USER GUIDE

UNDERSTANDING THE SYSTEM

SMART

ONLINE BANKING SYSTEM

ELECTRONIC BANKING UNIT,

21ST FLOOR,

BANK OF CEYLON – HEAD OFFICE.

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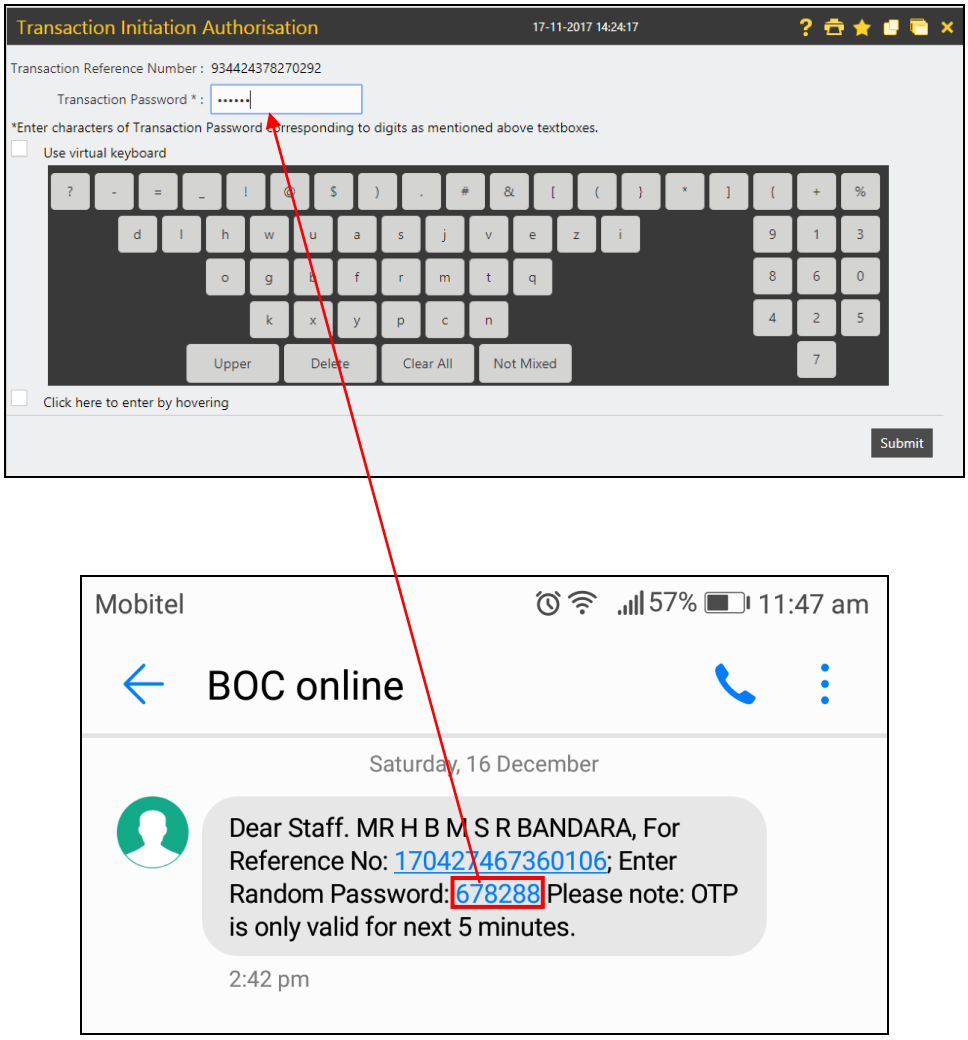
One Time Password (OTP)

You can use “One Time Password” feature to confirm your actions in the “BOC SAMRT Online Banking System”. It’s no need to remember your transaction password anymore because the transaction password will not be used hereafter in the system.

You will be prompted to “Transaction Initiation Authorisation” window when you do some transactions in the system.

One Time password will be sent to your mobile number which is registered with the Bank and it will be expired after a preconfigured time period.

You can’t go beyond this “Transaction Initiation Authorisation” window without entering the OTP. So, please request a new OTP using “Resend OTP” button. If no any button available to “Resend OTP” please retry the function from the beginning.

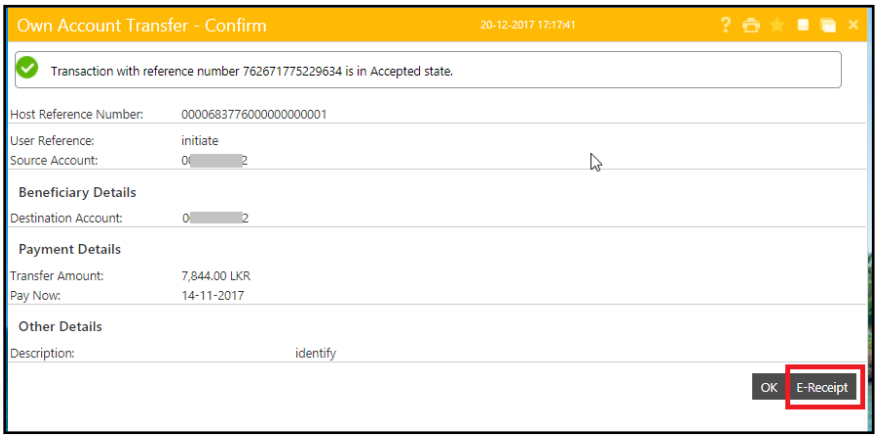


E-receipt

E-receipt will be available after successful completion of any transaction in "BOC SMART Online Banking system".

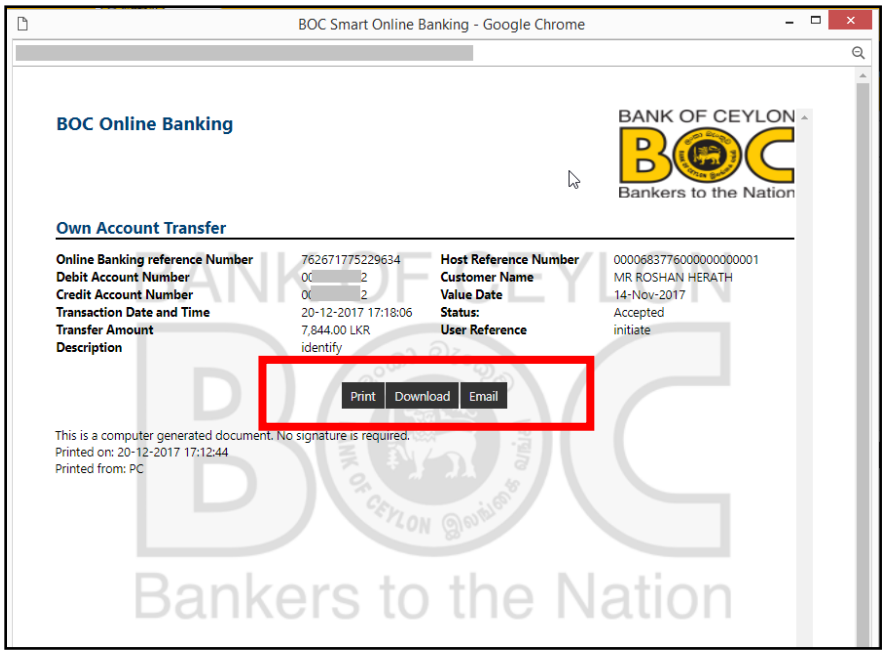
Separate alert will be sent to your e-mail address as soon as the transaction completes.

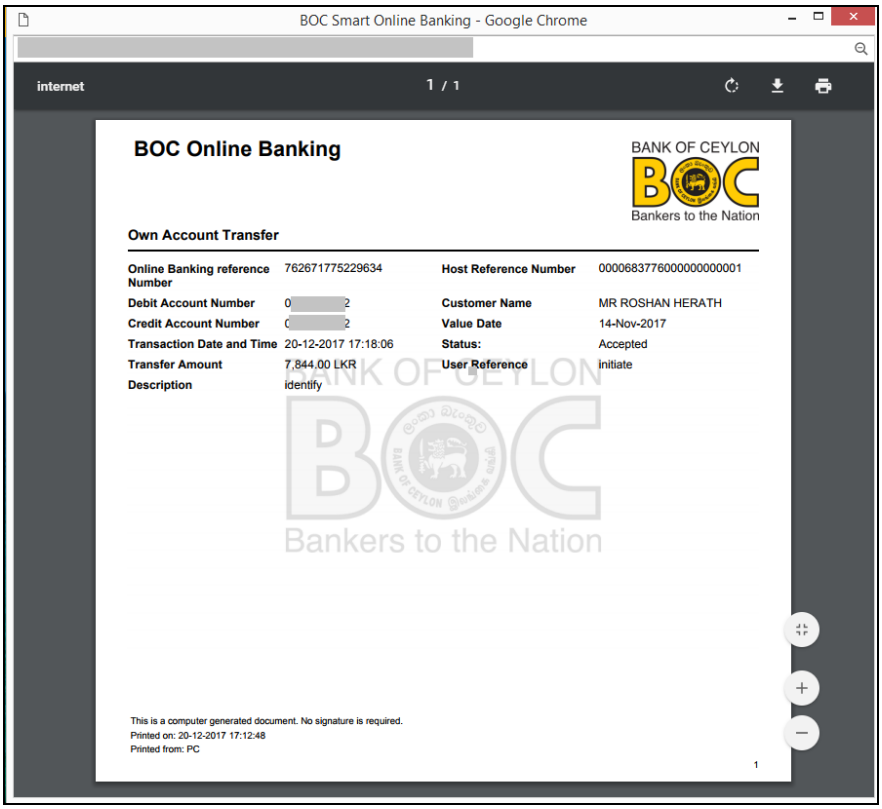
By pressing the E-receipt button, you can view the e-receipt of the transaction.



