



بنك دبي الإسلامي
Dubai Islamic Bank

#ReadyForTheNew



alt online & alt mobile Guide

How to start banking from the
comfort of your home

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1. Introduction



Technology has enabled rapid changes in the banking industry. The consumers' desire to access financial services via digital channels has led to a surge in new banking technologies. At Dubai Islamic Bank, we've always been with the times, creating innovative, smarter, and more secure banking solutions for our customers.

The result: **consumers can bank from the comfort of their homes, anytime.** This document is a practical guide to help you activate **alt online and alt mobile** with Dubai Islamic Bank.

What is **ait** online?

An electronic system to do financial transactions through the bank's website. Also known as internet banking or e-banking.

Key benefits:



Check balances and view records of transactions



Pay bills each month and easily set-up auto payments



Transfer funds between accounts and make investments

What is **ait** mobile?

Banking using your smartphone. It's like carrying a bank in your pocket.

Key benefits:



Enables you to perform various services and tasks



Allows you to access services from any place, any time



Reduces the need to visit the branch for basic needs

SAFETY ALERT

THE FOLLOWING INFORMATION IS HIGHLY SENSITIVE:

- 01 ▶ 16-digit Card numbers and PINs
- 02 ▶ OTPs you receive on your registered mobile number
- 03 ▶ Security questions and answers
- 04 ▶ Security images
- 05 ▶ MPIN, the 5-digit PIN to access your DIB alt mobile with only Card number and Card PIN

PLEASE DO NOT SHARE THESE WITH ANYONE.

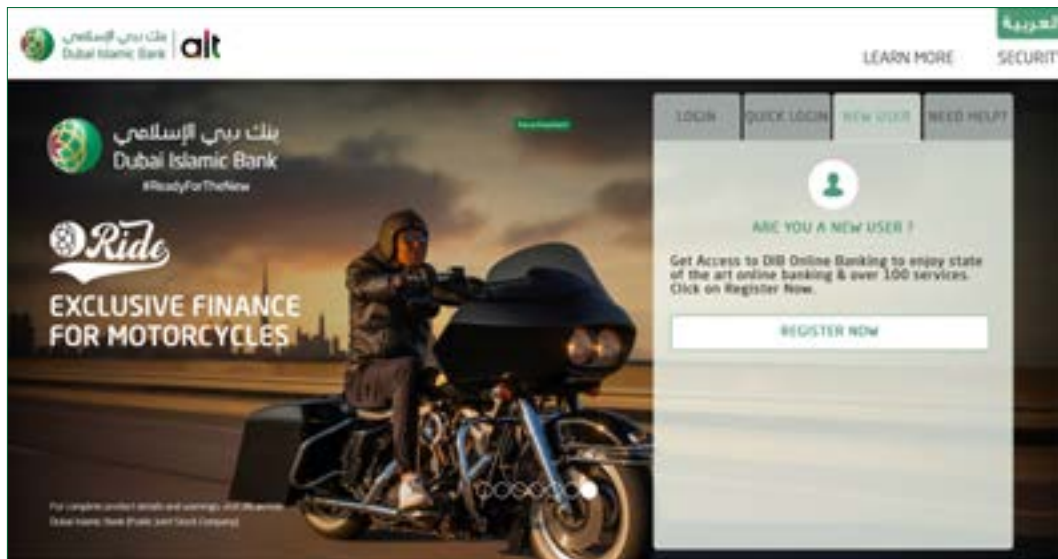
at online

2. Activate **alt** online

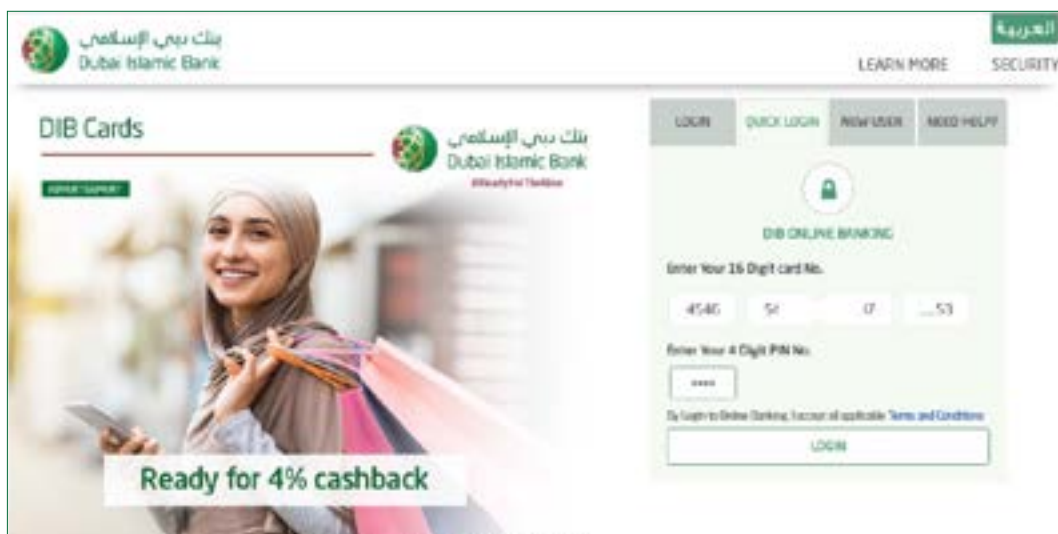
How to login using Card and PIN

The 'Quick Login' feature from DIB allows customers to access **alt** online services without full registration.

Step 01 ► Go to the DIB website by typing the URL
<https://online.dib.ae>



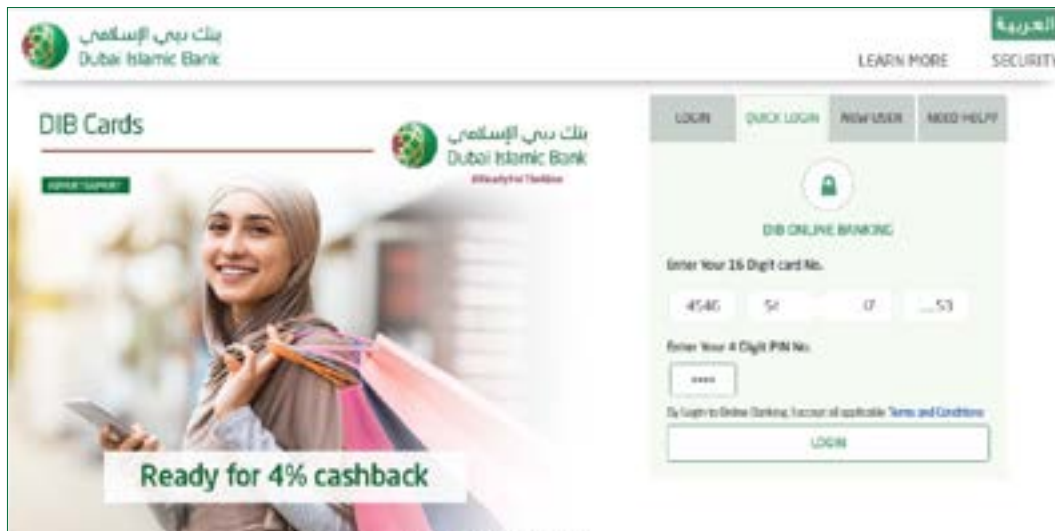
Step 02 ► Click on 'Quick Login' which can be found on the Cards page.




2. Activate online

How to login using Card and PIN

Step 03 ▶ Enter your 16-digit Card number and the 4-digit PIN, and click on the 'Login' button.



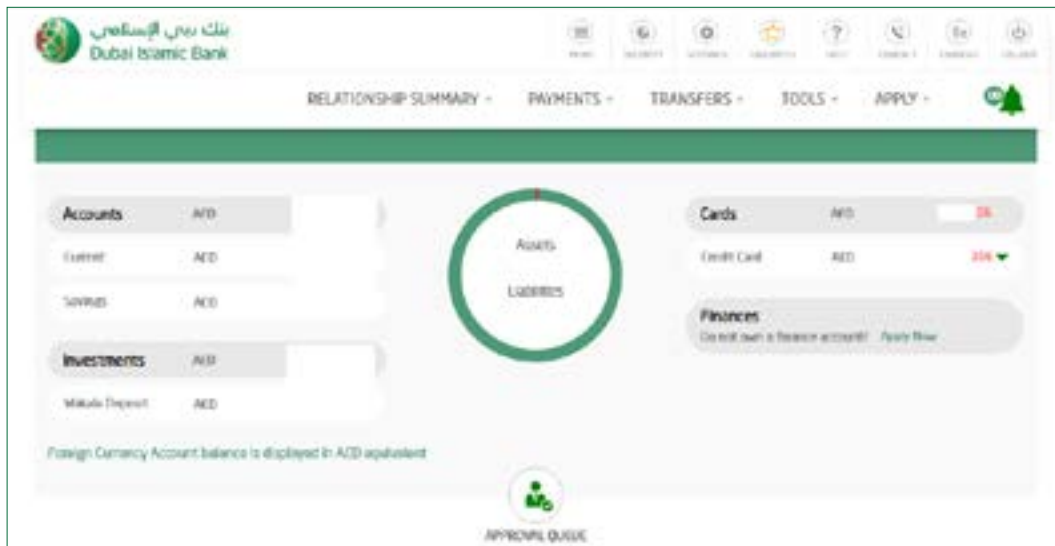
Step 04 ▶ An OTP will be generated and sent to the registered mobile number. Enter the OTP received and click on 'Continue' to login.



2. Activate **alt** online

How to login using Card and PIN

Step 05 ▶ You have successfully registered, go ahead and enjoy **alt**online with DIB.

