

Corporate Cyberbanking Demo Guide

User Maintenance – PIN Reset by SYSADM

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The Bank of East Asia, Limited

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This demo guide applies to SYSADMs resetting login PINs for Normal Users, Signers, and Default Users. For signer PINs (PINs for signing transaction) and login PINs for SYSADMs, please refer to Quick Start Guide “[Section 1.7 Reset PIN by Authorised Person](#)”.

User Maintenance – PIN reset by SYSADM

Step 1

- a. Visit www.hkbea.com and select “Hong Kong – Corporate Cyberbanking” in the login menu.



Step 2

- a. Enter your CCB account number and user ID (SYSADM1 or SYSADM2).
- b. Enter your PIN using the onscreen keyboard.
- c. Select “Log in” to continue.



Step 3

- a. Select "User Maintenance" from the main menu.
- b. Select "User List".

The screenshot shows the BEA Corporate Cyberbanking interface. At the top, there is a header with the BEA logo and the text "BEA 東亞銀行". Below the header, a message reads: "Hello! You are login as SYSADMIN1 Administrator Last Login: 21 JAN 2020 10:25:28 HKT (Successful)". The main navigation menu is on the left, with "User Maintenance" and "User List" highlighted with red boxes. The "User List" page is active, showing a table with columns for Status, FAP, and DAP. The table contains a single message: "Sorry, No User found in our record. (AD5421)".

Step 4

- a. Select the User ID to reset a login PIN.

User ID	User Name	Status	FAP	DAP	Signer	Mobile Banking
A01	a01	Normal	DEFFAP1	DEFDAP1	A01	Y
A02	A02	Normal	DEFFAP1	DEFDAP1	A02	Y
B01	B01	Normal	DEFFAP1	DEFDAP1	B01	Y
B02	B02	Normal	DEFFAP1	DEFDAP1	B02	Y
C01	C01	Normal	DEFFAP1	DEFDAP1		Y
C02	C02	Normal	DEFFAP1	DEFDAP1		N
LJF	ljf	Normal	LIU	DEFDAP1		N
TEST	TEST	Normal	DEFFAP1	DEFDAP1		N
TEST2	chantcy	Normal	DEFFAP1	DEFDAP1	C01	N

Step 5

- a. Select “Reset PIN”.

*Note: You will first need to enable “Internet Login” if it is not already enabled. To do so, please select “Edit” and “Enable” internet login, then “Proceed”.

User Maintenance > User List

User ID	A01		
User Name	a01		
Status	Normal		
Type	Signer	Signer ID	A01
FAP	Default Manager Full Func		
DAP	Full Control		
Sign-and-Send	Disable		
Mobile Phone No.	Country/Region Code 852 Phone Number 51****00 <small>This mobile phone number will be used for receiving a one-time password (“OTP”) for two-factor authentication to perform designated transactions.</small>		
SMS Language	English		
BEA Identity Message	bea		
Email Address	[redacted].com		
Internet Login	Enable		
Mobile Banking	Available		
Mobile Login	Enable		
Authentication Method	One-time Password (Pending for confirmation from user)		
Security Mode	<input type="checkbox"/> Hide payroll transaction details <input type="checkbox"/> Hide MPF transaction details		
Created By	SYSADM1	On	27 JUL 2017 14:48:39 HKT
Modified By	SYSADM1	On	7 JAN 2020 14:55:19 HKT

Back Edit Delete **Reset PIN**

Step 6

- a. Enter a new PIN using the onscreen keyboard.
- b. Select “Save” after you have confirmed the new PIN.

User Maintenance > User List

Reset PIN

Setup New PIN

Confirmed New PIN

Q W E R T Y U I O P 8 7 1
A S D F G H J K L 9 2 3
Z X C V B N M 6 5 4
Backspace Clear 0

Back Clear **Save**

Notes:

1. User has to change the PIN while logging on Corporate Cyberbanking for the first time.
2. Please enter at least 8 to maximum 16 alphanumeric characters for PIN(s).
3. PIN(s) should be a combination of numbers (0 - 9) and characters (A - Z) and should not contain space or special character(s).
4. PIN(s) should contain at least 2 numbers.

Step 7

- a. Select "OK" to proceed.



Step 8

- a. Provide the new PIN to the user to log in.



-End-