You can obtain a

- Print of the e-receipt
- Download a soft copy of the e-receipt (in PDF)
- Email a copy of the e-receipt (this will be sent to registered email address).




BOC Smart Online Banking - Google Chrome
internet
1 / 1
BOC Online Banking
BANK OF CEYLON
Bankers to the Nation
Own Account Transfer
Online Banking reference Number 762671775229634
Host Reference Number 000068377600000000001
Debit Account Number 0 2
Customer Name MR ROSHAN HERATH
Credit Account Number 0 2
Value Date 14-Nov-2017
Transaction Date and Time 20-12-2017 17:18:06
Status: Accepted
Transfer Amount 7,844.00 LKR
User Reference initiate
Description identify
This is a computer generated document. No signature is required.
Printed on: 20-12-2017 17:12:48
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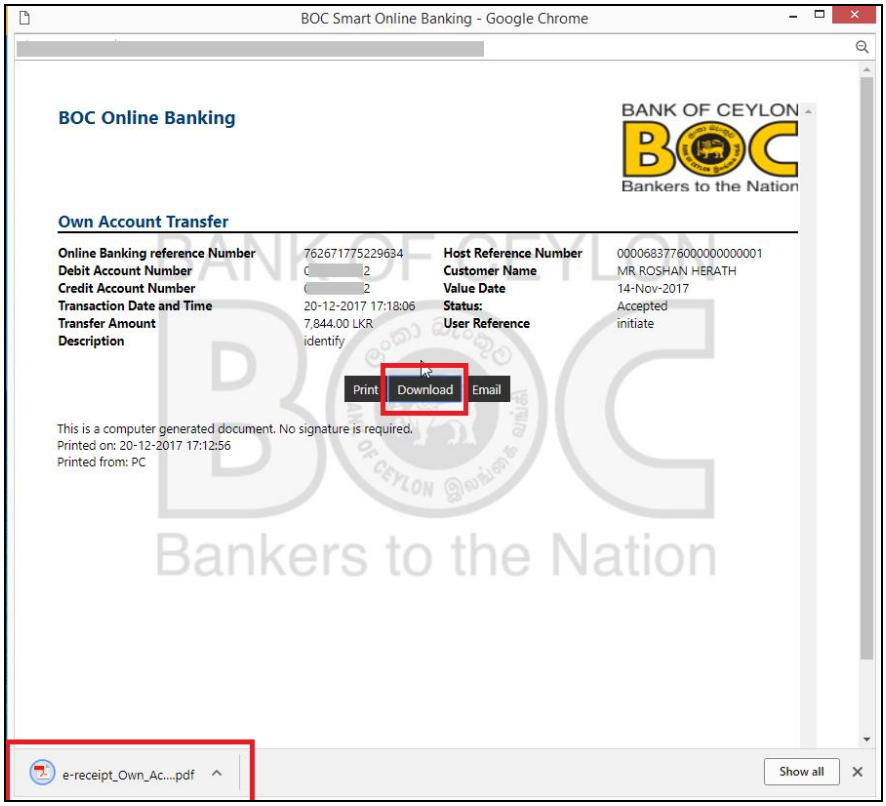
1


BOC Smart Online Banking - Google Chrome
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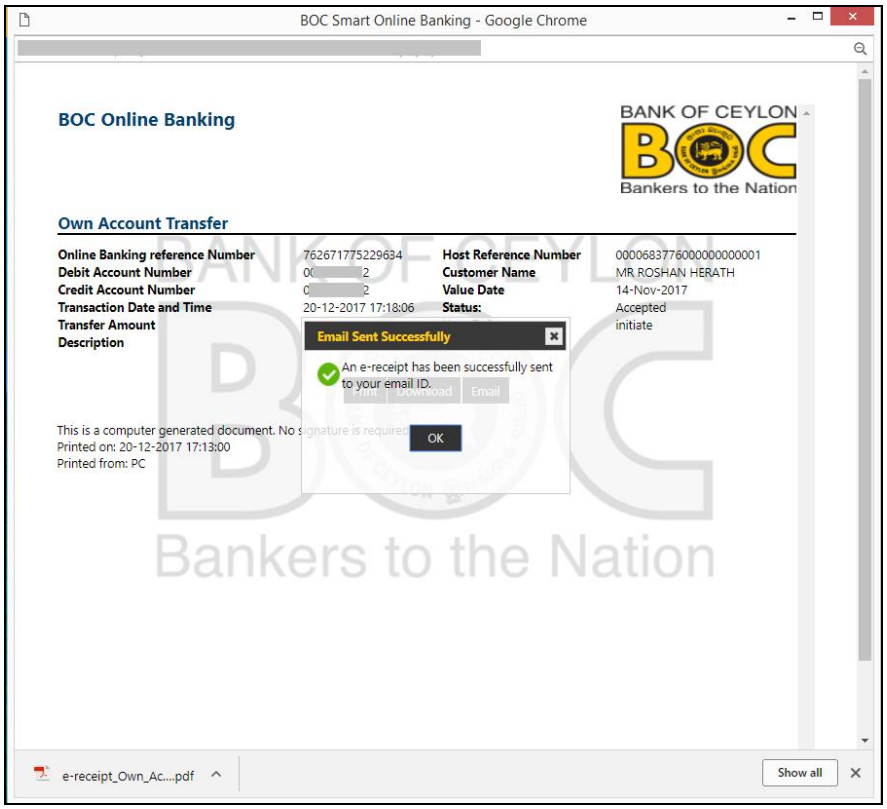
Transaction Date and Time 20-12-2017 17:18:06
Status: Accepted
Transfer Amount 7,844.00 LKR
User Reference initiate
Description identify
Print
Download
Email
This is a computer generated document. No signature is required.
Printed on: 20-12-2017 17:12:56
Printed from: PC
e-receipt_Own_Ac....pdf
Show all


BOC Smart Online Banking - Google Chrome
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BANK OF CEYLON
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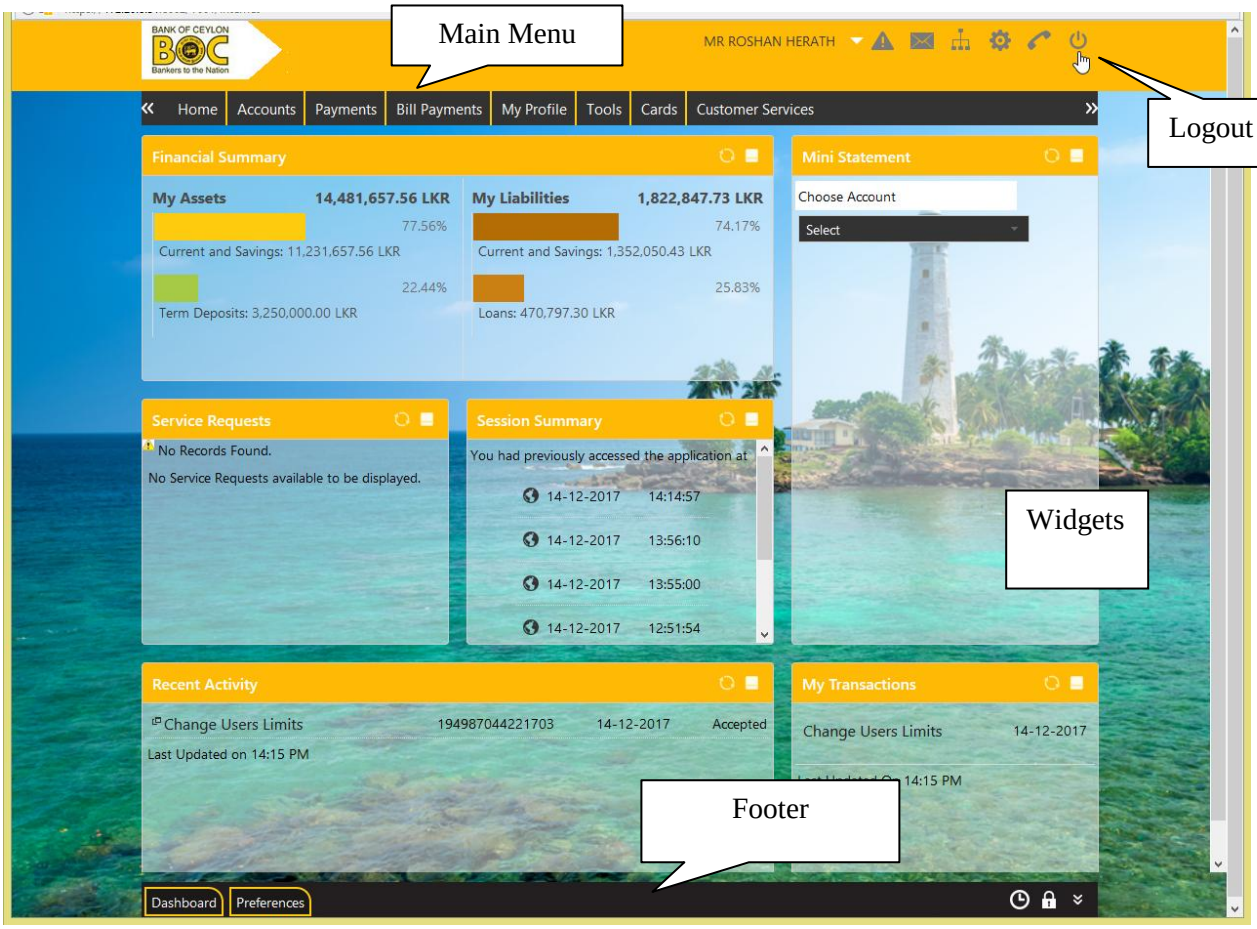
Transfer Amount
Description
Host Reference Number 0000683776000000000001
Customer Name MR ROSHAN HERATH
Value Date 14-Nov-2017
Status: Accepted
initiate
Email Sent Successfully
An e-receipt has been successfully sent to your email ID.
Email
OK
This is a computer generated document. No signature is required.
Printed on: 20-12-2017 17:13:00
Printed from: PC
e-receipt_Own_Ac....pdf
Show all

