



Standard Bank

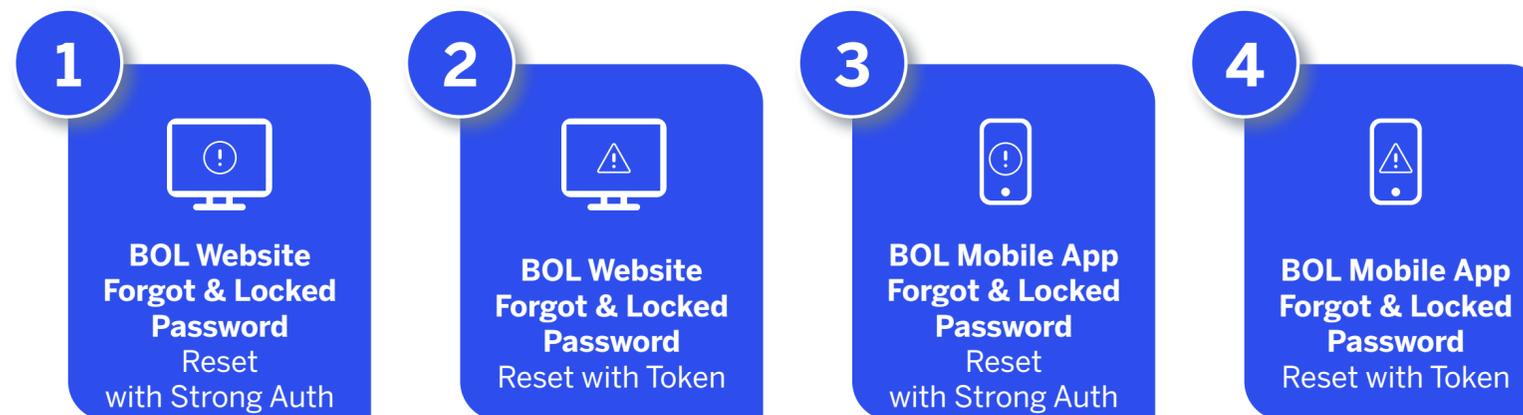
Also trading as Stanbic Bank

BusinessOnline AR

Quick Reference Resetting Your Password

User Guide

This guide provides a simple, step-by-step walkthrough for resetting your BusinessOnline AR password using the self-service feature. This functionality empowers you to manage your credentials independently, ensuring uninterrupted access to BusinessOnline AR services.



Please Note:

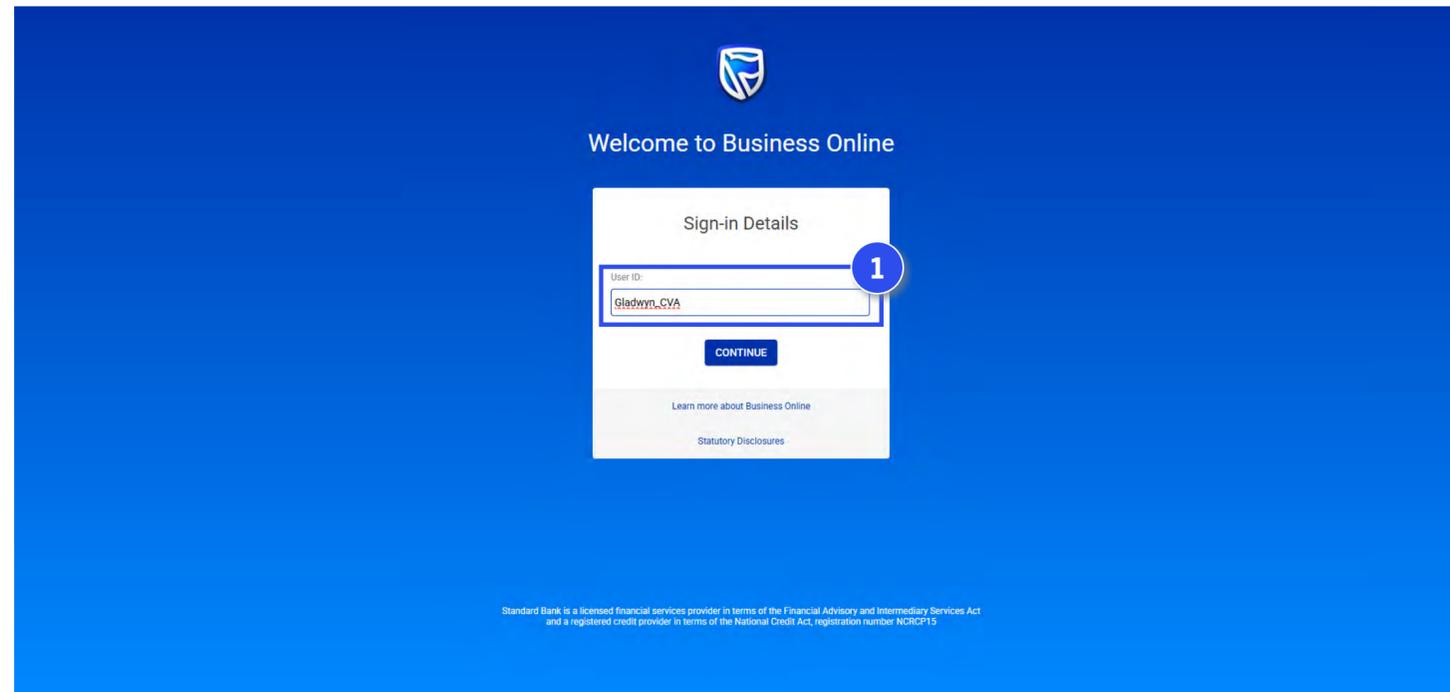
- The self-service password reset process is **identical** for users on the **downloadable BusinessOnline AR version**.
- If a user's password has **expired**, they will be **automatically redirected** to the password reset flow upon login to BusinessOnline AR.
- Users who are on **Backup Temp** will **not be allowed** to reset their password via self-service. This is a **security measure** to mitigate risks associated with **SIM swap fraud**.



Using this Quick Reference Guide

Click on any step in the above process to go directly to the section you need help with. When you're done, click on the icon to return to this page, or navigate with these .

