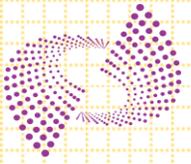
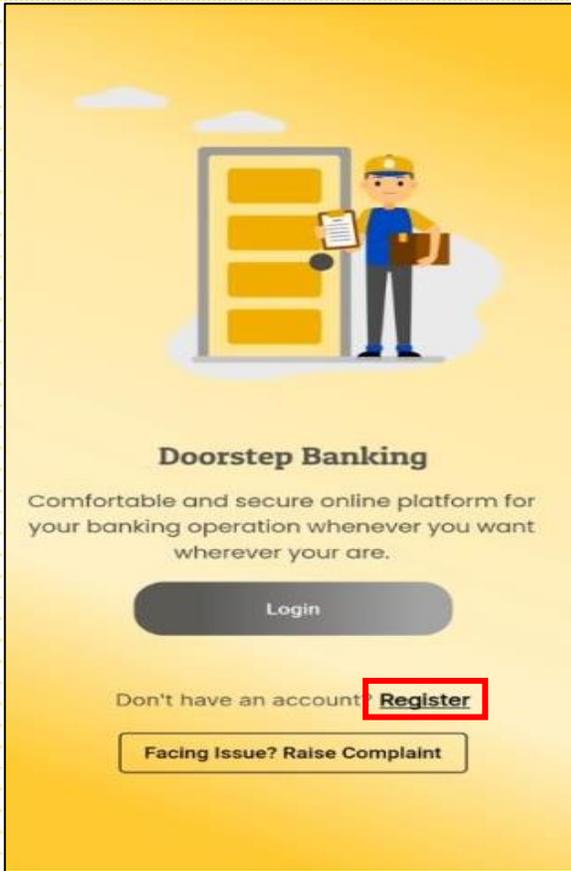
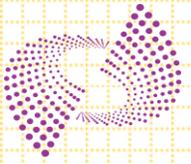


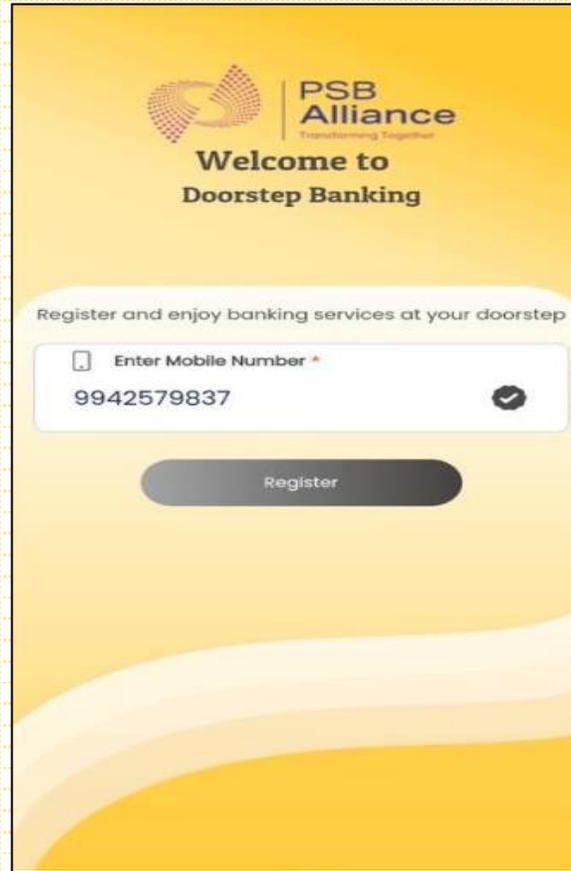
DoorStep Banking Customer Application



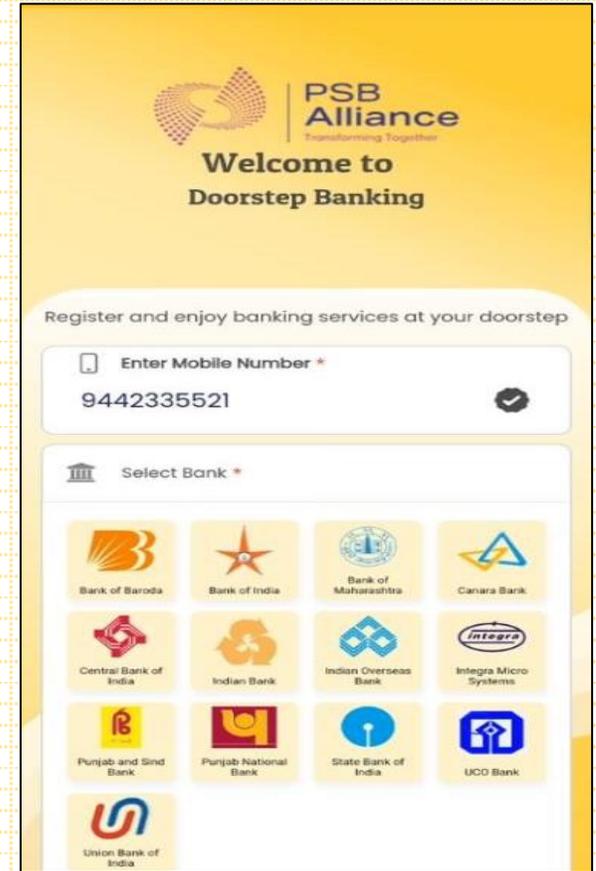
Customer Registration



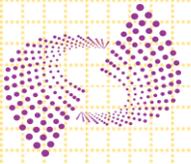
For new user, click on "Register".



Enter mobile number and click on "Register".



Select bank from any of the 12 public sector banks.



PSB Alliance
Transforming Together

New Registration

10 % Complete

Bank Details

Please Provide Required Details to Register

Mobile Number
9442335521

Bank Name
Integra Micro Systems

Enter OTP

If OTP is not received in 46 Seconds click on Resend OTP.

Verify

Bank has sent 6 Digit OTP to +91-94XXXXXX21

Enter the 6 digit OTP and click on “Verify”.

PSB Alliance
Transforming Together

New Registration

50 % Complete

Personal Details

Please Provide Required Details to Register Account

Enter Name *
SHAMBHA ALIAS SHAMBH

Enter Mobile Number *
9442335521

Enter Alternate Mobile Number (Optional)

Enter Email ID

Continue

Account verification is Successful

Enter Name, Email ID and Alternative Mobile Number then click on “Continue”.

PSB Alliance
Transforming Together

New Registration

70 % Complete

Create Pin

Please Provide Required Details to Register Account

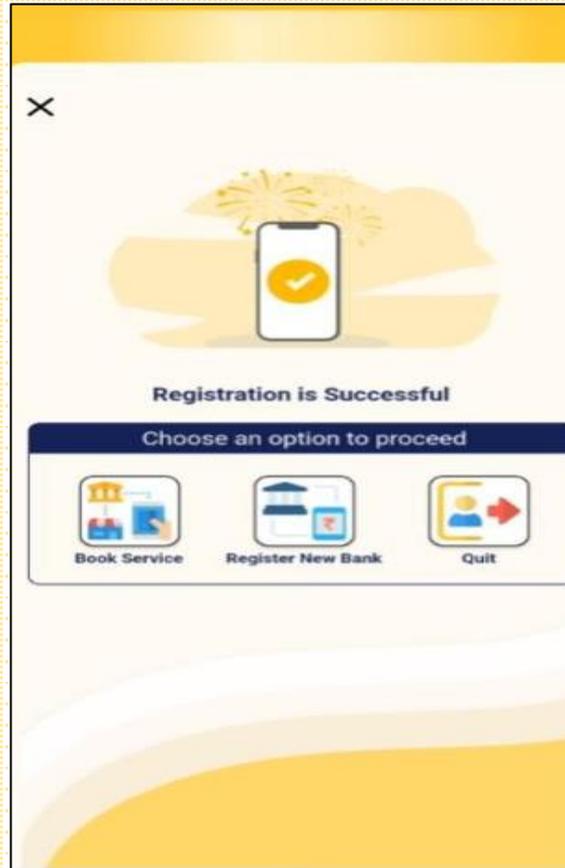
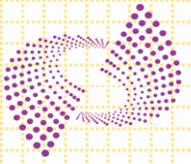
Enter New 6-digit PIN

Re-Enter New 6-digit PIN

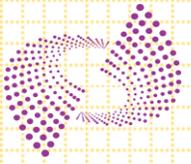
I agree to the Terms & Conditions

Continue

Enter 6 digit PIN, Confirm PIN and agree the “Terms & Conditions” and click on Continue.



