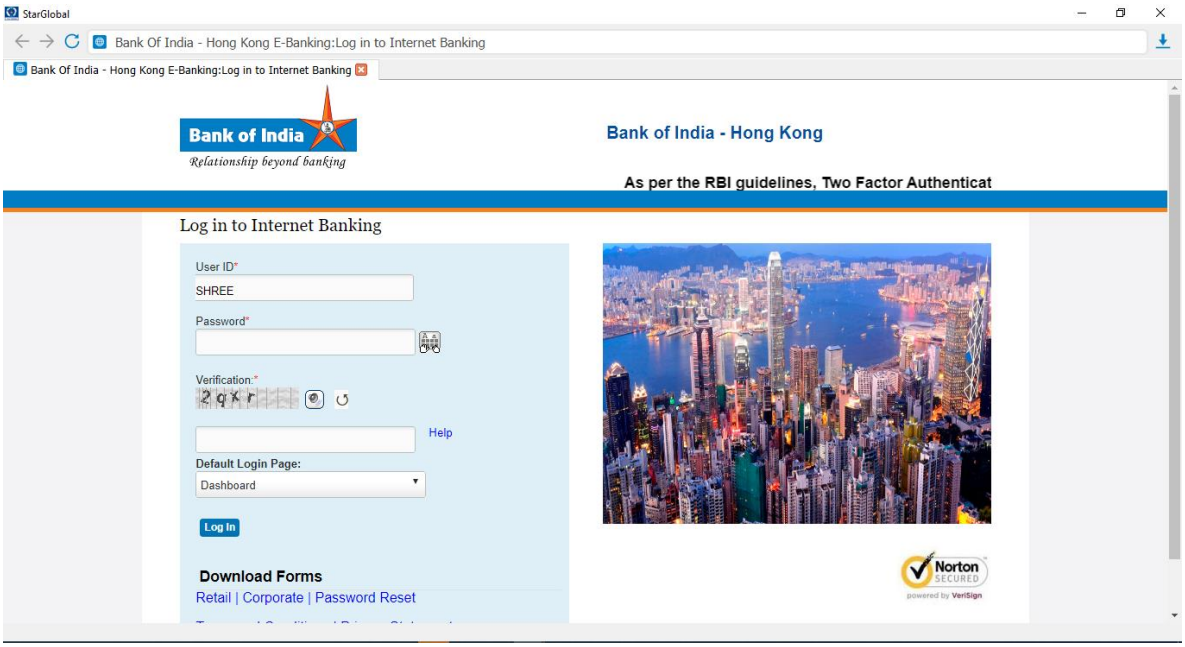
- Post successful validation of Access code and Secret Question-&-Answer, You will have to set the new StarGlobal PIN which is a 4-6 digits numbers.



- Once you set the StarGlobal PIN then click on submit button (or press Enter).
- After successful authentication, you will be successfully logged into the StarGlobal client, and the dashboard will be displayed.