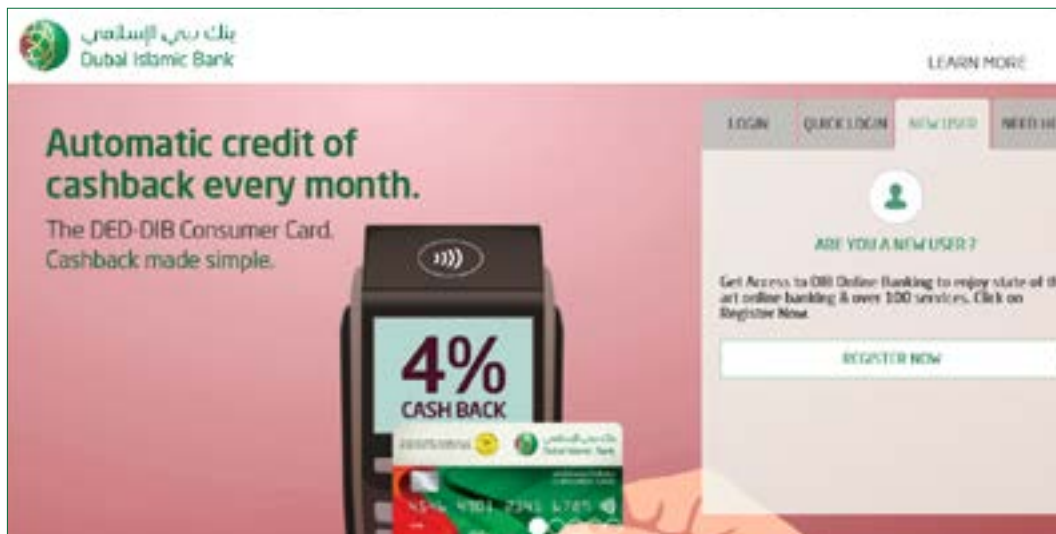


2. Activate **alt** online

How to register a user as a Cardholder

The 'Quick Login' feature from DIB allows customers to access **alt** online services without full registration.

Step 01 ▶ Click on 'New User' to register yourself and start enjoying DIB's services and solutions.



Step 02 ▶ Fill in the registration form for **alt** online with the relevant details. Enter the security questions, to ensure the safety of your account.

A screenshot of the 'Register For DIB Online Banking' form. The form is titled 'Register For DIB Online Banking' and includes the following sections:

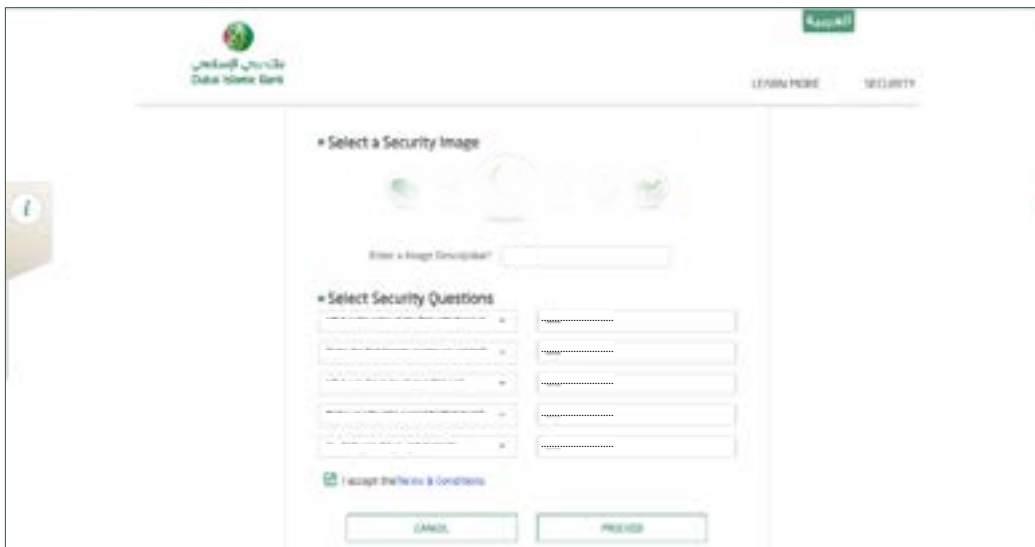
- Select Relationship Type:** Four buttons: 'INDIVIDUAL' (highlighted in green), 'NON INDIVIDUAL', 'CARD HOLDER', and 'NON CARD HOLDER'.
- Create User Profile:** Three input fields: 'Create a user name*', 'Set a new password*', and 'Confirm password*'. The password fields have a strength indicator.
- Select a Security Image:** Four circular icons representing different security images.
- Enter a usage description*:** A text input field at the bottom.

The top right corner of the form has 'LEARN MORE' and 'SECURITY' links.

2. Activate online

How to register a user as a Cardholder

Step 03 ▶ Select a Security Image for verification.



The screenshot shows the registration page for DIB Online Banking. At the top left is the DIB logo and name in Arabic and English. At the top right is the word 'تسجيل' (Registration) in Arabic, with links for 'LEARN MORE' and 'SECURITY'. The main content area is titled 'Select a Security Image' and features four circular icons representing different security images. Below this is a text input field labeled 'Enter a Image Description?'. The next section is 'Select Security Questions', which includes a dropdown menu and four text input fields. At the bottom, there is a checkbox for 'I accept the Terms & Conditions' and two buttons: 'CANCEL' and 'PROCEED'.

Step 04 ▶ Enter your 16-digit Card number and the 4-digit PIN to verify the details.

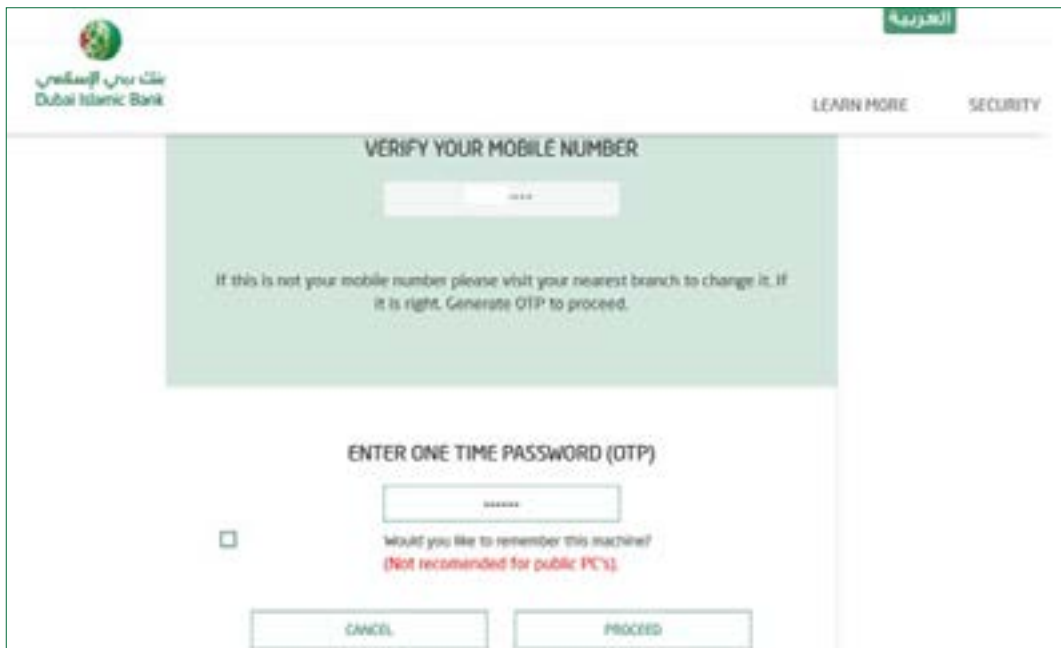


The screenshot shows the registration page for DIB Online Banking. At the top left is the DIB logo and name in Arabic and English. At the top right is the word 'تسجيل' (Registration) in Arabic, with links for 'LEARN MORE' and 'SECURITY'. The main content area is titled 'Register For DIB Online Banking'. It features two text input fields: 'Enter Your 16 Digit card No.' and 'Enter Your 4 Digit PIN No.'. Below the PIN field is a 'VERIFY DETAILS' button.

2. Activate **alt** online

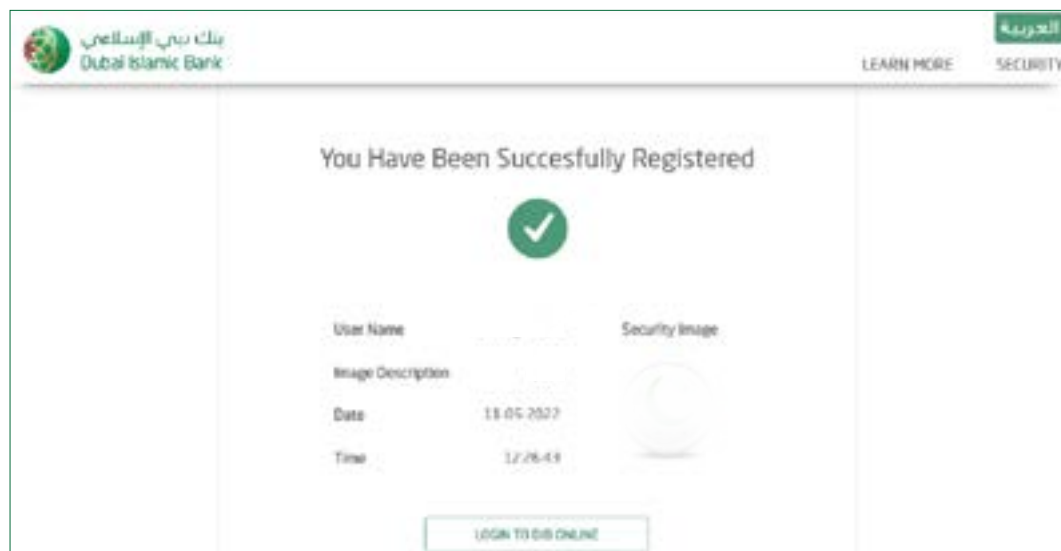
How to register a user as a Cardholder

Step 05 ▶ Enter the OTP sent to your registered mobile number for authentication and click on 'Proceed'.




