



Change MPIN

- Enter the MPIN received over SMS in old MPIN field
- Enter new MPIN of your choice (6 digits numbers only) in new MPIN field
- Re-enter new MPIN in Confirm New MPIN field
- Click Option, Choose Change
- You will get an SMS indicating "Your MPIN is changed"
- You can now do mobile banking transactions
- Do not carry out any transactions unless an activation message of CanMobile services is received

It is mandatory to change default MPIN before carrying out any transactions. It is desirable to change the MPIN at regular intervals or whenever there is an apprehension that secrecy has been lost / compromised

- Beneficiary's account No. (13 Digit Account No)
- Give a Nickname (Minimum two characters)
- Click Register
- Verify the correctness and select 'yes' (To make any corrections select 'No' after corrections you select 'yes') It will prompt you to enter MPIN
- Enter your MPIN
- Click Confirm

You will get a message / display that account linking is successful

PLEASE DO NOT PROCEED FOR FUNDS TRANSFER UNLESS A BENEFICIARY IS REGISTERED AND CONFIRMATION IN THIS REGARD IS RECEIVED.

B. Inter-bank Funds Transfer through IMPMS- Mobile to Mobile Funds Transfer

- Go to option and choose ADD
- Enter the account number
- Give a nickname to this account
- Press on the Option button and press Link
- Enter your MPIN
- You will receive a message that the account is registered successfully with the nickname that you have chosen

If the linking is successful you will get SMS alert message.

Follow the same process for linking other accounts

b) Deleting linked accounts

If you want to delete any of the linked account:

- Select Settings from Main Menu
- Select Manage Self Accounts

- Select the Beneficiary type and the Beneficiary to be deleted from the drop down for the respective fields. Select "Delete" from options. Enter MPIN and confirm. You will get a message advising the outcome of the request.
- Use the option "Delete Locally" when the registration request sent by you for adding a new Beneficiary is rejected and you have received the error message through SMS "Cannot process"
- Use the option "Add Beneficiary Locally" when you have changed your mobile handset or loaded the mobile banking application again for any reason or your request for deleting Beneficiary has not been processed for any reason
- If you want to change the maximum amount entered for a Beneficiary, choose "View Details" and choose edit.

Synchronize. The user has to select option Get Key to get the value to be set. You will receive key over SMS. The Key value will be a positive or negative number. Enter key in the field 'Enter Key' and press OK button from options. The application will get synchronized.

F. Refer a friend

Please refer a friend who is not having the services.

Enter your Friend Mobile Number and Name to extend Mobile Banking Services to them

G. Change Channel

This facilitates change of communication channel from SMS to GPRS and vice versa.

Your application will run on SMS by default unless you change it to GPRS. After changing the default MPIN you can change channel over to GPRS.

FUNCTIONALITIES

1. ENQUIRY SERVICES

A. Balance Enquiry

Go to Main Menu

Select Enquiry Services

Select Balance enquiry

List of accounts enabled for the service will be displayed

Select the account for which you want to enquire the balance

Enter your MPIN

Press Menu button and select Confirm

You will get a display showing the available balance of the account

B. Mini statement

Go to Main Menu

Select Enquiry Services

Select Mini Statement enquiry

- Select Funds Transfer
 - Select IMPMS M2M Funds Transfer
 - Select M2M Funds Transfer
 - Enter Beneficiary Mobile No.
 - Enter Beneficiary MMID (7 digit)(allotted by Beneficiary Bank)
 - Enter purpose (optional)
 - Enter Amount to be transferred(Currently Maximum ₹ 50,000/-)
 - Select account to be debited(in case more than one account is linked)
 - Press OK
 - Enter MPIN and select confirm
- You will get SMS message.

3. Settings

You can use Settings option to change your mobile banking preferences

The features are:

- List of the nicknames of the accounts linked will be displayed
- Choose the nickname.
- Go to Option menu and choose Delete.
- A message will be displayed "Are you sure you want to delete linked account with nickname xxx?"
- Choose the option "Yes"
- Enter MPIN.