1. BusinessOnline Website Forgot & Locked Password: Reset with Strong Auth

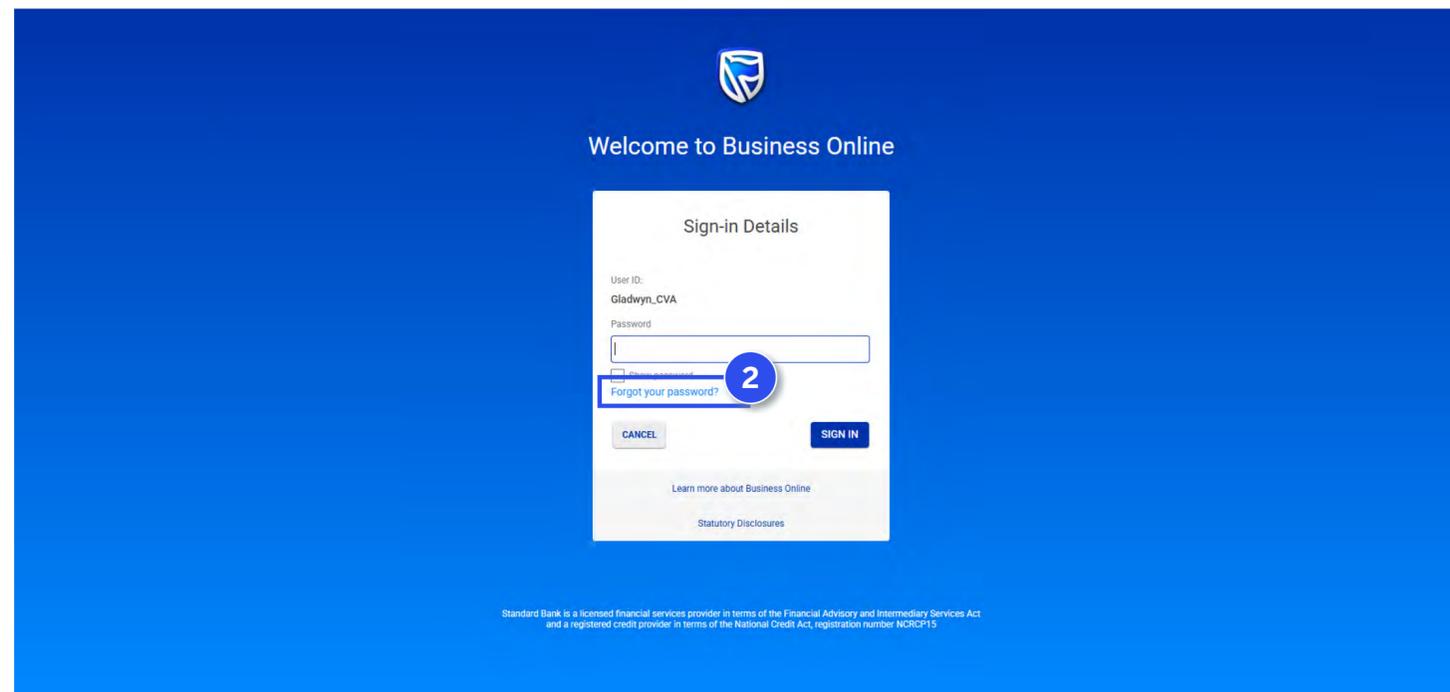


1

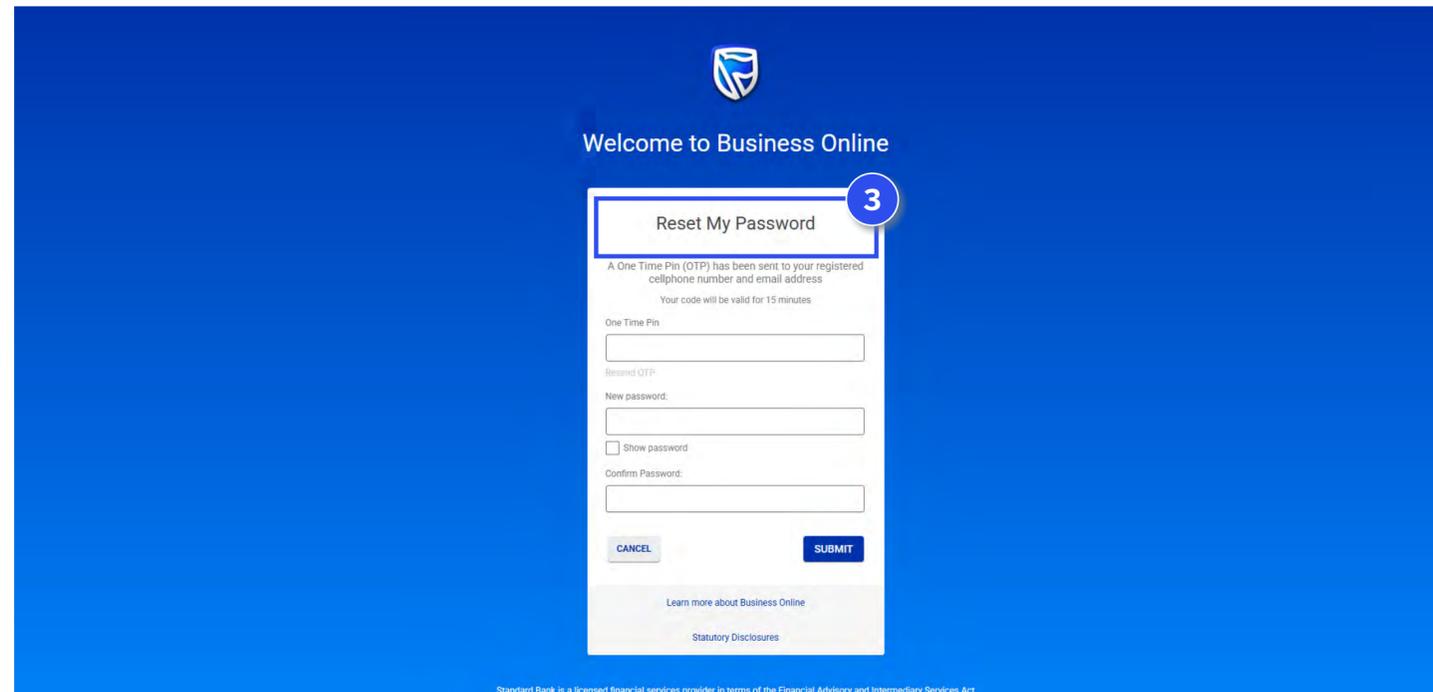
Enter your username.

2

Click on the 'Forgot Your Password?' hyperlink.