The screenshot shows the Dubai Islamic Bank website interface. At the top left is the bank's logo and name in Arabic and English. At the top right, there is a language selector set to 'العربية' (Arabic) and links for 'LEARN MORE' and 'SECURITY'. The main content area is titled 'VERIFY YOUR MOBILE NUMBER' and features a text input field with a masked number '****'. Below this, a message reads: 'If this is not your mobile number please visit your nearest branch to change it, if it is right, Generate OTP to proceed.' Underneath is another section titled 'ENTER ONE TIME PASSWORD (OTP)' with a text input field for the OTP. A checkbox is present with the text 'Would you like to remember this machine? (Not recommended for public PCs)'. At the bottom, there are two buttons: 'CANCEL' and 'PROCEED'.

Step 06 ▶ You have successfully registered, go ahead and enjoy **alt** online with DIB.



The screenshot shows the Dubai Islamic Bank website interface after successful registration. At the top left is the bank's logo and name in Arabic and English. At the top right, there is a language selector set to 'العربية' (Arabic) and links for 'LEARN MORE' and 'SECURITY'. The main content area displays the message 'You Have Been Successfully Registered' with a green checkmark icon. Below this, there is a table with registration details:

User Name		Security Image
Image Description		
Date	18-05-2022	
Time	12:26:48	

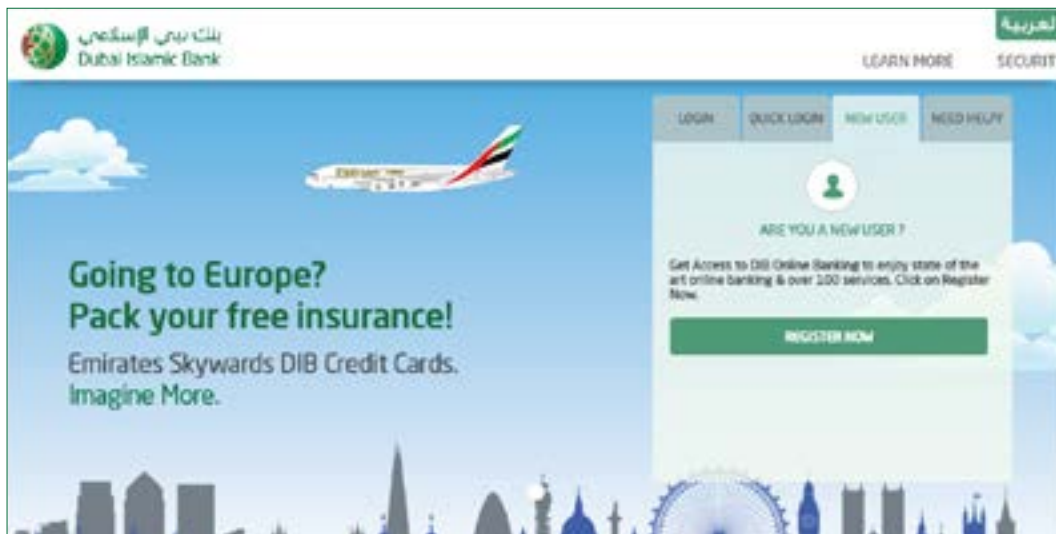
At the bottom of the screen, there is a button labeled 'LOGIN TO DIB ONLINE'.

2. Activate **alt** online

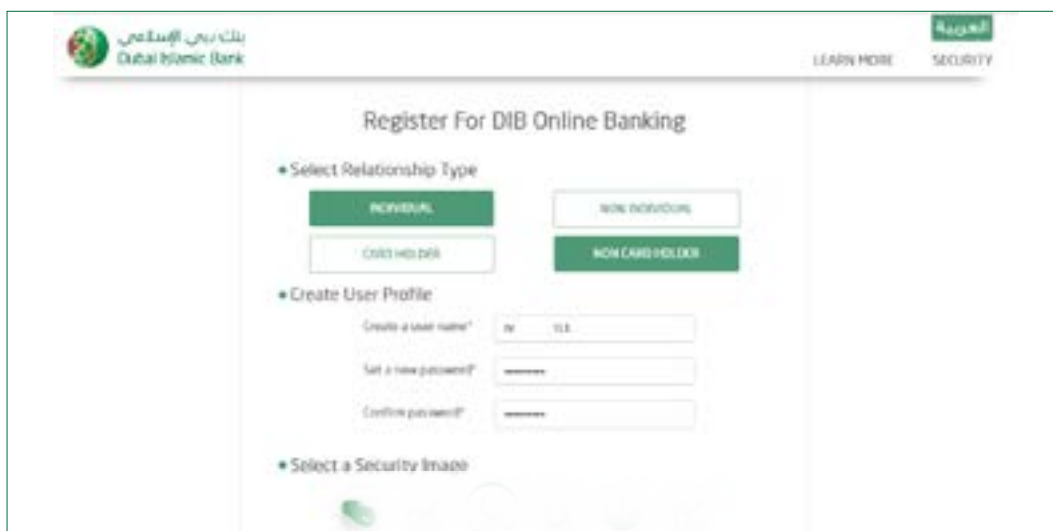
How to register a user as a Non-cardholder

The 'Quick Login' feature from DIB allows customers to access **alt** online services without full registration.

Step 01 ▶ Click on 'New User' to register yourself as a Non-cardholder or Murabaha account holder.



Step 02 ▶ You'll be taken to a registration form for **alt** online. Fill in the relevant details. Enter the security questions, to ensure the safety of your account.

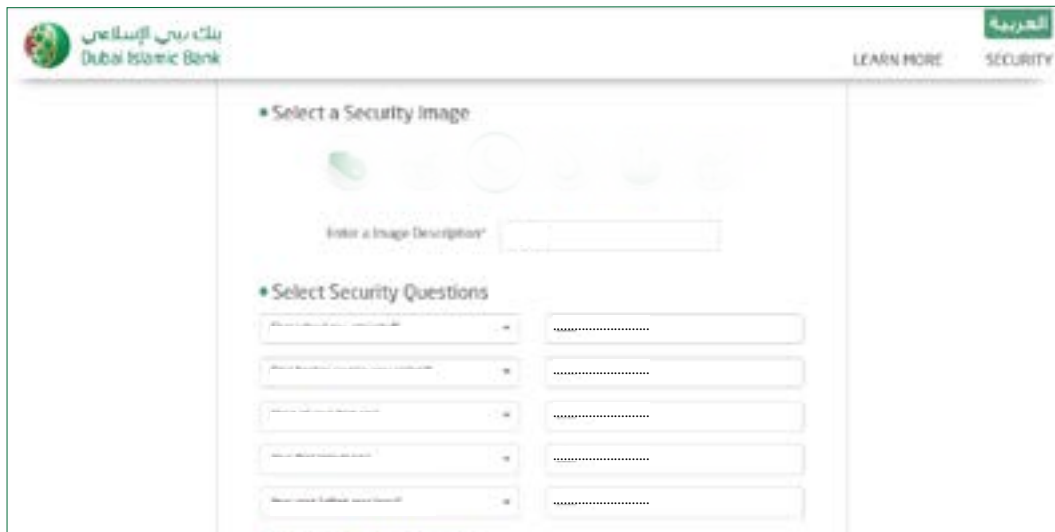
A screenshot of the 'Register For DIB Online Banking' form. The form is titled 'Register For DIB Online Banking' and includes the following sections:

- Select Relationship Type:** Four buttons: 'INDIVIDUAL' (highlighted in green), 'NON INDIVIDUAL', 'CARD HOLDER', and 'NON CARD HOLDER' (highlighted in green).
- Create User Profile:** Three input fields: 'Create a user name*' (with 'IN' and 'EN' dropdowns), 'Set a new password*', and 'Confirm password*'. All fields are currently empty.
- Select a Security Image:** Three circular icons representing different security images.

2. Activate online

How to register a user as a Non-cardholder

Step 03 ▶ Select a Security Image for verification.



The screenshot shows the 'Select a Security Image' step of the registration process. At the top left is the Dubai Islamic Bank logo and name in Arabic and English. At the top right are links for 'LEARN MORE' and 'SECURITY' in Arabic. The main content area has a heading 'Select a Security Image' followed by six circular icons representing different security images. Below the icons is a text input field labeled 'Enter a Image Description*'. Underneath is a section titled 'Select Security Questions' with five rows, each containing a dropdown menu and a text input field.

Step 04 ▶ Enter your Murabaha account number. An OTP will be sent to your registered mobile number for authentication.



The screenshot shows the 'Register For DIB Online Banking' step. At the top left is the Dubai Islamic Bank logo and name in Arabic and English. At the top right are links for 'LEARN MORE' and 'SECURITY' in Arabic. The main content area has a heading 'Register For DIB Online Banking' followed by a red warning message: 'To get your Murabaha Account Number and OTP please call DIB Phone Banking 04-6092222'. Below this are two sections: 'Enter your Murabaha account number' with a text input field, and 'Enter One Time Password' with a text input field. There is a 'BACK' button to the left of the OTP field and a 'C' button to the right. At the bottom center is a 'VERIFY DETAILS' button.

2. Activate online

How to register a user as a Non-cardholder

Step 05 ▶ Enter the OTP, followed by the Captcha, and click on 'Verify Details'.



The screenshot shows the 'Register For DIB Online Banking' page. At the top left is the DIB logo and name in Arabic and English. At the top right are links for 'LEARN MORE' and 'SECURITY' in Arabic. The main heading is 'Register For DIB Online Banking'. Below it is a red instruction: 'To get your Murabaha Account Number and OTP, please call DIB Phone Banking 04-6092222'. There are two bullet points: 'Enter your Murabaha account number.' with an input field, and 'Enter One Time Password' with a masked input field. Below these are two CAPTCHA images: one with the Arabic text 'أكتب ما تراه' and another with '0K2FX'. A 'VERIFY DETAILS' button is at the bottom.

Step 06 ▶ Select 'Remember Me' if you're using a personal laptop or desktop computer at home. This will ensure basic details are auto-filled and you can go through such processes faster.