Dashboard



Widgets

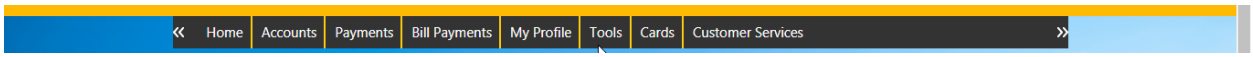
You will see the dashboard if you logged in correctly. You will see a summary of your assets and liabilities. Further you can add upto 5 widgets you prefer to see on your dashboard.

(go to Customer services -> Dashboard widget management and select which you prefer to see as soon as you login in to the system. Saved preferences will be activated from the next login onwards.)

Eg:If you prefer to view the Recent activity, you can activate “Recent activity” widget.

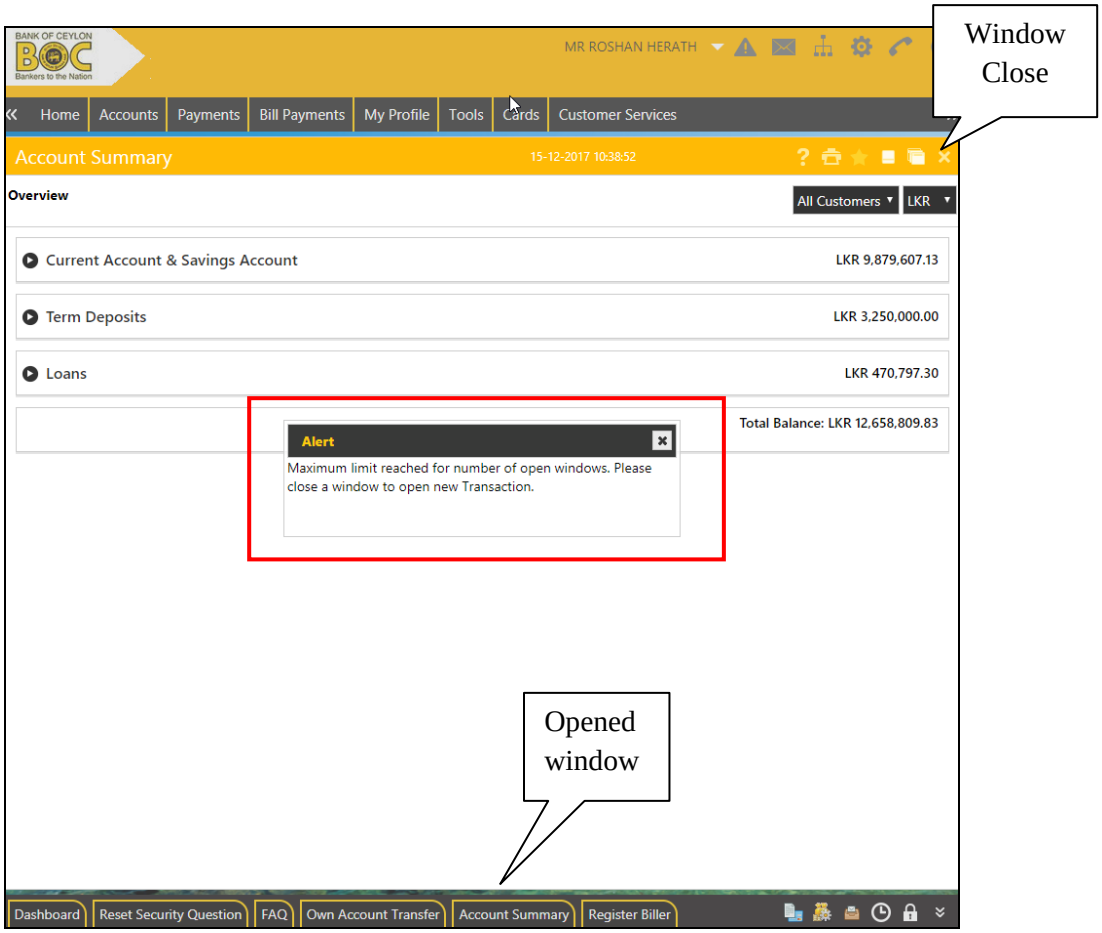
Main menu

This is the central point to all functions & services inside the Internet & Mobile Banking System.

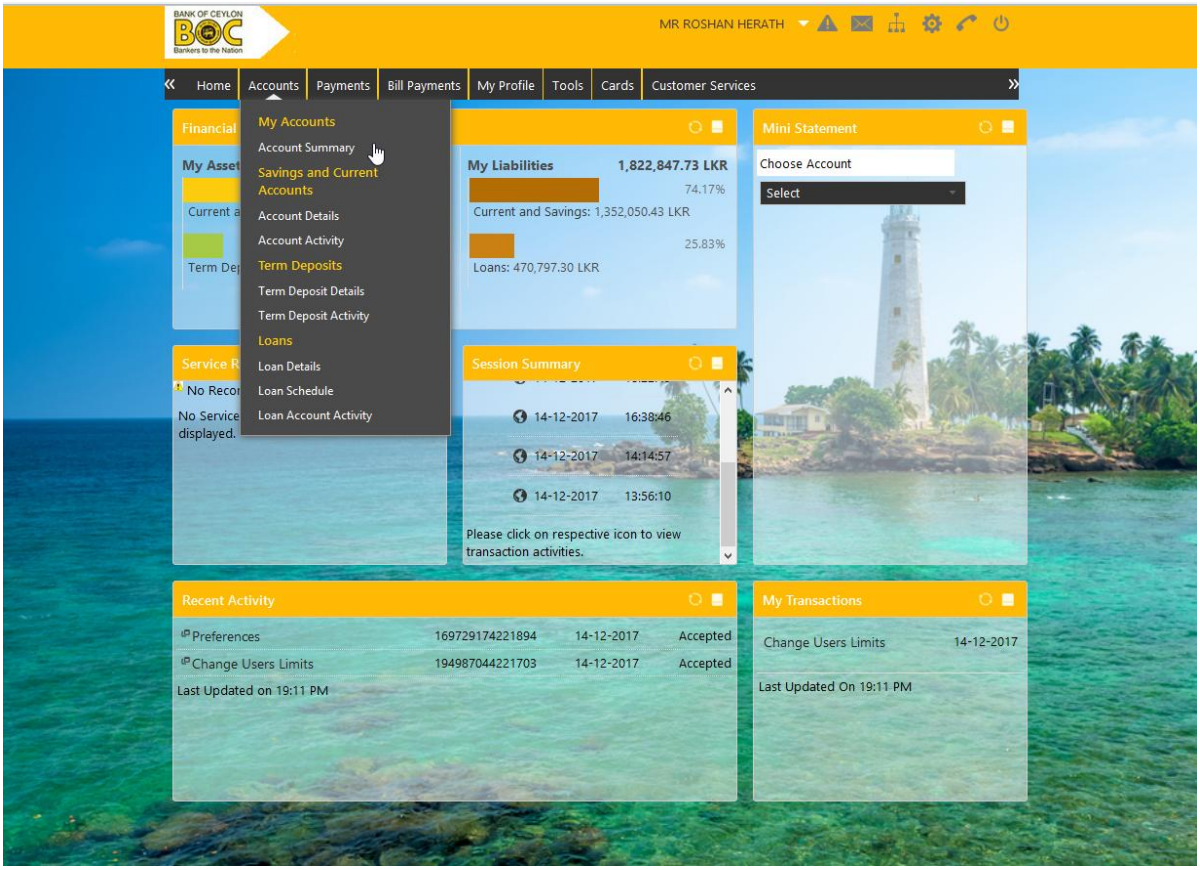


Footer

A window will be opened when you work on the system and the opened window name will be displayed here. (Up to 5 windows and you can go through these windows by clicking on the name). If you see an error message like the one displayed below, please close any window which is opened by clicking on the cross icon at the top right

