



HOW TO RECOVER YOUR NETBANK BUSINESS MOBILE PASSWORD AS A NEDBANK BUSINESS HUB USER

This document explains a temporary NetBank Business Mobile (NBB Mobile) password recovery process until it will be possible for you to access NBB Mobile with your Nedbank ID.



When using the Nedbank Business Hub (NBH), you log in with your Nedbank ID username and password and with two-factor authentication.



When using NBB Mobile, you log in with your app PIN and NetBank Business password.

If you are an NBH user and forget your NBB Mobile password, don't click on **Forgot your password** on NBB Mobile - you will be presented with an error.



Rather, follow the steps outlined below, depending on if you are an Administrator (admin user) or Non Administrator (non-admin user).

If you are an admin user

For password reissue: Complete and submit to Nedbank an MR4C Password Reissue Form (instructions are provided below), and a password will be provided to you remotely or via courier.

For password unlock: Contact the helpdesk.

If you are a non-admin user

You should ask your administrator to reissue or unlock your password by going to: Admin > Users > Issue > Reset > Reissue Password on NetBank Business.

Enter the default password, provided by Nedbank or your administrator, on the **user login** page on NBB Mobile. You will be prompted to change the password, and will then be able to continue with your banking on NBB Mobile.



Recover password for NetBank Business Mobile user from the below two sites:

- 1 <http://www.Nedbank.co.za> > **Business**, and then scroll down to **Important Links**.
- 2 <http://www.Nedbank.co.za> > **Corporate**, and then scroll down to **Quick Links** or **Behind the Forms** link within **NetBank Business**.



NEDBANK ID AND NETBANK BUSINESS MOBILE PASSWORD RULES

Nedbank ID password rules	NetBank Business Mobile password rules
The password is not case-sensitive and needs to be more than 14 characters long.	The password is case-sensitive and needs to be between 8 and 16 characters long.
Both passwords can contain alphabetical, numeric as well as special characters.	
	The password may not contain any characters that are repeated three times or more (eg isec9958 will work but isec99958 will not).
	You may not reuse any of your previous 10 passwords.