



Hotline
19604



AIB

البنك العربي الدولي
ARAB INTERNATIONAL BANK

Mobile & Internet Banking User Guide



How to Register for Mobile & Internet Banking

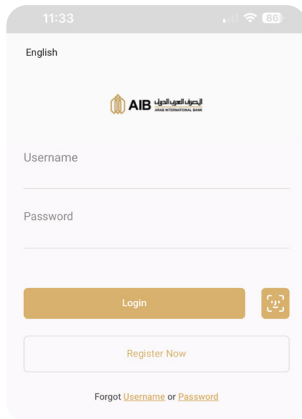
(Application form already signed by the customer)

Step 1: Start Registration

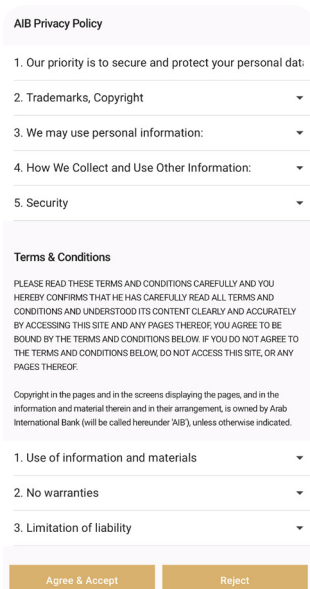
1. Download "AIB Mobile" App from [Google Play](#) or [App Store](#).



2. Select "Register Now".

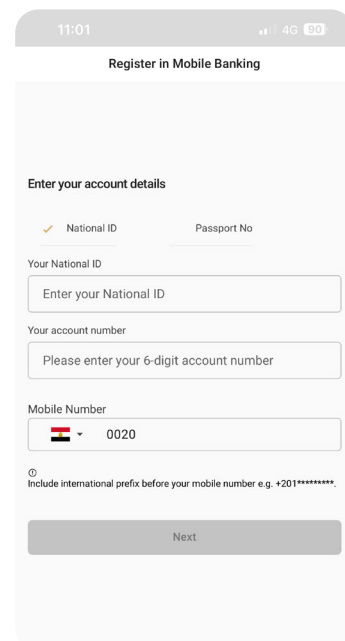
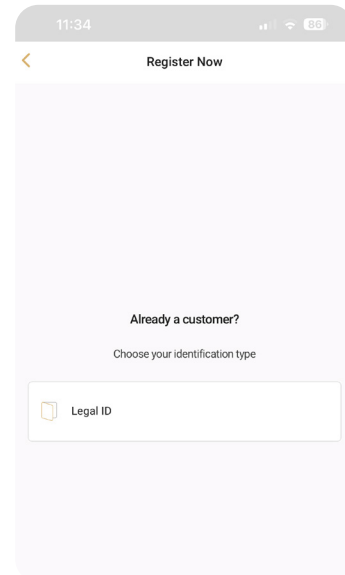


3. Read and accept the Terms & Conditions to proceed.



Step 2: Enter Personal Details

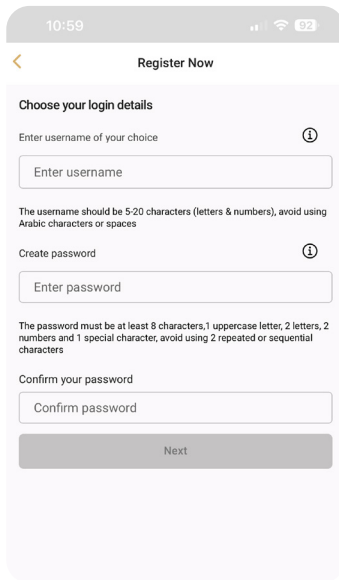
1. Enter your National ID or Passport Number (If registered with a passport).
 - o For Passport Number, please ensure all letters are entered in UPPERCASE.
2. Enter your 6 or 13 digit Account Number.
3. Enter your registered Mobile Number.