1. BusinessOnline Website Forgot & Locked Password: Reset with Strong Auth

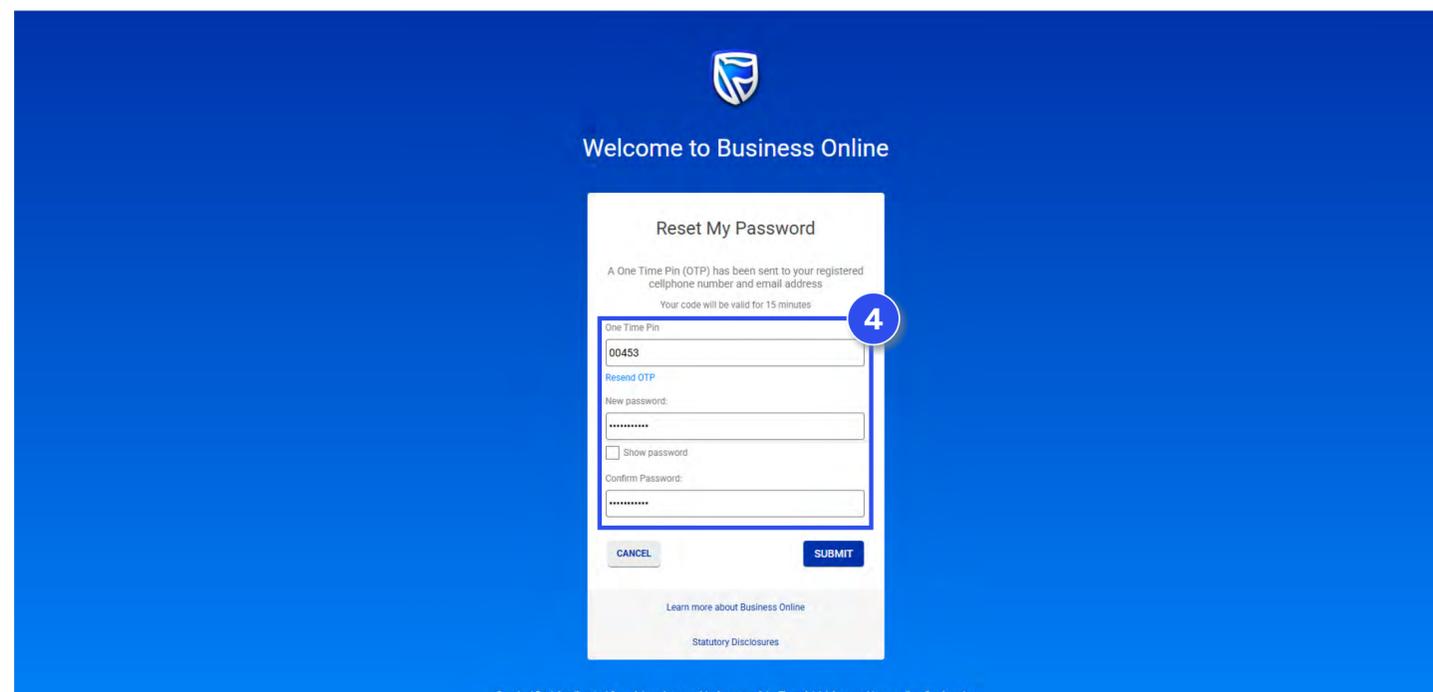


3

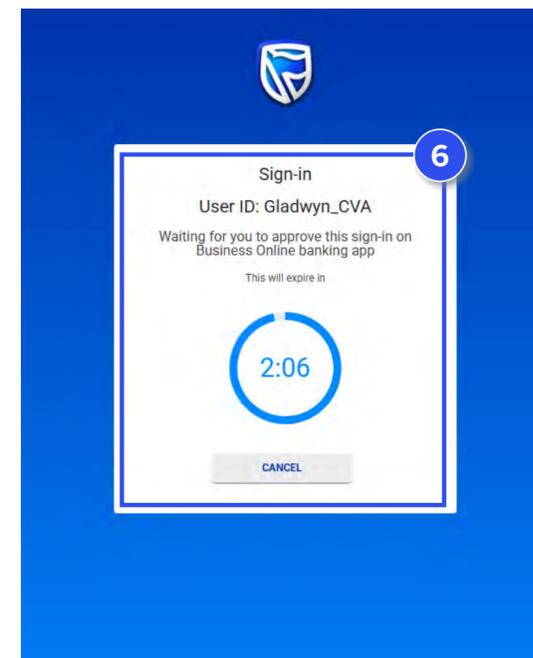
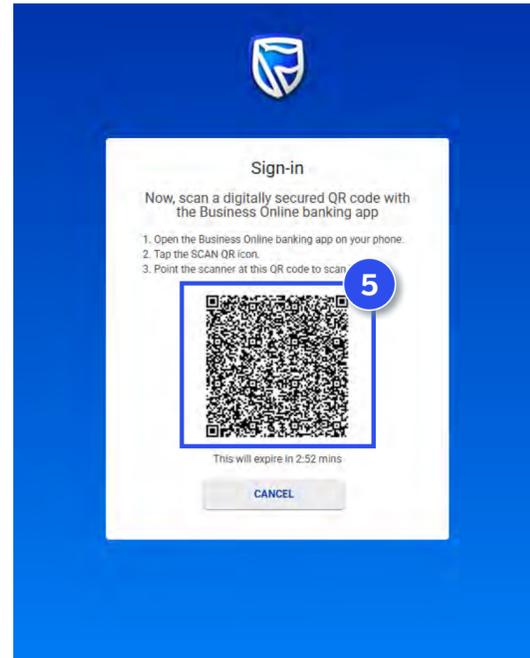
The 'Reset My Password' screen opens.

4

Enter the One Time Pin sent to your registered cell phone number and email address as well as your new password.



1. BusinessOnline Website Forgot & Locked Password: Reset with Strong Auth



5

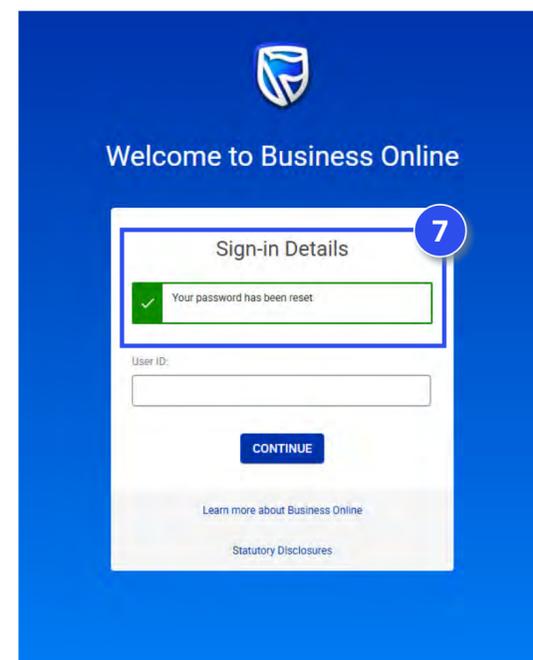
Scan the QR code with the Business**Online** mobile app.

