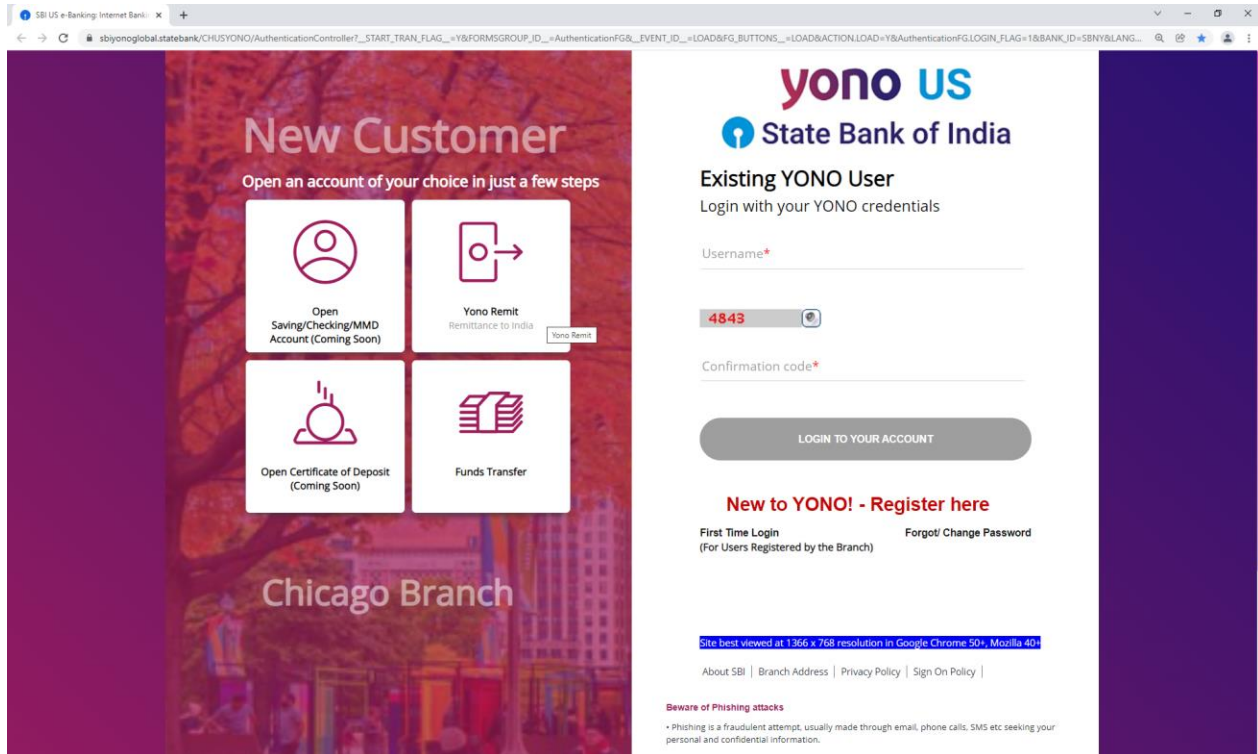
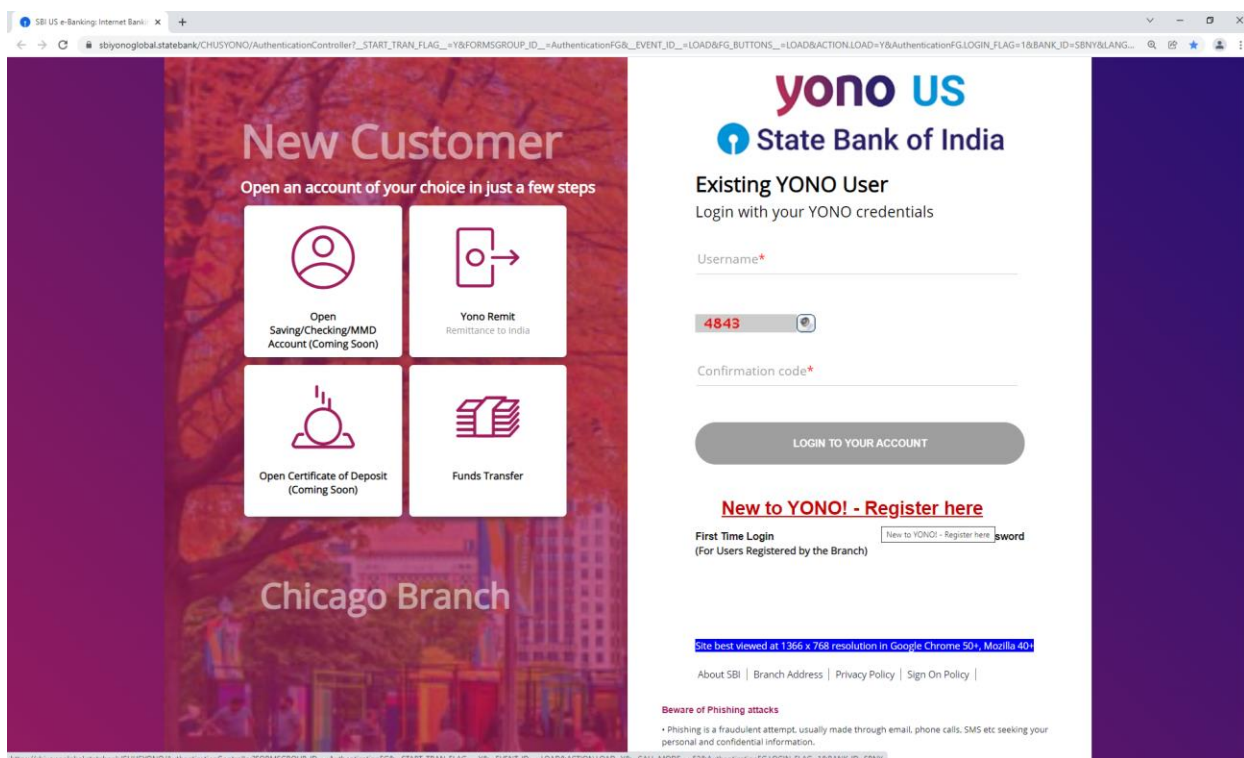