“Registration is Successful”
message will appear.
Customer can either go for
service booking or can
register for new bank.

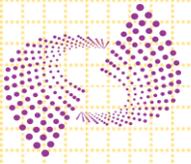


Pre-requisites for DSB

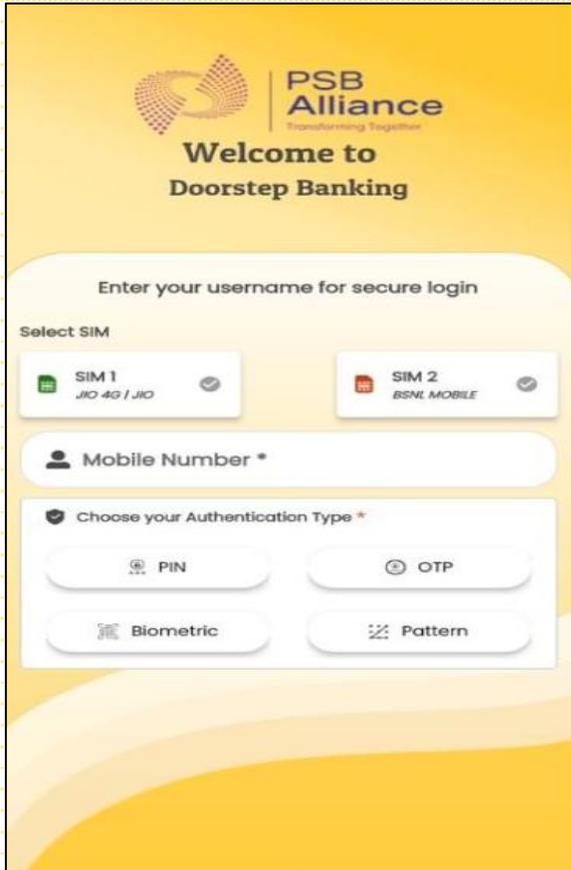
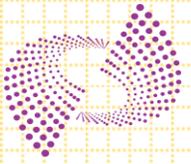
- Customer must have valid Savings Bank Account in one of our 12 Public Sector Banks.
- Customer should have an active Indian Mobile Number.

Bank Validation Method

Bank Name	Bank Validation Method
Bank of Baroda	OTP
Bank of India	OTP
Bank of Maharashtra	OTP
Canara Bank	OTP
Central Bank of India	OTP
Indian Bank	OTP
Indian Overseas Bank	CIF No. + OTP
Punjab National Bank	Date of Birth + OTP
Punjab and Sindh Bank	OTP
State Bank of India	Last 6 digit of Acc. No. + OTP
UCO Bank	Full Acc. No. + OTP
Union Bank of India	OTP



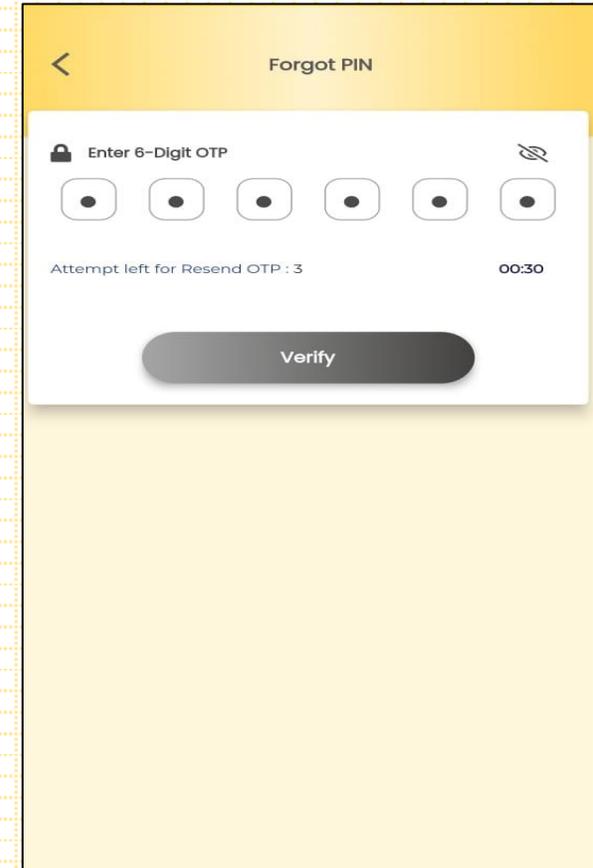
Customer Login



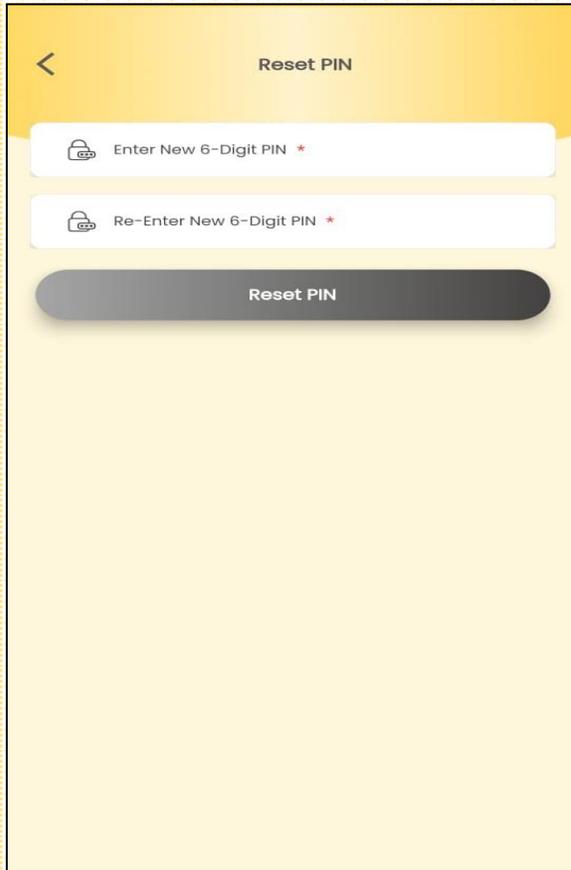
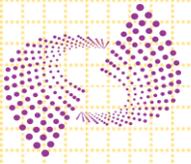
Select SIM card, Enter Registered Mobile Number and select Authentication Type.