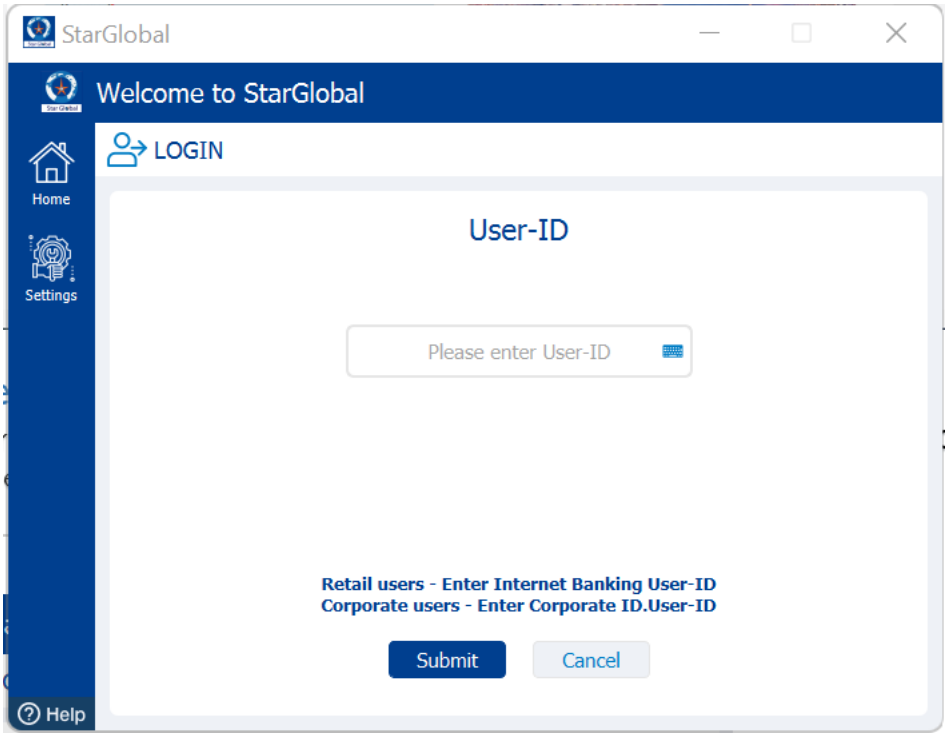


- Click on the "**Internet Banking**" button from the dashboard. Internet banking will be opened inside the StarGlobal browser.

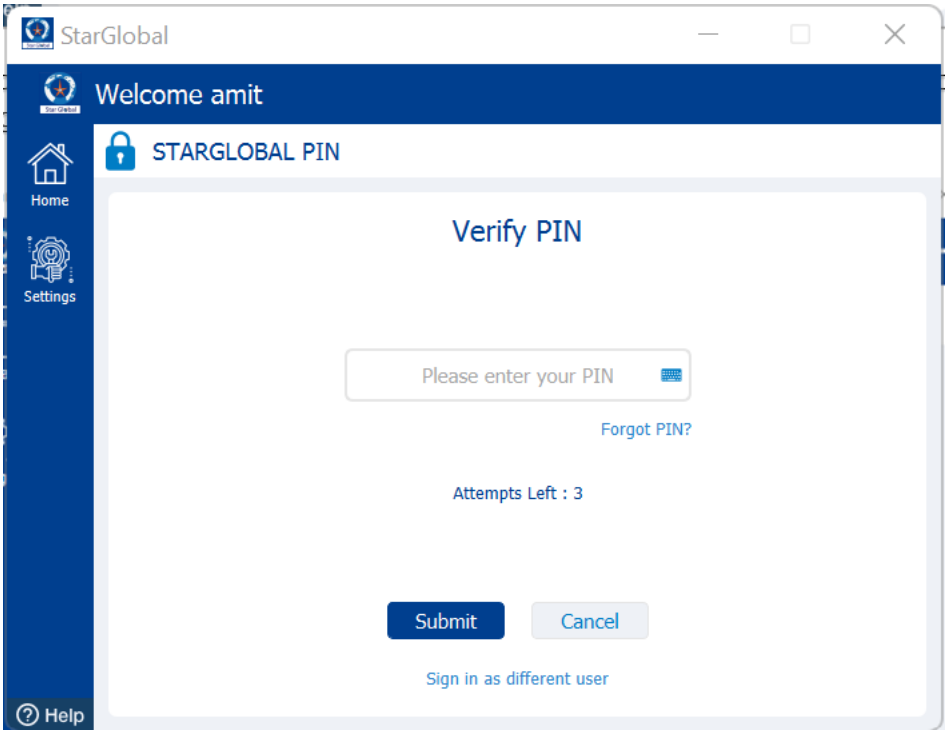


Forgot StarGlobal Login PIN

- Launch the StarGlobal Application and provide your Internet banking **User-ID** and click on the "**Submit**" button.



- Now, click on the **"Forgot PIN"** button.