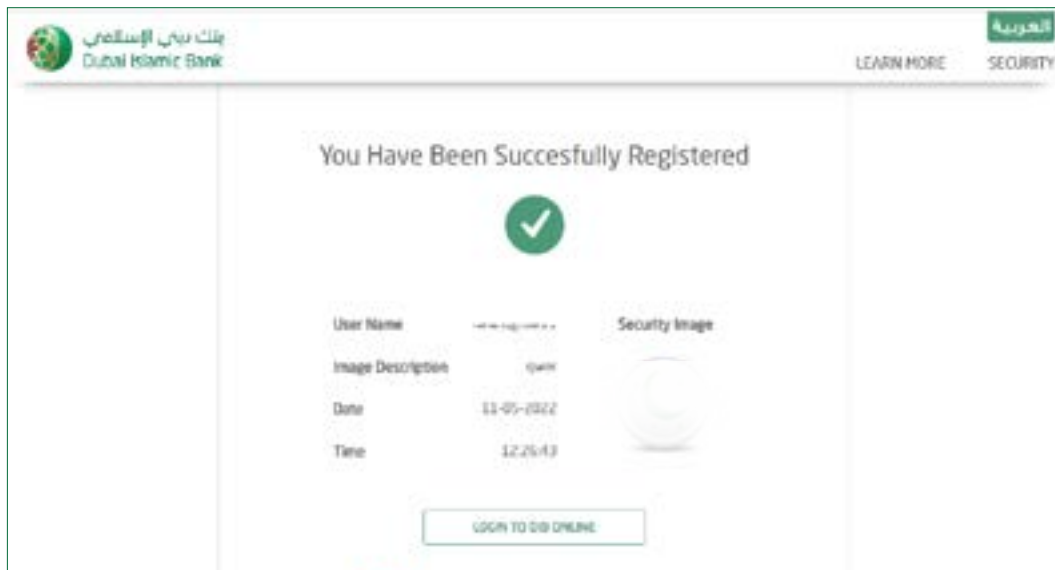


The screenshot shows the 'Register For DIB Online Banking' page. At the top left is the DIB logo and name in Arabic and English. At the top right are links for 'LEARN MORE' and 'SECURITY' in Arabic. The main heading is 'Register For DIB Online Banking'. Below it is a bullet point: 'Enter your Murabaha account number and One Time Password.' with an input field. Another bullet point is 'Enter One Time Password' with a masked input field. Below these is a checkbox labeled 'Remember me (Not recommended for public PCs)'. At the bottom are two buttons: 'CANCEL' and 'PROCEED'.

2. Activate online

How to register a user as a Non-cardholder

Step 07 ► Click on 'Proceed' to complete the registration process successfully.



2. Activate alt online

How to unlock your user ID as a Cardholder

The 'Quick Login' feature from DIB allows customers to access alt online services without full registration.

Step 01 ► Go to the DIB website by typing the URL <https://online.dib.ae> and click on 'Need Help' to unlock your user ID.



Step 02 ► Select 'Reset Password' or Security Questions.

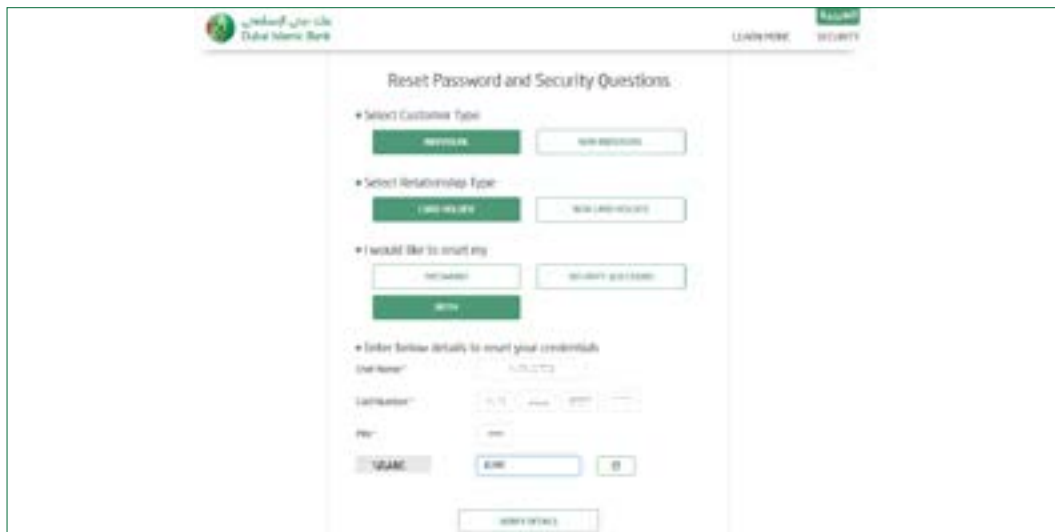
A screenshot of the 'Reset Password and Security Questions' form on the DIB website. The form is titled 'Reset Password and Security Questions' and contains several sections. The first section is 'Select Customer Type' with buttons for 'PERSONAL' and 'BUSINESS'. The second section is 'Select Relationship Type' with buttons for 'I AM NEW USER' and 'NEW CARDHOLDER'. The third section is 'I would like to reset my' with buttons for 'PASSWORD' and 'SECURITY QUESTIONS'. The fourth section is 'Enter below details to reset your credentials' and includes fields for 'User Name', 'Card Number', and 'PIN'. There are also 'GO BACK' and 'NEXT' buttons, and a 'RESET/OK' button at the bottom.

2. Activate online

How to unlock your user ID as a Cardholder

Step 03

Select 'Individual', 'Card Holder', and reset 'Both' options. Enter your user ID along with the valid Card number and PIN, Captcha and click on 'Verify Details'.

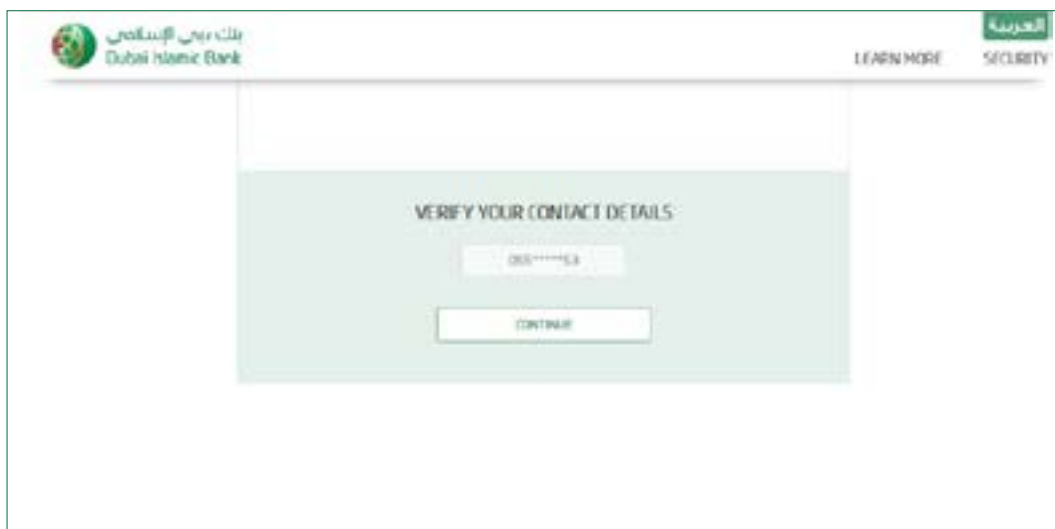


The screenshot shows the 'Reset Password and Security Questions' form on the Dubai Islamic Bank website. The form is titled 'Reset Password and Security Questions' and has a 'Security' tab selected. It contains the following sections:

- Select Customer Type:** Two buttons: 'Individual' (selected) and 'New Business'.
- Select Relationship Type:** Two buttons: 'Card Holder' (selected) and 'New Cardholder'.
- I would like to reset my:** Two buttons: 'Password' and 'Security questions' (selected).
- Enter below details to reset your credentials:**
 - Card Number:** A text input field with a 'SHOW/Hide' toggle.
 - Cardholder:** A dropdown menu with 'AI' selected.
 - Pin:** A text input field with a 'SHOW/Hide' toggle.
 - captcha:** A text input field with a 'SHOW/Hide' toggle.
- VERIFY DETAILS:** A button at the bottom of the form.

Step 04

Verify your contact details.



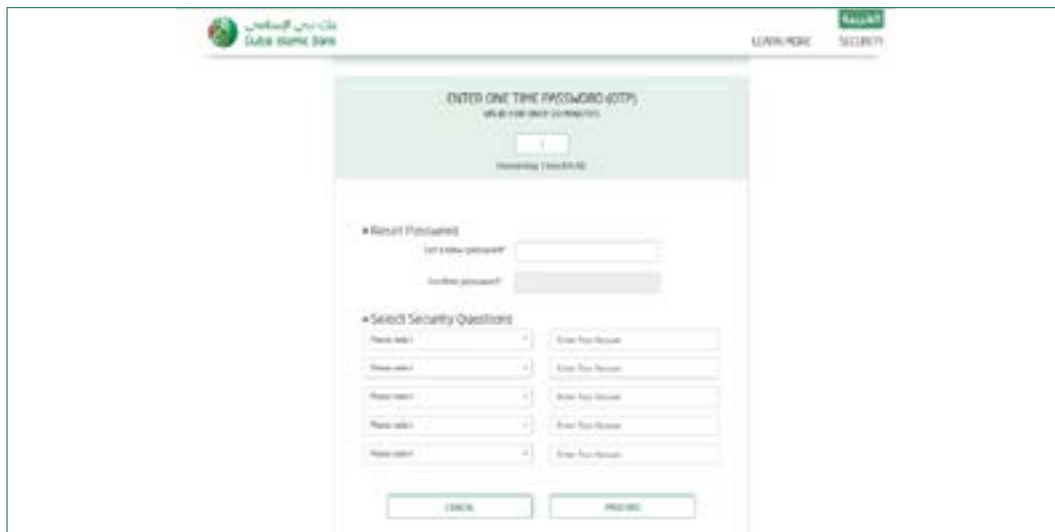
The screenshot shows the 'VERIFY YOUR CONTACT DETAILS' form on the Dubai Islamic Bank website. The form is titled 'VERIFY YOUR CONTACT DETAILS' and has a 'Security' tab selected. It contains the following sections:

- 0000000000000000:** A text input field for the card number.
- CONTINUE:** A button at the bottom of the form.

2. Activate online

How to unlock your user ID as a Cardholder

Step 05 ▶ Once the details are verified, click on 'Continue' to receive an OTP on the registered mobile for authentication.