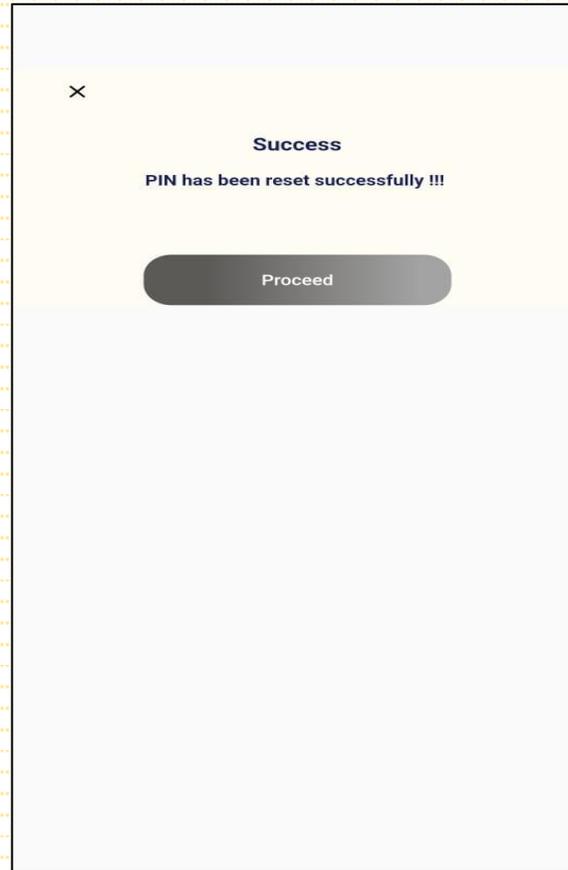
Provide Authentication for Login. In case customer forgets PIN, to reset click on "Forgot PIN?"



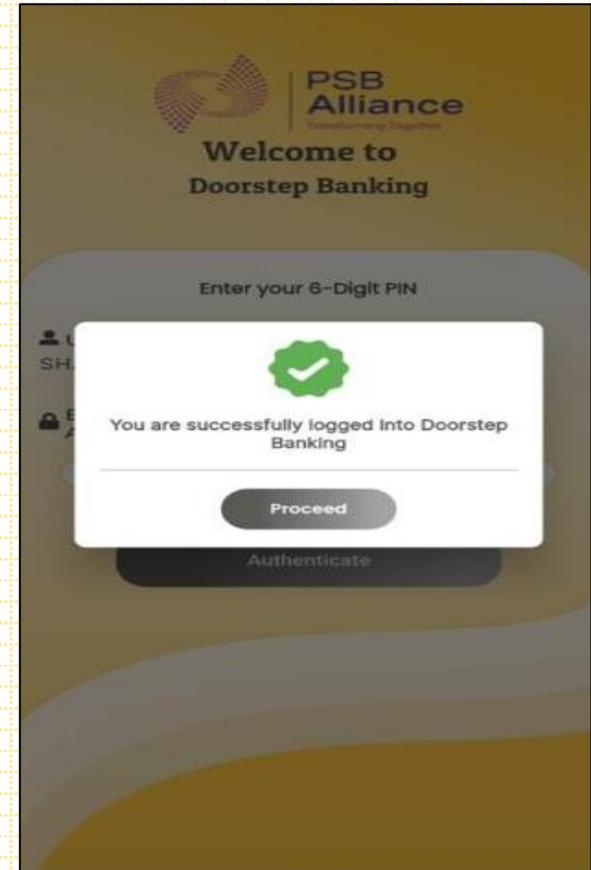
Customer will receive OTP on registered Mobile Number, Enter the OTP and click on the "Verify".



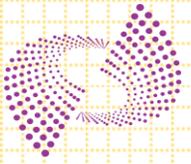
Enter New PIN, Re-enter new PIN, and click on Reset PIN.



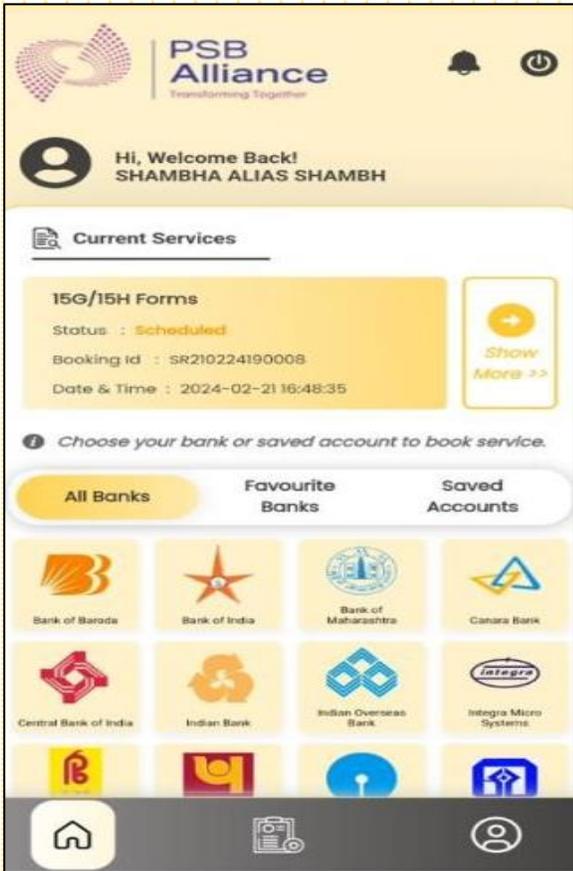
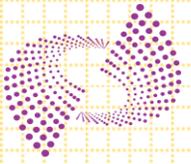
“PIN has been reset successfully!!!” message will appear.



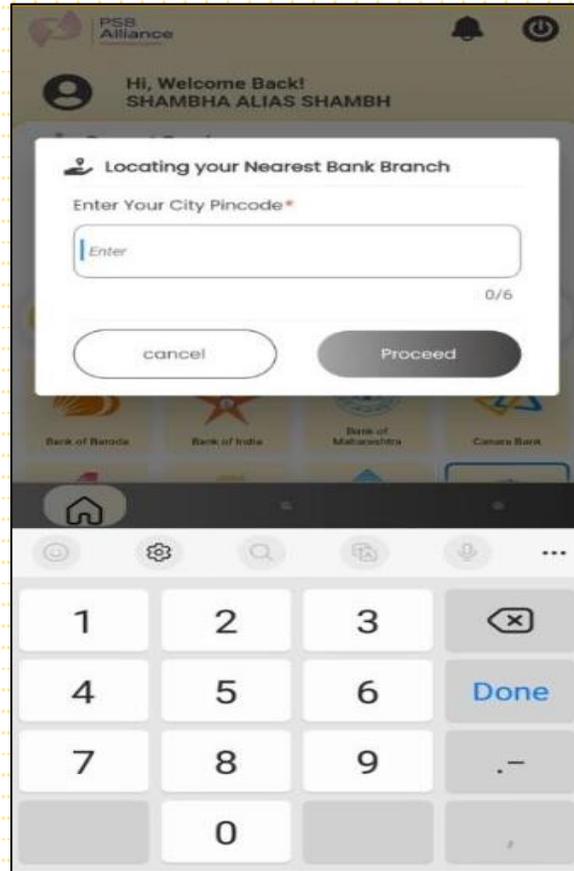
Login with new PIN. “You are successfully Logged into Doorstep Banking” message will appear.