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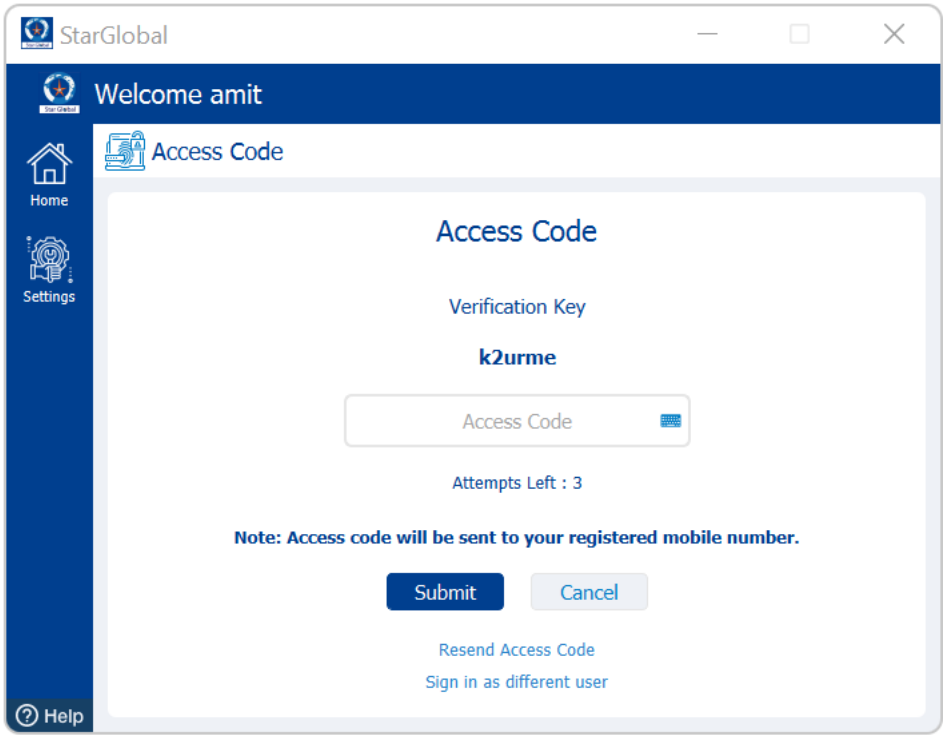
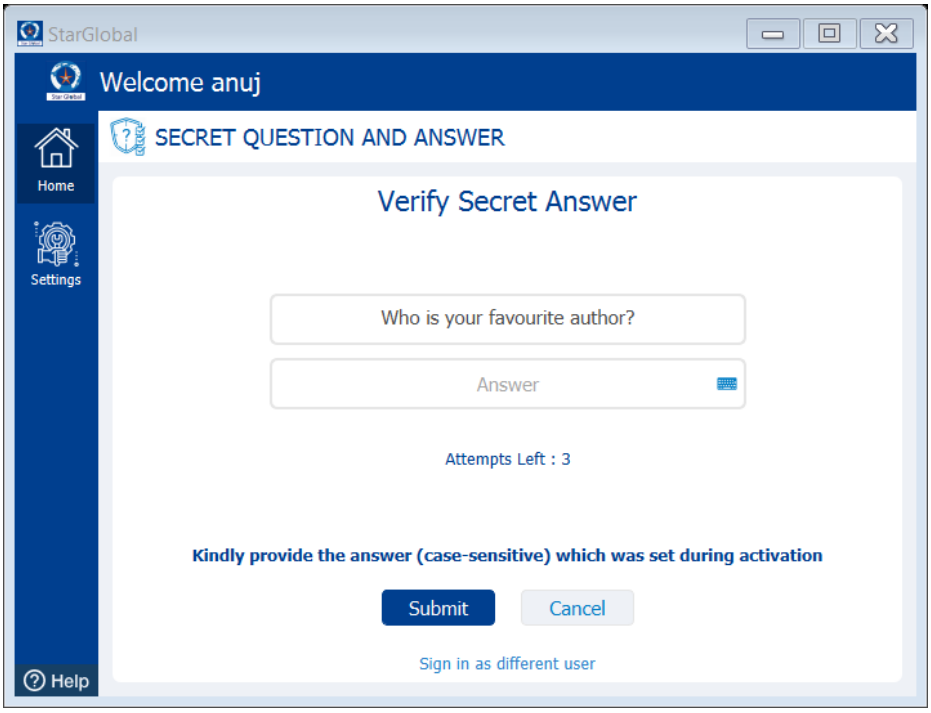
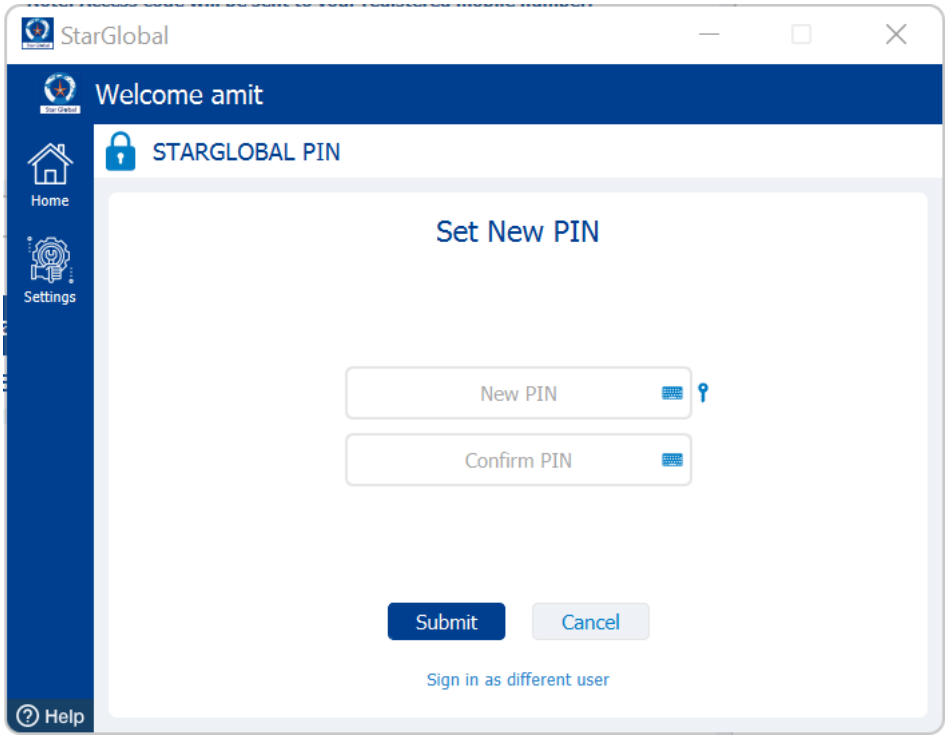