6

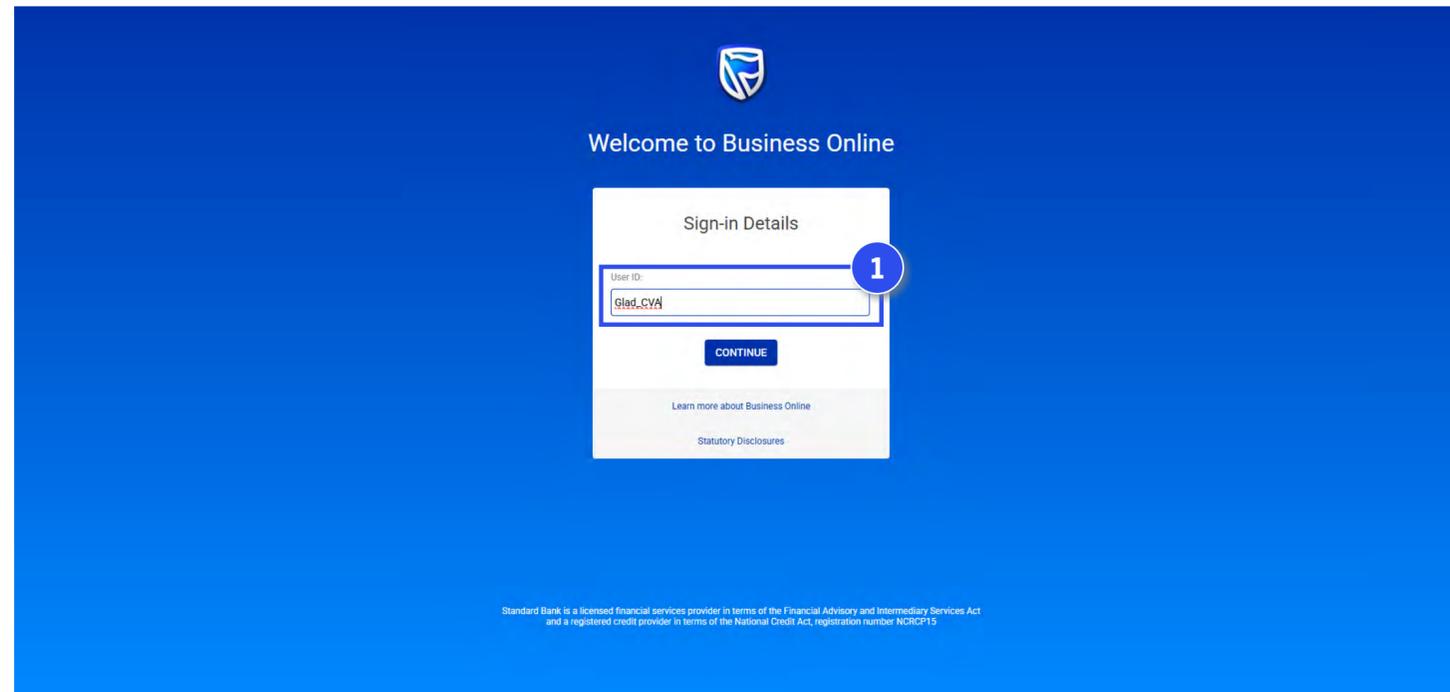
Approve the change on the Business**Online** mobile app.

7

Your password has been successfully reset.



