



**State Bank of India**

**CHICAGO BRANCH**

**19 S LaSalle Street, Suite 200  
Chicago IL 60603**

**INTERNET BANKING**

**STEP-BY-STEP GUIDE TO ENROLL ONLINE**

**Pre-condition**

You should be existing account holder in State Bank of India, Chicago (The Bank).

You should have the following information with you:

1. Account Number
2. Social Security Number
3. Date of Birth
4. Home Phone Number, and
5. ZIP code(USA)

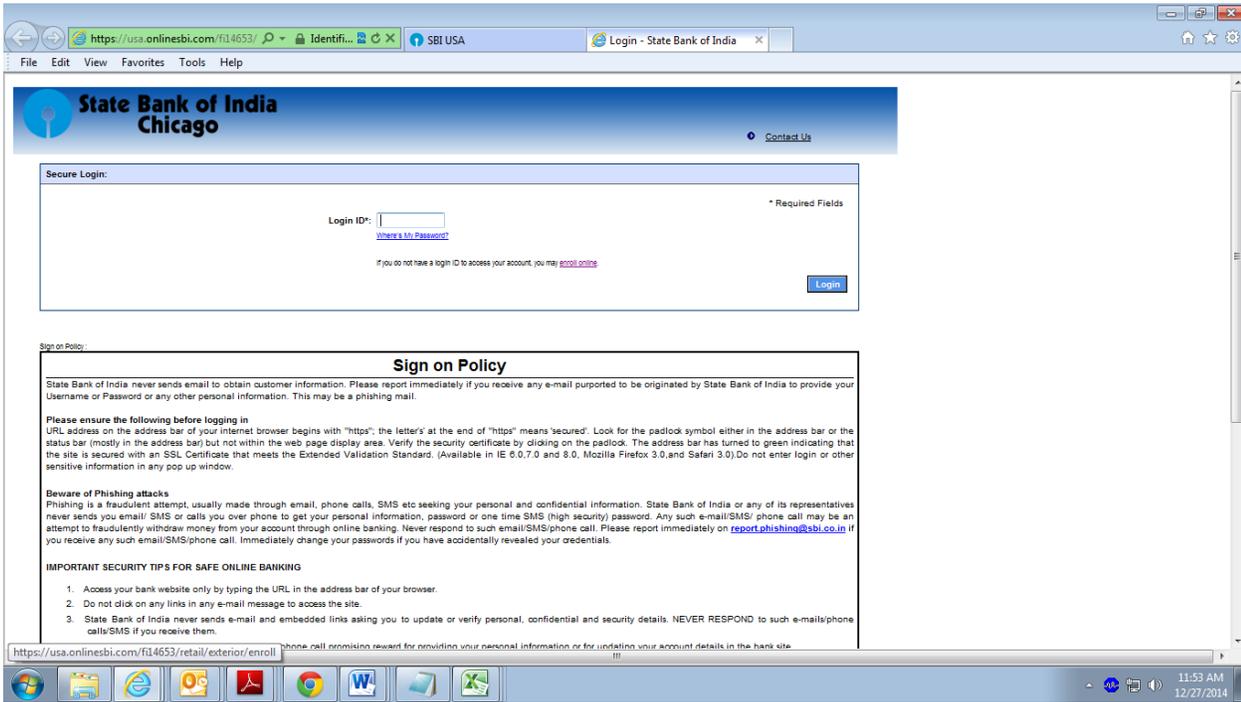
**Step 1:**

Please type following URL in the web page (preferably in Internet Explorer)