You will receive a message advising status of the request

- In case this confirmation is not received or the message is received "Cannot process", the account number and nickname should be re-entered using the option 'Add locally' and request to delete sent once again

B. Forgot MPIN

- Select Settings from Main Menu
- Choose Forgot MPIN

You can change the maximum amount

- "Fetch All Details" gets you the nicknames of the Beneficiaries registered by you, making it easy for adding them locally whenever circumstances arise. When the service is used over GPRS channel, the details will automatically be added locally when the Fetch All Details option is invoked.

D. Deregister of Mobile Banking Service

- Select Settings from Main Menu
- Select Deregister
- Press Deregister in the Deregister Account screen
- Press confirm in the User Confirmation screen
- Enter your MPIN
- Select confirm from the Menu

The process for changing the channel of communication is as under:

Go to Main Menu

Select Settings

Select Change Channel

Select GPRS and confirm with your MPIN

Reconfirm by entering your MPIN.

You will get a confirmation by SMS that GPRS is enabled for your account.

If you want to change to SMS mode of communication, do the above process and select the option "SMS" instead of GPRS.

Your mode of communication will be changed. You will not get any message since this is the default mode of communication for the application for the application.

CanMobile - User Manual

CanMobile over GPRS

Features

- Balance Enquiry
- Mini Statement Last five transactions
- Funds Transfer within Canara Bank
- Inter Bank Funds Transfer through IMPMS

Registration Process

Registration for getting User ID

- Visit your base branch and fill up the prescribed application form
- You will get a User-Id, default MPIN and a URL (link) via SMS on your registered mobile phone.

Downloading CanMobile application on your mobile handset

- Your handset should be java enabled
- If you have GPRS connection, download the application using the URL <https://mobile.canarabank.in/canapp/> else, download the application by accessing the above URL in your PC and transfer the application to your mobile handset using data-cable or bluetooth
- CanMobile Icon will appear in your mobile handset

Login Process

- Click CanMobile icon (generally stored in "Application folder of your mobile handset)
- Enter your User-Id (case sensitive)
- Click on the Option tab and choose Login
- Click OK to accept Terms & Conditions.
- Application will prompt you to change the MPIN (for the first time)

- List of accounts enabled for the services will be displayed
- Select the account for which you want to get the mini statement
- Enter your MPIN
- Press on Menu button and select Confirm
- You will get a display showing the last five transactions of the account selected by you

2. FUNDS TRANSFER

The daily upper ceiling of ₹ 50,000 for fund transfer through GPRS/WAP with minimum transaction of ₹ 100

A. Intra-bank Funds Transfer Within Canara Bank

Register Beneficiary

- Select Funds Transfer
- Select Register Beneficiary (one time exercise for each beneficiary)
- Select type of beneficiary - Canara Bank Beneficiary

- Change MPIN (explained above)
- Manage Self Accounts
- Forgot MPIN
- Manage Beneficiaries
- Deregister
- Synchronize
- Refer a Friend
- Change Channel

A. Manage Self Accounts

- If you have more than one account that has been enabled for mobile banking service, you will have to link them through the mobile banking application

a) Linking Self Accounts

- Select Settings from Main Menu
- Select Manage Self Accounts
- You will get a display that 'No self account linked'

- The system will ask you "Are you sure you want to send a request for "Forgot MPIN". Kindly confirm to send
- Press Confirm
- You will get a default MPIN, change MPIN (as explained above) and visit branch for activation of Mobile Banking Service
- Change your MPIN as explained under Change MPIN
- You will receive a message advising status of the request

C. Manage Beneficiaries

This option is used for "Delete / Delete Locally / Add Beneficiary Locally / View Details/ Fetch All Details" of the Beneficiary accounts already entered through the Menu option 'Funds Transfer Register Beneficiary'

You will receive a message advising status of the request

E. Synchronize

When a user gets a response code 904 for his transaction request, one of the probable reasons is invalid time and date settings on the user's mobile phone. To correct this do the following:

(i) Go to the Settings of your mobile phone > choose Time zone > check that the correct time zone for India is set as GMT+5.30.

(ii) Ensure that time is correct (am/pm).

