

Trouble Logging In

1. **In case you have forgotten or haven't yet received your User ID**

If you have forgotten your Internet Banking User Id or you have not yet received your User id, you may kindly contact your branch or write to us boi.ecorporate@bankofindia.co.in or call us at 91-22-40919191.

2. **In case you have forgotten your Password or your password has been expired.**

Please forward your request for a fresh Password to your branch. We shall generate the fresh Login and/or Transaction Password as requested and the same shall be dispatched at your Communication Address recorded with us.

3. **In case your password has been disabled/Blocked.**

Three Invalid Login Attempts, blocks your Internet Banking access and you shall get the message – 'Invalid User Id or Password', though you're entering the correct combination of User Id and Password.

You have the option to either **Unblock** your Internet Banking access (*please remember you should opt for this option **only**, if you remember your last Password and are sure of it*) OR may opt for a fresh Password.

In case of **Unblock**, please forward your unblock request to your branch. We shall unblock your Internet Banking access and communicate the same on your communication address recorded at our end. Thereafter, you will be able to access your Internet Banking, with your last Password.

Please note, after receipt of your Transaction Password you need to submit an acknowledgement of receipt of Password to your branch. Your Transaction Password shall be enabled only after submission of such acknowledgement to your branch.

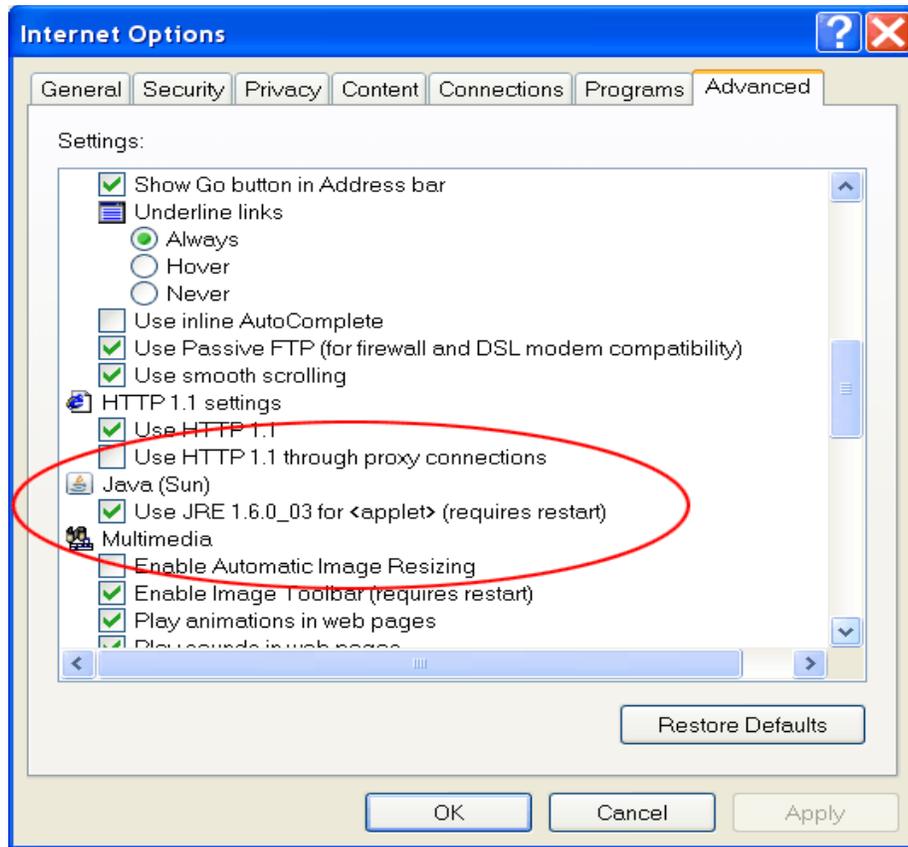
4. **For login problems and error messages 21997/21996**

Login problems may be related to Improper Java Plug-in, please visit www.java.com and install latest version of JAVA and restart the PC.

Instructions for enabling (or disabling) Java in Internet Explorer 6.x and above. For other versions click [here](#).

- From the **Tools** menu select **Internet Options**.
- Select the **Advanced** tab.

- Scroll down to the **Java (Sun)** category. It's probably about half way down.
- Check the box to enable Java as shown in the picture below highlighted.



5. **For Any queries/ concerns, where can I get more information?**

In case you need any further information or support, please do email us at boi.ecorporate@bankofindia.com or call us at 91-22-40919191