2. BusinessOnline Website Forgot & Locked Password: Reset with Token

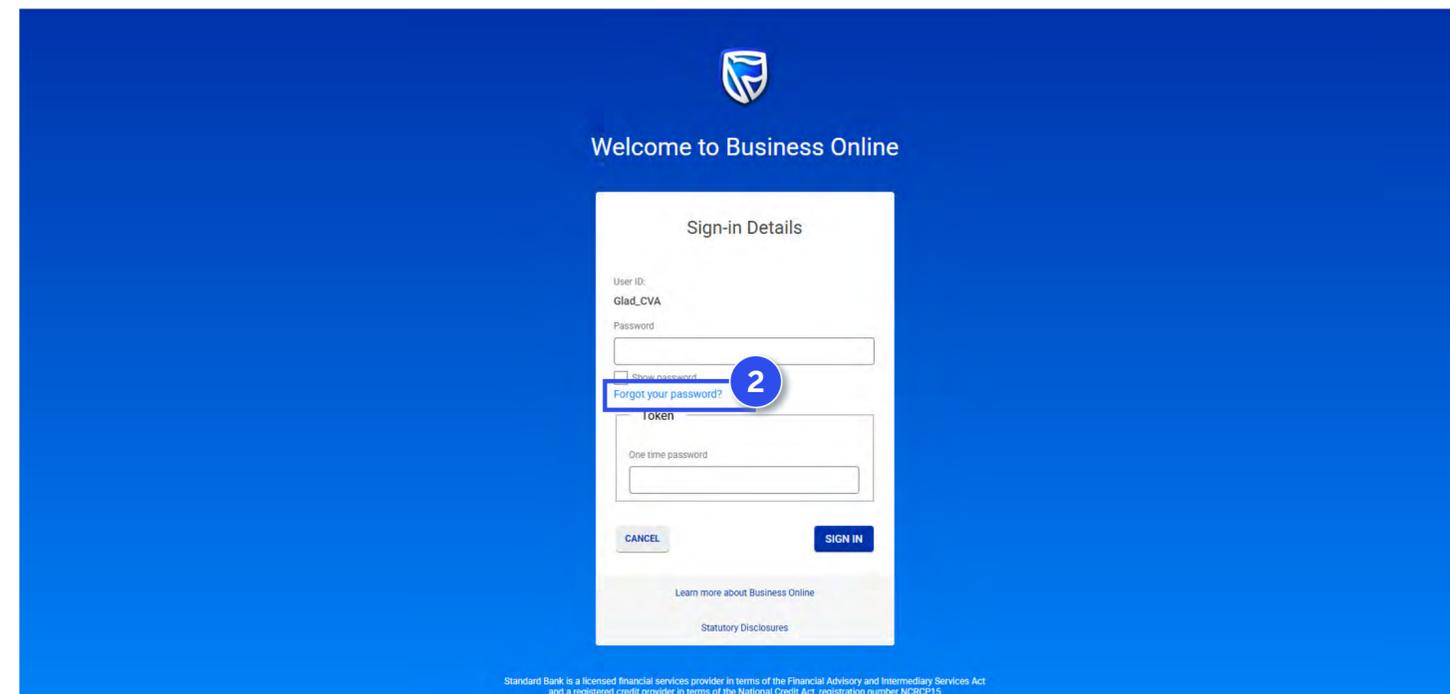


1

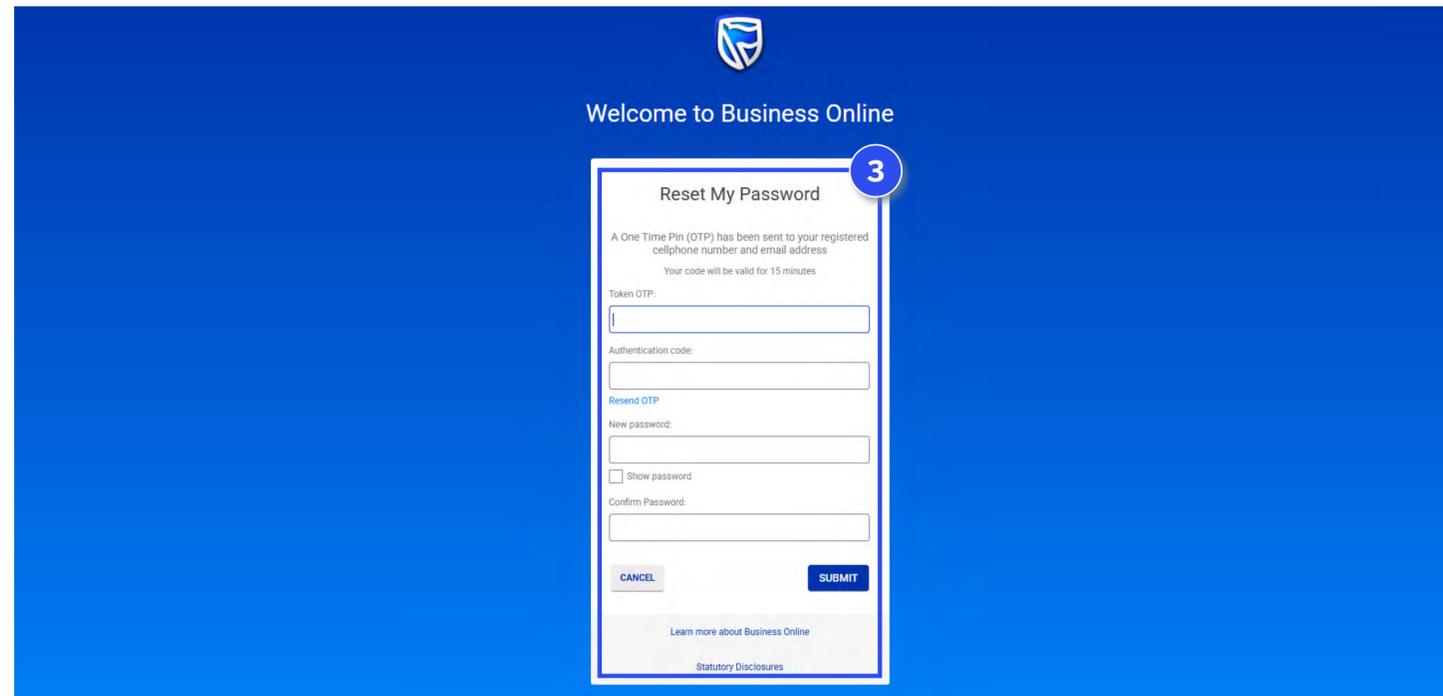
Enter your username.

2

Click on the 'Forgot Your Password?' hyperlink.



2. BusinessOnline Website Forgot & Locked Password: Reset with Token



Welcome to Business Online

Reset My Password 3

A One Time Pin (OTP) has been sent to your registered
cellphone number and email address
Your code will be valid for 15 minutes

Token OTP:

Authentication code:

[Resend OTP](#)

New password:

Show password

Confirm Password:

[Learn more about Business Online](#)

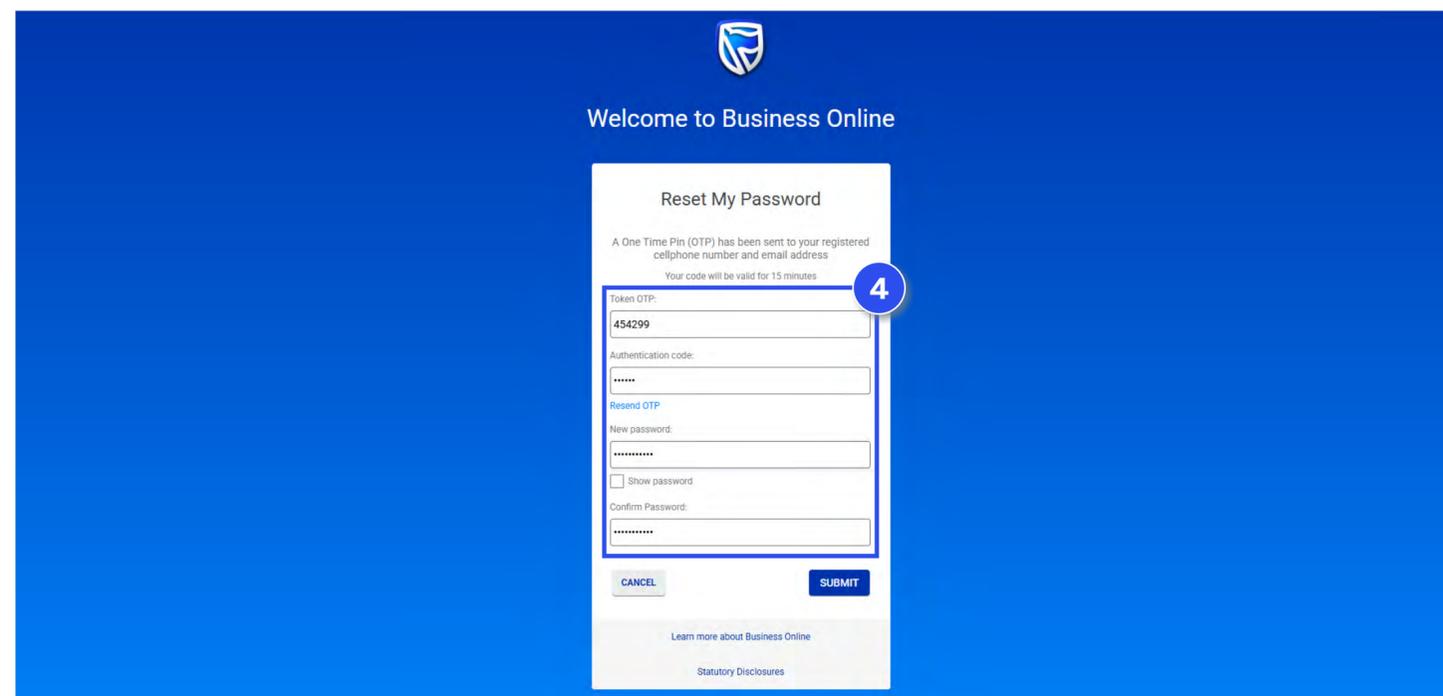
[Statutory Disclosures](#)

3

The 'Reset My Password' screen opens.

