

1. Can I access all my accounts across different branches under one login?
 Yes. You can access all your accounts maintained in Branches under one login provided all the accounts are linked to the same customer Id. All your accounts will be seen on a single page.
 If problem persists please call us on our toll free numbers 1800 22 33 44/ 1800 102 44 55 or email us at barodaconnect@bankofbaroda.com
2. Getting a message ::Password will expire on ...Days
 "It will be shown so that you can change the password online before expiry date. Password has a validity of 360 days.
 To change the password, Login to your Internet banking, Click on Services Tab and select change Sign on/Transaction password option."
3. Getting an error ::"No more approvals required" At the time of doing transaction(Only for Corporate customers).
 "please don't click on LOOKUP Tab after entering details at the time of transaction. Directly click on Continue tab after entering User id and Transaction password and proceed further.
 NOTE: Please Use Mouse Pointer not Keyboard tab button."
4. Getting an error ::"Sign On password is expired".
 Please try to reset the Signon password online, through FORGOT SIGN ON PASSWORD link which would be available at time of login. If the link is not available and If you remember the existing password please send an email to barodaconnect@bankofbaroda.com so that we can extend the validity.
5. Every time I login, it is taking me to the One time password(OTP) page
 You may be logging from a different machine/ you may have enabled the option for 'Delete browsing history on exit'. Please make sure to check the browser settings. Enter the OTP correctly and try login to the system by entering correct Signon password.
6. Every time I login, it is taking me to the OTP page
 "Your browser cookies might be getting deleted each time.Please make sure to uncheck the option of deleting browser history on exit in browser settings. Answer the questions correctly and try login to the system by entering correct Signon password."
7. How to make utility payments like Mobile recharge, Credit card payment etc.
 Utility payment can be done through Bank of Baroda Instapay/BBPS. Go to www.bobibanking.com and select Utility payment option on the homepage.
8. How to open Online RD/FD account?
 Login to you Internet banking.Click on Invest tab and select option Online RD/FD and proceed.
9. How to regenerate the Tax challan paid through Baroda Connect?
 "Login to your Internet banking
 1. Go to Services tab
 2. Regenerate Tax challan
 3. Select Tax type and click on submit without entering Date and Amount
 If particular tax is not present within tax type section then contact the concerned tax department for generation of challan"
10. How to reset my Security answers?
 "Go to bobibanking website
 select Retail/Corporate
 Enter Your User Id and Do not click on ENTER tab. Select option b) If you to reset your answers click here.
 You can also reset the security answers from services Tab once you login into net banking."

11. How to submit Cheque book request online?
Login to Internet banking.Go to Services menu and select Request to apply for Cheque Book and proceed.
12. I am directly taken to OTP screen without entering the mobile number
This is because you have subscribed for MOBILE-OTP service which enables you to generate OTP on your handset using application. In this case you will not receive SMS for OTP, you have to enter the OTP generated through M-OTP application in your mobile handset. In case If you have forgotten M-OTP application password ,please enter the OTP wrongly for three times and the system will display RESET PIN button and you can reset the pin of the application so that you can generate the OTP thorough application.If want to discontinue the service, login into internet banking ,go to services and click on deactivate mobile OTP option.
13. I am getting an error message as 'ARCOT ID EXPIRED'
Please send us an email stating your account number, name and mention the given error/screenshot of the error message to barodaconnect@bankofbaroda.com.
14. I am getting an error message as 'PASSWORD EXPIRED'
"If you are a retail customer and your sign on password is expired, you may reset it using the Forgot Sign on password link. In case your transaction password is expired, you may reset your password using your active Bank of Baroda Debit card through the link provided in our bobibanking website.
If you are a corporate customer and you remember your last passwords, please send an email from your registered email id with account number and error details to barodaconnect@bankofbaroda.com
"
15. I am getting an error message as 'You are disabled for transaction'
" If you are a Retail User and remember your password please call us on our tollfree numbers 1800 22 33 44 / 1800 102 44 55 Or please contact your branch for activating your transaction password. You can also reset new transaction password using your active Bank of Baroda Debit card through the link provided in our bobibanking website and then try for doing transaction.
In case if you don't have debit card and forgot your password please call us on our tollfree numbers 1800 22 33 44 / 1800 102 44 55 Or please contact your branch for regeneration of your transaction password.
In case of corporate customers, please contact your branch to get your password enabled if you remember the password else contact branch for Regeneration.
"
16. I am getting an error message as 'You cannot unlock your account online. Please contact your branch or system administrator' while unlocking the account.
"If you are a retail customer, Kindly regenerate new transaction password using Debit card and then proceed with unlocking of account online. Your transaction password can also be either enabled or regenerated by calling on our toll free number 1800223344, 18001024455 from your registered mobile number.
After enabling/resetting the transaction password, you may proceed for unlocking your account
In case of corporate customers, please contact your branch to get your Transaction password enabled or submitting request for new password.
After enabling/resetting the transaction password, you my proceed for unlocking your account"