(iii) Ensure that the date is correct. If the time and date settings are correct and the problem still persists, the user has to synchronize his mobile banking application by setting a Key value on selecting options Settings ->



<p style="text-align: center;">CanMobile over Wireless Application Protocol (WAP) </p> <p>WAP customers should have GPRS enabled GSM / CDMA phones. It operate similar to internet banking within the limitations of mobile phones. It has second factor authentication in the form random number (WAP id) sent by SMS to the customer.</p> <p>The features of the WAP based service:</p> <ul style="list-style-type: none"> Registration process remains the same as for GPRS / Java application. Daily transaction limit per customer for fund transfer will be ₹ 50,000 . The User-Id for WAP based service will be distinct from the User ID used for GPRS based service. If the customer uses the same User-Id that is being used over GPRS based service to transact over WAP, he will be disabled from the GPRS based service. This restriction has been placed for security reasons. 	<p>the procedure detailed above to enter the Login id and default MPIN. The next screen will ask for WAP Login id. Enter the number received over SMS and select 'Send'.</p> <p>i) If details entered are correct, the next screen with the Main Menu of the mobile banking service will be displayed.</p> <p>j) <i>It is mandatory to change the default MPIN first before using any of the services. The procedure for this is as under:</i></p> <p>Main Menu > Settings > Change MPIN > enter the default MPIN received over SMS under OLD MPIN > enter new MPIN > confirm the new MPIN > select 'Change'</p> <p>k) Confirmation regarding the change of MPIN will be received over SMS and also displayed on the screen.</p>	<p>The following screen will appear</p> <p>I accept the terms and conditions of Canara Bank Mobile Banking Services as displayed on website www.canarabank.com</p> <p>Press Answer and enter 1 to accept Terms and Conditions and for changing your MPIN. If you enter 2 the session will close.</p> <p>Please enter Old MPIN enter the old MPIN (Default MPIN received over SMS for first time user) and SEND</p> <p>Enter New MPIN enter a MPIN of your choice. (6 digits) and SEND</p> <p>Confirm new MPIN and SEND.</p> <p>You will get a response "Your MPIN is changed".</p> <p>You will get another message that "Validation from the handset successful. Complete registration process at branch".</p> <p>Business Rules</p>	<ul style="list-style-type: none"> Type Nickname (Minimum of two characters and a maximum of 10 characters) and press "OK" Enter MPIN and press "OK" <p>You will get the confirmation of Registration of beneficiary.</p> <p>Please Note:</p> <p>1) <i>Do not proceed for funds transfer unless a beneficiary is registered and confirmation in this regard is received.</i></p> <p>2) <i>You may repeat the above process for registering more beneficiaries. You can register upto five beneficiaries.</i></p> <p>Transfer Funds</p> <p>Dial *595*2#</p> <p>Press "Reply" and choose the Serial No.2 and press "OK" you will receive the following response</p> <ol style="list-style-type: none"> Register beneficiary (Within same bank) 	<p>5. Beneficiary Nickname 5</p> <p>Press "Reply" and enter the serial Number of the beneficiary and press "OK"</p> <p>Reply 1 to confirm</p> <p>Reply 2 to change</p> <p>Press "Reply" and enter 1 for Yes for 2 for NO and press "OK".</p> <p>Enter MPIN and press "OK".</p> <p>You will get SMS alert message.</p> <p style="text-align: center;">Inter-bank Funds Transfer through IMPS M2M Transfer (IMPS Funds Transfer)</p> <p>Dial *595*2#</p> <p>Press "Reply" and choose the Serial No.2 and press "OK" you will receive the following response</p> <ol style="list-style-type: none"> Register beneficiary (Within same bank) Transfer Funds Delete Beneficiary 	<ul style="list-style-type: none"> Please open the inbox in the messages, a message starting "User ID XXXXXX reset. Default MPIN XXXXXX. Please change MPIN before using the services." Change your MPIN as explained under Change MPIN <p>After MPIN change is confirmed, please visit the base branch to activate the facility.</p> <p>De Register</p> <p>Dial *595*2#</p> <p>Press "Reply" and choose the Serial No.5 and press "OK" .</p> <p>You will get SMS alert message..</p>