4

Enter the One Time Pin sent to your registered cell phone number and email address, authentication code from the token as well as the new password.



Welcome to Business Online

Reset My Password 4

A One Time Pin (OTP) has been sent to your registered
cellphone number and email address
Your code will be valid for 15 minutes

Token OTP:
454299

Authentication code:

[Resend OTP](#)

New password:

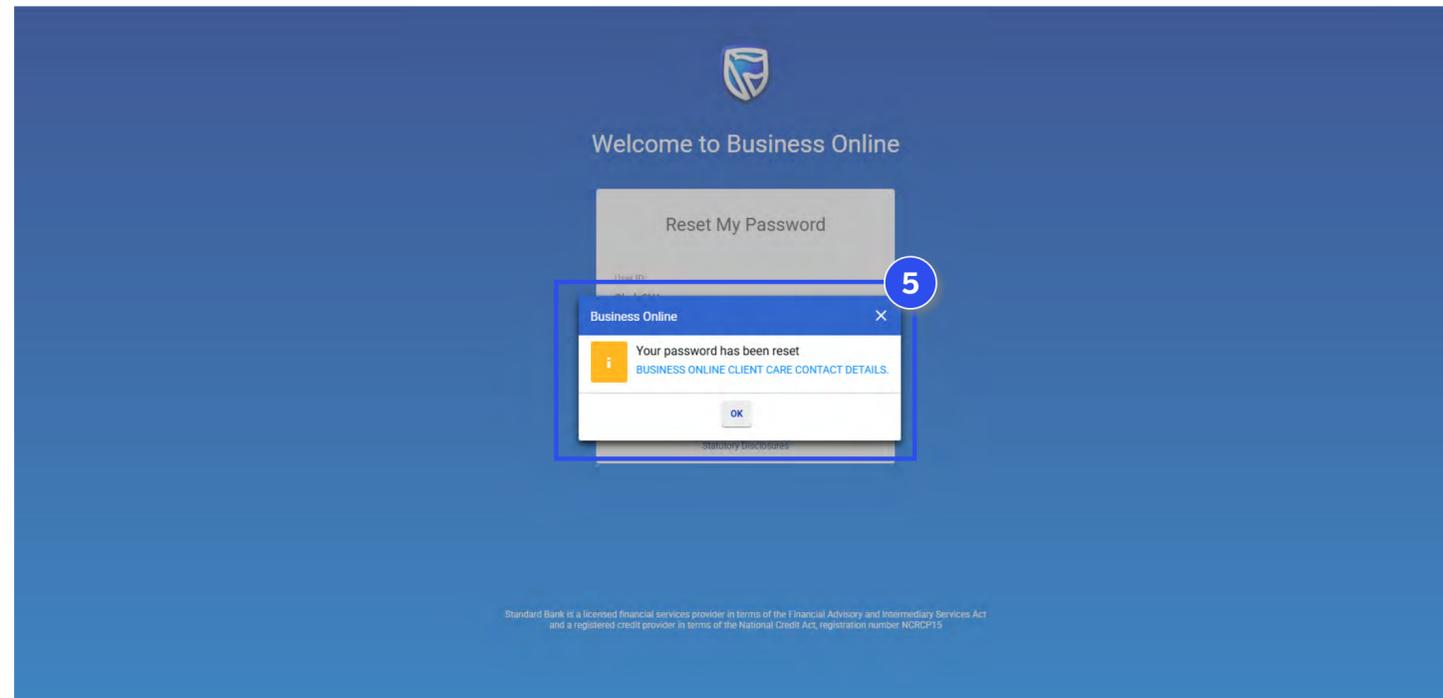
Show password

Confirm Password:

[Learn more about Business Online](#)

[Statutory Disclosures](#)

2. BusinessOnline Website Forgot & Locked Password: Reset with Token



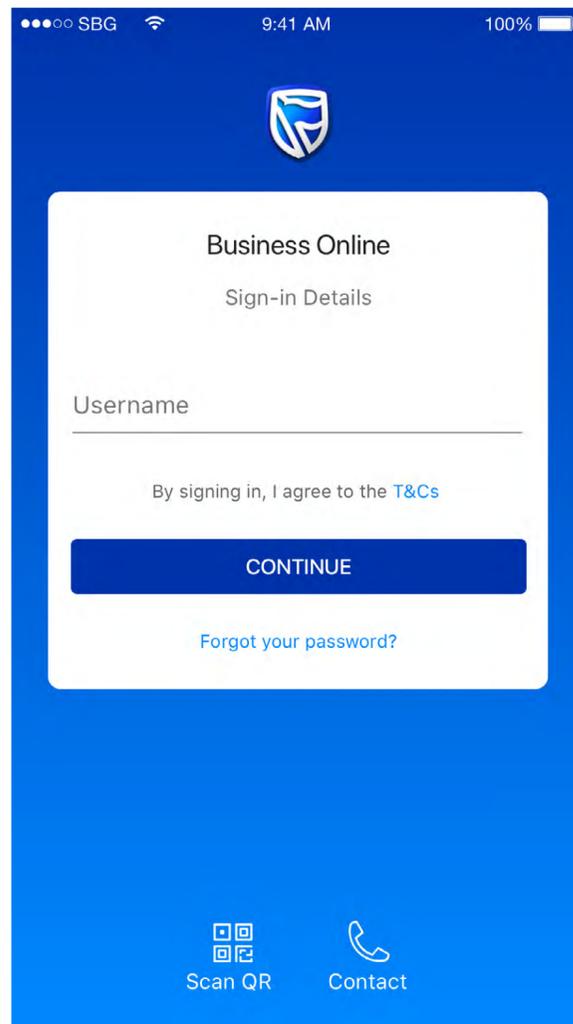
5

Your password has been successfully reset.

3. BusinessOnline Mobile App Forgot & Locked Password: Reset with Strong Auth

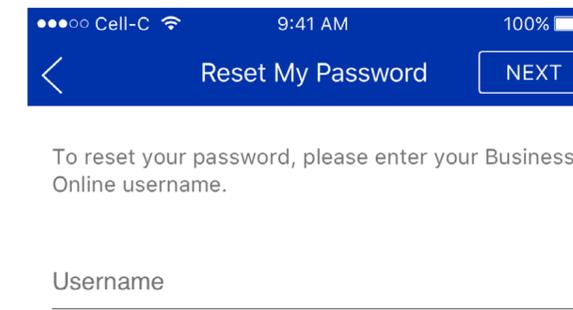
1

Enter your username and click on the 'Forgot Your Password?' hyperlink.