SELF-REGISTRATION

1. Click on the Yono link on our website home page. The SBI Yono link is also available on Online Banking Webpage.
2. Login home page of YONO US Portal



3. Click on 'New to YONO! – Register Here' Link



4. Self-Registration page opens in new tab

The screenshot shows the 'Register for internet banking' page on the Yono US website. The page is divided into three sections: 'USER REGISTRATION', 'OTP', and 'INTERNET LOGIN PASSWORD'. The 'USER REGISTRATION' section contains the following fields and notes:

- Title* (dropdown menu)
- First Name*
- Middle Name
- Last Name*
- Date of Birth* (with a calendar icon)
- Customer ID*
- SSN Number* (with a note: 'Note: Please enter SSN number in format XXX-XX-XXXX')
- Mobile Number* (with a note: 'Note: Please enter mobile number with country code registered with the Branch in format - XXXXXXXXXXXX without '00' or '+ sign (19876543210 or 919876543210)')

A Captcha verification code '4312' is displayed in a grey box. Below the Captcha, there are two checkboxes:

- I have read and agree to the [Terms & Conditions](#)
- I understand that the bank would be sending automated SMS/text messages on my registered mobile number and I agree to keep the number active related to the same if any...


5. Enter your personal information as it is registered with the Bank
6. Click on calendar button and select your date of birth
(The format displayed will be in MM/DD/YYYY)
7. Enter your Customer ID (Contact the Branch in case you do not know your Customer ID)
(Each Joint Account holder must register separately with own Customer ID)
8. Enter the Complete Social Security Number in format XXX-XX-XXXX
9. Enter mobile number **with country code** registered with the Branch in format –
XXXXXXXXXXXX without '00' or '+ sign (19876543210 or 919876543210)
10. Enter the Captcha Verification Code (Number) as displayed
11. Scroll down further to tick the checkboxes for terms and conditions
12. Click on Next
13. Enter OTP on the OTP screen which is received on the registered number
14. On successful validation of OTP, the next screen for setting login password is displayed
15. Set the login password after carefully reading the password policy displayed on page
16. Once you have successfully set the password, you will receive the message to login with
Temporary User ID which is your Customer ID to complete the registration process.



SETTING USER ID FOR SELF-REGISTERED USERS

1. Click on 'Go to Login page' after successfully setting the password, the login page reloads and then enter your Temporary User ID and password to login for first time

First time, **Temporary User ID must be entered which is the Customer ID. Post completion of registration process you will be prompted to change the temporary user ID to new User ID of your choice.**

2. Enter the OTP sent on registered number.
3. Once you successfully validate the OTP, you will land on Security Questions page. Answer any five questions out of available 15 questions and submit. No answer can be repeated.
4. Next you proceed to 'Acceptance of Agreements" Page. Select all the agreements and accept the same.
5. Thereafter, you will land on portal's home page. You will be prompted to change your user ID and will be directed to change user ID page.
6. Click on 'Update' Button on right side of the screen. The Customer ID field is now available for updation of User ID.
7. Create a new user ID of your choice with alphabets and numbers
8. Then click on green arrow provided on side of the box 
9. You will get a message that User ID is permanent and cannot be changed.
10. Once submitted, you will get a message on successful setting of User ID. In case you do not get the success message, retry the process.
11. Now click on home page tab on top of page to access your accounts.
12. **You will be self-registered with only 'View' Rights. For doing transactions, you have to request for transaction rights through 'Services' Tab.**
13. You can do the following with 'View' rights:

1.	View Accounts and details (Transactions and CDs)
2.	Download Account Transaction Details Document
3.	View Lien Details in the accounts
4.	Send Secured Messages
5.	Request Check Book
6.	Stop Check (Single & Multiple leaves)
7.	Request 'Transaction Rights'



REQUESTING TRANSACTION RIGHTS

1. Login in the YONO portal and go to **'Services'** Tab
2. Click on **'General Services'**, followed by **'Service Requests'**
3. Click on **"Transaction Rights"**
4. Click on **"Request Transaction Rights"**
5. On the screen select from Drop down **'Enable for Transaction'**
6. Click the checkbox for accepting terms and conditions
7. Click on **'Submit'**
8. Click on **"Submit"** on the confirmation screen
9. Enter OTP sent on registered number for validation
10. Once OTP is validated, the request shall be successfully submitted to the Bank for approval.
11. In case user already has transactions enabled, the screen will show suitable message.

YONO HELPDESK

S.No.	Email ID	Contact Number
1	rb2.chicago@statebank.com	312-621-1200 (Ext-212)
2	rb.chicago@statebank.com	312-621-1200 (Ext-255)
3	fundstransfer.chicago@statebank.com	312-621-1200 (Ext-254)
4	pb.chicago@statebank.com	312-621-1200 (Ext-252)
5	avppb.chicago@statebank.com	312-621-0149