17. I am getting error message as 'YOUR ACCOUNT IS LOCKED'?
- "If your account is locked, make sure you remember your transaction password. In case you don't remember the same, reset your transaction password first and then follow the given steps for unlocking the account:
1. Visit www.bobibanking.com
 2. Select Retail/Corporate User Profile
 3. Enter User ID (and Corporate Id in case of Corporate Customers) and click DO NOT CLICK on Enter.
 4. Click on given link, 'Your Account is Locked, Click Here '
 5. The system will ask you for either OTP or Security questions. IF system is prompting you for your security question and you have forgotten answers to the same. Please enter 5 wrong attempts and repeat the process of unlocking after which system will ask you for OTP instead of security questions.
 6. On entering the correct details, the system will prompt you to enter your transaction password.
 7. Enter the transaction password and your account will be unlocked."
18. I am getting error message as 'INVALID LOGIN ID OR PASSWORD'
- "If you are a retail customer, you may contact your branch or the toll free number 1800 22 33 44 or 1800 102 44 55 for activation of your passwords. On password activation this error will be resolved.
- If you are a corporate customer, you may contact you branch for activation of your passwords. On password activation this error will be resolved
- "
19. I am getting message as 'ENROLLMENT NOT ALLOWED' Mobile number is not registered with Bank
- Please contact your branch to get the mobile number updated for your account. The system will not let you to complete the enrollment process till the mobile number is updated in our bank
20. I am getting message as 'User Not Enabled for Bill Payments and Presentments'
- Please try to login after 48 hours. If problem still persists after 48 hours, send an email to barodaconnect@bankofbaroda.com by mentioning your Account number and Name
21. I am having View rights and now wish to have transaction rights.
- We request you to please contact your Branch for change of rights
22. How to Request/apply for new internet banking
- "Retail customers can themselves register for internet banking by using Bank of Baroda Debit Card (Active*), please follow the given steps:
1. Visit www.bobibanking.com
 2. Click on the link, 'Not Registered (Retail User), Click Here'.
 3. Enter the details related to Debit card and click on Next button.
 4. ON entering correct details, an OTP would be sent on the registered mobile number.
 5. Enter the OTP so received in the space provided.
 6. The system will prompt for choosing User profile and User ID. Click on Next button.
 7. The system will prompt for setting the passwords (Sign-on or/and transaction password).
 8. On successful registration, a success message would be displayed and the account details would be available after 24 hours.
- If Debit card is not available please contact your branch and submit request for internet banking.
- For Corporate customers, please contact your branch and submit request for internet

banking.

* Active: You should have used your debit card atleast once on Bank of Baroda ATM and performed one financial and non financial transaction."