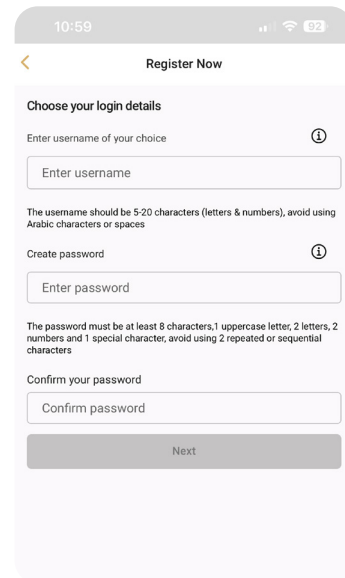
Step 3: Create Username

1. Choose a username between 5 to 20 characters.
2. Do not use Arabic characters or spaces.



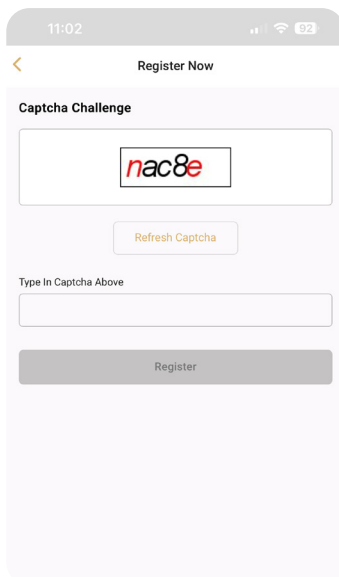
Step 4: Create Password

1. Password must be at least 8 characters long including:
 - o 1 uppercase letter.
 - o 2 lowercase letters.
 - o 2 numbers.
 - o 1 special character.
2. Avoid entering more than 2 repetitive or sequential characters (for example: 111/123/321 or aaa/abc/cba).
3. Do not use your username or date of birth in your password.
4. Re-enter your password to confirm.



Step 5: Verification

1. Enter the Captcha code shown on the screen. (Note: All Captcha letters must be entered in lowercase letters).
2. Click Register.



Step 6: Finalize Registration

1. Enter the OTP (one-time password) sent to your registered mobile number.
2. Click "Confirm" to complete the registration process.



Registration Steps for New to Online Banking

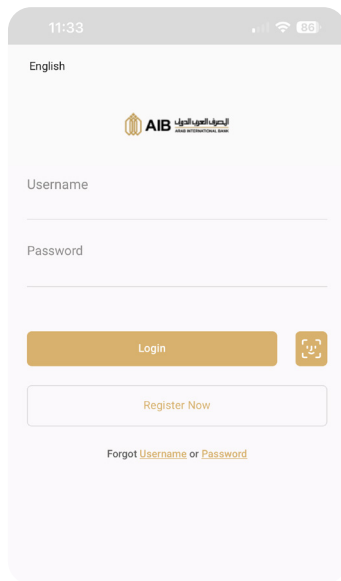
(Application form not signed yet by the customer)

Step 1: Visit the Nearest Branch

1. Visit the nearest branch to sign the "Online Service Agreement" form to have access to the service.
2. After signing the form, the service will be activated within 48 hours.

Step 3: Complete Setup & Login

1. Once your registration is complete, log in using your credentials.



Step 2: Account Activation

1. You will receive a confirmation SMS once your Online Banking access is activated.
 - o Note: Self-registration is activated after receiving the confirmation SMS.
2. Download AIB Mobile App and Select "Register Now". [Follow](#) the above steps to complete your registration.

2. You can now access and use Mobile and Internet Banking services.



Joint Account Registration Steps

(single signature authorization accounts only) for Online Services

If you are a new customer of the Mobile/Internet Banking service, all joint account holders with single signature authorization must visit the nearest branch to sign the service subscription form. If this form has already been signed previously, the primary owner of the joint account, whose data is registered in the bank's system, should visit the branch to sign the Online Service Agreement.

Step 1: Visit Your Nearest Branch

All joint account customers must visit the nearest branch to:

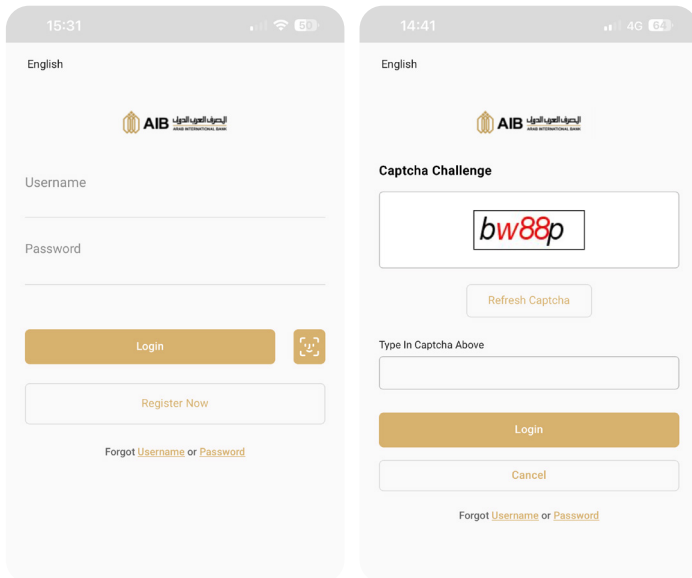
1. Sign the Online Services Agreement.
2. Create a username for online access.