Step 06 ▶ Enter your new password followed by selecting 5 security questions and answers.



2. Activate online

How to unlock your user ID as a Cardholder

Step 07 ▶ Click on 'Proceed'. Make sure not to share the security information with anyone. Your user ID is successfully unlocked.



ENTER ONE TIME PASSWORD (OTP)
اختر كلمة المرور مرة واحدة (OTP)

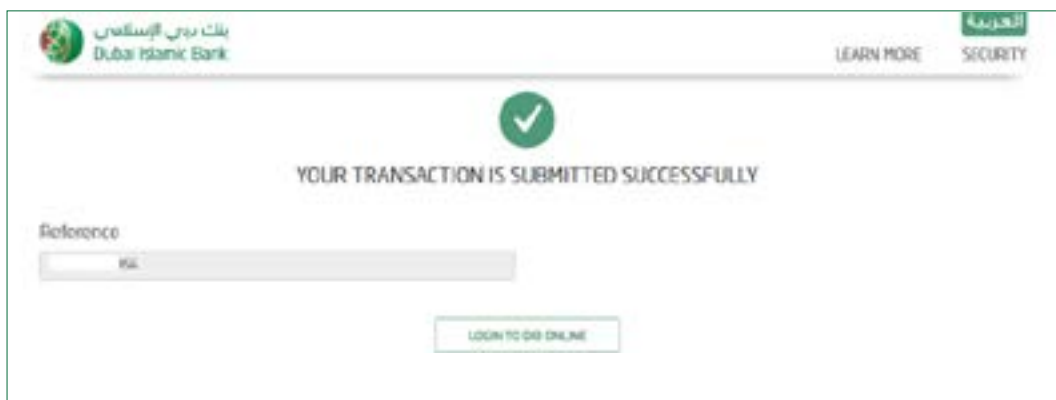
Remember Password

Set a password

Confirm password

Select Security Questions

CANCEL PROCEED



YOUR TRANSACTION IS SUBMITTED SUCCESSFULLY

Reference

956

LOGIN TO GO ONLINE

at mobile

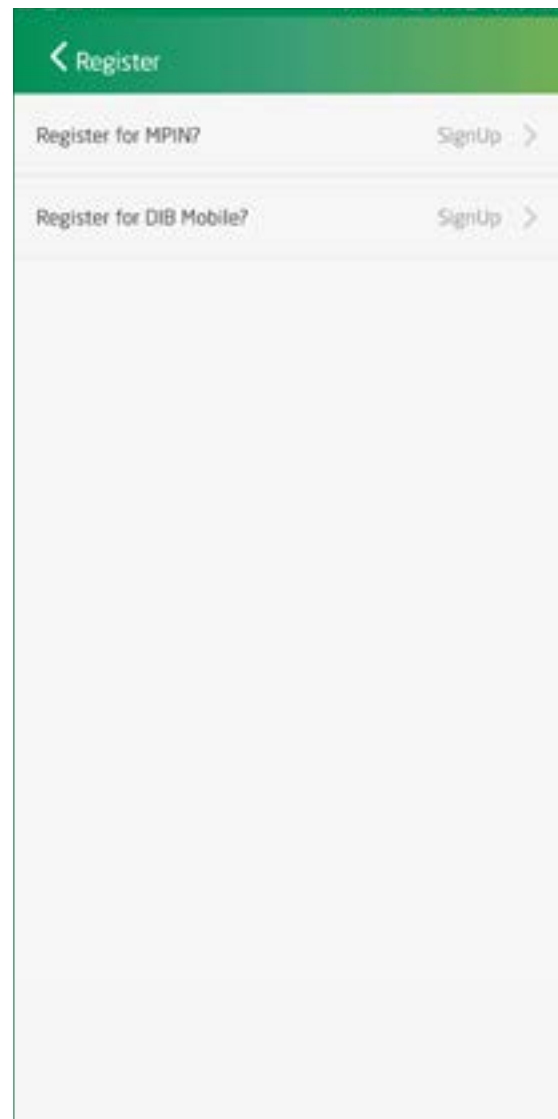
3. Activate **alr** mobile

How to register a user

The 'Quick Login' feature from DIB allows customers to access **alr** mobile services without full registration.

Step 01 ▶

Click on 'Register' to get started, followed by 'Register for DIB Mobile' from the two choices.

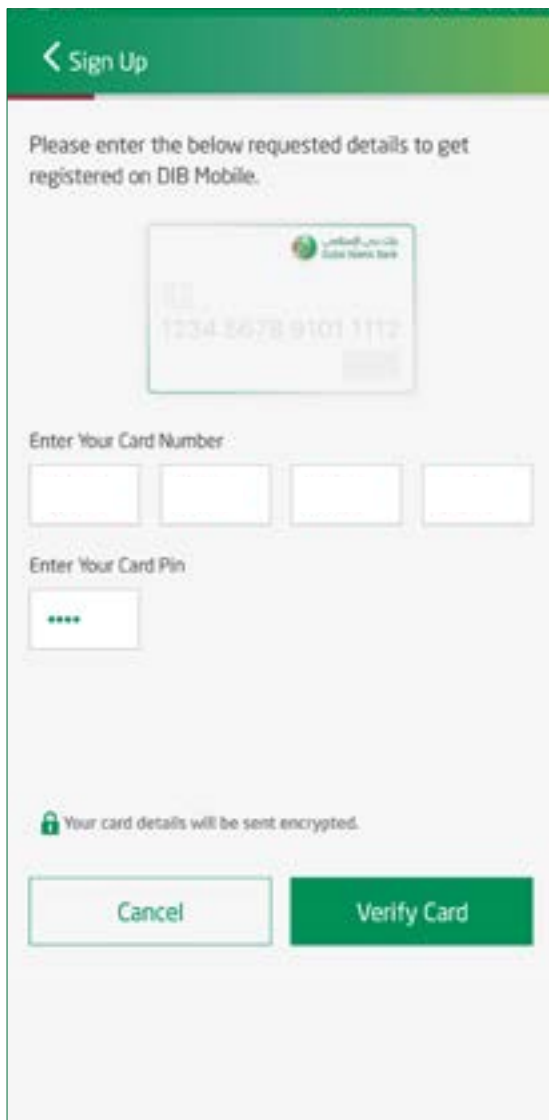


3. Activate mobile

How to register a user


Step 02

Enter your 16-digit Debit or Credit Card number with the 4-digit PIN to verify the Card.




< Sign Up

Please enter the below requested details to get registered on DIB Mobile.



Enter Your Card Number

Enter Your Card Pin

 Your card details will be sent encrypted.

Cancel **Verify Card**

Step 03

You'll receive an OTP on the registered mobile number. Enter the OTP and tap 'Continue'.



< Sign Up

Please enter the OTP you have just received on your registered UAE mobile number ending with ****8940**



Enter your OTP

 04:52
[Resend SMS](#)

If the above number is incorrect or you haven't received your OTP within 5 minutes, please call us on +971 609 2222

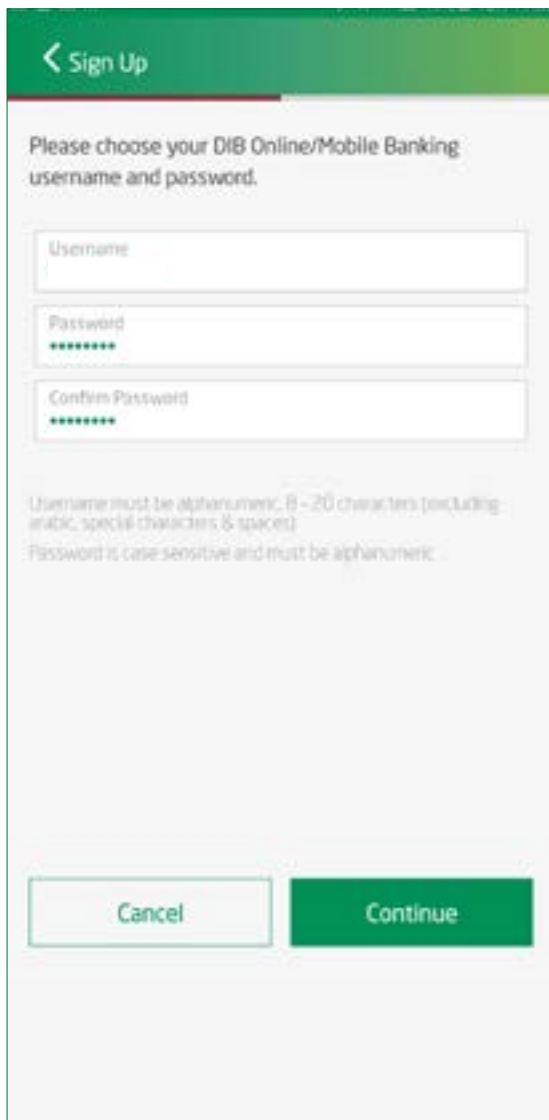
Cancel **Continue**

3. Activate mobile

How to register a user

Step 04 ▶

Choose your user ID and password to complete the login setup and click on 'Continue'.



< Sign Up

Please choose your DIB Online/Mobile Banking username and password.