23. I am not getting the same questions, which I have provided during enrollment
Please try resetting your Q&A again,If still the same problem persists please email us at barodaconnect@bankofbaroda.com
24. I am not receiving One time password(OTP) on my registered handset/delay in receiving OTP
"Please check the following points at your end:
1. Please make sure you have registered the correct mobile number in the branch.
2. Check whether you are in good network coverage area.
3. You must not have activated the DO NOT DISTURB service.
4. Try to switch off/on your handset.
5. Try changing the handset .
6. Delete messages from message box of the handset so that you have sufficient storage.
In case problem persists, please email us at barodaconnect@bankofbaroda.com
"
25. I am unable to find fund transfer option
This is because you are having only view rights/partial transaction rights. Please contact your branch for transaction rights.
26. I have entered correct mobile number; still it is giving me invalid mobile number message or Response incorrect
"Please make sure you are entering correct mobile number. Do not enter '0' or country code before the mobile number. Please provide mobile number only without any prefix / suffix.
Also ensure you are using correct User Id
In case the problem persists, please contact your base branch to confirm whether the correct mobile number is updated in the system."
27. I have entered correct OTP, still screen is showing me invalid OTP
"Check, Whether you have given any spaces before or after OTP. Check if you have provided spaces in between the numbers"
28. I have forgotten my Login/ Signon password
"If you are a Retail customer, Regenerate the Login/ signon password online through FORGOT SIGN ON PASSWORD link.
please follow the given steps for resetting the sign on password:
1. Visit www.bobibanking.com
2. Select Retail/Corporate User Profile.
3. Enter User ID (and Corporate Id in case of Corporate Customers) and click Enter.
4. On the next screen, click on 'Forgot Sign on Password? Click Here'.
5. The system will prompt you to answer the security questions.
6. Answer the security questions and click on Submit. In case you have forgotten your security questions, please go to home page and reset your answers to the security questions.
7. System will now prompt you for OTP.
8. Enter the OTP received on your registered mobile number.
9. The system will then enable to set your Sign on Password.
If the Forgot Sign On password link is not available then call us on our contact centre 1800 22 33 44/ 1800 102 44 55 or contact your branch for regeneration of password
In case of corporate customers If the Forgot Sign on password link is not available, please

contact your branch for regeneration of your password

"

29. I have forgotten my transaction password.

"For Retail user, you can reset your transaction password by submitting request at branch/ by contacting our toll free number: 1800223344, 18001024455/by using your active Bank of Baroda debit card. Please follow the given steps for resetting the transaction password by using Debit Card:

1. Visit www.bobibanking.com
2. Select Retail User Profile.
3. Enter User ID and click on the link, 'Reset your Transaction Password using Debit Card, Click Here'.
4. On the new screen, enter the required mandatory information related to your debit card. Click on Next button.
5. Enter the OTP received on your handset.
6. On entering the correct details, the system will allow you to set your transaction password.

For corporate customer, the password regeneration request has to be given at branch level"

30. I have given nomination but it shows no nomination not available.

Please contact your branch for updation of Nomination details

31. I have not received/forgotten USER ID

"For Retail Users, follow the given steps:

1. Visit www.bobibanking.com
2. Select Retail User Profile
3. A new page opens for entering user ID. Click on the link : 'Don't Know User Id?, Click Here'
4. Enter your account number, registered mobile number (prefixed with country code) and registered email id.
5. On entering the correct details, OTP would be sent on registered mobile number.
6. Enter the OTP so received on your handset. The User ID would be sent on your registered email id.

In case error message 'DETAILS NOT MATCHED' is received, make sure you are entering the correct credentials. Contact your branch to get the details updated. Retail users may also contact our toll free numbers 1800223344, 18001024455 for getting the user id for your account.

For Corporate customers, please email us at barodaconnect@bankofbaroda.com from your registered email id."

32. I have only VIEW rights and forgotten my password.

In case if you have taken only VIEW rights, for Retail user, please submit request at branch for regeneration of password or contact Toll free numbers-1800 22 33 44/ 1800 102 44 55

For corporate customers ,please apply through your branch.

33. I have Transaction rights and now want only view rights (and vice versa)

For change of rights, please submit an application to your branch

34. I have received my password but no User ID

"For Retail Users, follow the given steps:

1. Visit www.bobibanking.com
2. Select Retail User Profile
3. A new page opens for entering user ID. Click on the link: 'Don't Know User Id? , Click Here'
4. Enter your account number, registered mobile number (prefixed with country code) and

registered email id.

5. On entering the correct details, OTP would be sent on registered mobile number.

6. Enter the OTP so received on your handset. The User ID would be sent on your registered email id.

In case error message 'DETAILS NOT MATCHED' is received, make sure you are entering the correct credentials. Contact your branch to get the details updated. Retail users may also contact our toll free numbers 1800223344, 18001024455 for getting the user id for your account.

For Corporate customers, please email us at barodaconnect@bankofbaroda.com from your registered email id."

35. I have received my user name but not received password

please contact your branch for passwords or email us mentioning your Account details for status of passwords(Tracking details, Date of regeneration) from your registered email id

36. I have to change my mobile number

"For security reasons we request you to please contact your base branch and submit the request. The application form may be downloaded from <https://www.bobibanking.com> from download section."