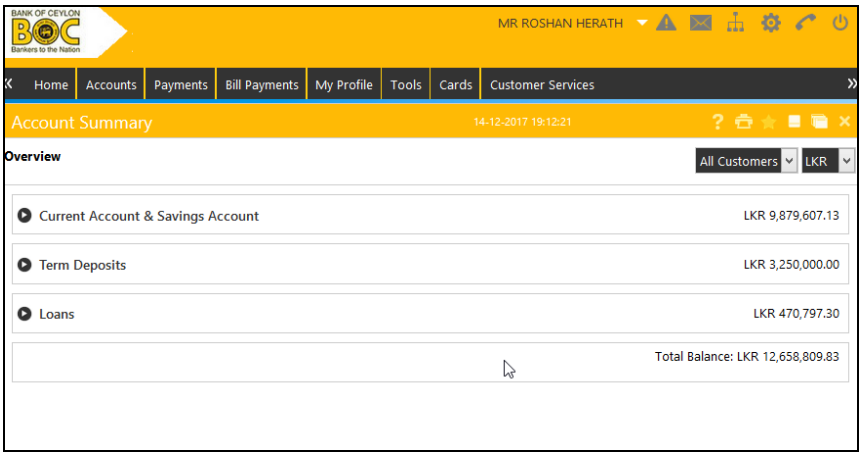


Accounts

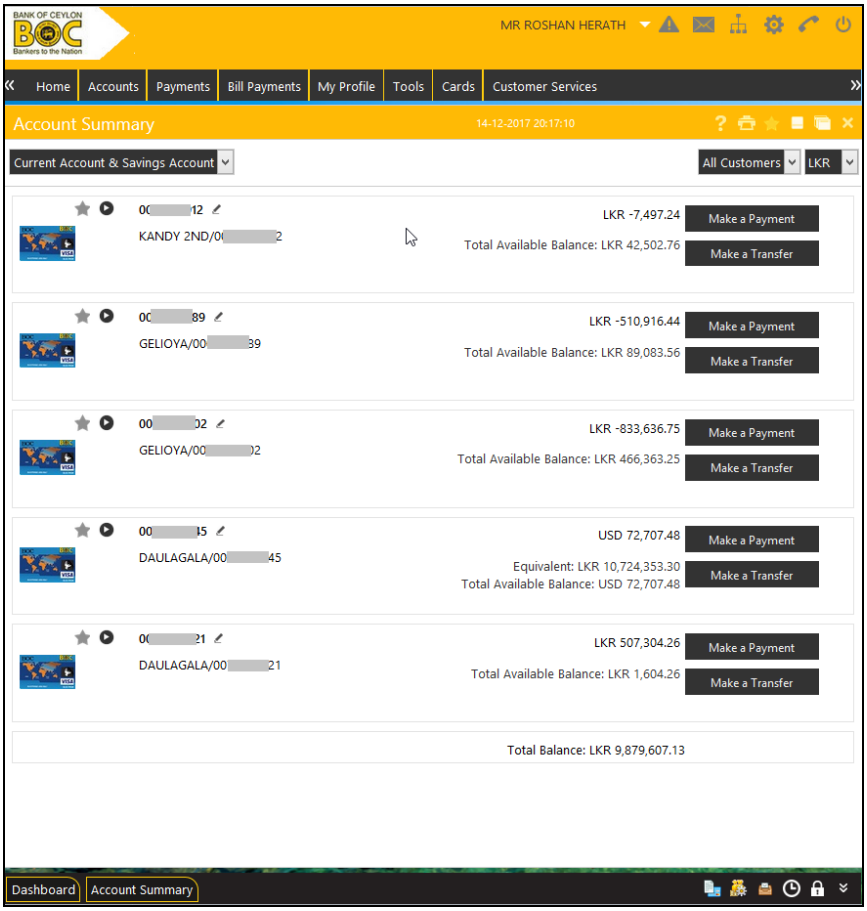


Account Summary

Click on “Accounts” then “Account Summary” will display a categorized summary view of your accounts.



Clicking on a category will display account summary



To view account details and activities, please use “Accounts” Dropdown from the “Main menu” or simply click on the “account name/nickname” in the “account summary” window.

You can view “details” and “activities” of accounts, term deposit, loans by clicking on the appropriate label of the “Accounts” drop down in main menu.

Account Activity (Current & Savings Accounts, Term Deposits & Loans)

You can view account activity for the account types as follows.

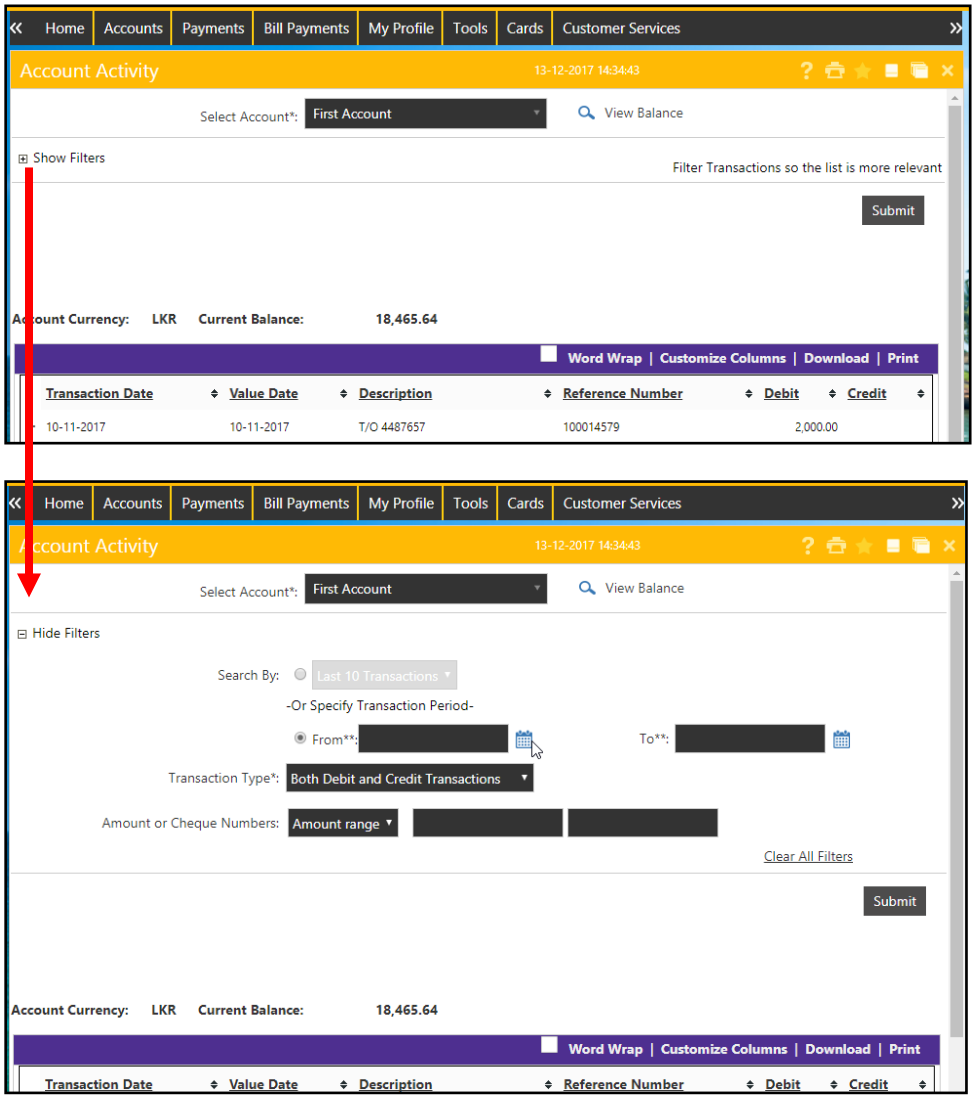
Current & Savings Activity	• Click on “Accounts” from the main menu and then “Account Activity” under “Current & Savings Accounts”
Term Deposit Activity	• Click on “Accounts” from the “Main menu” and then “Term Deposit Activity” under “Term Deposits”
Loan Account Activity	• Click on “Accounts” from the “Main menu” and then “Loan Account Activity” under “Loans”

(Hope you will understand to use the account activity pages even there are some differences in the fields)

Account Activity

You can see last 10 records of the account & the transactions for a specific date range. (Maximum records will be limited to 250. So, please use search filters to get results.)