Username

Password

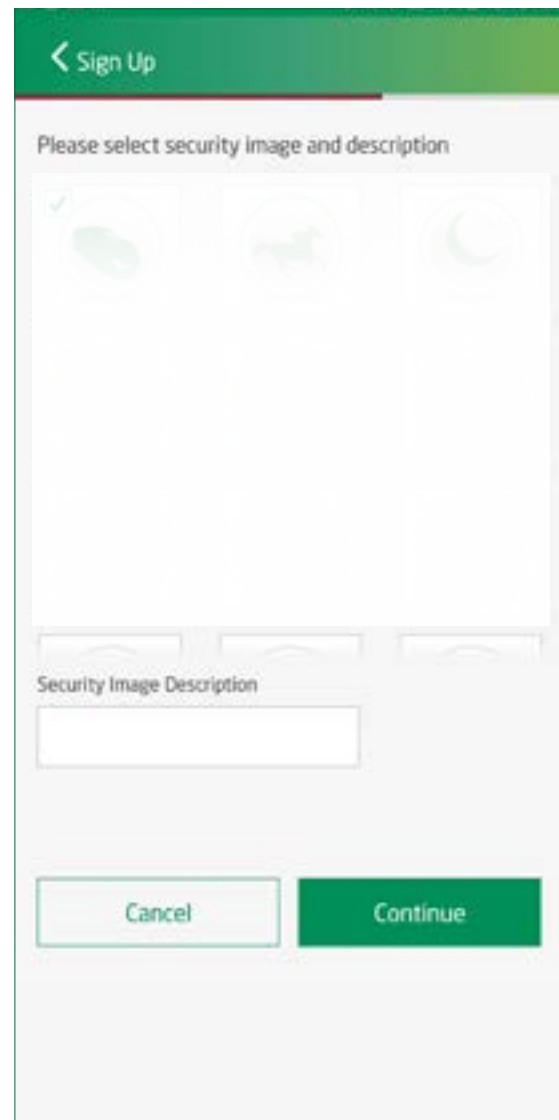
Confirm Password

Username must be alphanumeric, 8 - 20 characters (including arabic, special characters & spaces)
Password is case sensitive and must be alphanumeric

Cancel Continue

Step 05 ▶

Select a security image for verification.



< Sign Up

Please select security image and description

Security Image Description

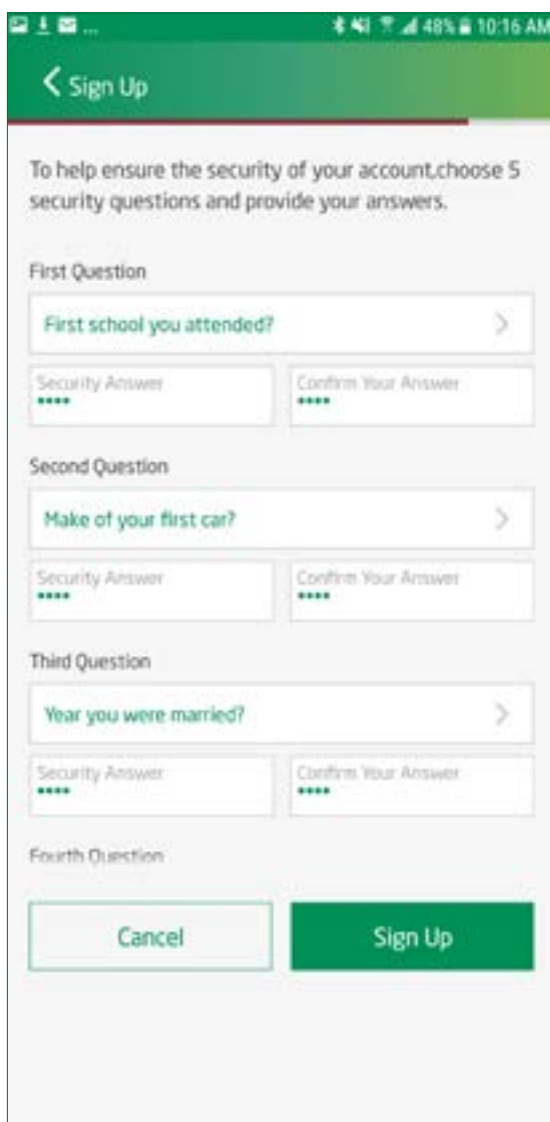
Cancel Continue

3. Activate mobile

How to register a user

Step 06

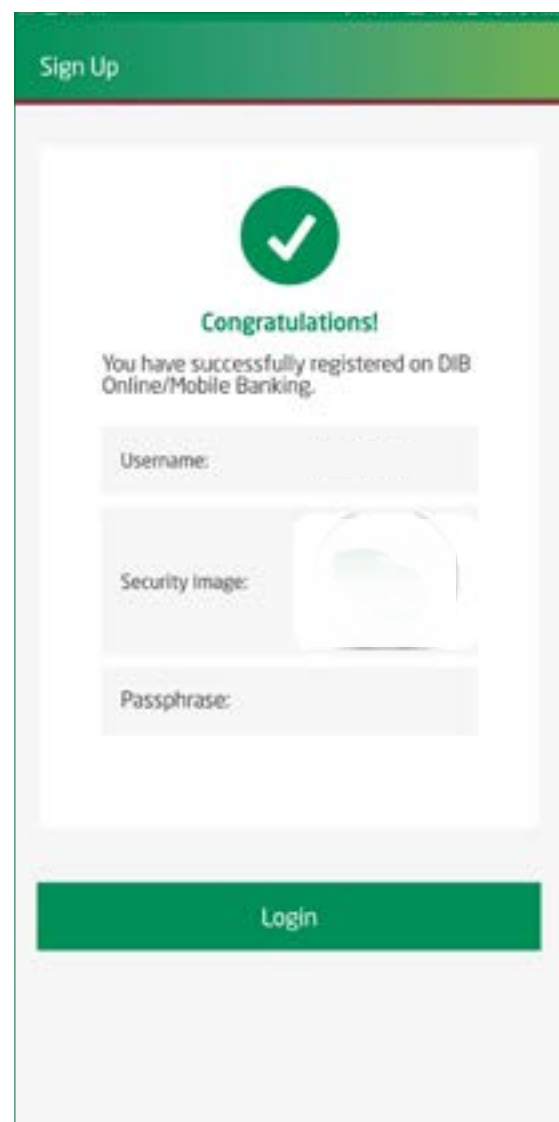
Tap on 'Sign Up' to complete the registration process successfully.



The screenshot shows the 'Sign Up' screen with a green header and a back arrow. The main text reads: "To help ensure the security of your account, choose 5 security questions and provide your answers." Below this, there are four sections for security questions:

- First Question:** "First school you attended?" with a dropdown arrow. Below it are two input fields: "Security Answer" (with 5 dots) and "Confirm Your Answer" (with 5 dots).
- Second Question:** "Make of your first car?" with a dropdown arrow. Below it are two input fields: "Security Answer" (with 5 dots) and "Confirm Your Answer" (with 5 dots).
- Third Question:** "Year you were married?" with a dropdown arrow. Below it are two input fields: "Security Answer" (with 5 dots) and "Confirm Your Answer" (with 5 dots).
- Fourth Question:** This section is partially visible at the bottom.

At the bottom of the screen, there are two buttons: "Cancel" and "Sign Up".



The screenshot shows the 'Sign Up' screen with a green header. A large green checkmark icon is centered at the top. Below it, the text reads: "Congratulations! You have successfully registered on DIB Online/Mobile Banking." Below this message, there are three input fields: "Username:", "Security Image:" (with a circular image placeholder), and "Passphrase:". At the bottom of the screen, there is a large green button labeled "Login".

3. Activate **ait** mobile

How to register for MPIN

MPIN, the 5-digit PIN to access your **ait** mobile with only Card number and Card PIN

The 'Quick Login' feature from DIB allows customers to access **ait** mobile services without full registration.

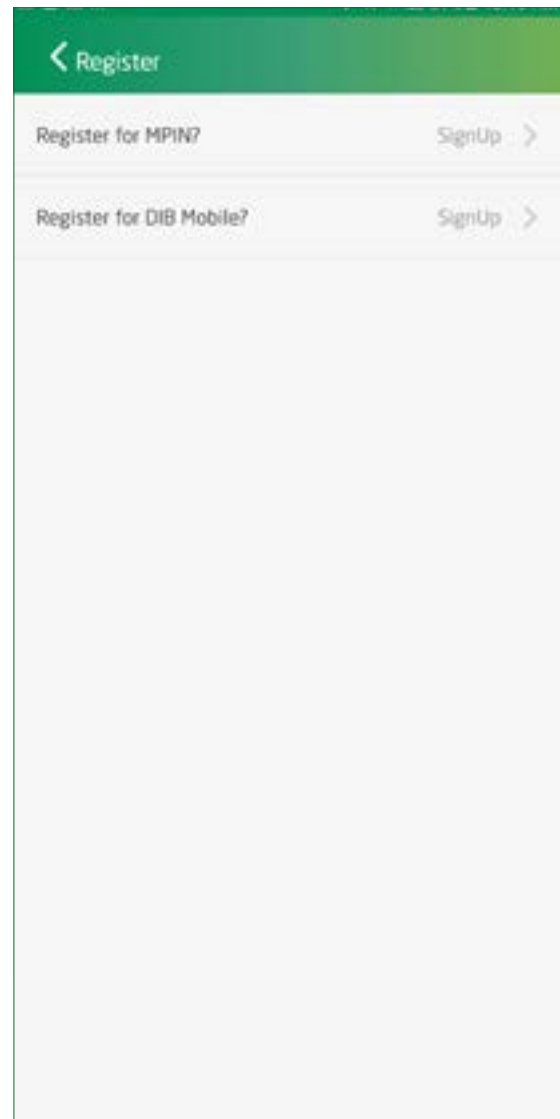
Step 01 ▶

Click on 'Register' to register for MPIN with **ait** mobile.



Step 02 ▶

Click on 'Register for MPIN' from the two choices.