37. I have entered mobile number wrongly and my account got locked

"If your account is locked, make sure you remember your transaction password. In case you don't remember the same, reset your transaction password first and then follow the given steps for unlocking the account:

1. Visit www.bobibanking.com

2. Select Retail/Corporate User Profile

3. Enter User ID (and Corporate Id in case of Corporate Customers) and click DO NOT CLICK on Enter.

4. Click on given link, 'Your Account is Locked, Click Here'

5. The system will ask you for either OTP or Security questions. IF system is prompting you for your security question and you have forgotten answers to the same. Please enter 5 wrong attempts after which system will ask you for OTP.

6. On entering the correct details, the system will prompt you to enter your transaction password.

7. Enter the transaction password and your account will be unlocked."

38. I have entered OTP wrongly and my account got locked

"If your account is locked, make sure you remember your transaction password. In case you don't remember the same, reset your transaction password first and then follow the given steps for unlocking the account:

1. Visit www.bobibanking.com

2. Select Retail/Corporate User Profile

3. Enter User ID (and Corporate Id in case of Corporate Customers) and click DO NOT CLICK on Enter.

4. Click on given link, 'Your Account is Locked, Click Here'

5. The system will ask you for either OTP or Security questions. IF system is prompting you for your security question and you have forgotten answers to the same. Please enter 5 wrong attempts after which system will ask you for OTP.

6. On entering the correct details, the system will prompt you to enter your transaction password.

7. Enter the transaction password and your account will be unlocked."

39. "I receive message ""The application digital signature has been verified. Do you want to run the application"?"
"While opening Retail or Corporate page following pop-up will appear. Please click on ""Run"" option. This will be one time setting.
Never click on CANCEL option, it will give "No Response" message on password page and user will not be able to login"
40. I tried QnA and my Account got locked
"If your account is locked, make sure you remember your transaction password. In case you don't remember the same, reset your transaction password first and then follow the given steps for unlocking the account:
1. Visit www.bobibanking.com
2. Select Retail/Corporate User Profile
3. Enter User ID (and Corporate Id in case of Corporate Customers) and click DO NOT CLICK on Enter.
4. Click on given link, 'Your Account is Locked, Click Here'
5. The system will ask you for either OTP or Security questions. IF system is prompting you for your security question and you have forgotten answers to the same. Please enter 5 wrong attempts after which system will ask you for OTP.
6. On entering the correct details, the system will prompt you to enter your transaction password.
7. Enter the transaction password and your account will be unlocked."
41. I tried sign-on password and my account got locked
"If your account is locked, make sure you remember your transaction password. In case you don't remember the same, reset your transaction password first and then follow the given steps for unlocking the account:
1. Visit www.bobibanking.com
2. Select Retail/Corporate User Profile
3. Enter User ID (and Corporate Id in case of Corporate Customers) and click DO NOT CLICK on Enter.
4. Click on given link, 'Your Account is Locked, Click Here'
5. The system will ask you for either OTP or Security questions. IF system is prompting you for your security question and you have forgotten answers to the same. Please enter 5 wrong attempts after which system will ask you for OTP.
6. On entering the correct details, the system will prompt you to enter your transaction password.
7. Enter the transaction password and your account will be unlocked."
42. Can I use Baroda Connect on my Smartphone/ Tablet
Yes, Baroda iSecure is compatible with most of the smartphone /tablet browsers
43. I want make bulk transfer/salary Upload to BOB accounts.
Corporate Users have an option to make bulk transfers to Bank of Baroda accounts using UPLOAD option by uploading the salary file in specific format which can be obtained by emailing to barodaconnect@bankofbaroda.com
44. I want to change my mobile no or update my email address
"For security reasons we request you to please contact your base branch and submit the request. The form may be downloaded from <https://www.bobibanking.com>"
45. I want to change my user name?
For retail customers, User name once issued cannot be changed/modified
For corporate customers, please contact your branch.

46. I want to do third Party transfer?

Login to your Internet banking, Go to fund transfer tab, select option third party transfer for adding beneficiary and confirm the same by adding tracker Id. You can start making the payment by clicking on the added beneficiary after 4 hours of beneficiary confirmation.

47. I want to download Statement of my account

"Login to your Internet banking 1. Go to Accounts tab 2. Select particular account 3. Click on Account query 4. Enter Date Range 5. Get the Statement"

48. I want to increase my transaction limit

"For retail customers, there is no option for enhancement in default limit.

