



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.

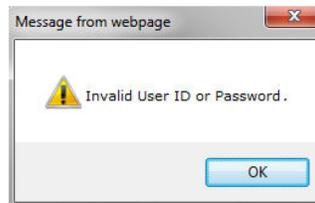
Note: **Please use the data indicated in your emailed login information.**

- 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

The screenshot shows the PNB C@shNet login page. At the top, there is a header with the PNB logo and the text "Philippine National Bank" and "Welcome To PNB C@shNet". Below the header, there are four input fields: "Group ID", "User ID", "Challenge", and "Response". Red arrows labeled "A" and "B" point to the "Group ID" and "User ID" fields respectively. Below the "Challenge" and "Response" fields, there are two buttons: "Submit" and "Clear".

The screenshot shows the PNB C@shNet login page after the "Group ID" and "User ID" fields have been filled. A "Password" field has appeared below the "User ID" field. Red arrows labeled "A", "B", and "C" point to the "Group ID", "User ID", and "Password" fields respectively. A red arrow labeled "D" points to the "Submit" button, which is highlighted with a red box. The "Clear" button is also visible.

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.

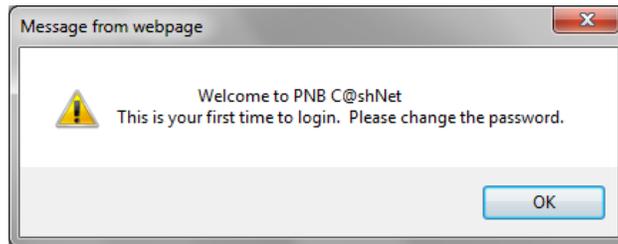




3. Enter the initial **Password** (sent separately to your registered email address), click **Submit** button.

The screenshot shows the PNB C@shNet login interface. At the top, it says 'Philippine National Bank' and 'Welcome To PNB C@shNet'. There are three input fields: 'Group ID' with the value '4921625', 'User ID' with the value '4921625-DUMMY1', and 'Password' with masked characters '*****'. A blue arrow points to the password field. Below the fields are 'Submit' and 'Clear' buttons, and a link for 'Forgot password?'.

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

The screenshot shows the 'Change Password Details' form with three fields: 'Current Password', 'New Password', and 'Confirm New Password'. The 'Current Password' field is highlighted with a red box and contains masked characters '*****'.

- **New Password** - input the new password to be used

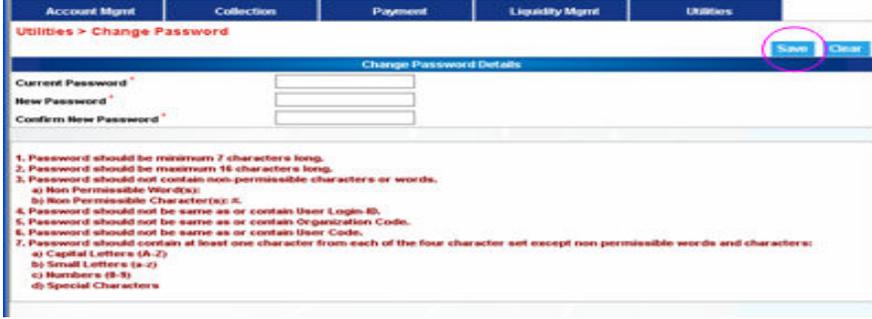
The screenshot shows the 'Change Password Details' form. The 'New Password' field is highlighted with a red box and contains masked characters '*****'.

- **Confirm New Password** - re-input the new password for confirmation

The screenshot shows the 'Change Password Details' form. The 'Confirm New Password' field is highlighted with a red box and contains masked characters '*****'.

Note: Please refrain from using special characters such as % and + for your desired password.