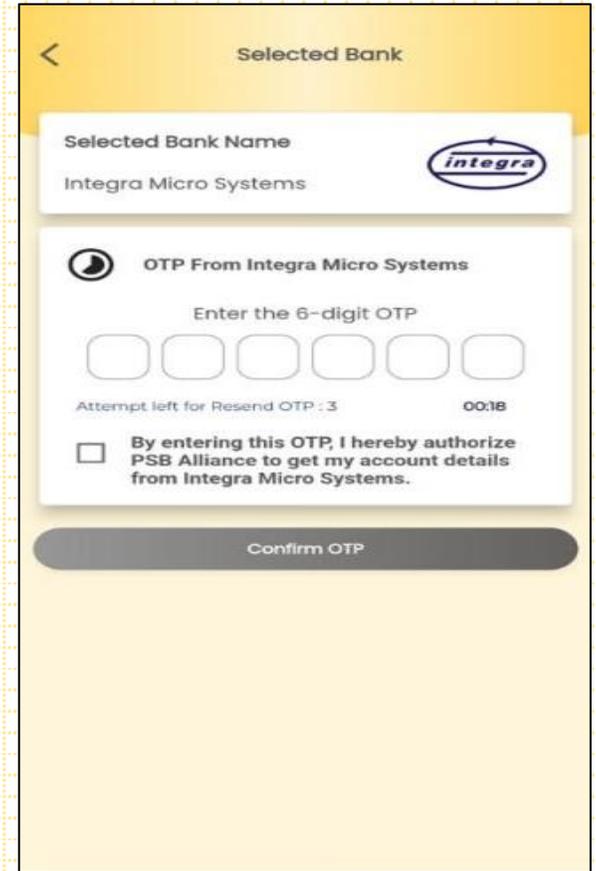
Service Booking Flow



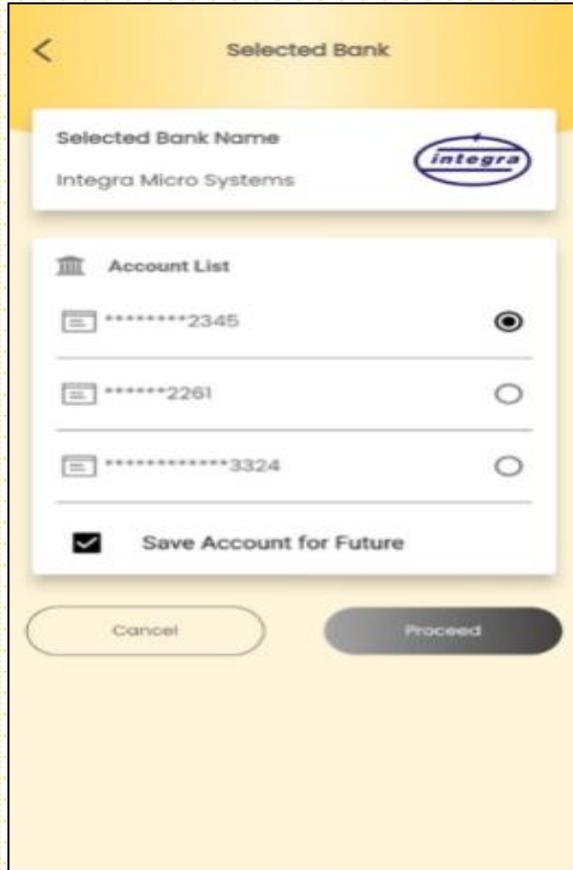
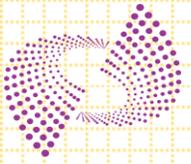
For service booking, select your respective bank from the above.



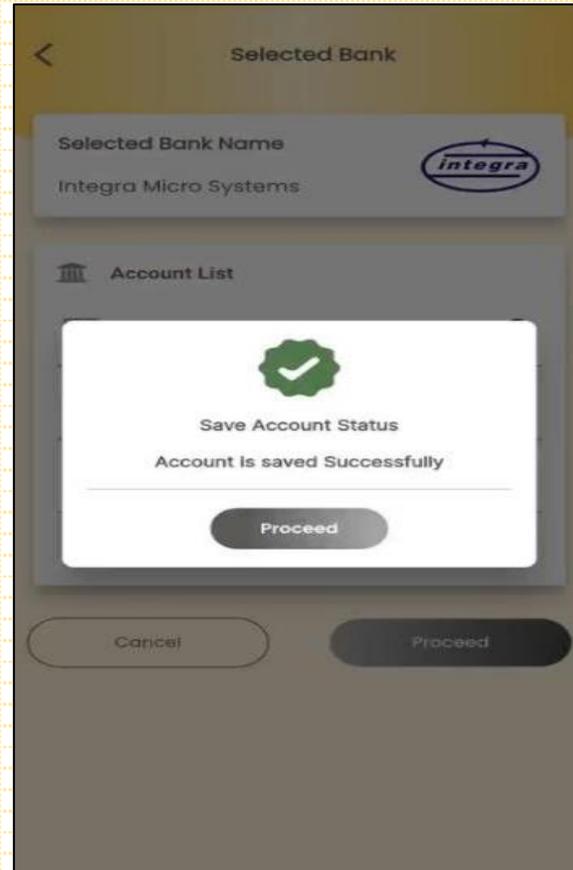
Enter the Pincode for which you are booking the service.



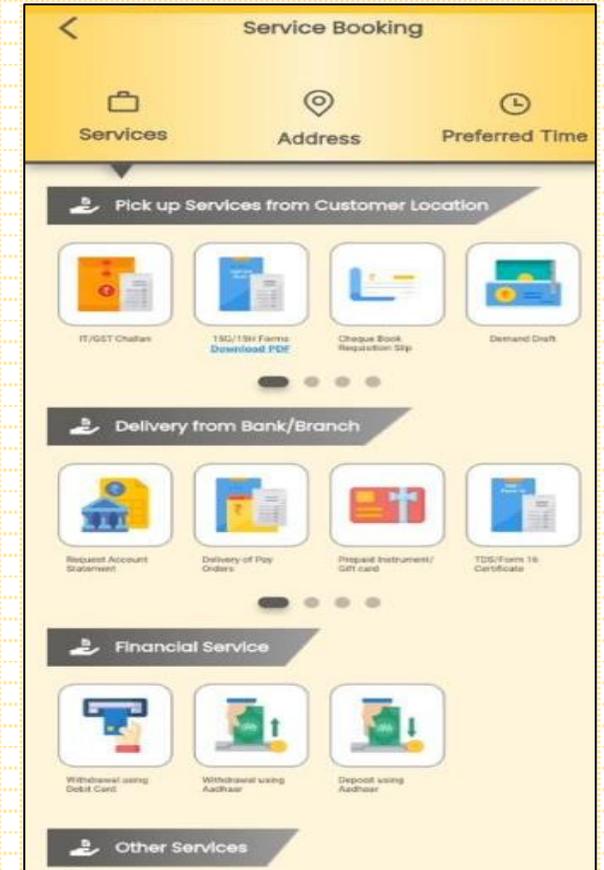
Provide validation as per the bank for which service is required. Click on check box to give consent.



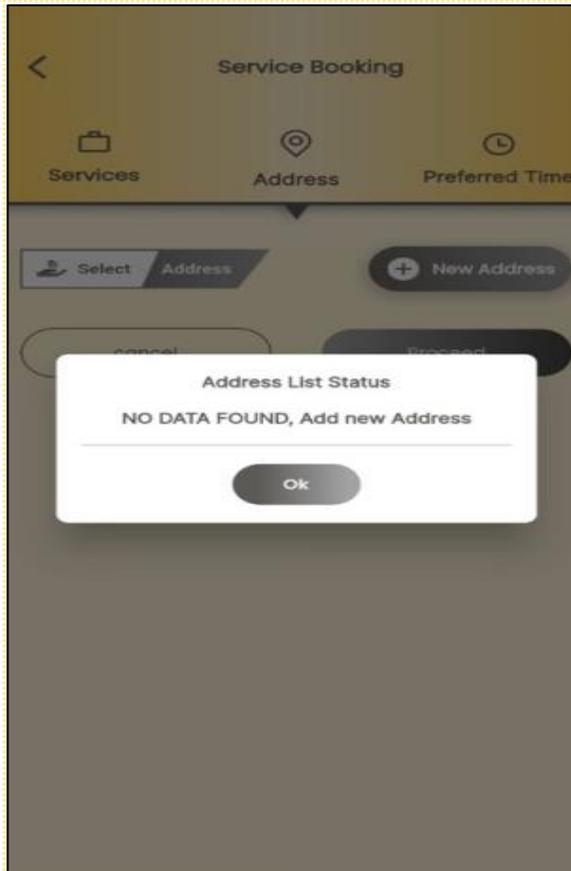
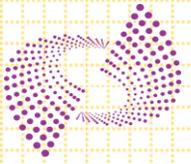
Select relevant Account for which service is required. You can save your Account for future use by clicking on the check box mentioned above.