<https://sbichicago.statebank/>

**Step 2:** Click on **Online Banking**

### Step 3: Click on “enroll online”



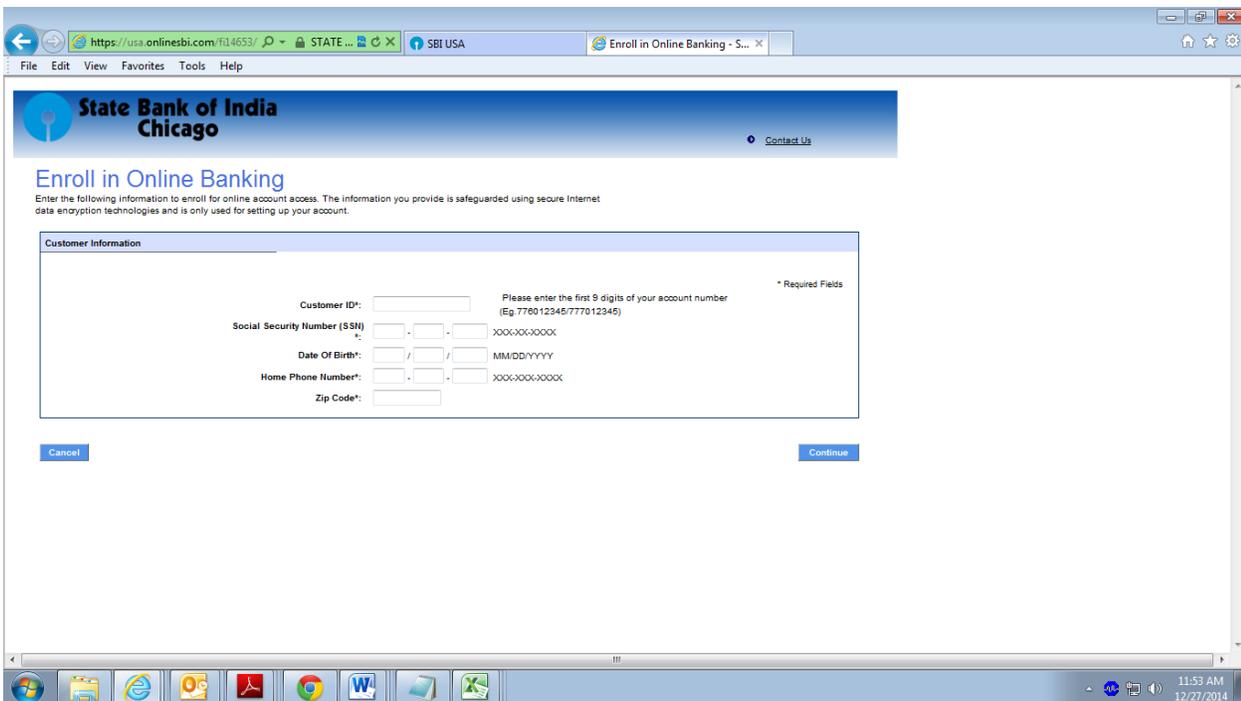
### Step 4. Please give valid information in all fields and click continue.

ü Where is my Customer ID?

Ø Your Customer ID is the first 9 digits of your account number.

ü What is my Home Phone Number?

Ø Your phone number registered with the Bank (State Bank of India, Chicago)



**Step 5. You will be prompted to set your login ID and temporary password (Remember, you will be prompted to change the password in next login)**

The screenshot shows a web browser window with the URL <https://usa.onlinesbi.com/f14653/>. The page title is "Create Login ID and Password" and it includes the State Bank of India Chicago logo. The page is divided into three main sections:

- Customer Information:** Fields for "Customer Name:" and "Address:" with the value "CHICAGO, Illinois 60610".
- Online Banking Application Forms to be Submitted to Bank:** A link for "Application for Transaction Rights".
- Online Banking Information:** A "Preferred Login ID:" field with a note: "The login ID needs to be 8-24 characters and can not contain any of the following: '!', '@', '&', '!', '^', '#', '\_'". Below this is a "Password:" field with requirements: "8-24 characters", "Use at least 1 special(s) 1 number(s) 1 letter(s)", and "Case sensitive".

**Step 6. Now you will be prompted to login(Login with the ID and Temporary password you have set) Remember the login ID and Password are case sensitive.**

**Now you will be prompted to change the password**

The screenshot shows the "Change Password" page on the State Bank of India Chicago website. It includes a note: "You are a new user. You must change your password before you access the application." The "Password" section contains three input fields: "Old Password:", "New Password:", and "Confirm Password:". A "Required Field" label is present. Password requirements are listed: "8-24 characters", "Use at least 1 special(s) 1 number(s) 1 letter(s)", "Case sensitive", and "Do not use your Social Security number or ATM card number". "Cancel" and "Submit" buttons are at the bottom.

**Now click on Submit**

**Step 7: You have to complete Challenge Questions and Answers. One out of these questions will be asked to you if you login from a different computer. If you do not want to answer this question when you login next time, please register your computer in the password page.**

