

StarGlobal User Manual for Desktop User

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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**".

👥 StarGlo	bal	- 🗆 X
Ser Geball	Welcome to StarGlobal	
Home		
	Enter UR StarGlobal V21.12.09 : 21.12.14	Import
Proxy Settings	Franc Please select a valid connection profile to connect to.	\checkmark
	• Great	
Profile	• Hong	\checkmark
	• Јарал ОК	\checkmark
Settings	• Kenya	
	New Zealand	
	Cancel	
⑦ Help		

StarGlo	bal	
	Welcome to StarGlobal	
Home	Enter URL or Browse a file to import connection profile	Import
Proxy Settings	• France	
÷	Great Britain	\checkmark
Connection Profile	Hong Kong	\checkmark
Ø.	• Japan	\checkmark
Settings	• Келуа	\checkmark
	New Zealand	\checkmark
	Cancel	
() Help		
🙍 StarG	lobal	– 🗆 X
Sar Gebri	Welcome to StarGlobal	
Home	User-ID	
Settings		
	Please enter User-ID 📼	
	Retail users - Enter Internet Banking User-ID	
	Retail users - Enter Internet Banking User-ID Corporate users - Enter Corporate ID.User-ID	

 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

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Sar Gebal	Welcome kyqauser							
欲	STARGLOBAL PIN							
Home	Set New PIN							
	New PIN 📟 🕈							
	Confirm PIN 📟							
	Submit Cancel							
	Sign in as different user							
⑦ Help								

• 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.

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Sur Gebal	Welcome to StarGlobal		
窗			
Home	User-ID		
	Please enter User-ID		
	Retail users - Enter Internet Banking User-ID		
	Corporate users - Enter Corporate ID.User-ID		
	Submit Cancel		
⑦ Help			

 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."

😟 Stai	rGlobal				\times					
Sar Gabri	Welcome kyqauser									
ᢙ	Access Code									
Home	Access Code									
Settings	Verification Key									
	u29vcd									
	Access Code									
	Attempts Left : 3									
	Note: Access code will be sent to your registered mobile number.									
	Submit Cancel									
	Resend Access Code									
⑦ Help	Sign in as different user									

• 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.

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Sar Gebal	Welcome anuj								
贷	SECRET QUESTION AND ANSWER								
Home	Verify Secret Answer								
Settings	gs								
	Who is your favourite author?								
	Answer								
	Attempts Left : 3								
Kindly provide the answer (case-sensitive) which was set during activation Submit Cancel Sign in as different user									
(?) Help	Sign in as different user								

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

😟 Sta	Global	_		×					
	Welcome kyqauser								
郃	STARGLOBAL PIN								
Home	Verify PIN								
Settings									
	Please enter your PIN								
	Attempts Left : 3								
	Submit Cancel								
ා Help	Sign in as different user								

• 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.

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$\leftrightarrow ightarrow {f C}$ 👩 Bank Of India - Hong Kong E-Banking:Log in to Internet Banking		<u>+</u>
Bank Of India - Hong Kong E-Banking:Log in to Internet Banking		
Bank of India Relationship beyond banking	Bank of India - Hong Kong As per the RBI guidelines, Two Factor Authenticat	Î
Log in to Internet Banking		
User ID* SHREE Password* Verification:* Verification:* Passboard Default Login Page: Dashboard Togin Eugin Download Forms Retail Corporate Password Reset	<image/>	

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 autovalidate 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.

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Sar Cable	Welcome kyqauser			
谷	STARGLOBAL PIN			
Home		Verify PIN		
		Please enter your PIN 🛛 📟		
		Forgot PIN?		
		Attempts Left : 3		
		Submit Cancel		
		Sign in as different user		
⑦ Help				

- 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.

🔝 StarGl	obal			- 🗆 X
Sur Cable	Welcome kyqauser			✓ Logout [→
Dashboard				
Settings	G	_0	24	****
	Internet Banking	Manage Device	Help Desk	Update PIN
	Update Secret Q&A			
(?) Help				

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

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\leftarrow \rightarrow C 🗧 Bank Of India - Hong Kong E-Ba	nking:Log in to Internet Banking				Ŧ
Bank Of India - Hong Kong E-Banking:Log in to Internet Bank of India <i>Relationship beyond</i>	et Banking	Bank of India - Hong Kong As per the RBI guidelines, Two Factor Authenticat			Î
Log in to Intern	et Banking				
User ID* SHREE Password* Verification* I2 qf K r Default Login Page: Dashboard Log In Download For Retail Corporate	© ♂ Help ▼	<image/>			

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".

