USER GUIDE
New User Login

1. Please open this link www.pnb.com.ph using Internet Explorer browser (recommended version 6 to 10).

2. On the PNB C@shNet login page, input the assigned Group ID and User ID (sent to your registered email address) and then click the "Tab" key. System shall validate the information inputted.

Note: Please use the data indicated in your emailed login information.

   A) Enter the Group ID: The first 7 numeric characters (e.g. 1234567)
   B) Supply the User ID: Group ID-nominated UserID (e.g. 1234567-pnbuser1)
   C) Press "Tab", then supply the initial password (note: password is case-sensitive)
   D) Click “Submit” button

Note: If information is valid, the “Password” box will be prompted. Otherwise, below error message will display. Click OK button to clear the screen and revert to the login page.
3. Enter the initial Password (sent separately to your registered email address), click Submit button.

4. After successful login, below message will be prompted for you to change your initial password. Click OK button to continue.

5. System will redirect to the Change Password screen. Input the required information to facilitate password change.

   **Fields:**
   - **Current Password** - input the initial password
   - **New Password** - input the new password to be used
   - **Confirm New Password** - re-input the new password for confirmation

   **Note:** Please refrain from using special characters such as % and + for your desired password.
6. Once done, click **Save** button.

![Change Password Screen](image)

**Note:** Please take note of the rules and follow the standard convention in defining a password to avoid possible errors.

7. System will redirect to a Security Question screen and require you to define three (3) Challenge Questions and answers. Click “**Submit**” button.

![Security Questions](image)

**Note:** It is very important to remember the answers to the questions since these will be asked randomly whenever you use the “Forgot Password?” feature. This will be the only means of authentication used by the system to identify you as the authorized user.

8. System saves the new password, security questions and will prompt a message as shown below. Click **OK** button to close the dialog box.

![Message from webpage](image)
9. PNB C@shNet login screen will be displayed. Login again with new password.

10. You will receive two (2) email confirmations.
   1) Successful initial login

   Dear Surname, Name
   This is to confirm your successful initial login to PNB C@shNet.
   Yours sincerely,
   PNB C@shNet Team

   2) Successful initial password change

   Dear Surname, Name
   This is to confirm your successful initial password change in PNB C@shNet.
   Yours sincerely,
   PNB C@shNet Team