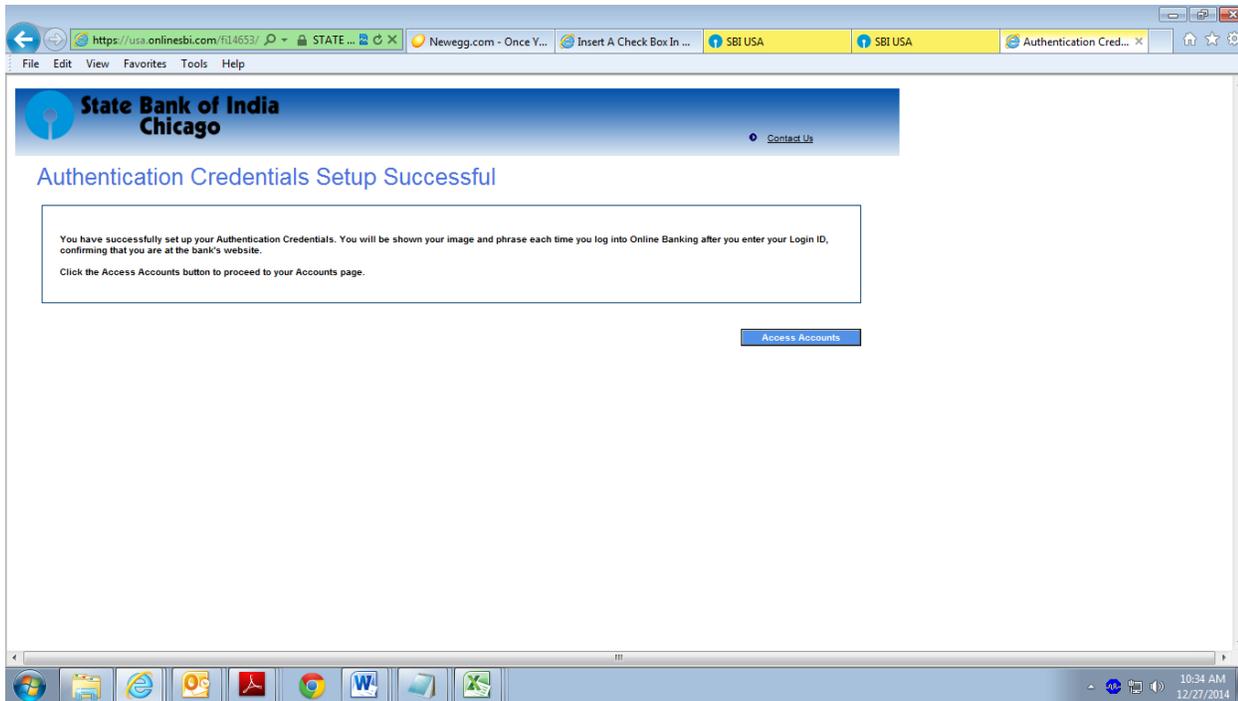
**It is essential to remember your questions and answers for future use.**

### ***Why is this needed?***

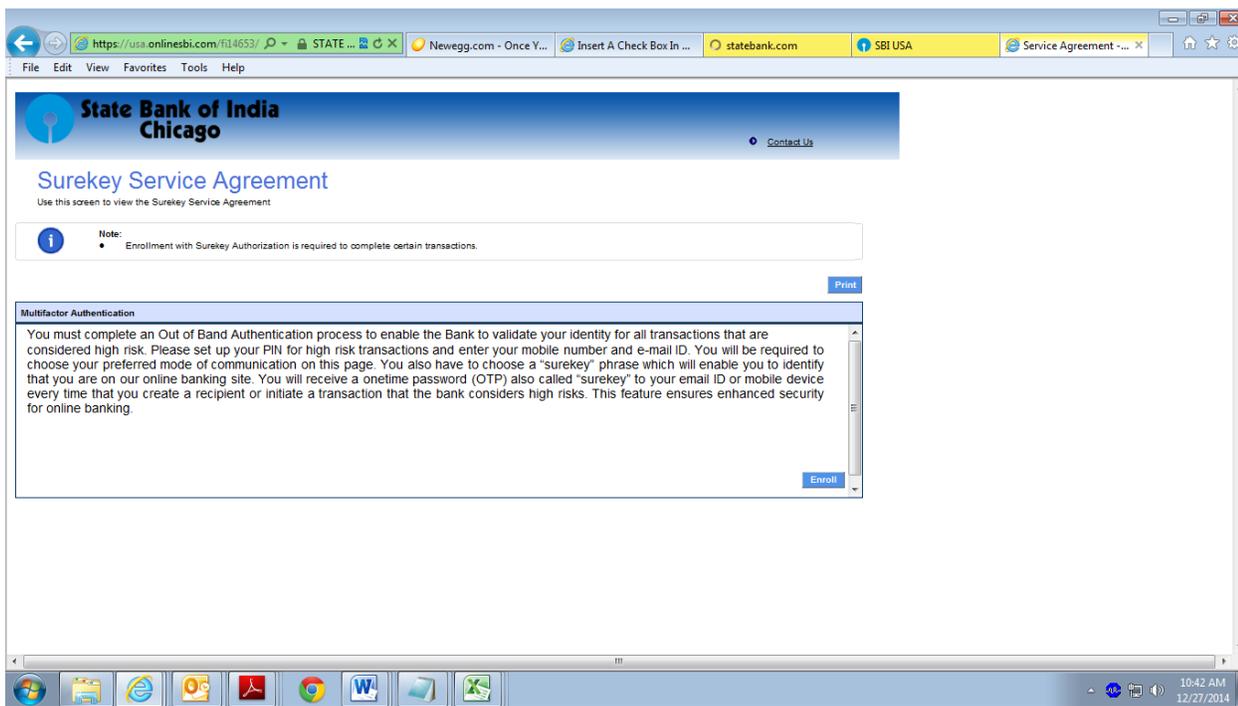
*One out of these questions will be prompted if you login from a new/different computer. If you do not want to answer the question on your next login, please register your computer on the password page. However, we suggest you NOT to register on public computers.*

The screenshot shows a web browser window with the State Bank of India Chicago logo at the top. The main heading is "Choose Challenge Questions and Answers" with a sub-heading "Select challenge questions and answers for login authentication." Below this, there are three steps: "Step 1: Create Authentication Credentials", "Step 2: Choose Challenge Questions and Answers", and "Step 3: Preview Authentication Credentials". The current step is Step 2. The instructions state: "Select three challenge questions and answers. These will be used to confirm your identity when you log in with a computer that is not registered with our site." There are three sets of questions and answers. Each set consists of a dropdown menu for the question and a text input field for the answer (2-35 Characters). The page has "Cancel", "Back", and "Continue" buttons at the bottom.