Step 2: Account Activation

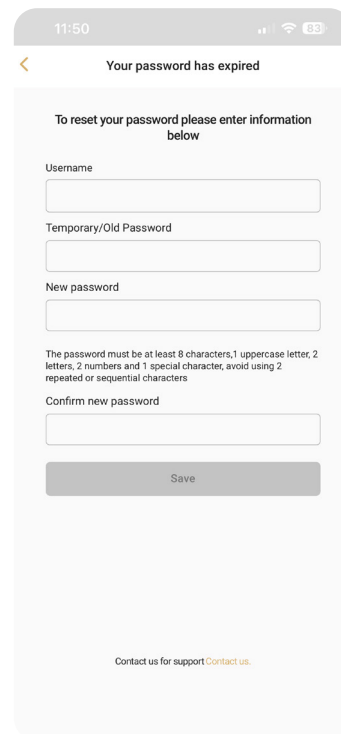
1. After signing the agreement, your account will be activated within 48 hours.
2. Once activated, you will receive a temporary password via SMS on your registered mobile number.

Step 3: Login

1. Use your chosen username and the temporary password to log in to the online platform.



2. After your first successful login, you will be prompted to create a new password for ongoing access.



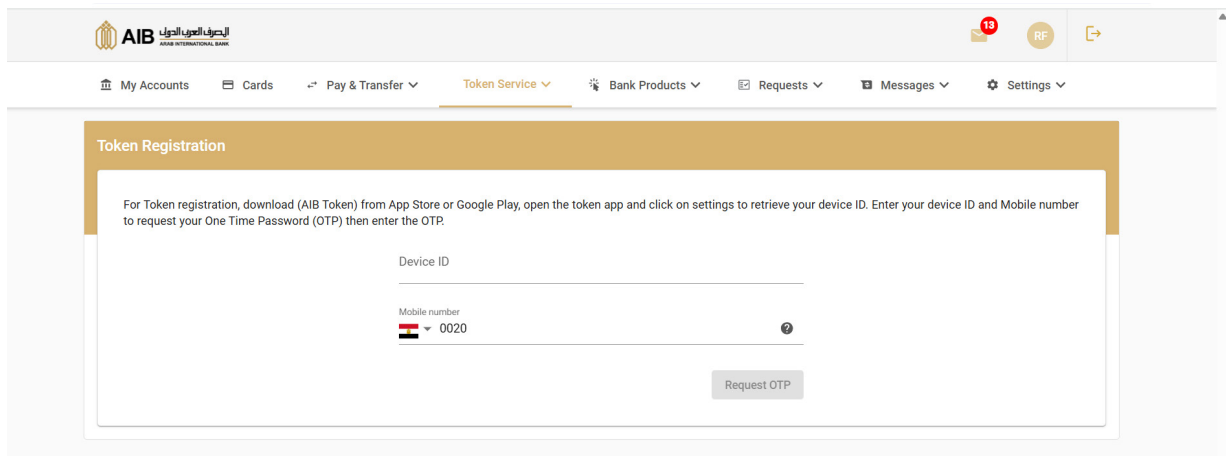
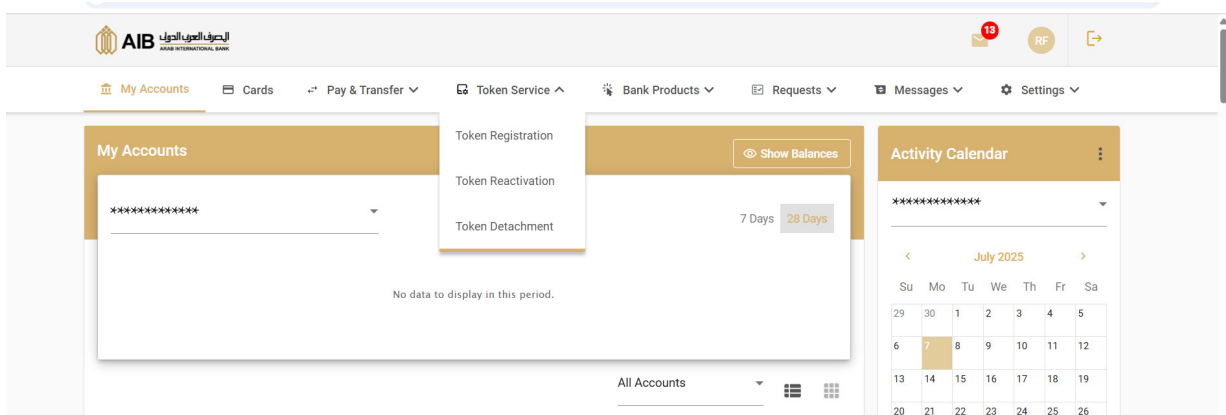
3. Afterward, you can easily access and use Mobile and Internet Banking services.