<ul style="list-style-type: none"> For the user to change over from WAP mode to GPRS based service with the same User-Id, the following procedure has to be followed: Main Menu > Settings > Forgot MPIN > send the message. The 'Forgot MPIN' option can also be accessed from the main screen A default MPIN will be received. Change MPIN. Again register at branch for activation of mobile banking service. The User-Id can now be used over application based service. <p>Process of Usage of Mobile Banking Service over WAP</p> <p>Registration Process</p> <p>The registration process will be the same as GPRS / Java application. The procedure is as follows:</p>	<p>l) To complete the registration process, register at branch for activation of mobile banking service.</p> <p style="text-align: center;">CanMobile Over USSD Channel </p> <p>Presently available for UNINOR subscribers</p> <p>Registration Process</p> <p>Register for getting User ID</p> <ul style="list-style-type: none"> Visit your base branch and fill up the mobile application form You will get a User-Id and default MPIN via SMS on your Mobile <p>Starting the USSD Session (Login)</p> <p>Subscribers to Uninor dial *595*2#</p> <p>You will receive a response " Welcome to Canara Bank Mobile banking Enter User ID"</p> <p>Enter Your User ID. If the User ID is entered correctly, it will ask to enter MPIN. Once MPIN is entered you get the following response</p>	<p>The daily ceiling is ₹ 5,000 per transaction per customer for Funds Transfer.</p> <p>Functionalities</p> <p>Enquiry Services</p> <p>Balance Enquiry/ Mini Statement</p> <p>Dial *595*2#</p> <p>Press "Reply" and choose the Serial No.1 for Enquiry and press "OK" you will receive the following response</p> <ol style="list-style-type: none"> Balance Enquiry Mini Statement <p>Press "Reply" and enter 1 and press "OK" if you need to enquire the balance in the account. It will ask to enter MPIN. Once MPIN is entered you get the response that shows the balance for your account.</p> <p>Press "Reply" and enter 2 and press "OK" to get the Mini Statement.</p> <p>It will ask to enter MPIN. Once MPIN is</p>	<ol style="list-style-type: none"> Transfer Funds Delete beneficiary M2M Transfer <ul style="list-style-type: none"> Press " Reply" and enter 2 for Transfer Funds and press "OK". Enter MPIN and press "OK" Select beneficiary Nickname from <ol style="list-style-type: none"> Beneficiary Nickname 1 Beneficiary Nickname 2 Beneficiary Nickname 3 Beneficiary Nickname 4 Beneficiary Nickname 5 <p>Press "Reply" and enter the serial number of the beneficiary and press "OK".</p> <ul style="list-style-type: none"> When prompted, enter amount to be transferred (Maximum ₹ 5000/-) and press "OK". When prompted, Enter MPIN and press "OK". 	<ol style="list-style-type: none"> M2M Transfer <p>Press " Reply" and enter 4 for IMPS Funds Transfer</p> <p>You will get the following response</p> <ol style="list-style-type: none"> Generate MMID Retrieve MMID Cancel MMID M2M Funds Transfer <ul style="list-style-type: none"> Press "Reply" and enter 4 for M2M Funds Transfer It will show "Enter Beneficiary Mobile Number" Enter 10 digit Beneficiary Mobile Number and press "OK" It will show "Enter Beneficiary MMID" Enter 7 digit beneficiary MMID number and press "OK" It will show "Enter purpose for Funds Transfer" 	<p>services, customer has to send SMS to 5607060.</p> <ol style="list-style-type: none"> For Balance Enquiry - Send the following message to 5607060 CANBAL<SPACE>userid<SPACE>MPIN For Mini Statement - Send the following message to 5607060 CANTXN<SPACE>userid<SPACE>MPIN For Intra-bank Funds Transfer (Within Canara Bank) Send the following message to 5607060 CANTRF<SPACE>userid<SPACE>MPIN<SPACE>Beneficiary Nick Name<SPACE>Amount For Adding Beneficiary - Send the following message to 5607060 CANADDBEN<SPACE>userid<SPACE>MPIN<SPACE>Nick Name<SPACE>Account Number For Deleting Beneficiary - Send the