**On submit, you will get the Preview of the Challenge Questions and Answers. On Submit, you shall get the following screen. Please click on “Access Accounts”.**



**Step 8: On clicking Access Accounts you need to accept Service Agreement.. Please click on “I Accept”**



**Step 9: Next You have to complete Surekey enrollment.**

In order to do some transactions, like create recipient it is necessary to enroll you to get the sure key in your mobile device / e-mail.

It is an added security feature in our Internet Banking site which protects you in case your credentials to access your account have been compromised.

ü What is PIN ID?

Ø It is another password which is used along with sure key when you create recipient for remittance. The parameters for PIN are given in the “Surekey Enrollment” screen.

ü What mobile number should I provide?

Ø You should preferably provide your registered mobile number. The Surekey shall be delivered to this mobile number when you create a recipient or PIN ID.

ü What is e-mail address? Why it is prepopulated?

Ø This e-mail address is already registered by you with us. This e-mail address will be receiving the Surekey /PIN ID.

ü What is Create Surekey Phrase?

Ø You can create a suitable phrase. This phrase shall be part of the Surekey you receive in e-mail / mobile number when you create a recipient. It shows that the message for Surekey has come from an authentic source.

On submit, you shall receive text message on your mobile device or e-mail with surekey to your registered e-mail address. There is no need to respond to the e-mail/ text message you receive. This is to confirm that you are enrolled in Surekey.

## Now You will be displayed this message

The screenshot shows the State Bank of India Chicago online banking interface. At the top, there is a navigation bar with 'Home', 'Accounts', and 'Remittance' tabs. Below this, a 'My Bank' section displays a 'Successful Submit' message: 'You have been successfully enrolled with SureKey Authorization. If you do not receive a welcome message on your email or mobile device, please contact a bank representative at 312-621-1290.' There is also a note: 'It may take up-to two business days before transactions on your account are available for online viewing.' The 'Info Center' on the right shows 'View Alerts: (1 unread)'. The page footer includes 'MEMBER FDIC' and 'VeriSign' logos.

Click on the Account Tab to see the accounts linked to your Customer Number

With these steps your enrollment is complete.

This enrollment will give you only the enquiry rights to your accounts. If you need a transaction rights to do transactions like Remittances to India, Internal transfer within your accounts with SBI Chicago, you have to continue the following steps.

## FOR TRANSACTION RIGHTS

**Step 10.** Click on the link “forms” (on the right hand side top) to download the Transaction rights forms

The screenshot shows the State Bank of India Chicago online banking interface. The navigation bar includes 'Home', 'Accounts', 'Payments', 'Remittance', 'Transfers', and 'Services'. The 'Remittance Center' is active, showing 'Create Remittance' and 'Recipients' tabs. A 'Successful Submit' message states: 'Your password has been changed successfully.' The 'Account Balances' section displays two tables:

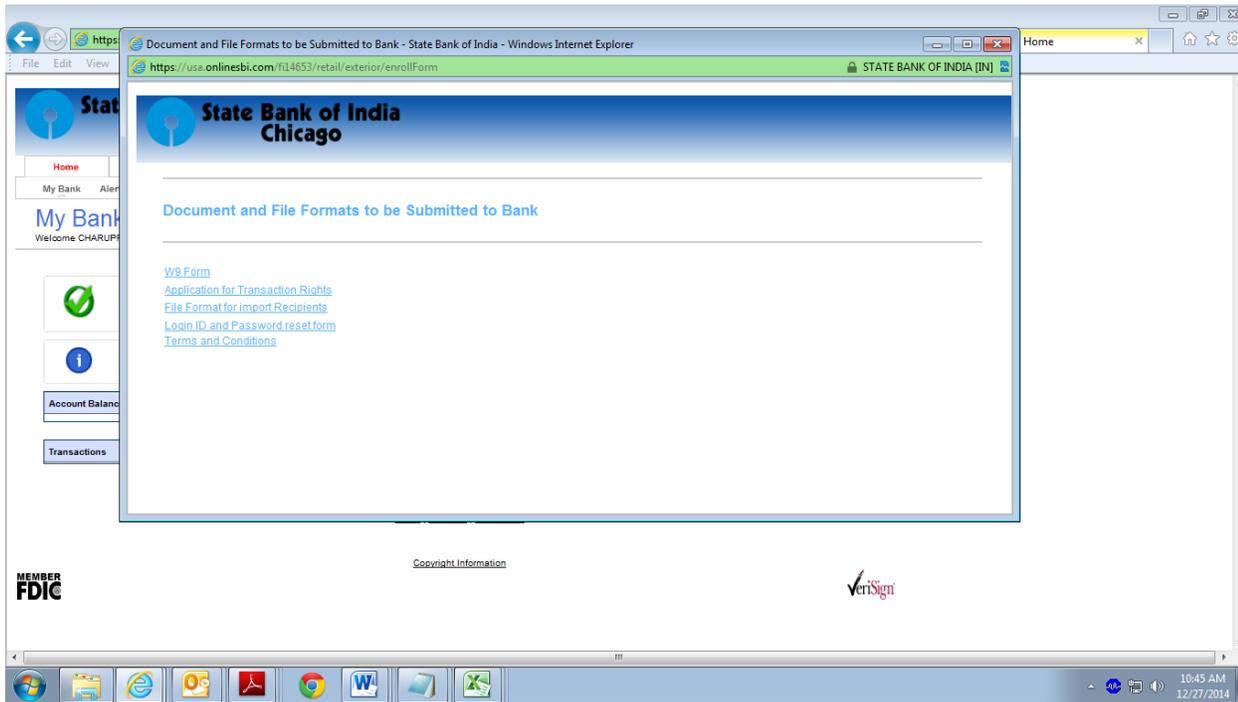
Checking			
Nickname	Account Number	Current Ledger	Available Balance
CHECKING A/C - PERSONAL	*****0003	\$ 00	\$ 00
CHECKING A/C - PERSONAL	*****0004		

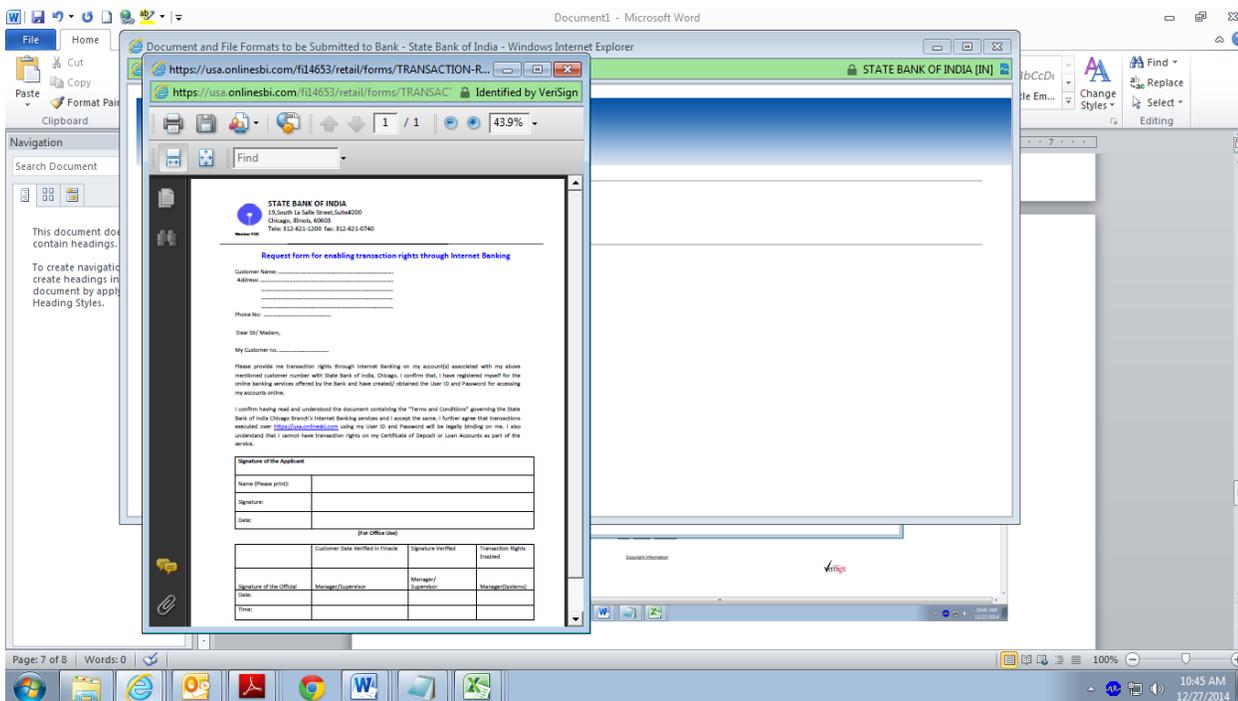
NOW			
Nickname	Account Number	Current Ledger	Available Balance
NOW ACCOUNTS -	*****0002		

The 'Info Center' on the right shows 'View Alerts: (5 unread)'. The page footer includes 'Today's Date: Saturday, December 27, 2014' and 'Last Login: Friday, November 14, 2014 12:29:58 PM EST'.

