

## Procedure to Handle Expired Users

**Expired Users** - Users who have not logged in for more than 180 days

**Problem Description** - Under any Corp ID, the users who have not logged in for more than 180 days, system will give error message “**User expired**”.

**Error Message:** “User expired”

**Solution** - Please follow the below procedure to handle expired Users

### **A. User Type – Corporate Admin User:**

1. Please download form for “Duplicate password” from [www.netpnb.com](http://www.netpnb.com) provided under link “**Forms**”
2. Submit the duly filled form at your branch.
3. You will get a new password for login from the branch.
4. After login, system will prompt you to change the password.
5. After changing passwords, you can start using Internet Banking.

### **B. User Type – Corporate User (with view only /transaction facility):**

1. Request your Corporate Administrator to login and set new password for your user id by following the simple steps:
  - a. Click on ‘**Corp Admin**’ → ‘**User Maintenance**’ option
  - b. Select the User for which password(s) is to be set.
  - c. Click on ‘**Set Password**’.
  - d. Select Check box(s) for setting of password(s).
  - e. Enter One Time Password (OTP - received on registered mobile number of Admin User) & click on ‘**Submit**’ button to confirm setting of password(s).
2. Now you can login with the passwords set by your Corporate Administrator
3. System will prompt you to change the password.
4. After changing passwords, you can start using Internet Banking