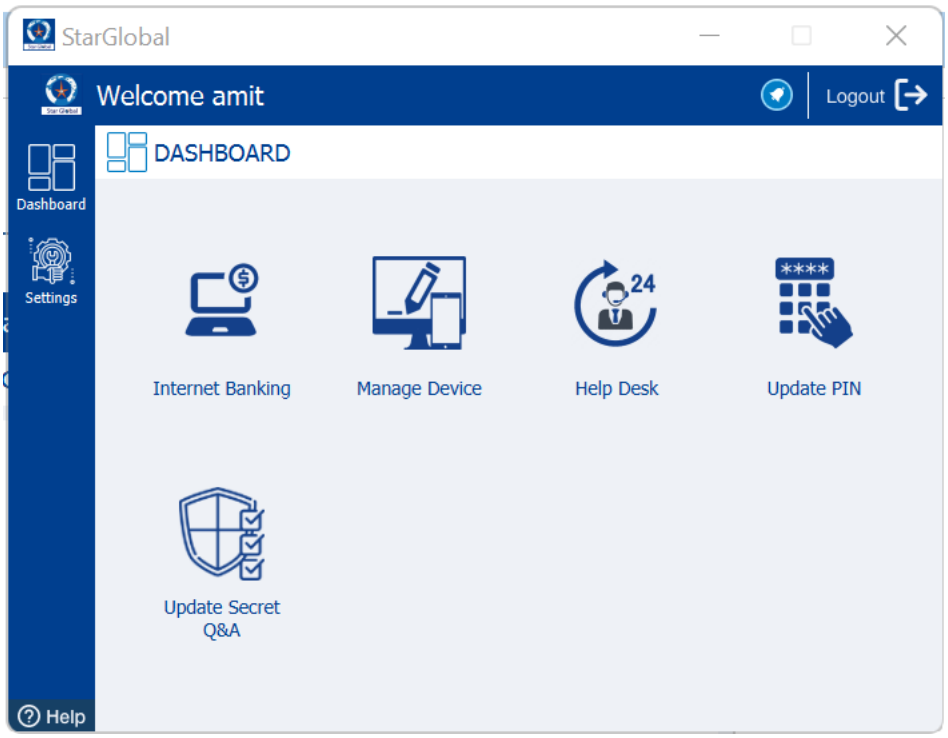
- Post providing the access code, it will take the user to Verify Secret Answer Screen. Where the user needs to provide the answer which was set during the first-time device activation process.



- Post successful validation of Access code and Secret Question-&-Answer, You will have to set the new StarGlobal PIN which is a 4-6 digits numbers.