Click on the Link “Application for Transaction Rights”



**Step 11. Print the transaction rights form, complete it, sign and send to us through online secure message or By Postal Mail to enable the transaction rights. The enabling of transaction rights may take upto 1-2 Business days.**



**Once the Transactions rights has been given by SBI Chicago, You can do transactions like Remittances to India, Internal transfer within your accounts with SBI Chicago, etc**

## **CREATION OF RECIPIENT AND REMITTANCES TO INDIA IN USD or INR**

**Step 12 :** After the Transaction rights has been enabled at SBI, Chicago, Login with your ID and Password. Click on the Tab “Remittance > Recipients > Create Recipients” to add the Beneficiary

The screenshot shows the State Bank of India Chicago website's 'Create Recipient' page. The browser address bar displays 'https://usa.onlinesbi.com/fil4653/'. The page has a navigation menu with 'Remittance' selected. The main content area is titled 'Create Recipient' and contains a form for entering recipient details. The form fields include:

- Recipient Name: First, Middle, Last (Required Fields)
- Recipient ID: (Recipient ID is alphanumeric e.g. A1009)
- Recipient Relationship: (Dropdown menu)
- Other: (Text field)
- Street Address: (Text field)
- City: (Text field)
- Country: (Dropdown menu, set to India)
- State/Region: (Dropdown menu)
- Postal Code: (Text field)
- Phone Number: (Text field)
- Email Address: (Text field)
- Account Type: (Dropdown menu)
- Account Number/Customer ID: (Text field)
- Account Currency: (Dropdown menu)

Instructions at the bottom of the form state: 'Please enter Customer id, if the account type selected is Term Deposit else enter Account Number' and 'If USD is selected as Account Currency, Please select Swift enabled SBI branch'.

**Note :** Do not use any special characters like [{- . \* / \$ # @ ! & ()] in any of the fields

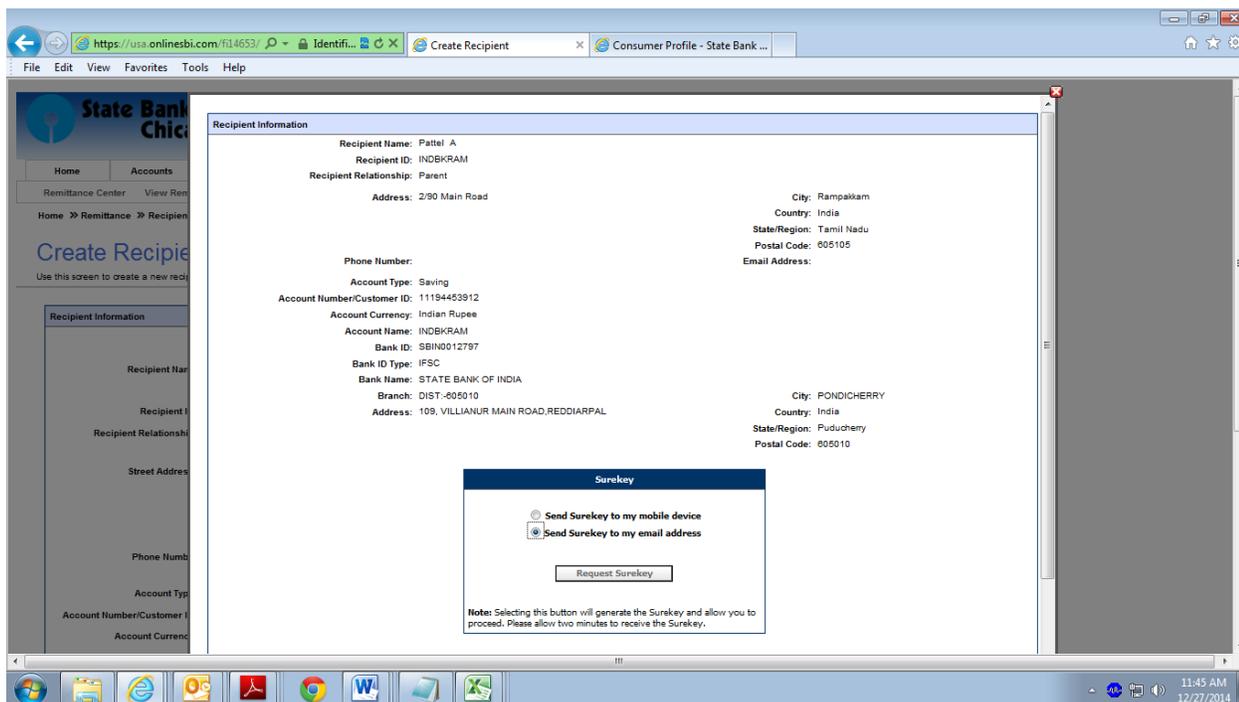
After entering the Particulars, Click on the “Preview”. (Note that Recipient ID is an Alphanumeric field and enter characters of your Choice)