😥 Star	Global		×
Car Carbon	Welcome amit		
欲	STARGLOBAL PIN		
Home	StarGlobal V21.12.08 : 21.12.13 Your user/device is blocked, would y like to proceed with reactivation of t device? Error Code: 141	Y rou his	
	Yes No Submit Cancel		
(?) Help	Sign in as different user		

 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."

😥 Sta	rGlobal			×
Sor Gaba	Welcome amit			
谷	Access Code			
Home	Access Code			
Settings	Verification Key			
	k2urme			
	Access Code			
	Attempts Left : 3			
	Note: Access code will be sent to your register	ed mobile nu	mber.	
	Submit Cancel			
	Resend Access Code			
() Help	Sign in as different user			

• 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.

💽 StarG	
Con Castor	Welcome anuj
贷	SECRET QUESTION AND ANSWER
Home	Verify Secret Answer
Settings	
	Who is your favourite author?
	Answer
	Attempts Left : 3
	Kindly provide the answer (case-sensitive) which was set during activation
	Submit Cancel
⑦ Help	Sign in as different user

• 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.

😟 Sta	Global		_	_	×
Star Gabal	Welcome amit				
贷	STARGLOBAL PIN				
Home		Set New PIN			
2		New PIN	*** ?		
		Confirm PIN			
О Неір	S	Submit Cancel			

- 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.

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$\leftarrow ightarrow {f C}$ 🙆 Bank Of India - Hong Kong E-Banking:Log in to	nternet Banking	
📵 Bank Of India - Hong Kong E-Banking:Log in to Internet Banking 🗵		
Bank of India	Bank of India - Hong Kong	Authoriticat
	As per the KBI guidennes, two Fact	Addienticat
Log in to Internet Banking		
User ID* SHREE Password* Verification:* * \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	Ба Нер	
Download Forms Retail Corporate Password R	set	powered by VerSign

Forgot StarGlobal Login PIN

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

😟 Sta	rGlobal –	_	\times
Car Castor	Welcome to StarGlobal		
兪			
Home	User-ID		
-	Please enter User-ID		
-			
e			
	Retail users - Enter Internet Banking User-ID)	
	Corporate users - Enter Corporate ID.User-ID)	
	Submit Cancel		
⑦ Help			

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

😟 Sta	Global			×
	Welcome amit			
谷	STARGLOBAL PIN			
Home		Verify PIN		
5 		Please enter your PIN		
		Forgot	PIN?	
		Attempts Left : 3		
		Submit Cancel		
⑦ Help		Sign in as different user		

 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."

💽 Sta	rGlobal			×
Cor Cabo	Welcome amit			
贷	Access Code			
Home	Access Code			
Settings	Verification Key			
	k2urme			
	Access Code			
	Attempts Left : 3			
	Note: Access code will be sent to your registere	ed mobile nu	mber.	
	Submit Cancel			
	Resend Access Code			
() Help	Sign in as different user			

• 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.

StarG	obal						
Sar Gabri	Welcome anuj						
欲	C SECRET QUESTION AND ANSWER						
Home	Verify Secret Answer						
Settings							
	Who is your favourite author?						
	Answer						
	Attempts Left : 3						
	Kindly provide the answer (case-sensitive) which was set during activation						
	Submit Cancel						
⑦ Help	Sign in as different user						

• 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.

😥 Star	Global		_	×
Sar Gabel	Welcome amit			
俞	STARGLOBAL PIN			
Home		Set New PIN		
		New PIN	*** ?	
		Confirm PIN		
		Submit Cancel Sign in as different user		
⑦ Help				

- 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.

Sta	rGlobal			×
	Welcome amit			-
郃	STARGLOBAL PIN			
Home		Verify PIN		
3		Please enter your PIN	PIN?	
		Attempts Left : 3		
		Submit Cancel		
⑦ Help		Sign in as different user		

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

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Star Gabel	Welcome an	nitg		C Logo	out [→
		MANAGEME	NT		
Dashboard	₽	Device Name Status Created Last Accessed	Windows_060522093653 ACTIVE 2022-06-05T09:36:53IST 2022-06-20T13:01:33IST		
	₽	Device Name Status Created Last Accessed	042522180236 ACTIVE 2022-03-14T15:56:25IST 2022-05-20T13:44:15IST		

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

StarGlobal		
🥺 Welcome amitg		✓ Logout [→
Dashboard Settings	×	
Yes No		

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