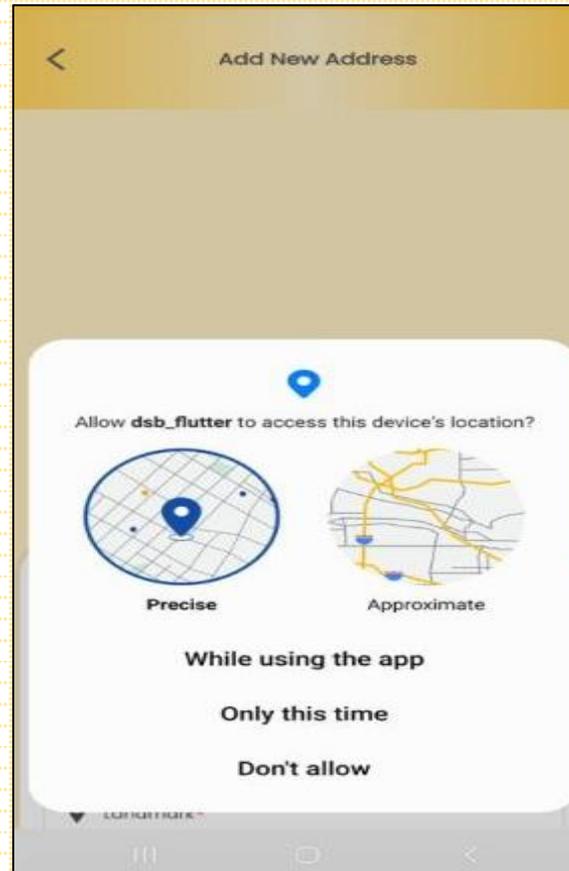
Above message will be displayed when Account is saved.



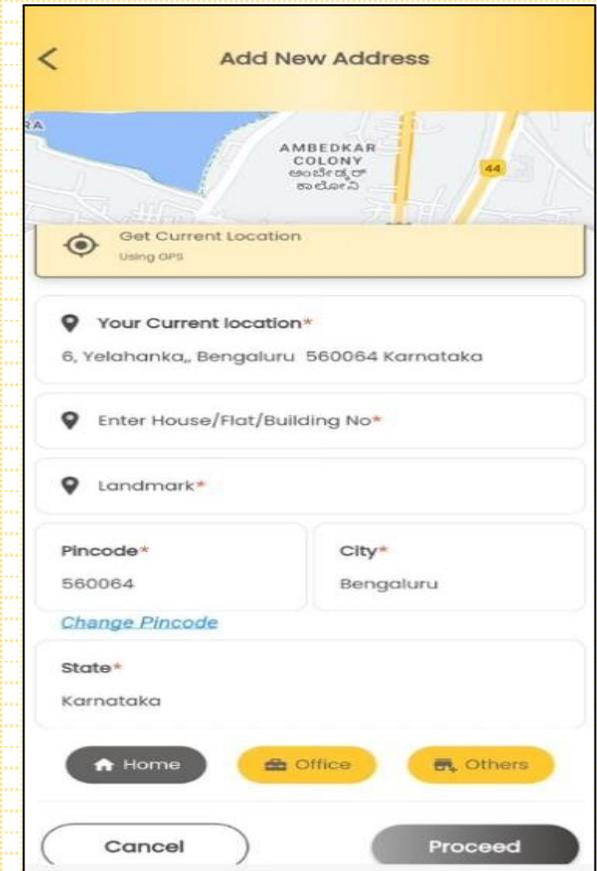
Select the required service.



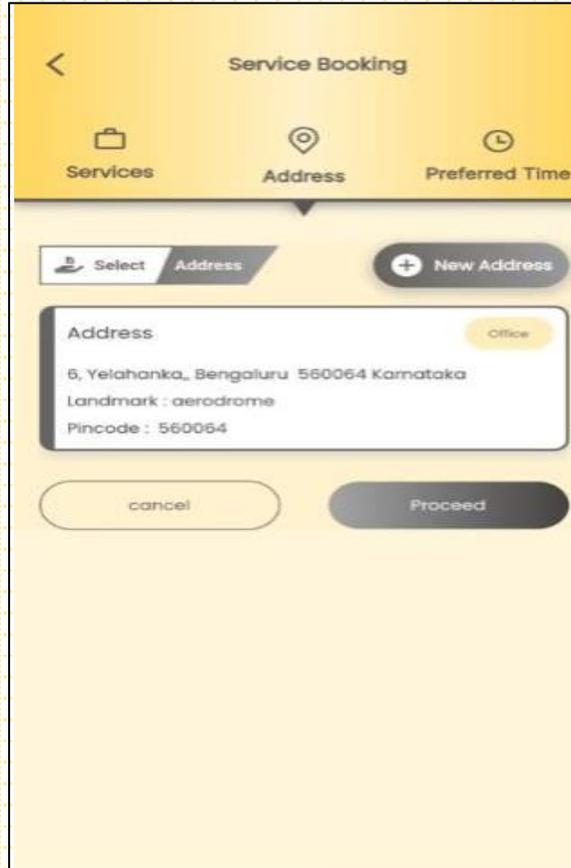
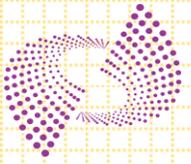
Since the customer is a new user above message displayed. Click on “OK”.



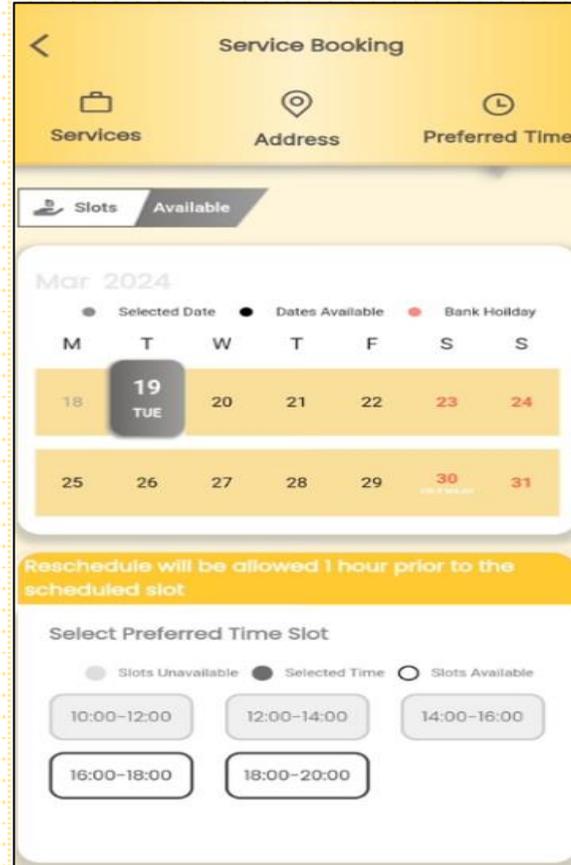
Allow location permission while using the app.