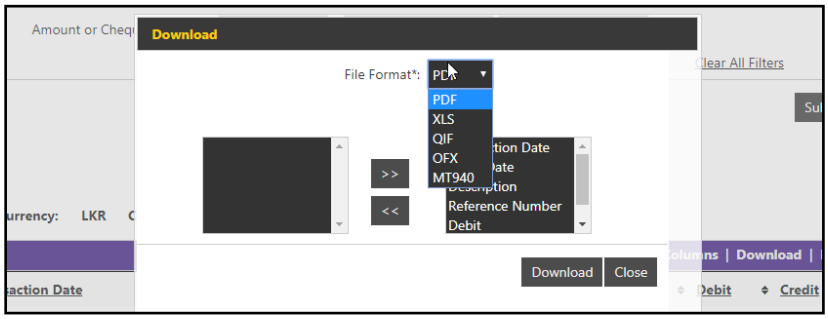
Search filters will be displayed if you pressed on the + sign which is with “Show filters” label

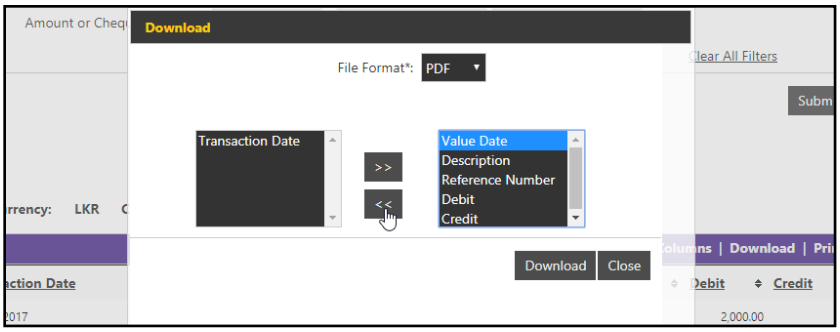


Download records

Click on download label to download the records which are displayed

You can select the columns which needed to be available in the file downloaded by selecting and pressing arrows. (Column labels which are in the right cage will be available in the report downloaded)

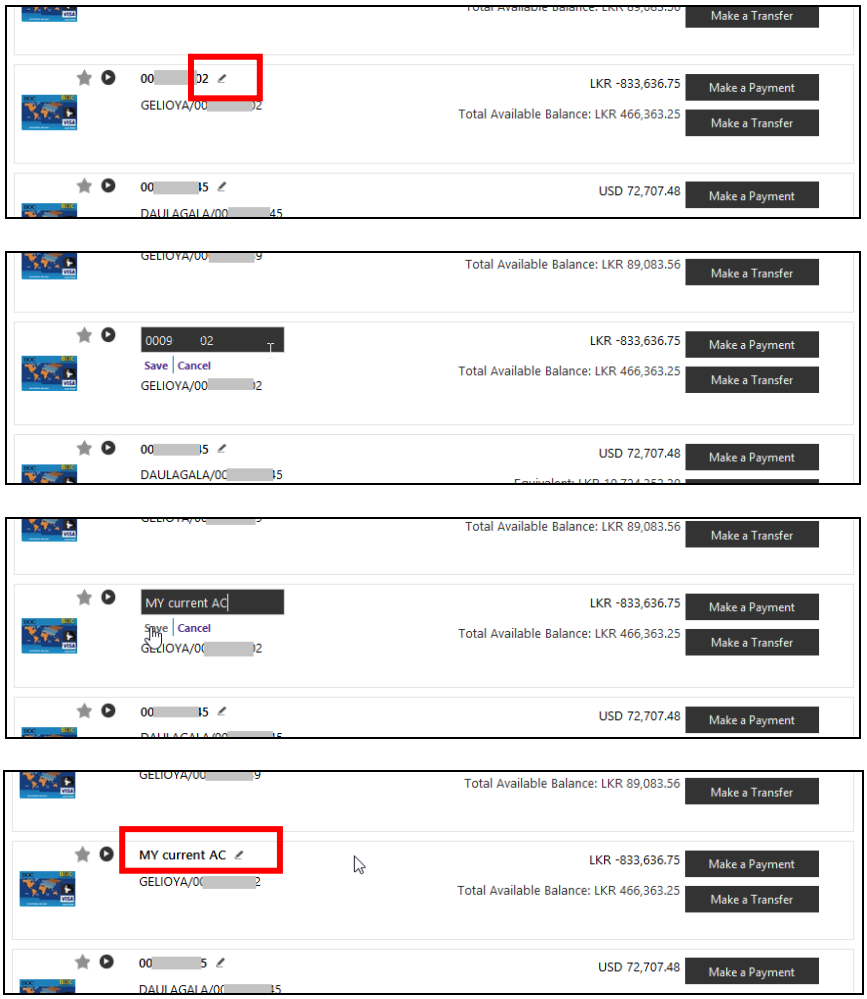




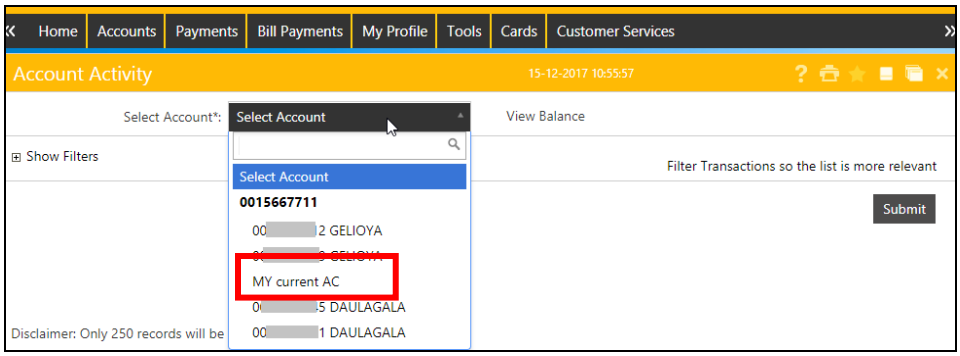
Nicknames

You can add nicknames to each account to easily identify the accounts.

To add nicknames please click on the “pencil” icon near the account number.



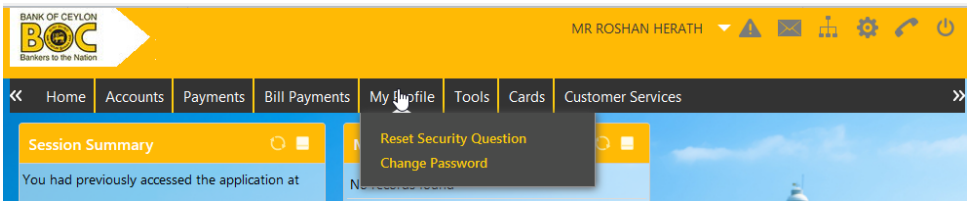
These nicknames will be displayed in the account selection lists. If no nickname added, account number will be displayed in the account dropdown lists.