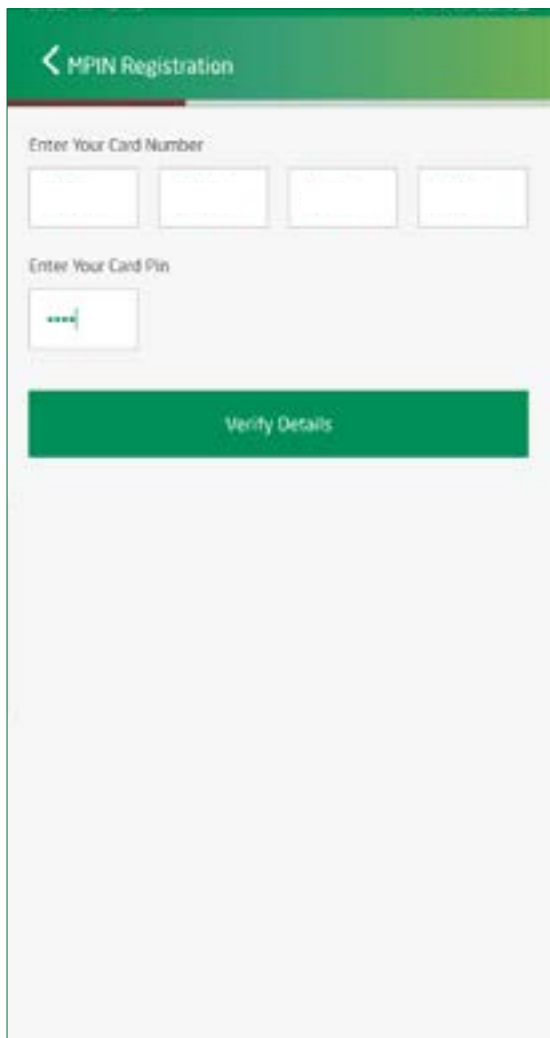


3. Activate mobile

How to register for MPIN

Step 03 ▶

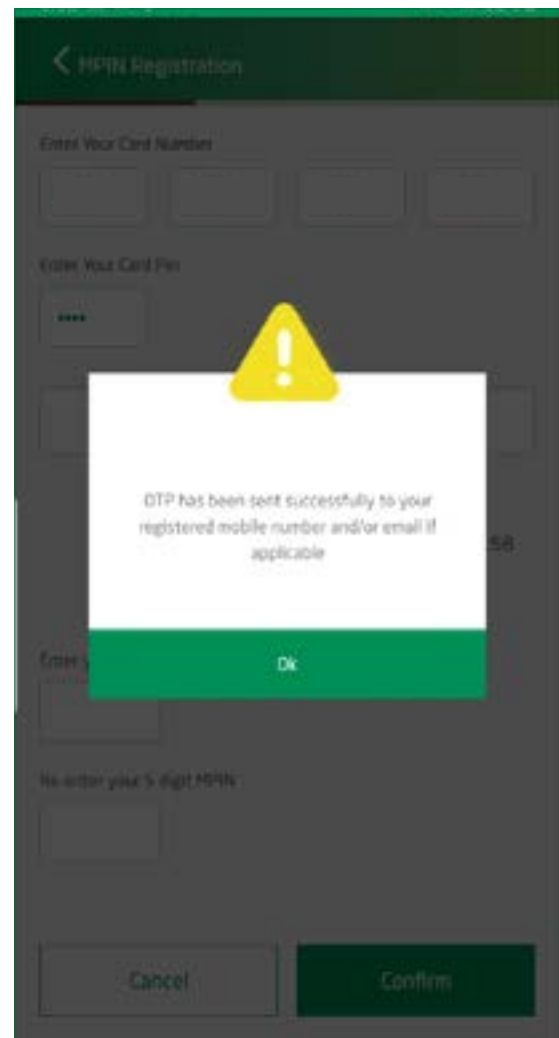
Enter your 16-digit Debit or Credit Card number and the 4-digit PIN to verify the Card.



The screenshot shows the 'MPIN Registration' screen. At the top, there is a green header with a back arrow and the text 'MPIN Registration'. Below the header, there are two input sections. The first is labeled 'Enter Your Card Number' and contains four empty text boxes. The second is labeled 'Enter Your Card Pin' and contains a single text box with four asterisks. At the bottom of the form area, there is a green button labeled 'Verify Details'.

Step 04 ▶

You'll receive an OTP on the registered mobile number.



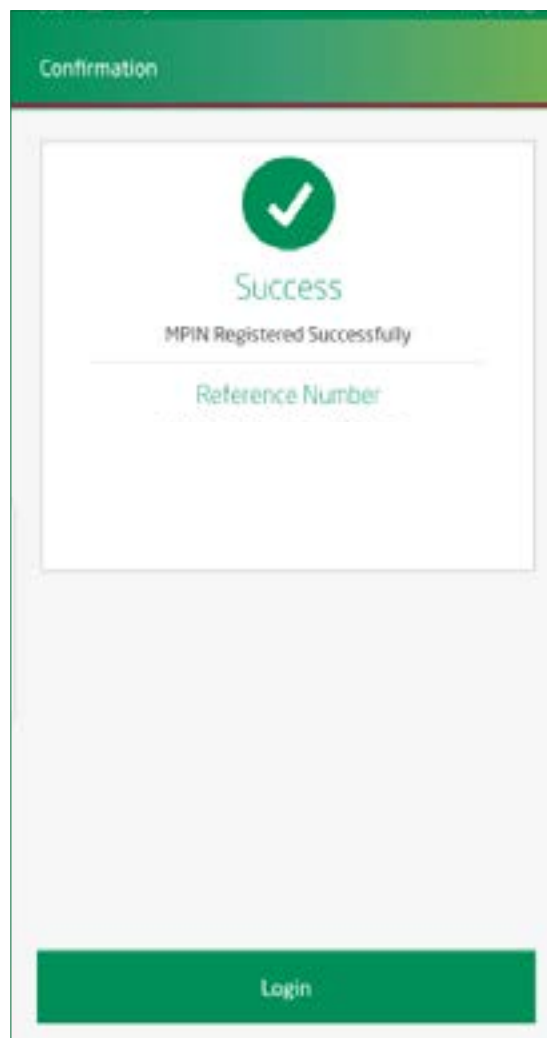
The screenshot shows the 'MPIN Registration' screen with a modal dialog box overlaid. The dialog box has a yellow warning triangle icon at the top. The text inside the dialog box reads: 'OTP has been sent successfully to your registered mobile number and/or email if applicable'. At the bottom of the dialog box, there is a green button labeled 'Ok'. The background of the screen is dimmed, showing the same input fields as in Step 03, but they are not the focus of this step.

3. Activate mobile

How to register for MPIN

Step 05 ►

Enter the OTP followed by the 5-digit MPIN and tap 'Confirm'. Your registration is completed successfully.



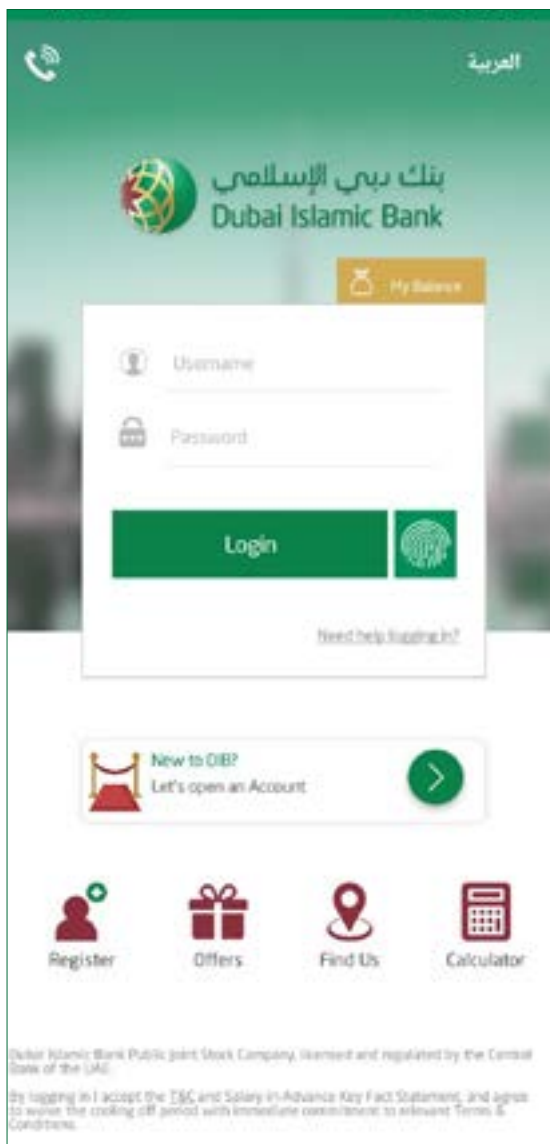
3. Activate **alt** mobile

How to unlock user ID

The 'Quick Login' feature from DIB allows customers to access **alt** mobile services without full registration.

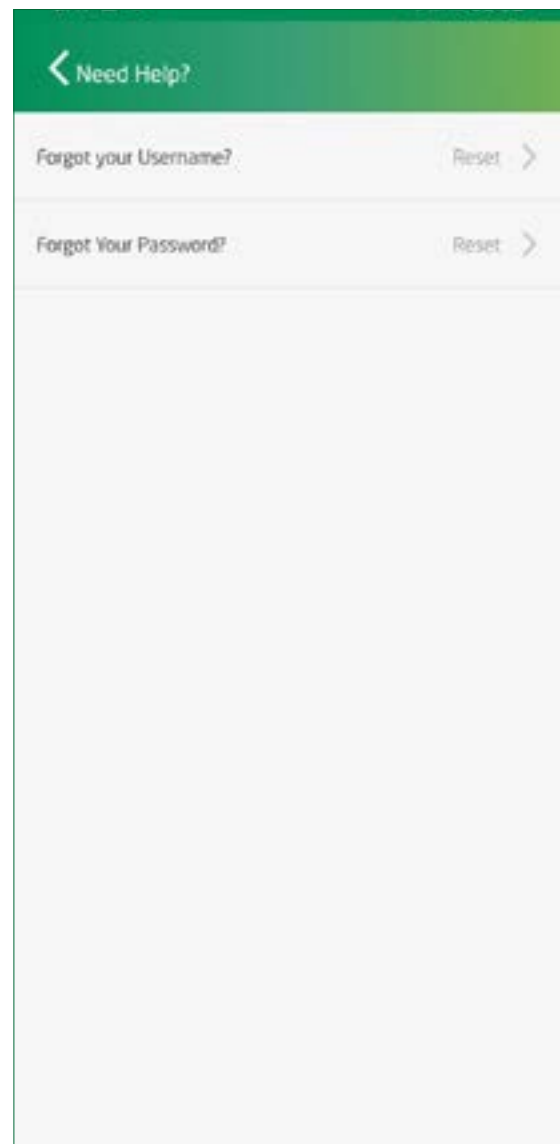
Step 01 ▶

Click on 'Need help logging in' to unlock the user ID.



Step 02 ▶

Click on 'Forgot Your Password' from the two choices.