<ol style="list-style-type: none"> Visit branch and get registered. User-Id and default MPIN will be received over SMS. Open the browser of the mobile phone Enter the address : https://mobile.canarabank.in/canwap/ A screen will be displayed asking for Login Id and MPIN. Enter the User-Id and the default MPIN in the respective fields and select 'Login'. The next screen will ask for WAP login Id which will be received over SMS. Enter this WAP login Id in the browser screen. If the mobile phone does not facilitate accessing the inbox while using another screen, you will have to exit the browser and then open the inbox to access the SMS having the WAP ID. Open the browser again and follow 	<p>Kindly Reply with your option Number:</p> <ol style="list-style-type: none"> Enquiry Funds Transfer Change MPIN Forgot MPIN De-Register <p>Press "Reply" and choose the Serial No. from the above to exercise your option and press "OK"</p> <p>If the User-Id or MPIN is incorrect, the response will be "Invalid Request". The session will expire and you have to restart the session afresh.</p> <p>Validation and Activation</p> <p>Change MPIN-</p> <p>To register for the Service, it is mandatory that you change the MPIN and accept the Terms and Conditions for the Service.</p> <p>To choose Change MPIN, Enter 4 and SEND</p>	<p>entered you get the response showing last 5 transactions of your account.</p> <p>Funds Transfer</p> <p>Register beneficiary</p> <p>Dial *595*2#</p> <p>Press "Reply" and choose the Serial No.2 and press "OK" you will receive the following response</p> <ol style="list-style-type: none"> Register beneficiary (Within same Bank) Transfer Funds Delete beneficiary M2M Transfer <p>Press " Reply" and enter 1 to register a beneficiary. Please note that each beneficiary has to be registered before Funds transfer and this is required to be done only once for each beneficiary.</p> <p>When prompted, you have to enter</p> <ul style="list-style-type: none"> Beneficiary Account No. and press "OK" 	<p>You will get SMS alert message.</p> <p>Delete Beneficiary</p> <p>Dial *595*2#</p> <p>Press "Reply" and choose the Serial No.2 and press "OK" you will receive the following response</p> <ol style="list-style-type: none"> Register Beneficiary (Within same Bank) Transfer Funds Delete Beneficiary M2M Transfer <p>Press " Reply" and enter 3 for deleting beneficiaries registered earlier.</p> <p>Enter your MPIN and press "OK"</p> <p>Reply with beneficiary Number</p> <ol style="list-style-type: none"> Beneficiary Nickname 1 Beneficiary Nickname 2 Beneficiary Nickname 3 Beneficiary Nickname 4 	<ul style="list-style-type: none"> Enter the purpose (optional) It will show "Enter amount to be transferred" Enter the Amount (Maximum ₹ 5000) and press "OK" You will get a response "Transaction is successful" <p>Change MPIN</p> <p>As explained under Validation and Activation</p> <p>Forgot MPIN</p> <p>Dial *595*2#</p> <p>Press "Reply" and choose the Serial No.4 and press "OK"</p> <ul style="list-style-type: none"> The system will ask you "Are you sure you want to send a request for new default MPIN" Reply 1 to confirm or 2 to Exit If you chose 1, you get a response, "Default MPIN sent to your Mobile Number" 	<p>following message to 5607060 CANDELBEN<SPACE>userid<SPACE>MPIN<SPACE>NickName</p> <ol style="list-style-type: none"> For Generating MMID - Send the following messages to 5607060 CANGENMMID <SPACE>userid<SPACE>MPIN For Cancelling MMID - Send the following messages to 5607060 CANCNCLMMID <SPACE>userid<SPACE>MPIN For Retrieving MMID - Send the following messages to 5607060 CANRETMID <SPACE>userid<SPACE>MPIN For Changing MPIN - Send the following messages to 5607060 CANCMPIN <SPACE> userid<SPACE>MPIN_OLD <SPACE>MPIN_NEW