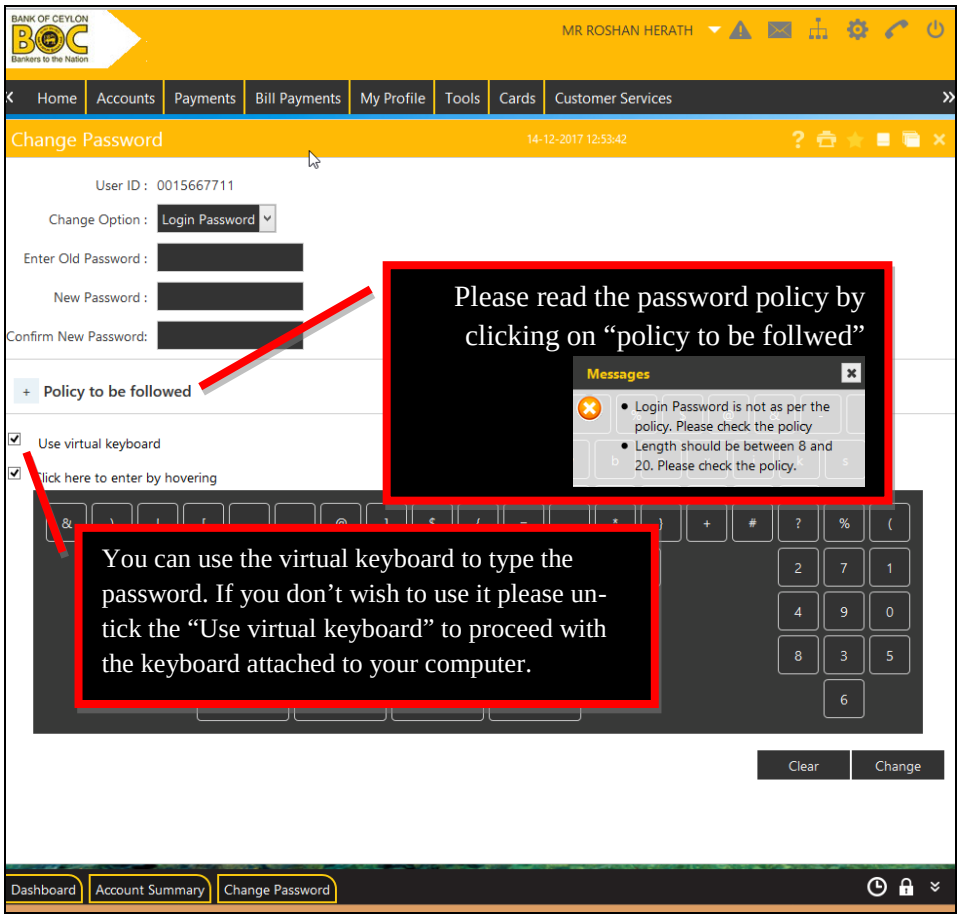
My profile

Change Password

Click on “My profile” and then “Change Password”



You will see the “Change password” window

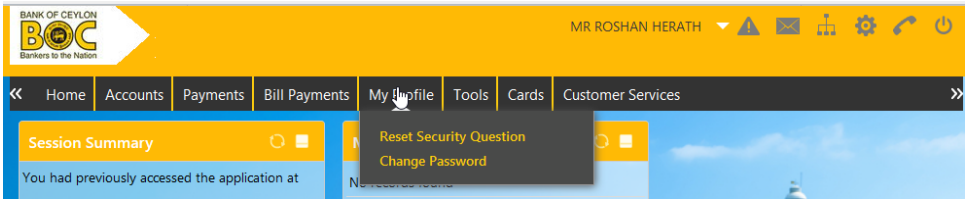


Please enter the old password at the “Enter Old Password” field

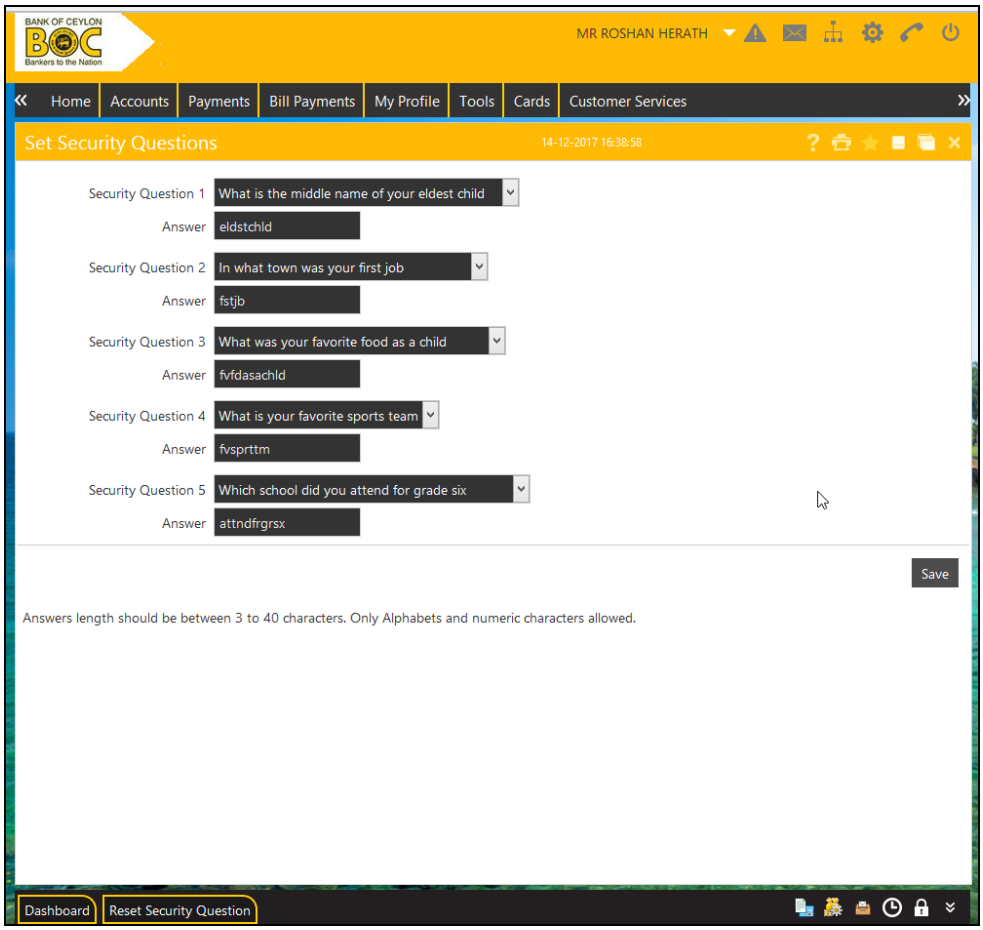
Type your desired password in the “New Password” and “Confirm New Password” fields

Reset security questions

Click on “My profile” and then “Reset Security Question”



You will see “Set security questions” page

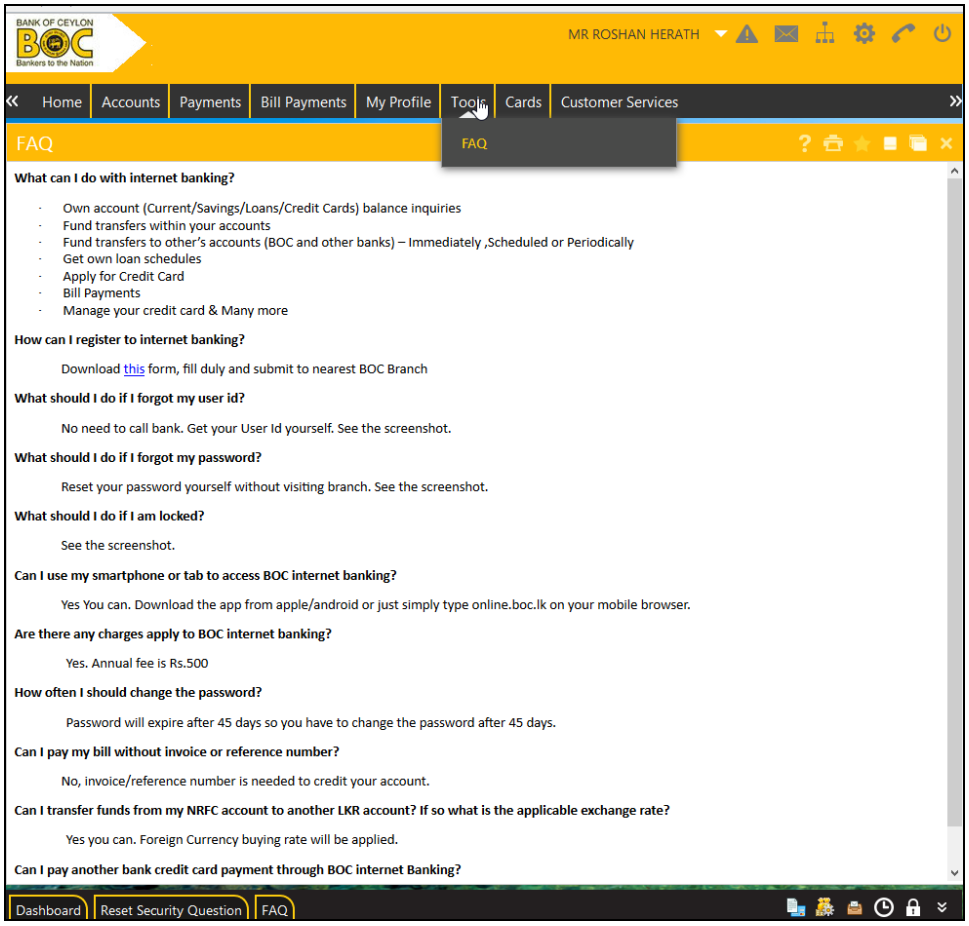


Selected security questions will be used to recover your password in case of your forgot password.