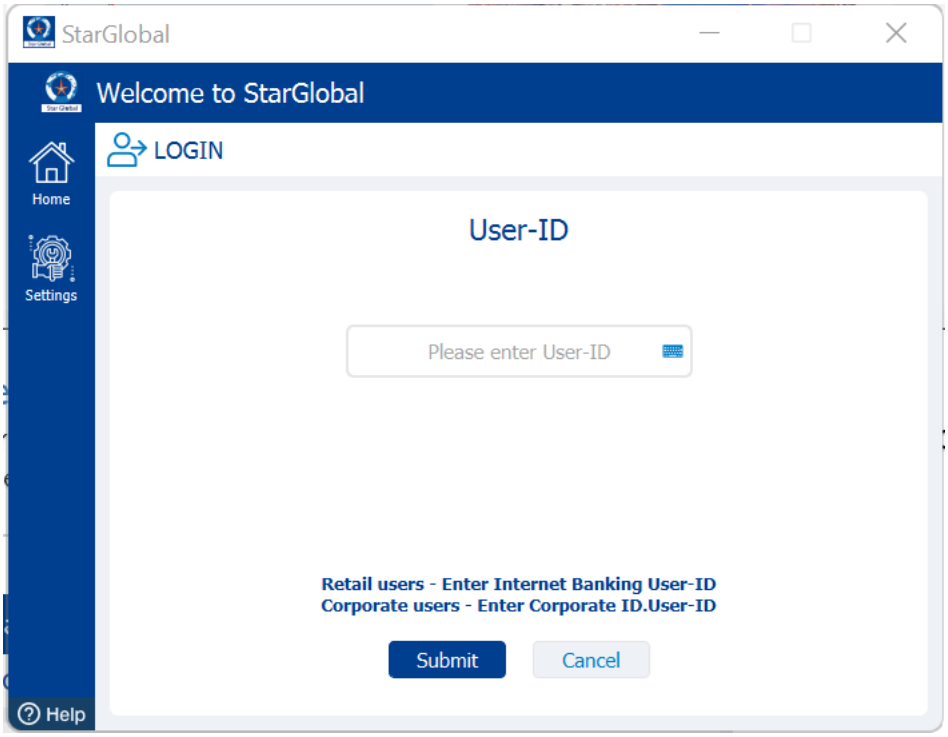


- Once you set the StarGlobal PIN then click on submit button (or press Enter).
- After successful authentication, you will be successfully logged into the StarGlobal client, and the dashboard will be displayed.

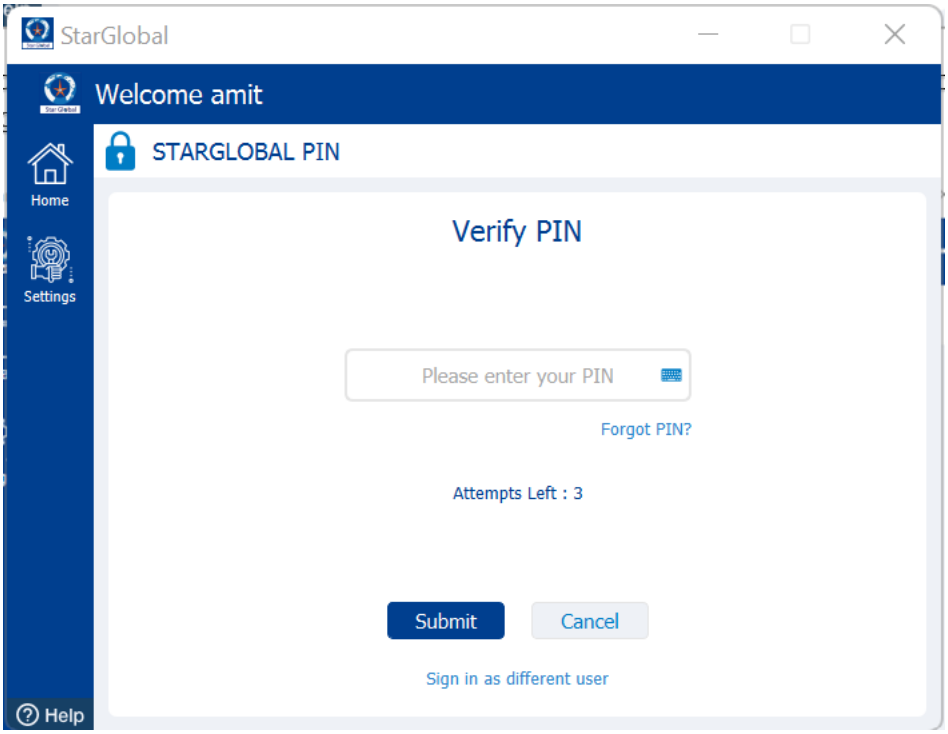


Manage Activated StarGlobal Device (Device Management)

- Launch the StarGlobal Application and provide your Internet banking **User-ID** and click on the "**Submit**" button.