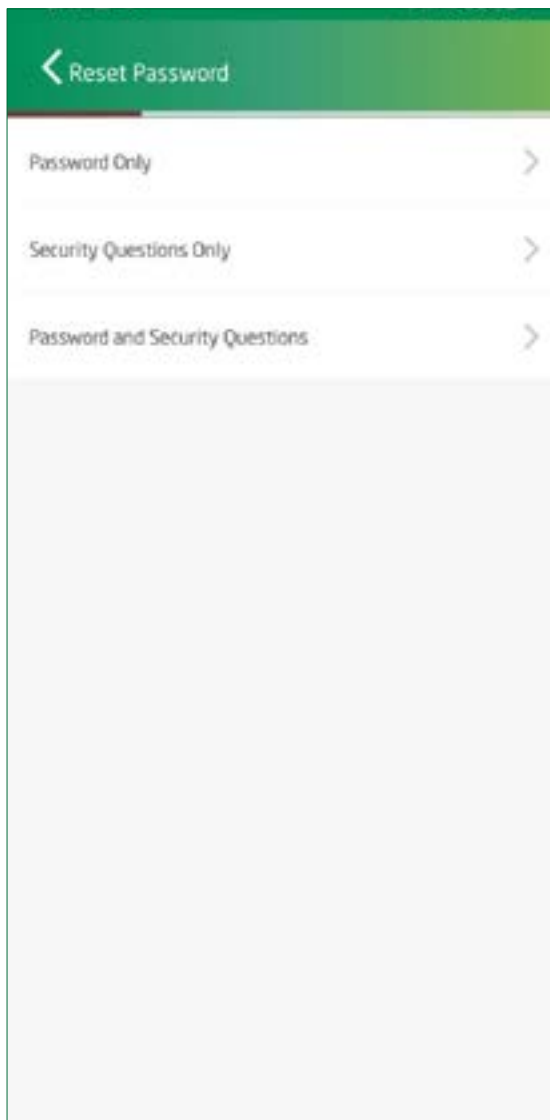


3. Activate mobile

How to unlock user ID

Step 03

Now select 'Password and Security Questions' from the options.



The screenshot shows a mobile application interface with a green header bar containing a back arrow and the text "Reset Password". Below the header, there are three list items, each with a right-pointing chevron:

- Password Only
- Security Questions Only
- Password and Security Questions

Step 04

Enter your 16-digit Debit or Credit Card number followed by the 4-digit PIN and tap on 'Continue'.



The screenshot shows a mobile application interface with a green header bar containing a back arrow and the text "Reset Password/Security Questions". Below the header, there are three input fields:

- A text input field labeled "Username".
- A numeric input field labeled "Enter your 16 digit card no" with four separate boxes for each digit.
- A numeric input field labeled "Enter your 4 digit card pin" with one box for each digit.

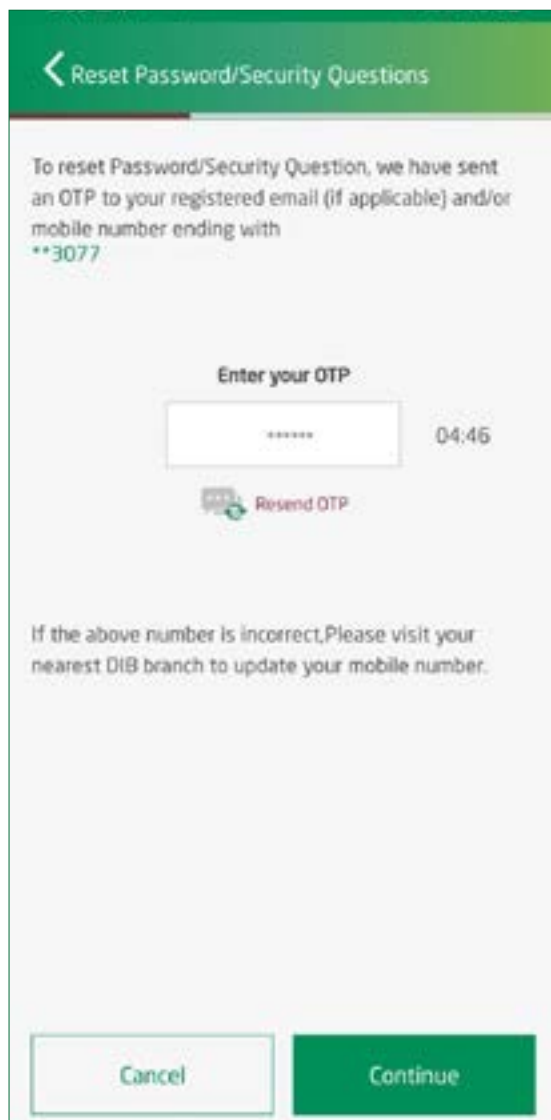
At the bottom of the screen, there are two buttons: "Cancel" (white with a grey border) and "Continue" (solid green).

3. Activate mobile

How to unlock user ID

Step 05 ▶

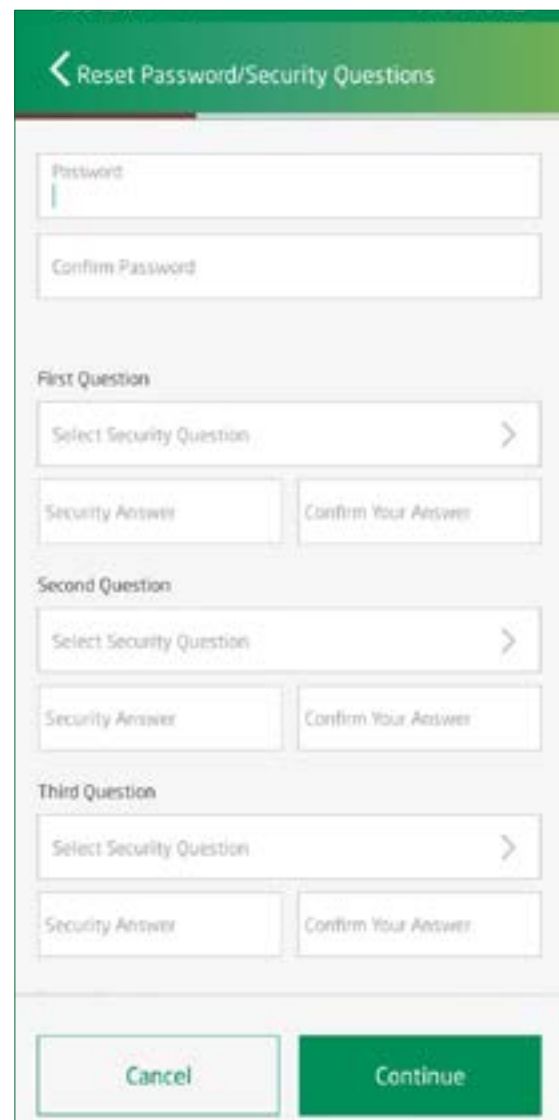
You'll receive an OTP on the registered mobile number. Enter the OTP received and tap on 'Continue'.



The screenshot shows a mobile application interface for resetting a password. At the top, there is a green header with a back arrow and the text "Reset Password/Security Questions". Below the header, a message states: "To reset Password/Security Question, we have sent an OTP to your registered email (if applicable) and/or mobile number ending with **3077". In the center, there is a section titled "Enter your OTP" with a text input field containing six asterisks. To the right of the input field is a timer showing "04:46". Below the input field is a "Resend OTP" button with a refresh icon. At the bottom of the screen, there are two buttons: "Cancel" and "Continue".

Step 06 ▶

Enter your new password, select the security questions and enter the answers. Make sure not to share this information with anyone.



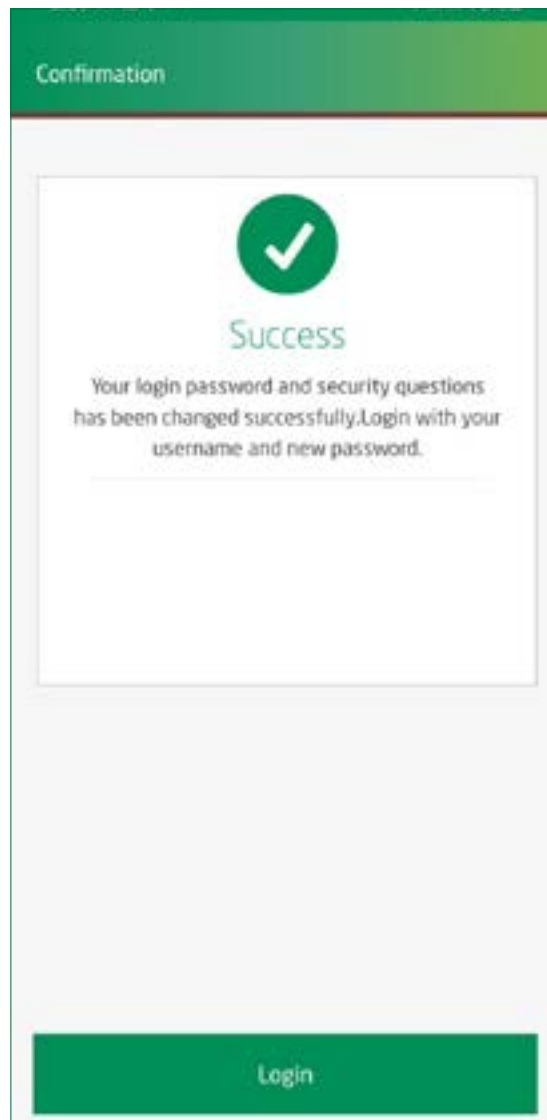
The screenshot shows a mobile application interface for resetting a password. At the top, there is a green header with a back arrow and the text "Reset Password/Security Questions". Below the header, there are two text input fields: "Password" and "Confirm Password". Below these fields, there are three sections for security questions, labeled "First Question", "Second Question", and "Third Question". Each section contains a "Select Security Question" dropdown menu with a right arrow, and two text input fields: "Security Answer" and "Confirm Your Answer". At the bottom of the screen, there are two buttons: "Cancel" and "Continue".

3. Activate mobile

How to unlock user ID

Step 07

Unlocking or resetting the user ID is completed successfully.



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