(If you forgot your password, you will be prompted to enter the random password received to your mobile and answer some of the security questions before reset your password)

FAQ

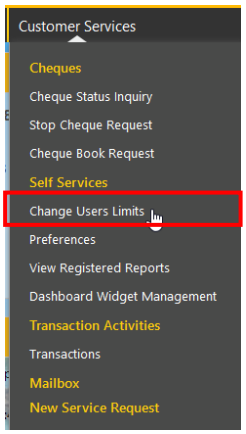
You can view the Frequently Asked Questions (FAQ) by clicking on “Tools” and then “FAQ”



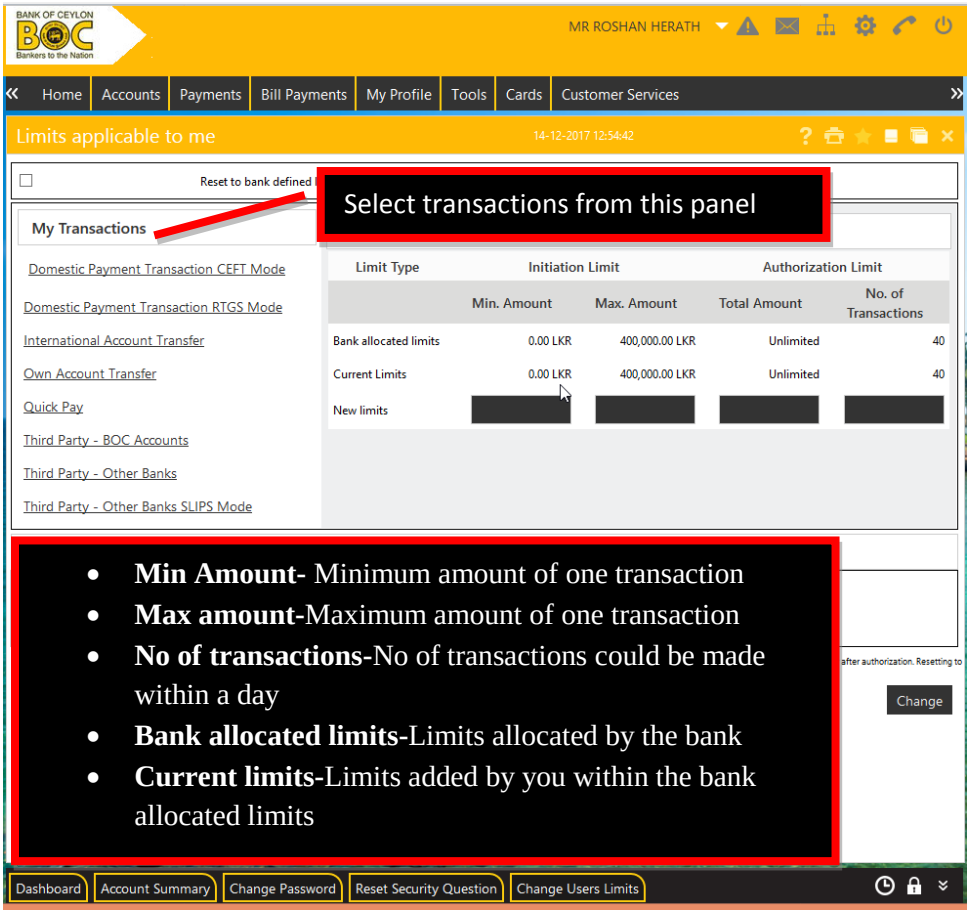
Customer Services

Change user limits

Click on “Customer Services” and then “Change User Limits”



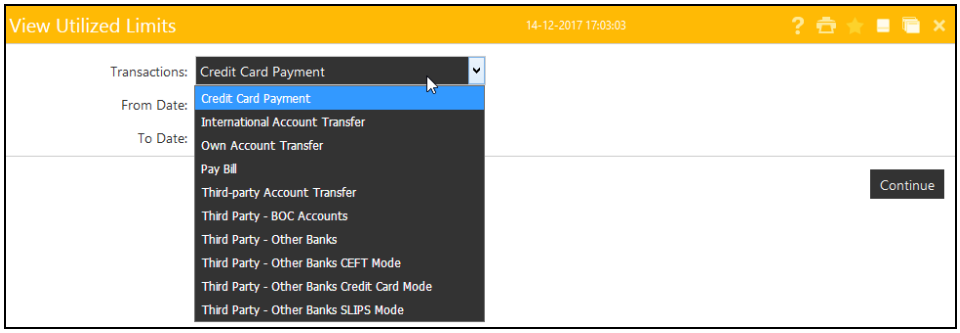
You will see the “Change user limits” page



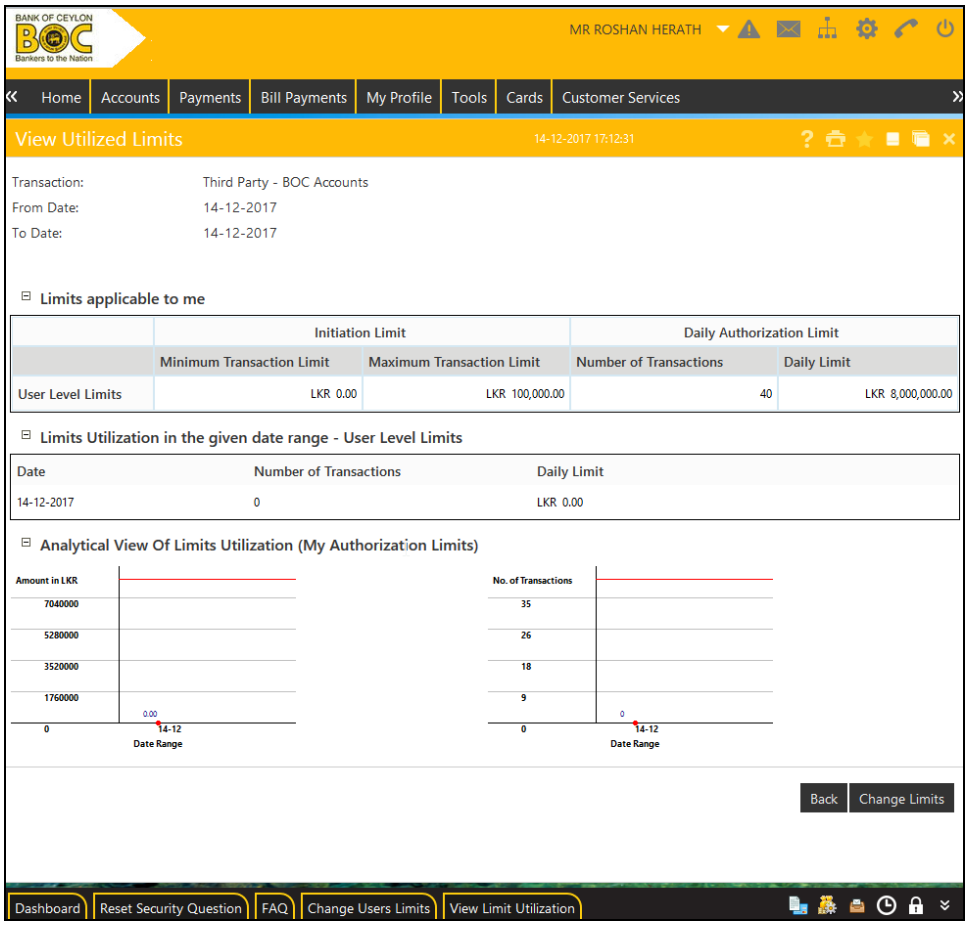
Bank allocates limit package for each customer. You can change the limit assigned to different category by yourself within the allocated limits and will be applied at the same time.

If you need to do any transaction beyond the limits currently allocated by the bank, please be kind enough to contact the bank. New limit package will be assigned by the bank official considering the request.

Used limits could be viewed by clicking on “Payments” then “View limit utilization”

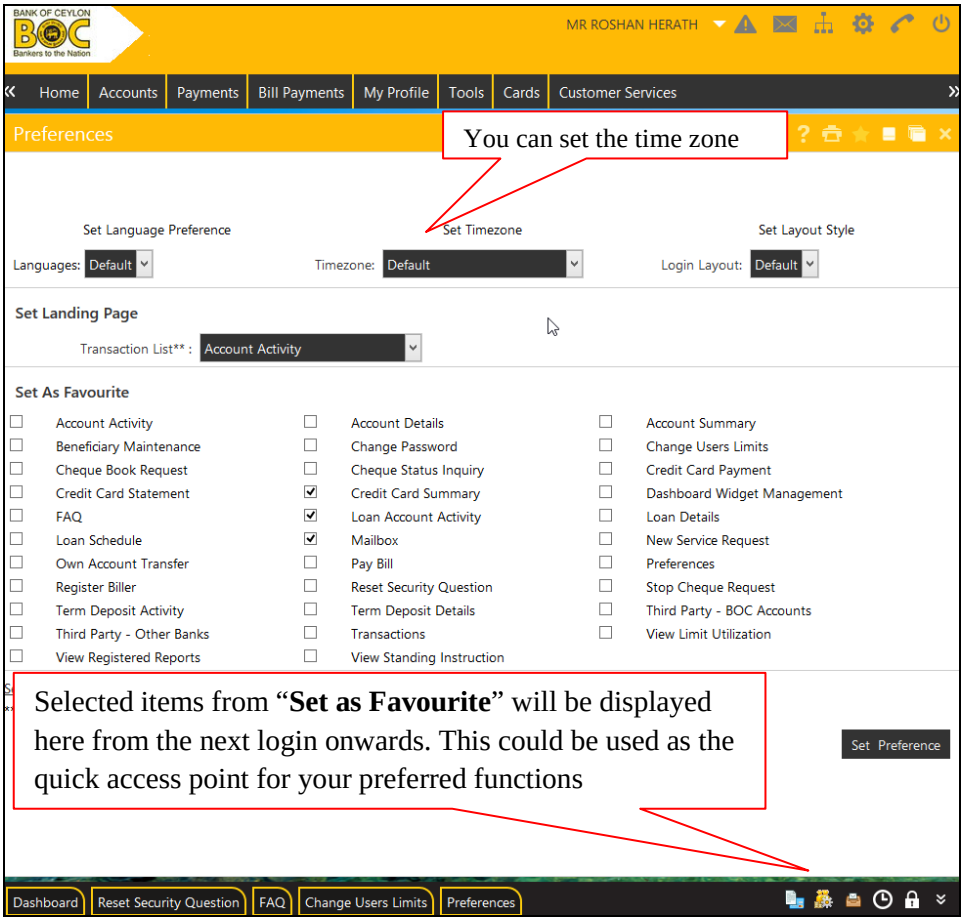


Selecting Transactions and pressing continue will show you the utilized limits by you