- Enter StarGlobal login PIN and click on the "**Submit**" button.



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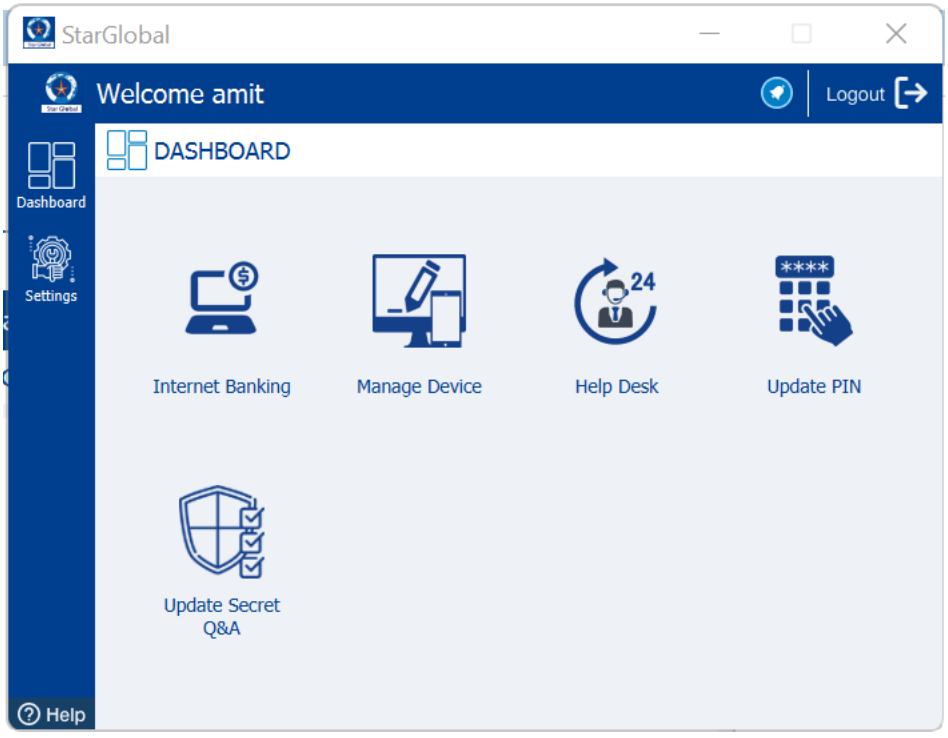
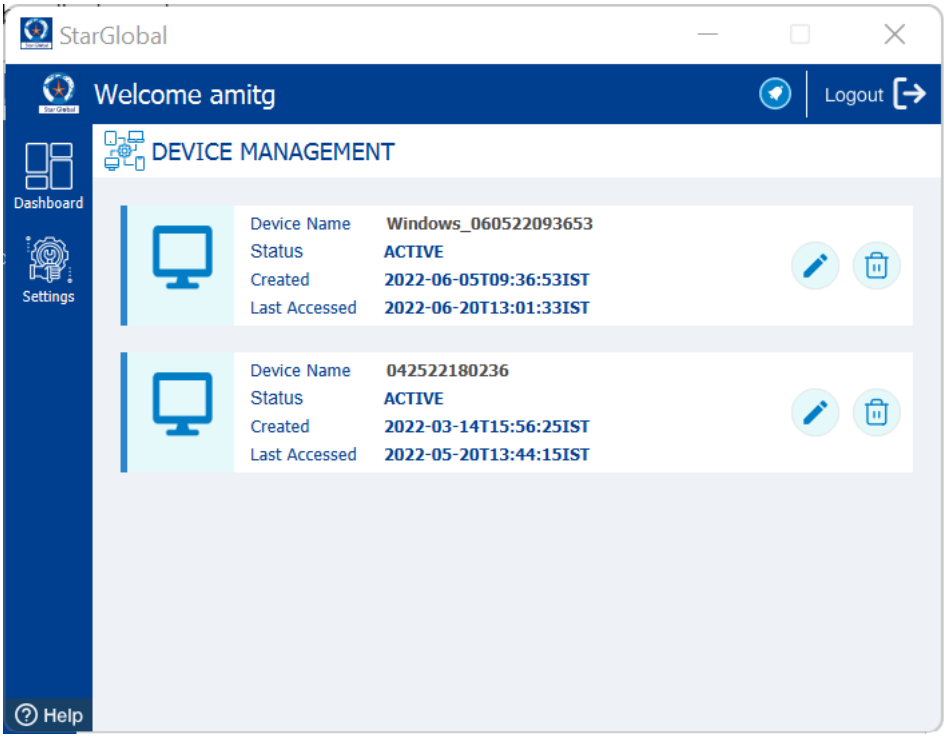
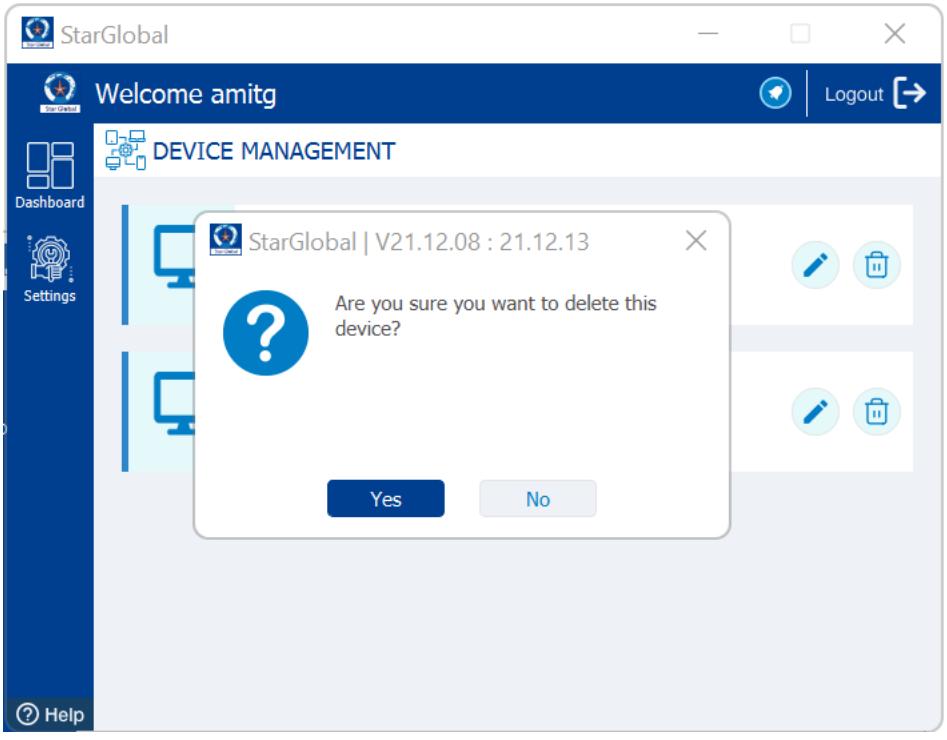


