



PASSWORDS

To **unlock or reissue passwords** on NetBank Business, use the digital password unlock or reissue functions on NetBank Business Mobile – no forms and no waiting for assistance from Nedbank.

1 Enroll

Token users enroll for NetBank Business Mobile. You can't use the password unlock/reissue functions on NetBank Business Mobile if you haven't enrolled.

2 How to do it

- In the Nedbank App Suite™, open the **NBB Mobile widget**.
- On the user login screen, click **'Forgot your password?'**.
- If you can remember your password, select **'Unlock password'**.
- If you can't remember it, click on **'Reissue password'**. You will be given a temporary password.

i New password ****

When reissuing your password, capture the **temporary password** received on NetBank Business Mobile on the **NetBank Business** user login screen. You will then set up a new password for NetBank Business.

The same password applies to both NetBank Business **Web and Mobile**. Once you have logged off NetBank Business on your computer, you will be able to log on to NetBank Business Mobile again.

3 Logging on

After unlocking or reissuing your password, log on to **NetBank Business on your computer**. You need your token to do this. This ensures that nobody else can use your phone to unlock or change your password.

i Protection

NetBank Business Mobile together with the **Nedbank App Suite™** provides protection against cyber threats like SIM swaps, man-in-the-middle and man-in-the-browser with a secure communication link to Nedbank.