Preferences

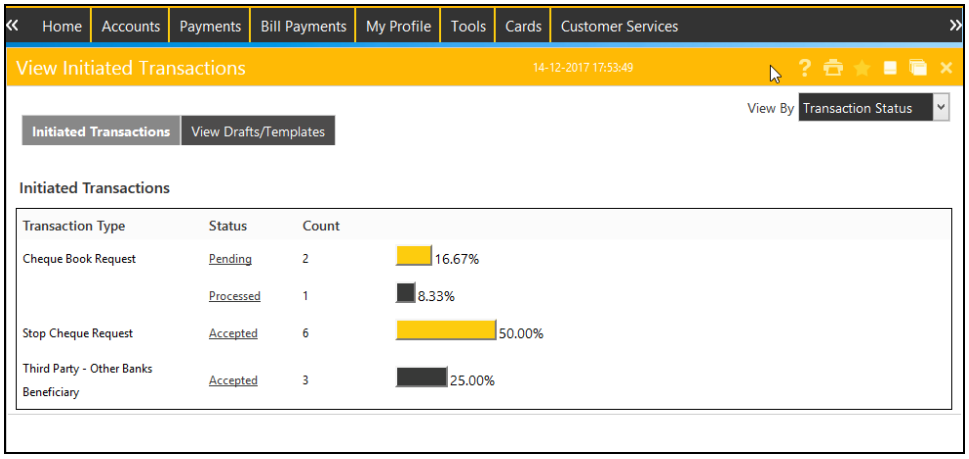
Clicking “Customer services” and then “Preferences” will display Preferences window

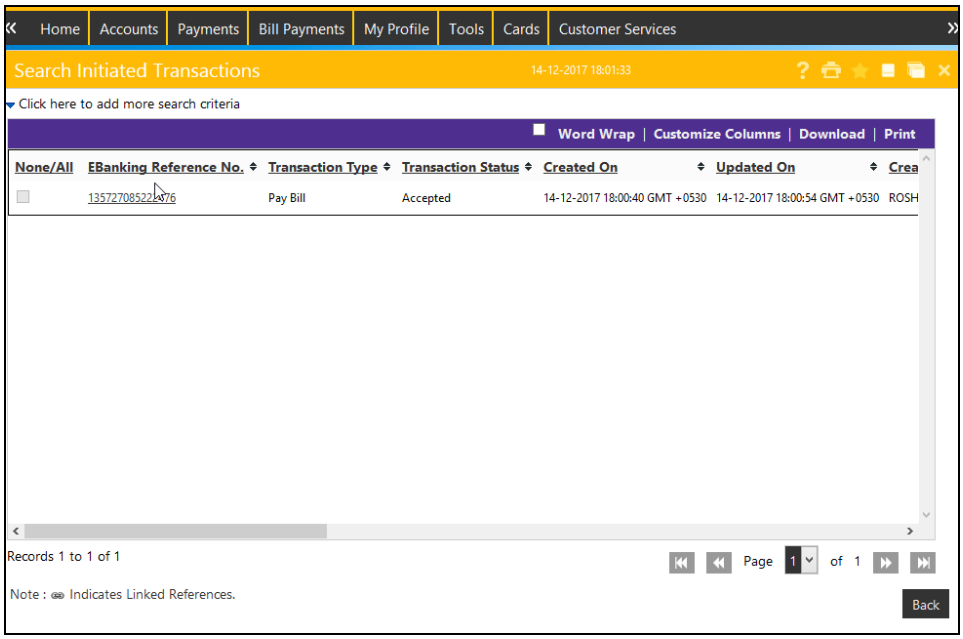


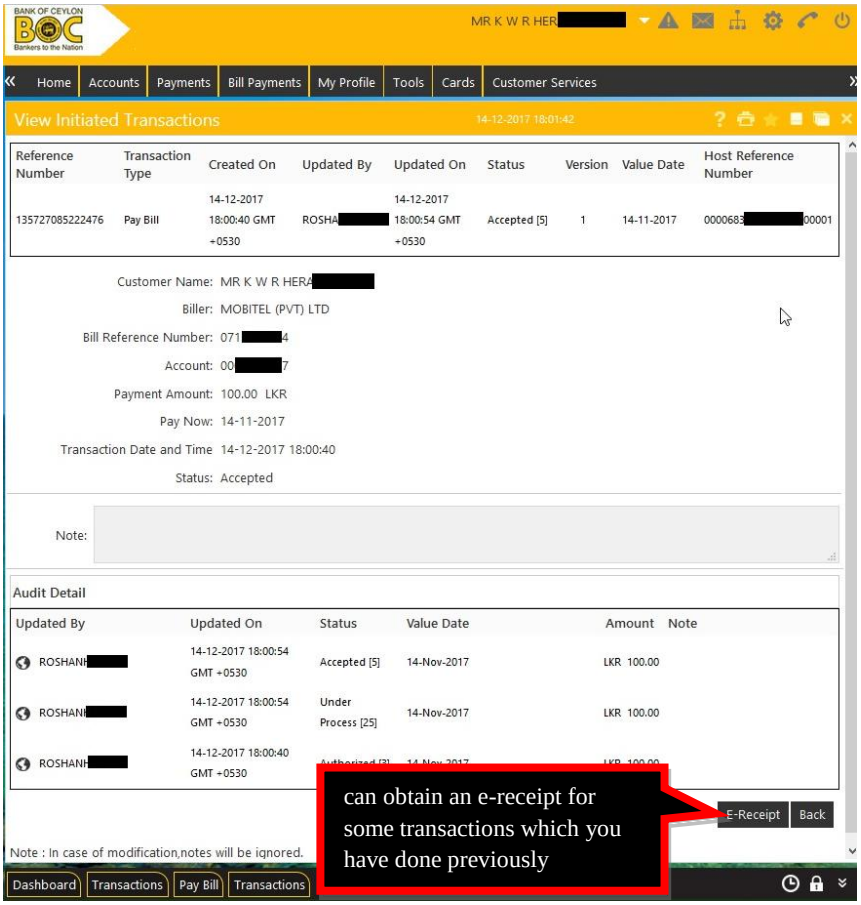
Transactions

Clicking on “Transactions” in “Customer services” will display “View Initiated Transactions” page

You can see the status and the history of transactions using this function and also you can obtain an e-receipt for some transactions which you have done previously






MR K W R HER
Home
Accounts
Payments
Bill Payments
My Profile
Tools
Cards
Customer Services
View Initiated Transactions
14-12-2017 18:01:42
Reference Number
Transaction Type
Created On
Updated By
Updated On
Status
Version
Value Date
Host Reference Number
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Pay Bill
14-12-2017 18:00:40 GMT +0530
ROSHA
14-12-2017 18:00:54 GMT +0530
Accepted [5]
1
14-11-2017
Customer Name: MR K W R HERA
Biller: MOBITEL (PVT) LTD
Bill Reference Number: 071 4
Account: 00 7
Payment Amount: 100.00 LKR
Pay Now: 14-11-2017
Transaction Date and Time 14-12-2017 18:00:40
Status: Accepted
Note:
Audit Detail
Updated By
Updated On
Status
Value Date
Amount
Note
ROSHANI
14-12-2017 18:00:54 GMT +0530
Accepted [5]
14-Nov-2017
LKR 100.00
ROSHANI
14-12-2017 18:00:54 GMT +0530
Under Process [25]
14-Nov-2017
LKR 100.00
ROSHANI
14-12-2017 18:00:40 GMT +0530
can obtain an e-receipt for some transactions which you have done previously
E-Receipt
Back
Note : In case of modification,notes will be ignored.
Dashboard
Transactions
Pay Bill
Transactions