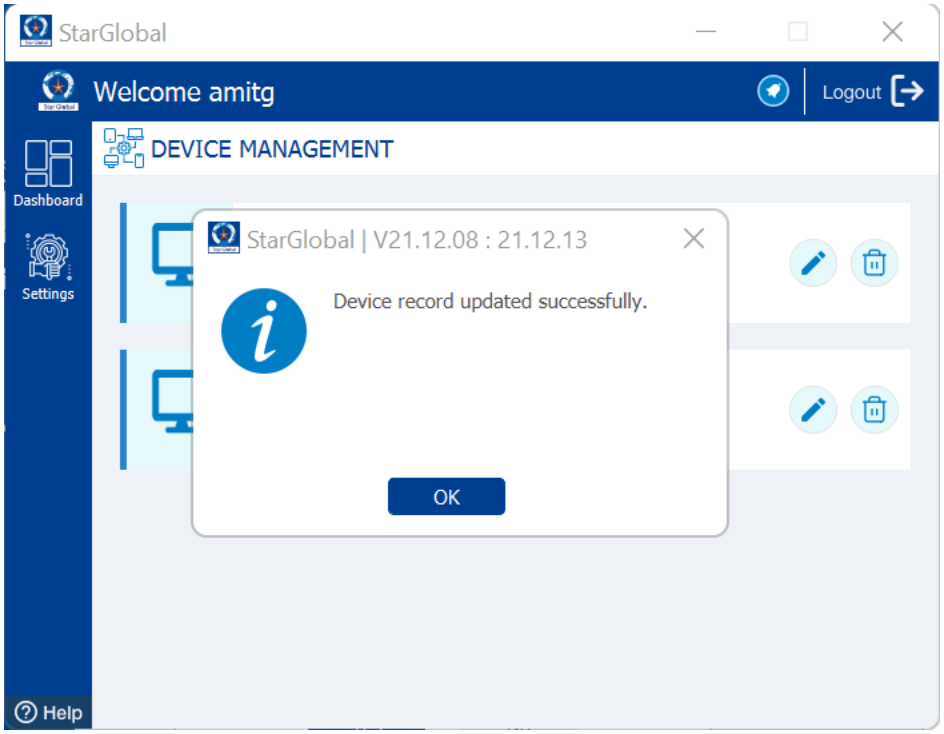
- Click to **"Manage Device"** button from the dashboard. Device Management will be opened.