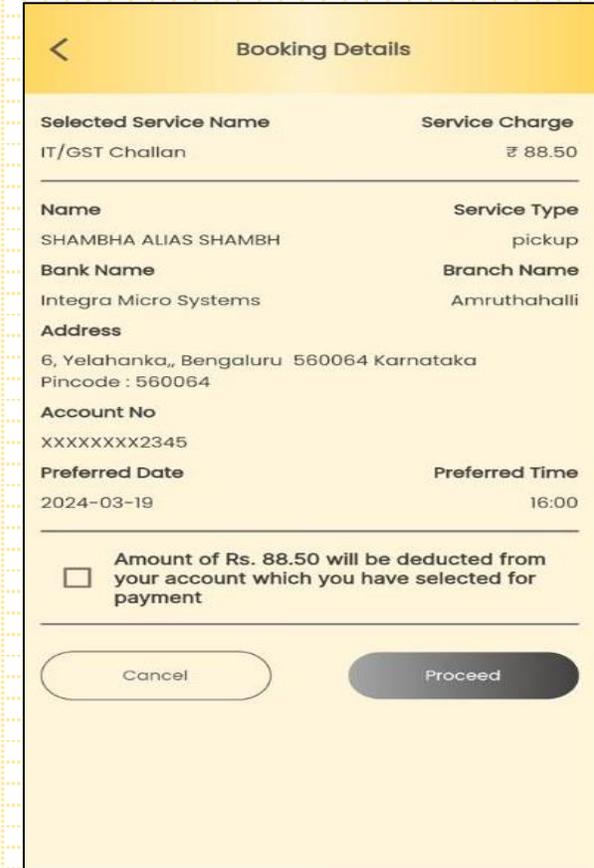
Enter all the necessary details of your address and click on Proceed.



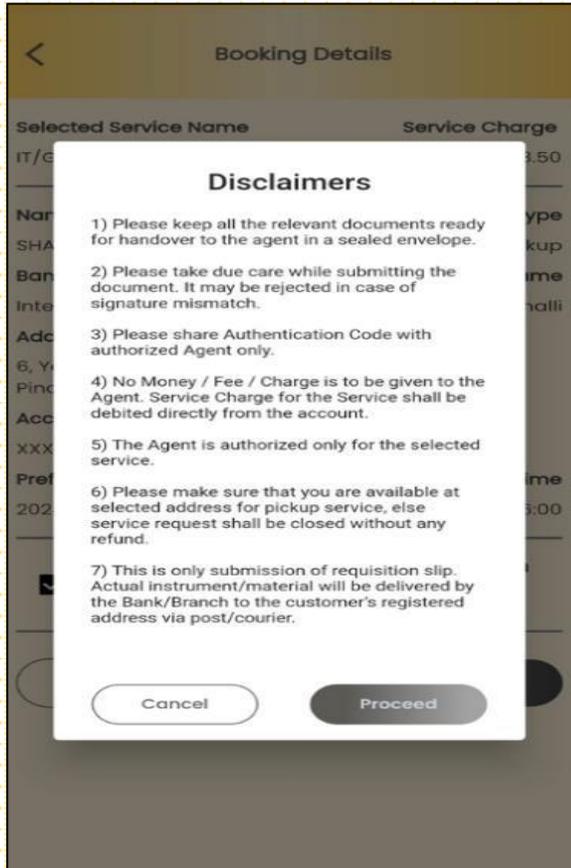
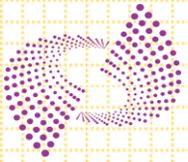
Select added Address and click on Proceed. You can add multiple addresses.



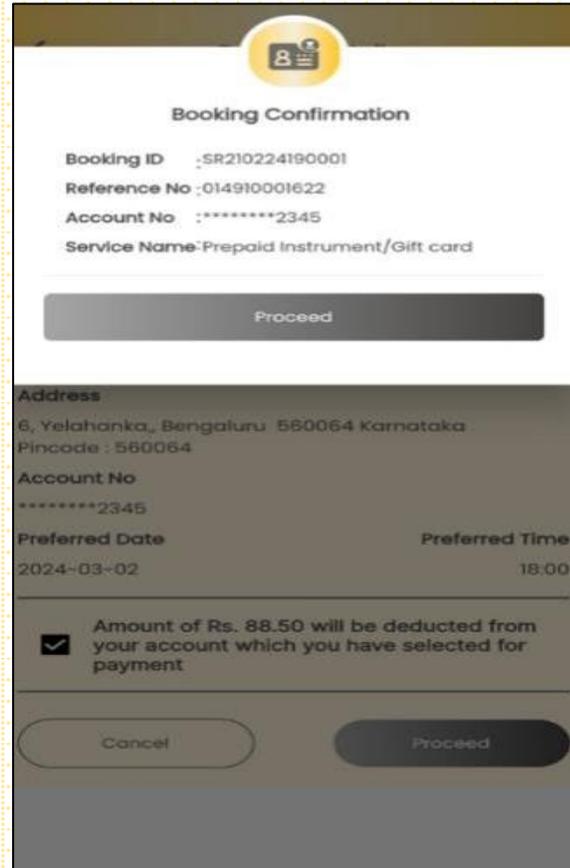
Select Date and Time as per your requirement. You can book the service for next 7 days.



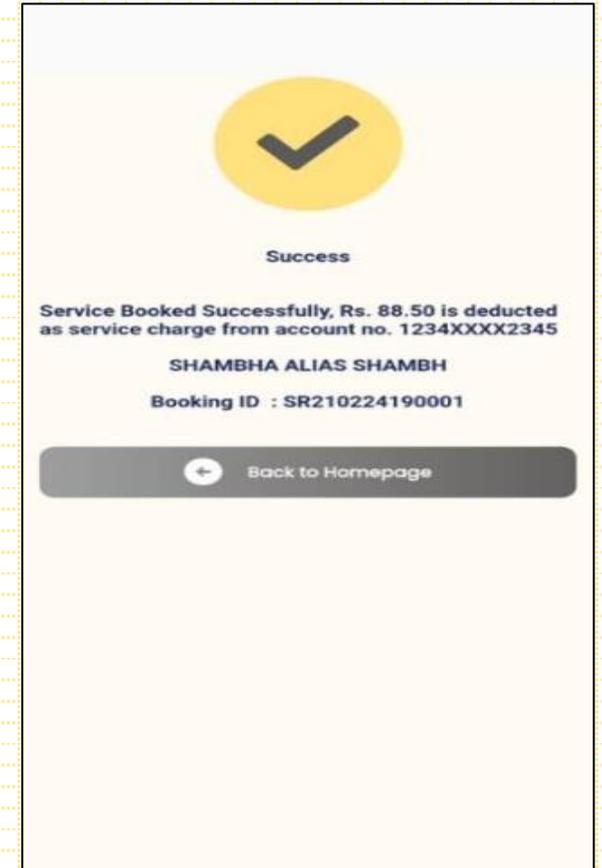
Verify all the details and provide your consent by selecting check box. Click on Proceed.



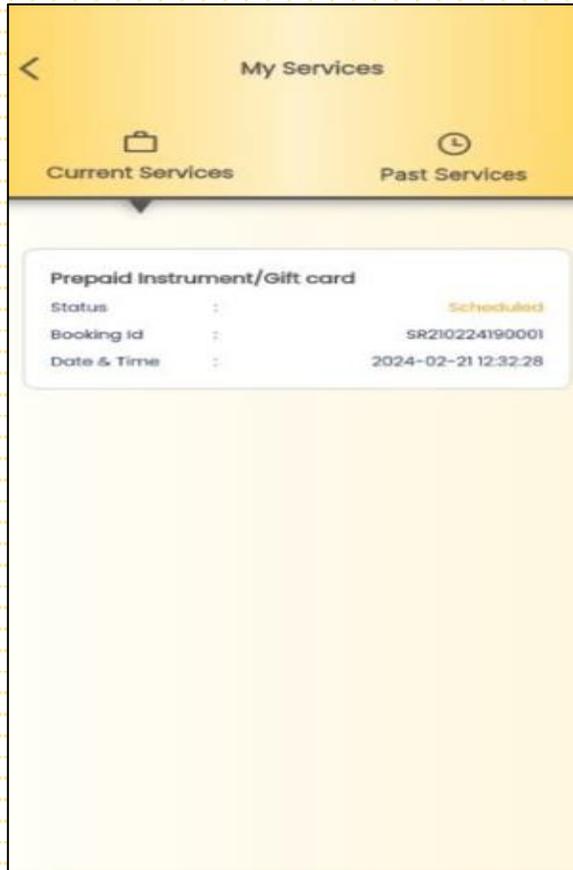
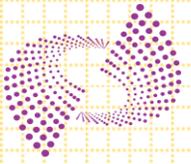
Read the Disclaimers and click on Proceed.



