



FAQ regarding upgrading to new Internet Banking

Q.1 What is the URL for New Internet Banking?

Ans. Users can access New Internet Banking from the URL: <https://online.canarabank.in/>

Q.2 Whether the User ID and Passwords will change for the New Internet Banking?

Ans. There will be no change in USER ID & PASSWORD and the Existing Credentials should be used to Login to New Internet Banking.

Q.3 I have never used Internet Banking. Will I be able to register now?

Ans. Yes, you can register yourself online as a new user by visiting <https://online.canarabank.in/> and using the Option “New User Registration”.

Q.4 Is there any difference between Customer ID & Internet Banking User ID?

Ans. Customer ID is unique identification number provided by the Bank to identify a particular customer. Internet Banking User ID is provided by the Bank to the Customer for accessing Internet Banking Application. In some cases both Customer ID and Internet Banking User ID can be same. In case of any doubt use Forgot User id option.

Q.5 I do not remember my User ID for Internet banking?

Ans. You can use the Existing User ID, in case you do not remember your User Id, you can use the “Forgot User ID” option available on the login page: <https://online.canarabank.in/>. To retrieve your User ID you should have Your Customer ID and Mobile Number to be registered with Bank.

Q.6 How do I Reset my login password in Internet Banking?

Ans. To reset your login password, click on “Create/reset login password” option available on the Login Page. For reset of Login Password, you should have your Internet Banking User ID, DOB, Any One of (PAN Number, Passport Number, AADHAR Number, Valid Debit Card Number) and Mobile Number to be registered with Bank.

Q.7 My User ID is not Activated. How do I Activate it?

Ans. Use the “Activate User ID” option available on the Login page for Activating the User ID. For Activating your User ID, you should have your Internet Banking User ID, DOB, Any one of (PAN Number, Passport Number, AADHAR Number, Valid Debit Card Number) and Mobile Number to be registered with Bank.

Q.8 My User ID is Locked. How do I Unlock it?

Ans. Use the “Unlock User ID” option available on the Login page for Activating the User ID. For Activating your User ID you should have your Internet Banking User ID, DOB, Any one of (PAN Number, Passport Number, AADHAR Number, Valid Debit Card Number) and Mobile Number to be registered with Bank.

Q.9 Where do I Find my Customer ID?

Ans. The Customer ID will be available in the first page of the Passbook issued by the Branch.