The screenshot shows the 'Preview' step of the 'Create Recipient' form. The form fields are filled with the following data:

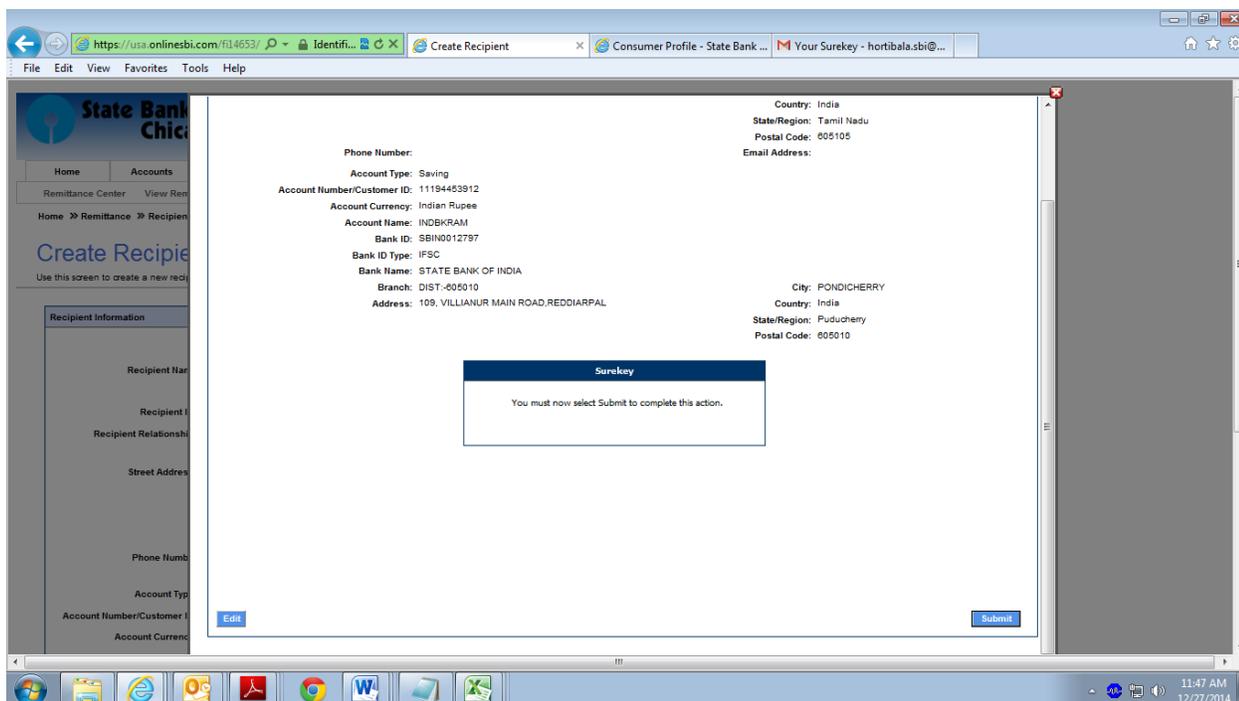
- Recipient Relationship: Parent
- Other: (Empty)
- Street Address: 2/90 Main Road
- City: Rampakkam
- Country: India
- State/Region: Tamil Nadu
- Postal Code: 605105
- Phone Number: (Empty)
- Email Address: (Empty)
- Account Type: Saving
- Account Number/Customer ID: 10878812345
- Account Currency: INR
- Account Name: INDBKRAM
- Bank: (Dropdown menu)
- IFSC/SWIFT Code: SBIN0012797
- Bank ID Type: IFSC

Buttons for 'Cancel' and 'Preview' are visible at the bottom of the form. The page footer includes 'MEMBER FDIC', 'Copyright Information', and 'VeriSign'.

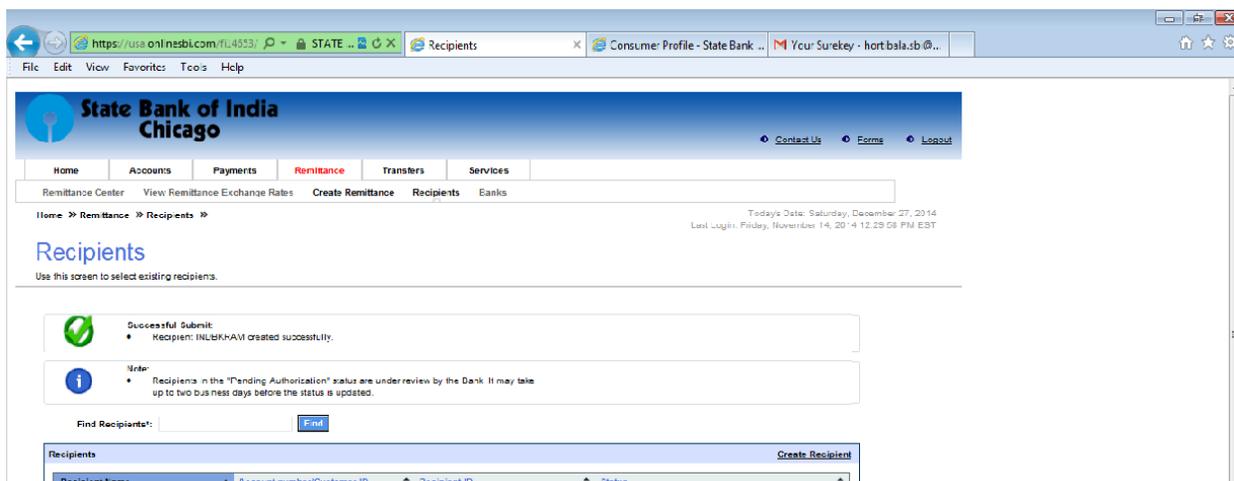
**Step 13.** Now you will be displayed the following Page. Choose an option to receive the Surekey (Either by Mobile or E-mail) and Click on Request Surekey.