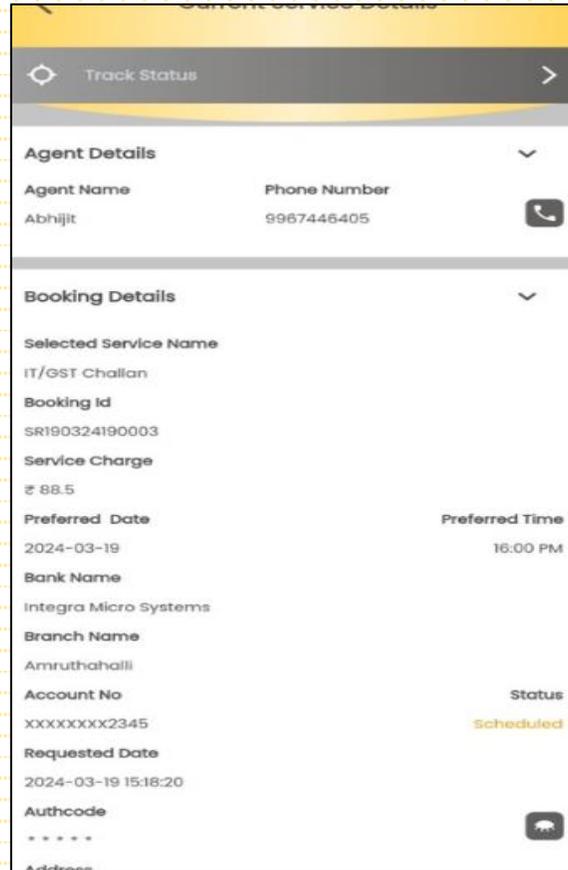
After clicking on proceed, Booking Confirmation will displayed. Click on Proceed.



You will get the Successful Booking message along with the Booking ID.



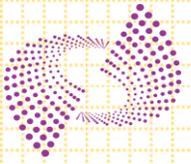
Customer can view current and Past services under “My Services”.



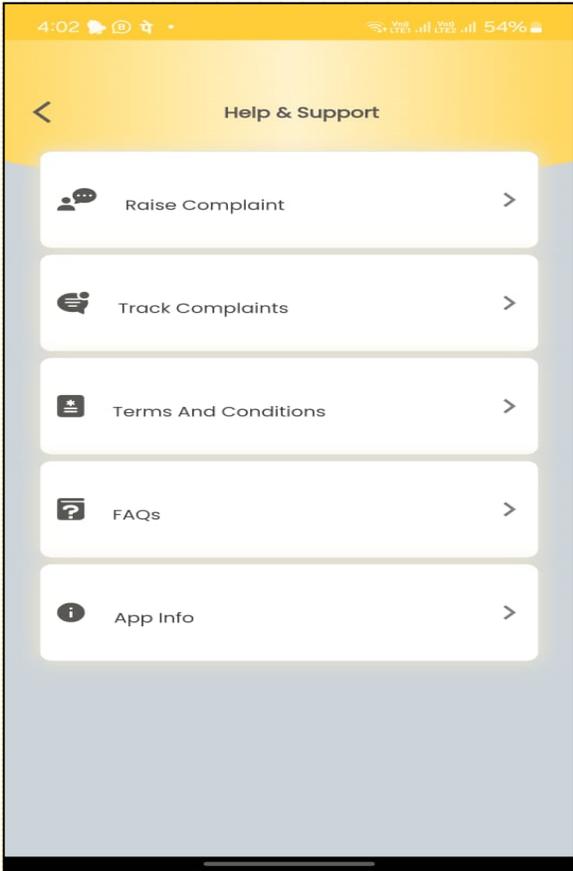
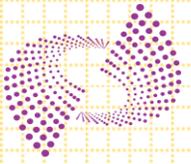
To view the all details of service, click on particular service.



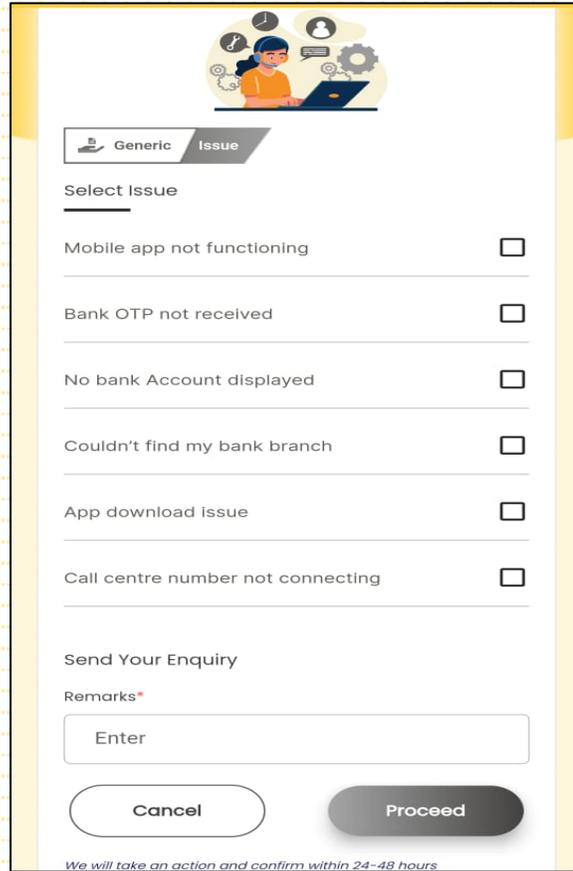
Under “Track Status Details”, customer can see the current status of the service.



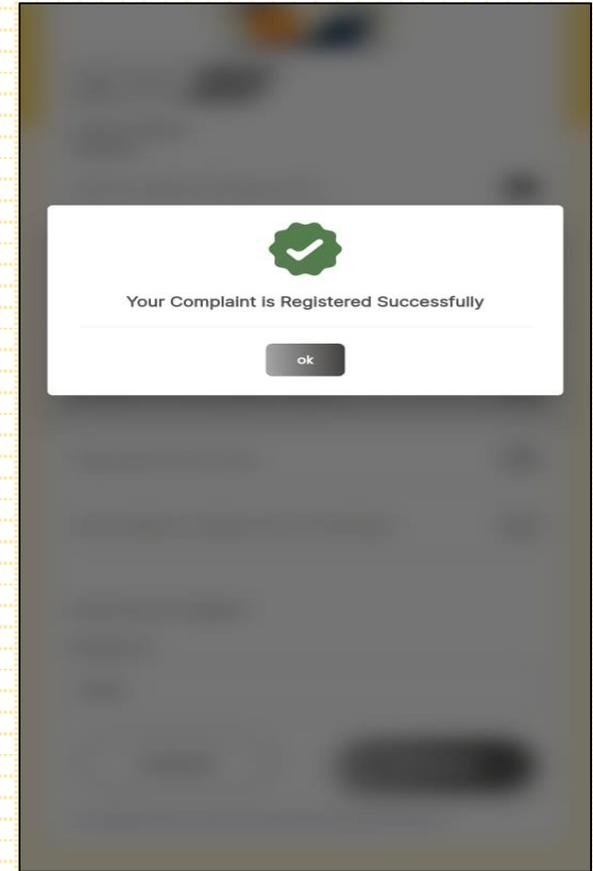
Submitting a Complaint



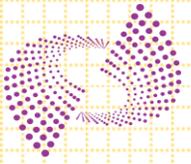
To raise complaint, click on “Raise Complaint” under Help & Support.