6. Once done, click **Save** button.



Utilities > Change Password

Change Password Details

Current Password ^{*}

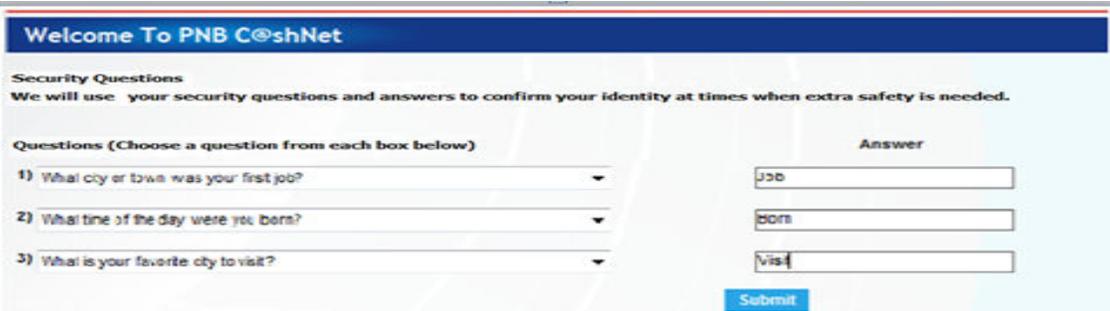
New Password ^{*}

Confirm New Password ^{*}

1. Password should be minimum 7 characters long.
 2. Password should be maximum 16 characters long.
 3. Password should not contain non-permissible characters or words.
 a) Non Permissible Words:
 b) Non Permissible Character(s): !, @, #, \$, %, ^, &, *, (,), ~, `.
 4. Password should not be same as or contain their Login ID.
 5. Password should not be same as or contain Organization Code.
 6. Password should not be same as or contain User Code.
 7. Password should contain at least one character from each of the four character set except non permissible words and characters:
 a) Capital Letters (A-Z)
 b) Small Letters (a-z)
 c) Numbers (0-9)
 d) Special Characters

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.



Welcome To PNB C@shNet

Security Questions
 We will use your security questions and answers to confirm your identity at times when extra safety is needed.

Questions (Choose a question from each box below)

1) What city or town was your first job?

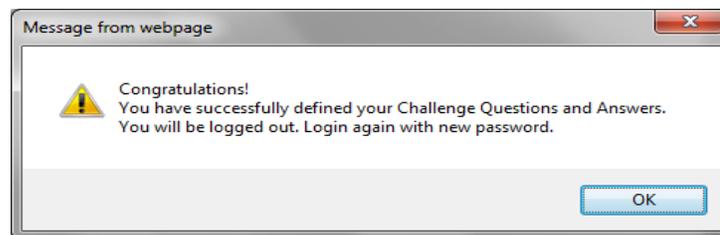
2) What time of the day were you born?

3) What is your favorite city to visit?

Submit

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.





9. PNB C@shNet login screen will be displayed. Login again with new password.

The image shows the PNB C@shNet login interface. At the top left is the PNB logo and the text "Philippine National Bank". Below this is a blue banner that says "Welcome To PNB C@shNet". The main area contains a "Group ID" input field on the left and "User ID" and "Password" input fields on the right. Below the "Password" field are "Submit" and "Clear" buttons, and a "Forgot password?" link.

10. You will receive two (2) email confirmations.

1) Successful initial login

The image shows an email confirmation for a successful initial login. The header includes a globe icon, the email address "pnbcashnet@pnb.com.ph", the date and time "01/30/2013 03:17 PM", and a table with fields for "To", "cc", "bcc", and "Subject" (C@shNet INIT Password Confirmation). The body of the email reads: "Dear Surname, Name", "This is to confirm your successful initial login to PNBC@shNet.", and "Yours sincerely, PNB C@shNet Team".

2) Successful initial password change

The image shows an email confirmation for a successful initial password change. The header includes a globe icon, the email address "pnbcashnet@pnb.com.ph", the date and time "01/30/2013 03:17 PM", and a table with fields for "To", "cc", "bcc", and "Subject" (C@shNet Password Change Confirmation). The body of the email reads: "Dear Surname, Name", "This is to confirm your successful initial password changed in PNB C@shNet.", and "Yours sincerely, PNB C@shNet Team".