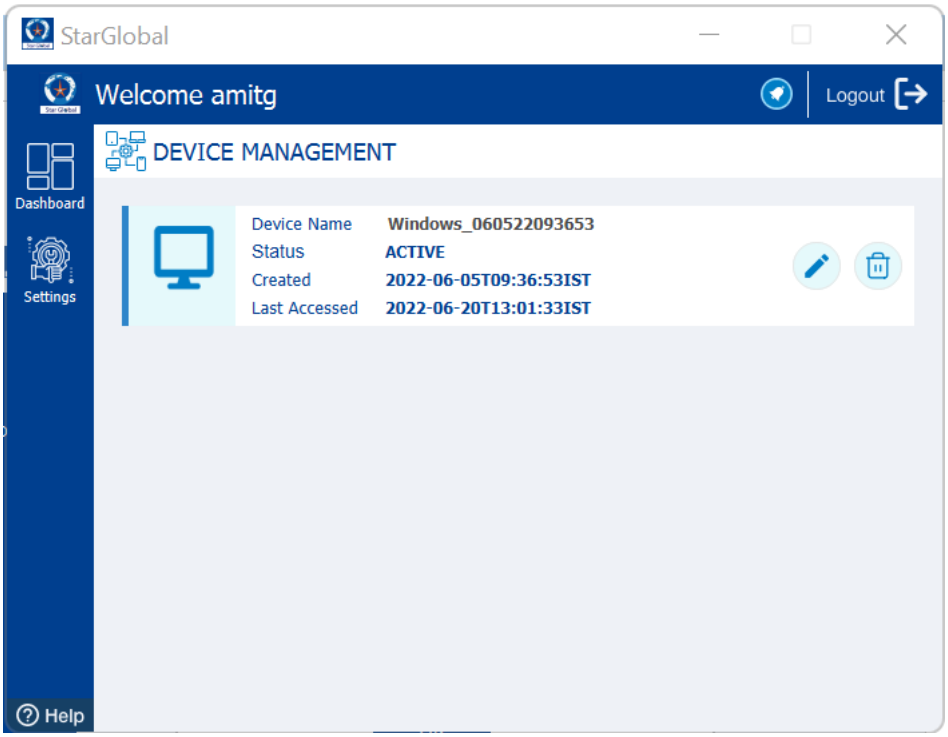


- Here, you can rename and delete the already activated StarGlobal devices.



- Once you click on delete button, the device will be deleted from the Device Management.


StarGlobal
Welcome amitg
Logout
Dashboard
Settings
DEVICE MANAGEMENT
StarGlobal | V21.12.08 : 21.12.13
Device record updated successfully.
OK
Help


StarGlobal
Welcome amitg
Logout
Dashboard
Settings
DEVICE MANAGEMENT
Device Name Windows_060522093653
Status ACTIVE
Created 2022-06-05T09:36:53IST
Last Accessed 2022-06-20T13:01:33IST
Help