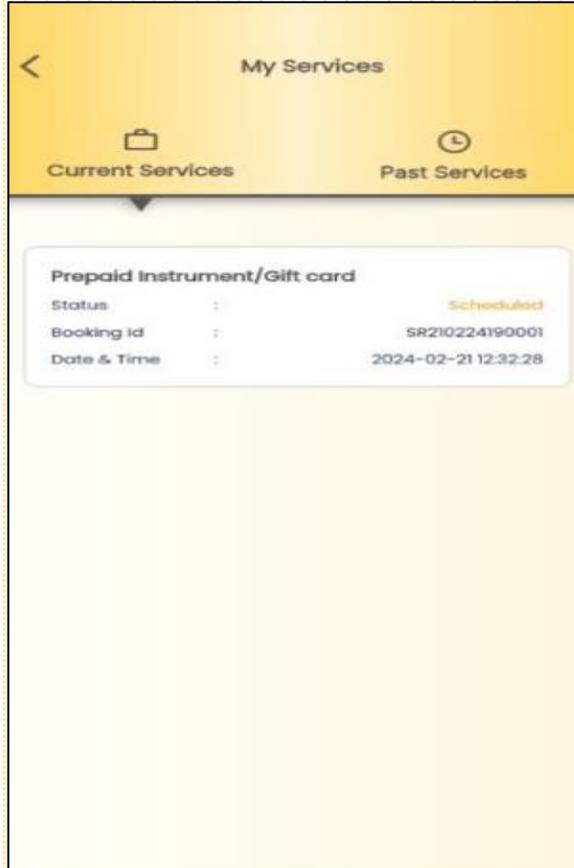
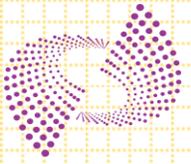
Select appropriate reason, enter remark and click on Proceed.



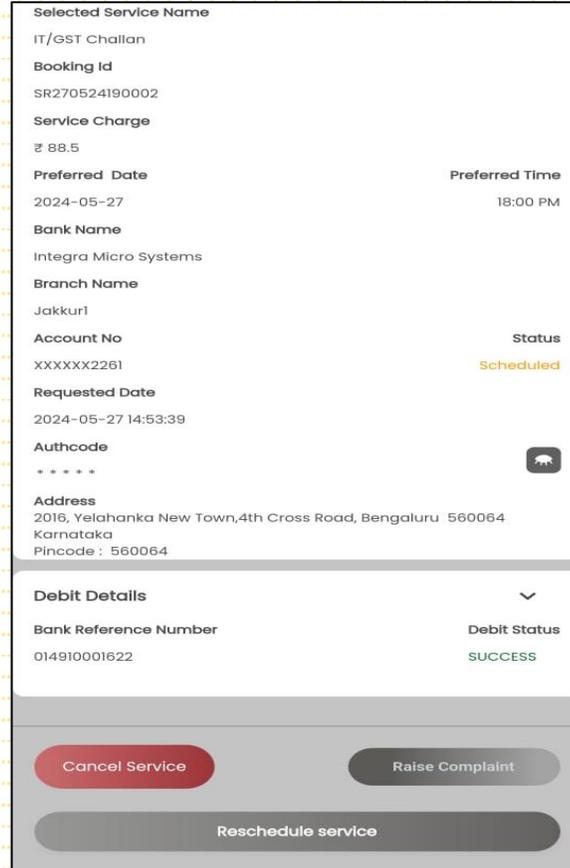
Above message will be displayed on successful registration of complaint.



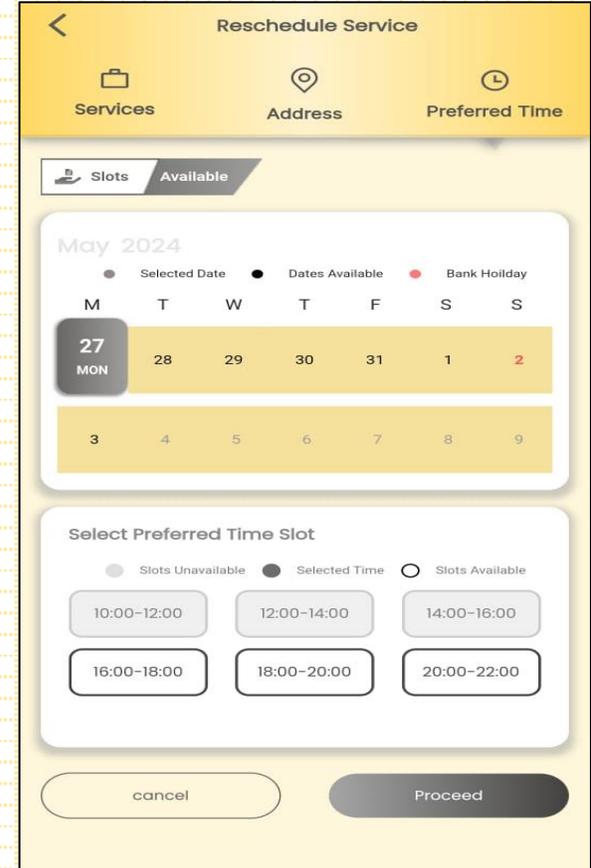
Reschedule and Cancellation



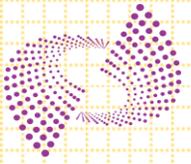
Click on the service which you want to reschedule.



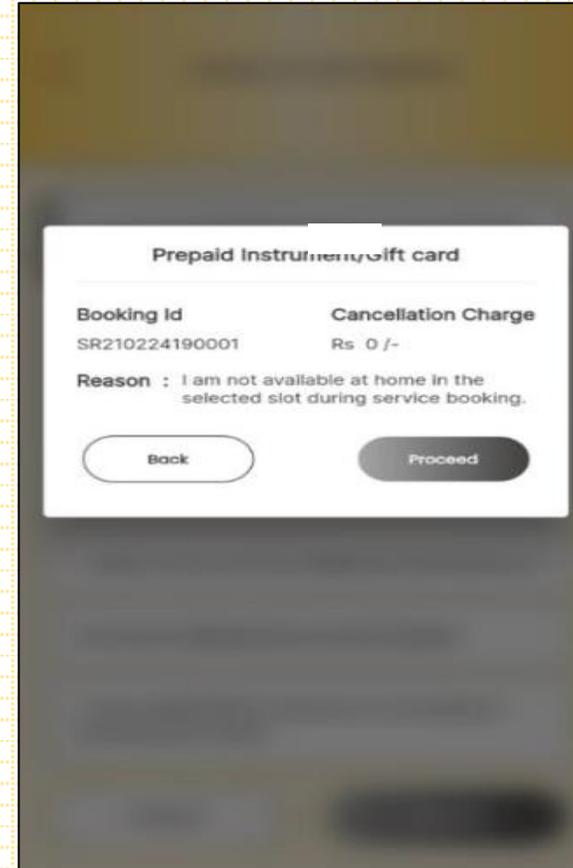
In the bottom of the page, click on Reschedule Service.



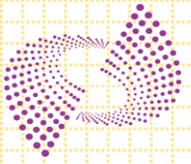
Select the preferred date and time slot as per your requirement for rescheduling the service.



To cancel the service click on relevant reason and click on Submit.



Above Pop up message for cancellation of service. Click on Proceed to confirm.



Thank You!!