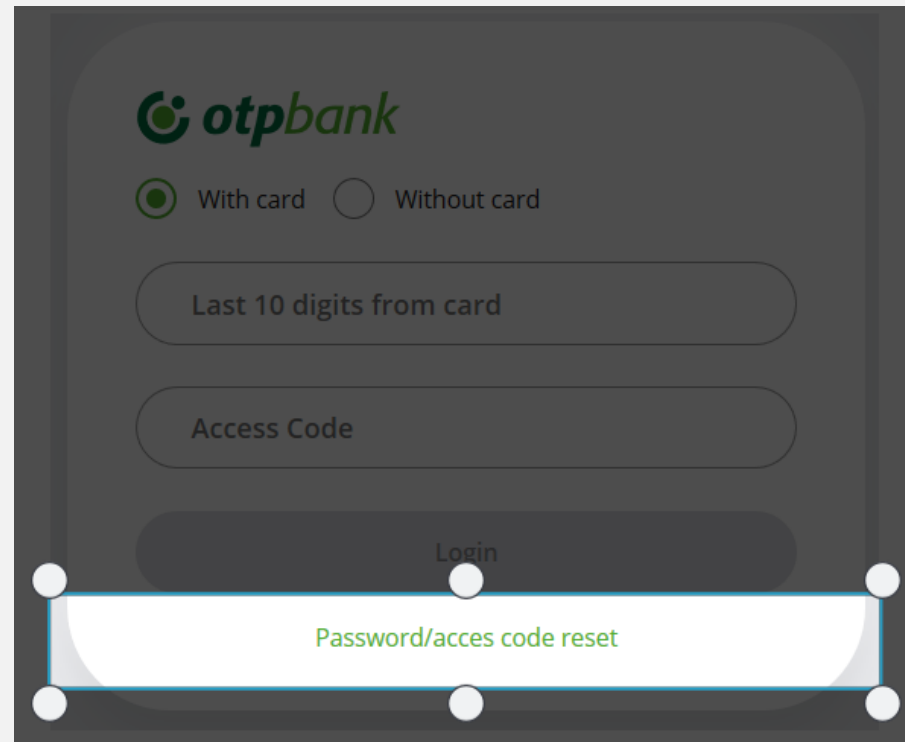


How to reset the password in new OTPdirekt

Step 1

From the new OTPdirekt login screen press Password/acces code reset



Step 2

Please select one of the options meaning „With card” or „Without card” :

If you select „With card”:

You need to input the last 10 digits from your OTP Bank card


And last 6 digits from your personal identification number

PASSWORD/ACCES CODE RESET

With card Without card

Last 10 digits from card

Last 6 digits from CNP

I'm not a robot  reCAPTCHA
Privacy - Terms

Next step

If you select „Without card” you will need to input the following information:

Client code

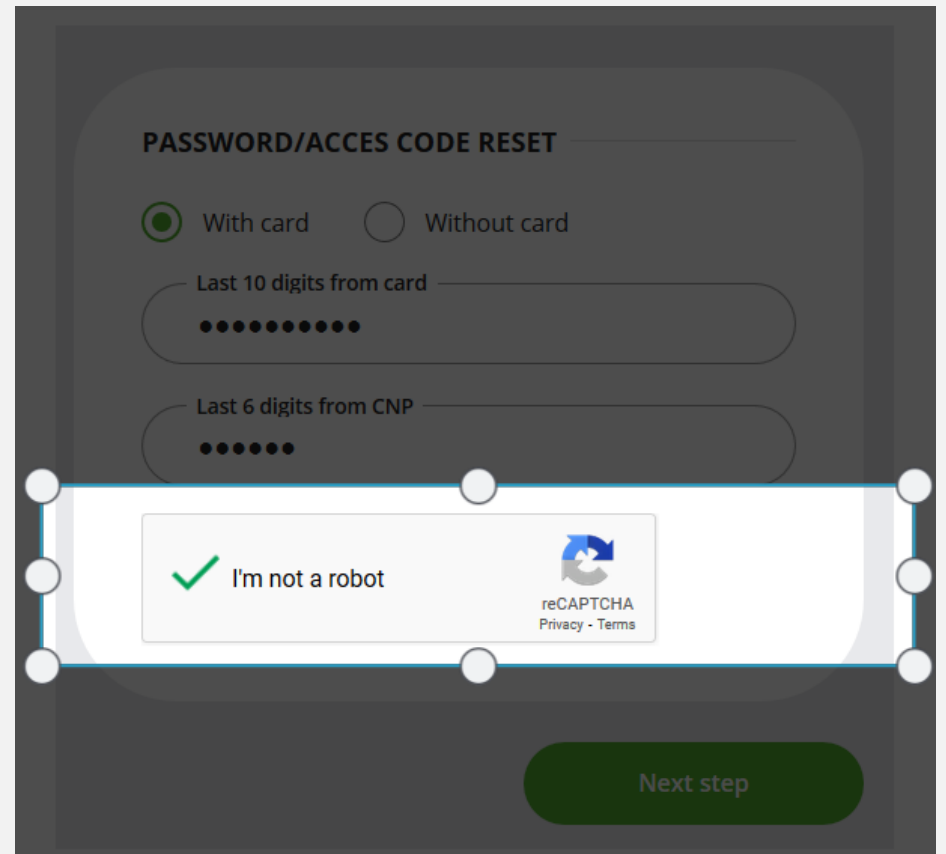
User

Last 6 digits from your personal identification number

The screenshot shows a mobile application interface for resetting a password or access code. The title is "PASSWORD/ACCES CODE RESET". There are two radio buttons: "With card" (unselected) and "Without card" (selected). Below the radio buttons are three input fields: "Client code", "User", and "Last 6 digits from CNP". At the bottom, there is a checkbox for "I'm not a robot" and a reCAPTCHA logo with "Privacy - Terms" link. A "Next step" button is located at the bottom right. Green arrows from the text on the left point to the "Without card" radio button, the "Client code" field, the "User" field, and the "Last 6 digits from CNP" field.

Step 3

You will need to tick the box „I'm not a robot” and select the pictures requested by the application.
After selection please press button Next step.




PASSWORD/ACCES CODE RESET

With card Without card

Last 10 digits from card
●●●●●●●●●●

Last 6 digits from CNP
●●●●●●

I'm not a robot

 reCAPTCHA
Privacy - Terms

Next step

Step 4

in this section you will enter your new 6 digits password

In this section you will need to confirm the new password

Please validate the password by entering token code:

- If you use hardware token press key 1 to generate the token code
- If you use virtual token (SMS) you will automatically receive the token code

Press the button Reset password

PASSWORD/ACCES CODE RESET

Please enter the new OTPdirekt and SmartBank login password consisting of 6 digits.
For validation, you must also enter the code generated by the token.

New password

●●●●●●

Confirm password

●●●●●●

Token code

●●●●●●

To validate the operation you must enter the code received by SMS or generated by pressing key 1 of the physical token.

Reset password