2

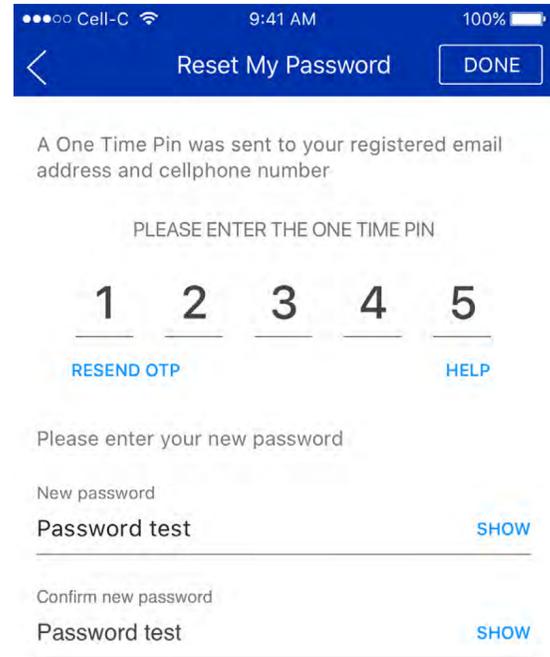
The 'Reset My Password' screen opens.



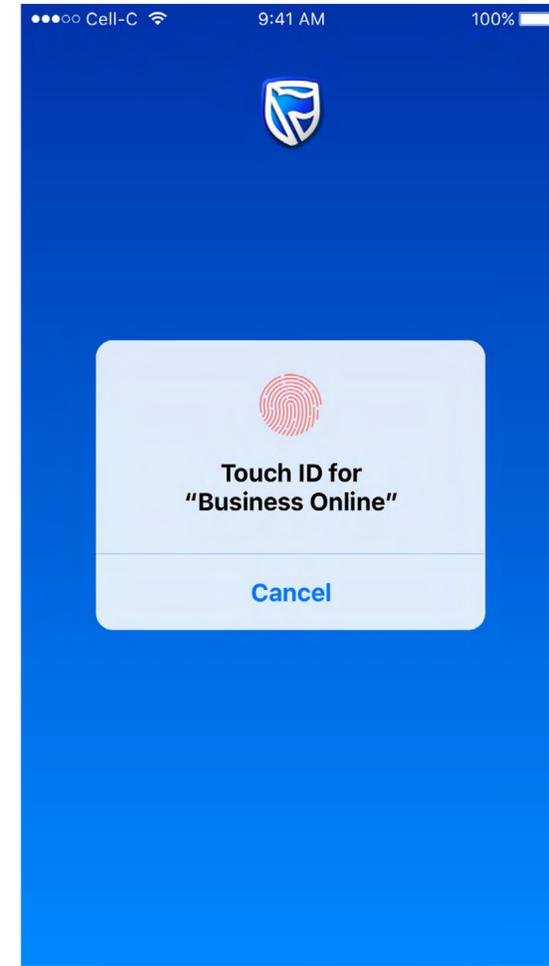
3. BusinessOnline Mobile App Forgot & Locked Password: Reset with Strong Auth

BusinessOnline AR

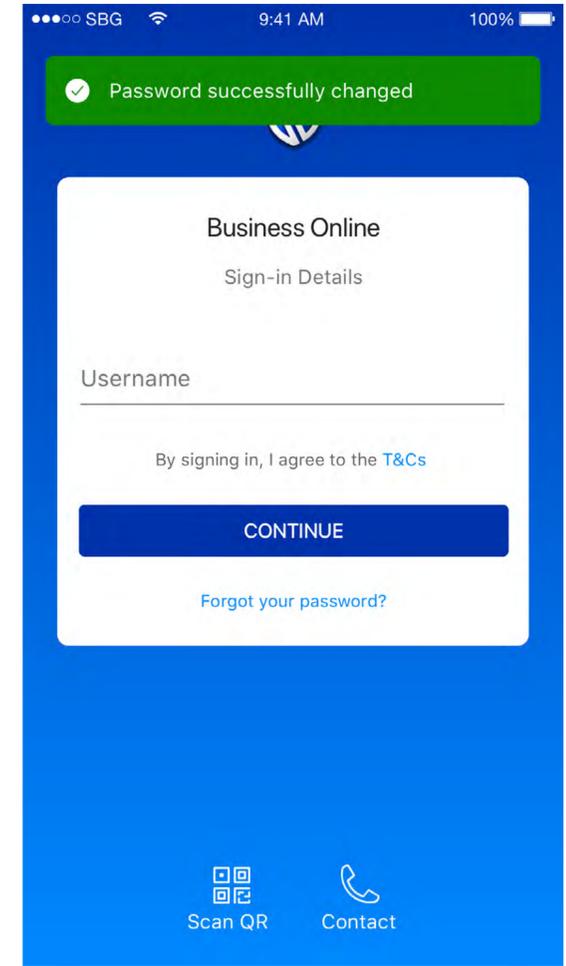
3 Enter the One Time Pin sent to your registered cell phone number and email address, as well as the new password.



4 Approve the change on the BusinessOnline mobile app.



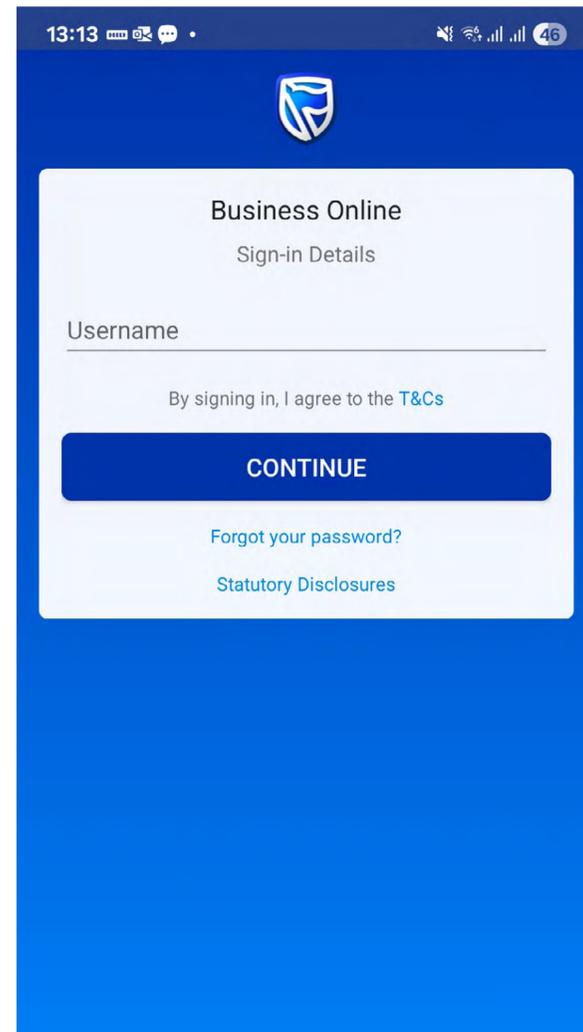
5 Your password has been successfully reset.