For corporate customers, please contact your branch to apply for enhancement.

"

49. I want to know about Mobile OTP application.

"The Mobile OTP application is available to resolve the issue for OTP problems. This will help you manually generate the OTP on your mobile handset instead of receiving it through SMS.

Activation of Mobile OTP application will involve two steps as under:

1. Downloading of Mobile OTP application on handsets.

Users are required to download the application from respective app stores. However this requires subsequent activation through their Net banking portals.

2. Activation of Mobile OTP

Users can themselves activate M-OTP facility through Baroda Connect. After logging-in, users are required to click "Mobile OTP Application" link under "Services" tab at home page.

Detailed Process flow for Activation of Mobile OTP

1. Download CA MOBILE OTP application on the mobile Handset (Android users can download "" CA MOBILE OTP "" from Android Market, iPhone users can download it from App Store by, Blackberry users can download it from blackberry app store and Windows phone user can download it from Windows mobile app store).

Note: Iphone Users should disable the Demo Mode in settings.

2. Login to Baroda Connect Portal with User ID.

3. Register and Activate Mobile OTP through SERVICES option in net banking.

4. Enter user id and transaction password and submit

5. SMS on registered mobile, containing URL and details of activation will be received.

6. Click on the URL received on registered mobile .It will direct the user to CA MOBILE OTP software and click on save.

7. After saving the details .It will automatically prompt user to set pin for CA MOBILE OTP.

8. OTP can be generated by the user by opening the CA MOBILE OTP software in mobile handset & entering the PIN and clicking on generate.

"

50. I want to link my PPF account to Baroda Connect

Login to your Internet banking, Go to services menu tab and select option Link your PPF account

51. I want to make utility payments like Mobile recharge, Credit card payment etc.

"1. Visit www.bobibanking.com

2. Click on 'Utility Payments' on the left hand side of the page.

3. A new page will open, If you agree to the conditions mentioned, system will take you to new screen.

4. Select the type of payment to be done and type of profile (Retail or Corporate).

5. Enter the details requested and complete the transaction by entering user id and transaction password"

52. I want to register biller for payments
Login into your Internet banking, Go to bill payment option and select a biller to add. You can only add those billers which are present in the list. You can pay by either manual payment or through auto pay option. Please note you will be able to view and pay your bill from next bill cycle.
53. I want to purchase train tickets online
Register yourself at www.irctc.co.in and then book your ticket and pay through Baroda Connect (Internet Banking of Bank of Baroda).you can regenerate the IRCTC passcode which is required at the time of making payment and the validity of generate passcode is of four hours.
54. I want to submit Cheque book request online.
Login into your internet banking, Go to Services tab and select Request to apply for Cheque Book. The cheque book will be delivered at registered address.
55. I want to transfer funds to other bank?
Login into your internet banking, Go to fund transfer tab, select option NEFT/RTGS OR IMPS transfer for adding beneficiary and confirm the same by adding tracker Id. You can start making the payment by clicking on the added beneficiary after 4 hours of beneficiary confirmation.
56. Is it necessary to own a computer or whether we can access Baroda Connect from any computer
Baroda Connect” can be accessed from any computer (including one from cyber café) having internet facility. However, you are advised to be extra cautious while accessing the services from cyber café. It can also be accessed through mobile using Mobile browser.
57. Is Registration for Digital Signature Certificates (DSC) compulsory for corporate customers to use Baroda Connect
Registration for usage of Digital Signature is optional and has been provided as an additional factor of authentication.
58. Is Internet banking facility (Baroda Connect) available for NRI's
Yes. The facility is available to all NRI's and is very helpful to access accounts sitting in the luxury of office or home from any part of the world
59. Once registered for Digital Signature Certificates (DSC), will a Corporate customer be able to unregister the same
Once the Corporate user registers for Digital Signature facility, he will be able to delink it only till his certificate is valid. Upon revocation/expiry of the certificate the user will not be allowed to login to internet banking, till delinking/remapping is done by Baroda Connect department
60. PAM (personal Message) not getting displayed
"Check the correctness of URL i.e., <https://www.bobibanking.com>, You may close the browser and open it again. Type the URL and check. report the issue along with screenshot of the page at barodaconnect@bankofbaroda.com"
61. To which website I should visit to login to Baroda Connect
Go to www.bobibanking.com , Select Type of user Retail/Corporate and proceed
62. Types of facility which can be provided?
User can opt for either VIEW RIGHTS ONLY or BOTH VIEW & TRANSACTION RIGHTS.
63. We are holding joint account. How we will access Internet Banking
"You can access Internet Banking despite having joint account, provided operating instructions eligible for internet banking.