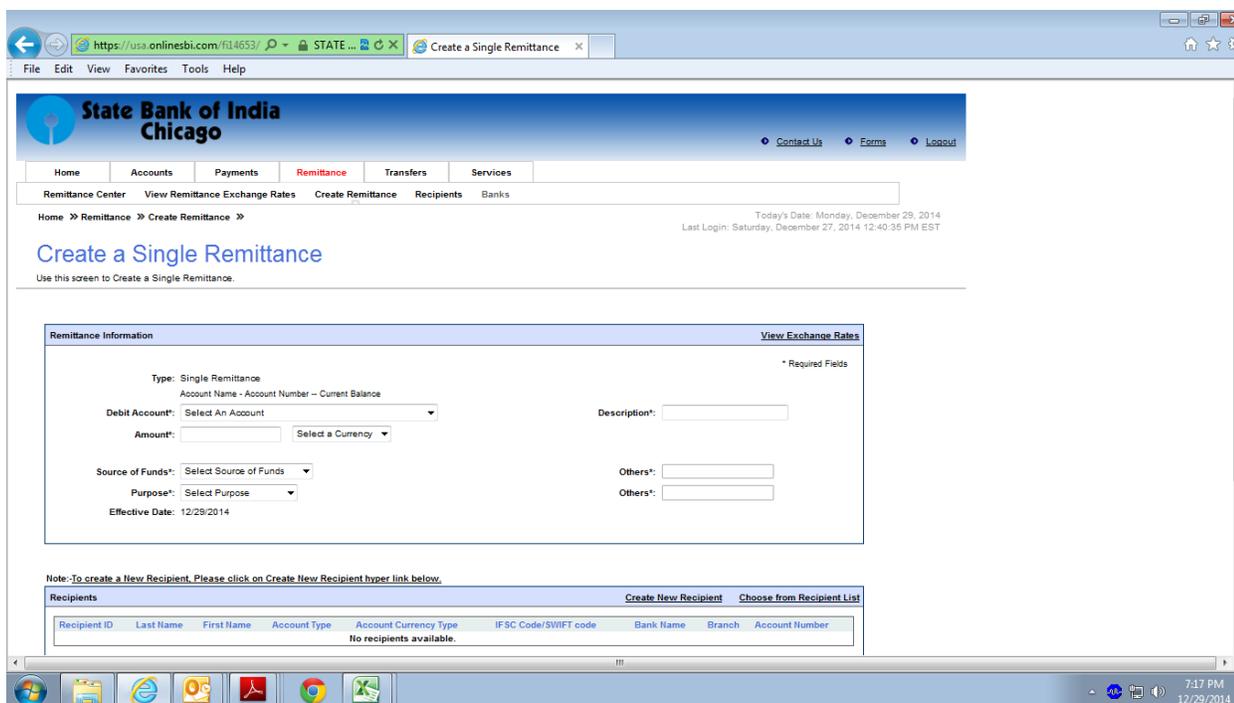
**Enter the Surekey received and click Submit.**



After the Submission of Surekey, Recipient will be added in the List either with the Status Active or Pending Authorization. If the status is Pending Authorization, Contact the Branch for Authorization. If the Status is Active, You can sent Remittance to that Recipient.



**Step 14 : For Sending Remittance Click on Tab Remittance > Create Remittance**



After entering all the particulars, Click on Preview and check whether all the details are correct, then click “Submit”

**Points to Remember while doing create remittance**

1. Minimum amount of Remittance of USD 100/-
2. Choose the Beneficiary from “Choose from Recipient list”
3. Description field is Mandatory and enter character of your choice
4. If you choose “INR’ in Select a Currency field, Equivalent USD will be debited to your account.
5. Currency of Remittances i.e. whether INR or USD will be decided based on the “Account currency type” under the Recipients
6. Do not use any special characters like {- . \* / \$ # @ ! & ( )} in any of the fields