4. BusinessOnline Mobile App Forgot & Locked Password: Reset with Token

1

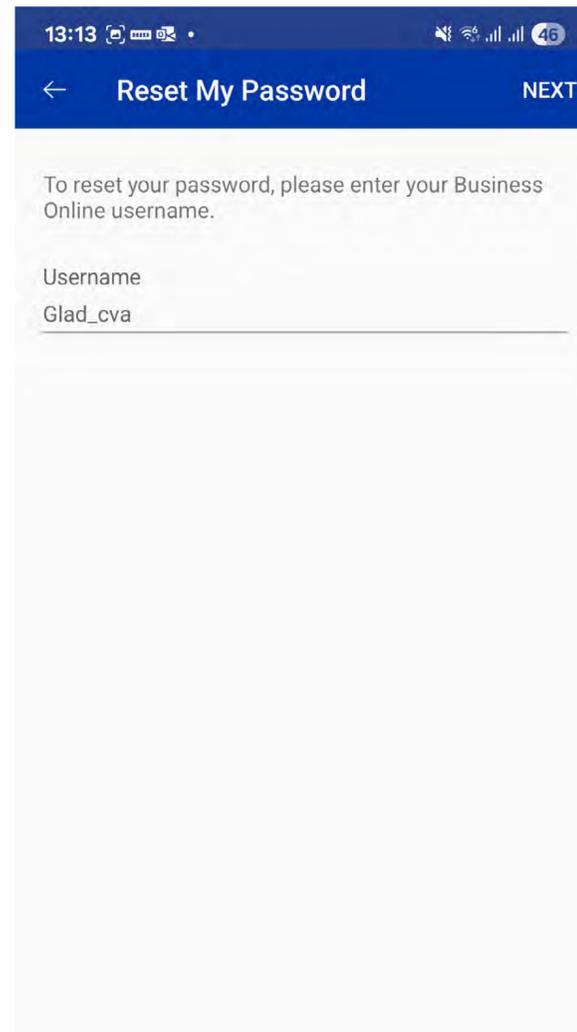
Enter your username and click on the 'Forgot Your Password?' hyperlink.



The screenshot shows the Business Online sign-in screen. At the top, there is a logo and the text "Business Online Sign-in Details". Below this is a "Username" input field. Underneath the input field is a checkbox with the text "By signing in, I agree to the T&Cs". A prominent blue "CONTINUE" button is centered below the checkbox. At the bottom of the sign-in area, there are two links: "Forgot your password?" and "Statutory Disclosures".

2

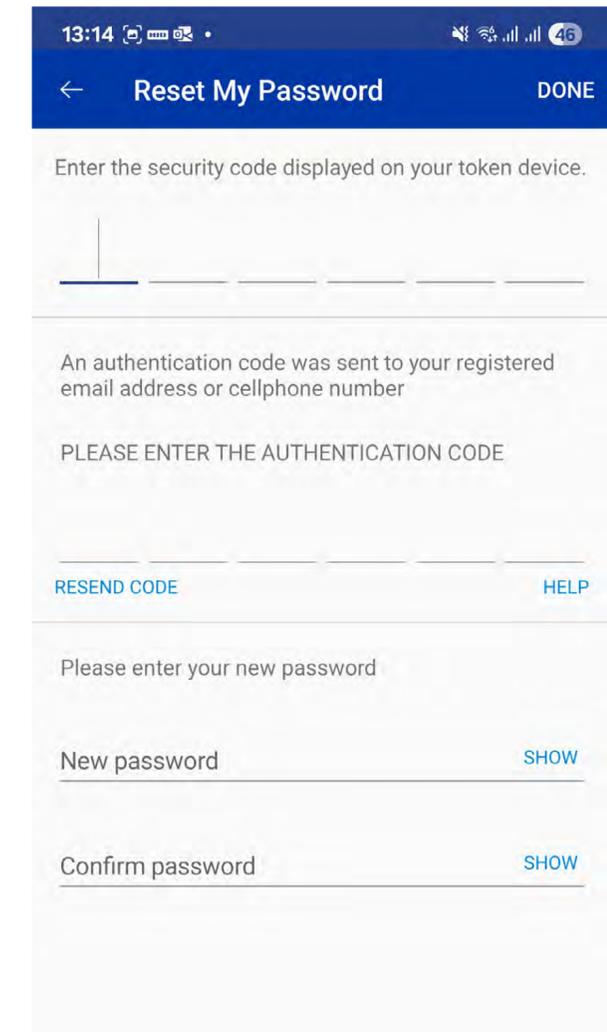
Click on 'Next'.



The screenshot shows the "Reset My Password" screen. The title bar includes a back arrow, "Reset My Password", and a "NEXT" button. The main content area contains the instruction: "To reset your password, please enter your Business Online username." Below this is a "Username" input field with the text "Glad_cva" entered.

3

The 'Reset my password' screen opens



The screenshot shows the "Reset My Password" screen with the "NEXT" button replaced by a "DONE" button. The main content area contains the instruction: "Enter the security code displayed on your token device." Below this is a security code input field with five dashes. Underneath is a message: "An authentication code was sent to your registered email address or cellphone number". Below the message is the text "PLEASE ENTER THE AUTHENTICATION CODE". At the bottom of this section are two links: "RESEND CODE" and "HELP". Below this is the instruction "Please enter your new password". There are two password input fields: "New password" and "Confirm password", each with a "SHOW" link to its right.



4. BusinessOnline Mobile App Forgot & Locked Password: Reset with Token

4

Enter the One Time Pin (sent to your registered cell phone number and email address), authentication code from the token as well as the new password

13:15 SBG 45

Reset My Password DONE

Enter the security code displayed on your token device.

6 5 6 3 7 5

An authentication code was sent to your registered email address or cellphone number

PLEASE ENTER THE AUTHENTICATION CODE

5 5 0 0 3 0

RESEND CODE HELP

Please enter your new password

New password
..... SHOW

Confirm password
..... SHOW

5

Your password has been successfully reset.

SBG 9:41 AM 100%

✔ Password successfully changed

Business Online
Sign-in Details

Username

By signing in, I agree to the T&Cs

CONTINUE

Forgot your password?

Scan QR Contact

Thank You