For each customer, one individual user id will be given by the bank, after applying for the same. He can access the account and carry out operations, as desired"

64. "What are the key features of Fraud Management Solution BarodaiSecure"

"It enables additional security to make Internet banking more safe and secure. While logging into the internet banking for the first time system will automatically prompt for one time mandatory process of enrollment by security question and answers and changing the existing Sign On and Transaction Password. Once you are enrolled you can perform the following tasks.

- You can re-generate login password on your own.
- Unlock the account, without approaching the branch, in case you forget your password or your account is locked (Because of 5 times wrong attempts)

Login to the site is now a -2- step process, in the first step, you enter only the Login ID. In the second step, a screen is presented with a personal message (PAM) which prompts you to enter your password.

Further, in case you (or somebody using your ID) attempts to login from a different machine, system may prompt for additional questions (QnA) / One time password (OTP)"

65. What are the Pre-requisites for Online registration of Baroda Connect?

"User should be customer of any domestic Branch with valid BANK OF BARODA debit card and PIN. User should have mode of operation as – SELF, EITHER OR SURVIVOR, ANY ONE OR SURVIVORS OR SURVIVORS, and MINOR NATURAL GUARDIAN OPERATION BY GUARDIAN."

66. What is "Fraud Management Solution (Baroda I Secure)"?

Fraud Management Solution (Baroda I Secure) is an enhanced security solution which helps reduce chances of phishing attack on customer by providing additional layer of authentication

67. What is Internet Banking – Understanding B-Connect

"Internet Banking at Bank of Baroda is called BARODA CONNECT (B-Cot) and is a high-tech convenience eBanking product suite of Bank of Baroda. It is an internet banking facility introduced as an alternative delivery channel for rendering effective customer service on 24 X 7 basis. Bank of Baroda online banking products are highly sophisticated and a wide range of banking products are offered to the wide pool of customers of Bank of Baroda spread across India. These Bank of Baroda online banking products enables the customers to access their accounts as per convenience through the help of Internet and even on WAP enabled mobile phones

Baroda Connect customers are classified in two categories

- (i) Retail
- (ii) Corporate

All INDIVIDUALS (including joint accounts) are considered as Retail customer

All NON-INDIVIDUALS are considered as Corporate customer."

68. what is PAM?

"When you enroll for enhanced security of "Fraud Management Solution (Baroda I Secure)" system will ask you to create a "Personal Message"(PAM). Once the PAM is registered the same will be displayed in your login page well before you enter your sign-on password. It is an added security feature that reassures that

- (a) You are giving your sign on password to the Bank's portal only
- (b) No person has fiddled with your account."

69. What is QnA and OTP?

"In addition to login password and transaction password, there is one more security layer to identify the genuine user. These are called

QnA – Question and Answer

OTP – One time Password

At the time of enrollment you have to pick minimum 5 questions and key in your answers. Subsequently, whenever the system feels the risk or doubt in the user's identity or depending on the amount and number of transaction (at the time of log in or doing transaction), system will prompt you the questions (number of questions may vary depending upon the level of risk) selected by you at the time of enrollment. You have to key in the answer registered by you at the time of enrollment. OTP – One time Password Whenever the system feels the risk or doubt in the user's identity or depending on the amount and number of transaction (at the time of log in or performing transaction) system will prompt you to enter your mobile number. The system will send a "One time Password" (OTP) to your mobile via SMS. You have to key in the OTP correctly to proceed further. One Time Password – means password send will be used once only, you need not remember the same. Each time system sends password, it will be for one time use only. OTP valid for -3- minutes only"

70. What is the cooling period for payment to newly registered beneficiary?
Customer can start making payment after 4 hours of beneficiary confirmation.
71. What is the Validity of OTP and Tracker ID?
Validity of OTP is 3 Minutes and for Tracker ID till mid night 11:59 pm.
72. What is the Validity of Password ?
"For Sign on password is 1 year (365 days)
For Transaction password is 360 days."
73. What should be Length and combination of Password to be used?
Minimum 8 and maximum 16 characters & combination of Alpha (Abc...), Numeric (123...) & Special character (@#\$...)
74. What type of Debit Cards is allowed for creation of USER ID?
MasterCard, Rupay and Visa Debit card can be used for online registration.
75. What will be the format for the Password received from Branch?
The password received will be of 8 characters (1st Capital alphabet , 2nd Number and 3-8 Numbers). However while logging for first time system will prompt the user to change Sign On/Transaction password.
76. What will be the format for the User Id?
Minimum and Maximum characters for User Id should be 6 & 28 respectively. User ID can be alphanumeric.
77. What will be the User Id?
User will be given an option to enter 3 preferred User ids and the same will allotted as per availability. If all the preferred User Ids are not available then system will randomly generate the USER ID on its own.
78. When the account Details would be visible after successful online registration of internet banking using Debit card
After the successful registration is done, a message is displayed for confirmation and the account details are available after 24 hours
79. Where do I get the Application Form for Net-Banking
You can obtain an application form for Net-Banking from any of our branches. Alternately you may also download the application from Download links from our Net Banking Home Page www.bobibanking.com

80. Will DSC be applicable to all types of Digital Signature Certificates
"At present DSC usage in Baroda Connect is restricted to Class 3 Certificates only. In due course it will be enabled for Class 2 Certificates also"
81. Will DSC be supported by all tokens
Currently Digital Signature component will be supported by "Aladdin" tokens only
82. Will existing Baroda Connect Users be able to apply Online?
No, Only New Users not having the net banking facility will be able to apply online. Suitable message would be displayed for existing users
83. Will the facility for Digital Signature (DSC) be provided to all Baroda Connect Users?
No. Currently the facility for DSC is provided only to Corporate e-Banking Users
84. Wrong PAM (Personal Acceptance Message) is getting displayed.
Check the URL: <https://bobibanking.com>, else close the browser and use a fresh session.
Type the URL and check. Still if you find that the message is not the same you had registered, please inform our helpdesk on Toll-Free No1800 22 33 44 or 1800 102 44 55. Overseas customer can contact us on 91 22 2652 9981/ email us at barodaconnect@bankofbaroda.com
85. How to close Online FD/RD account?
For closure of online FD/RD account, please contact base Branch.
86. I am getting an error message as PAN details not updated while opening online FD account
"Online FDR cannot be opened by NRE customers, If following details are not updated.
1. If the FDR amount is more than 50,000, PAN or Form 60 details are mandatory.2. If the total balance in all the FDR account of the customer is more than 5.00 LAC then PAN or Form 60 details are mandatory.
Kindly get the details updated through your Branch.
87. I am getting an error message as Error in enrolment Invalid parameters
Your email id is not updated in correct format. Kindly get the email id updated through Branch and retry
88. I have done the transaction using internet banking but the same is not successful or Transaction is Failed
Refund for failed transaction will be done within 4-5 working days. If amount is not refunded kindly send email to billpay@bankofbaroda.com mentioning account number, date and amount of transaction.
89. I am getting an error message as "Approval record mismatch"
Go to services and select option tax payment approval for approving the transaction.
90. I am getting error as "Next approver cannot approve your Transaction"
Kindly click on Lookup and select the approver name to pass the transaction. If problem persists then send email to barodaconnect@bankofbaroda.com with account number and stepwise screen shot.
91. I am getting an error "Invalid validation details "while doing self registration of internet banking or resetting transaction password using Debit card
"Please enter valid debit card credentials. In case you do not remember Debit card PIN then you can get the same resetted thorough nearest ATM or Branch.
"Also ensure your Debit card is Active. If not, you can active the same by doing financial transaction through ATM."
92. I am getting an error "User id is invalid or out of its range"
Kindly ensure you are entering Valid User id (not Corporate Id) while doing the transaction.

93. I am getting error message as " Invalid Branch Id "

Please share beneficiary details like Bank name, IFSC code and Branch name to
barodaconnect@bankofbaroda.com

94. I am getting an error message as "Invalid account number " OR " Transaction not allowed"

Either the Debit or Credit Account is freezed. Please contact your Branch for activation of the
account.