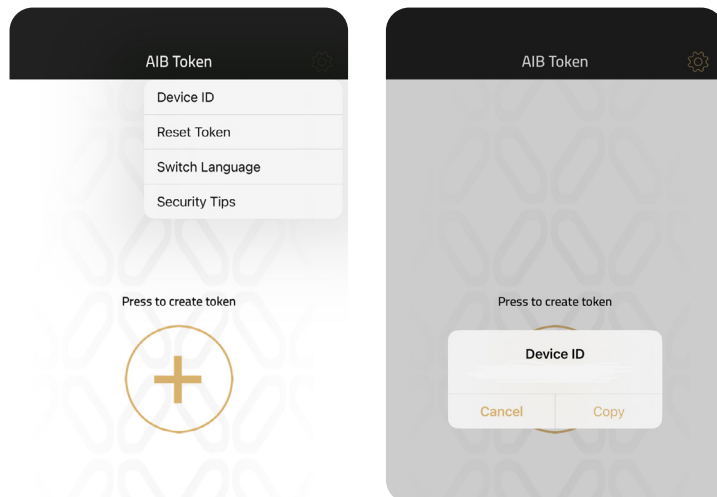
How to Register for AIB Mobile Token

For Internet Banking

1. Download AIB Mobile Token App from Google Play or App Store.
2. Log in to Internet Banking.
3. Click on the "Token Management" tab, then select "Token Activation".

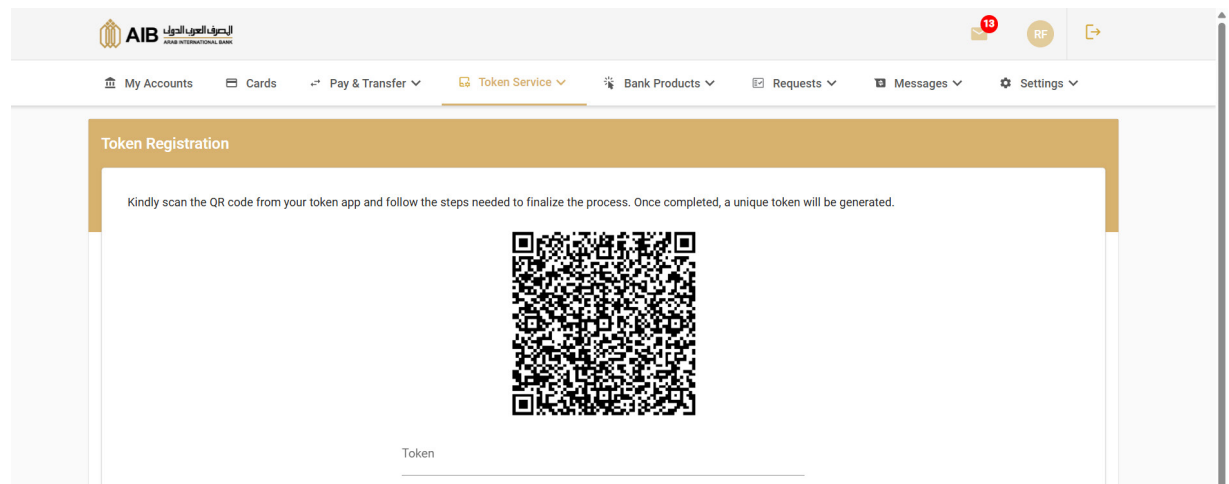
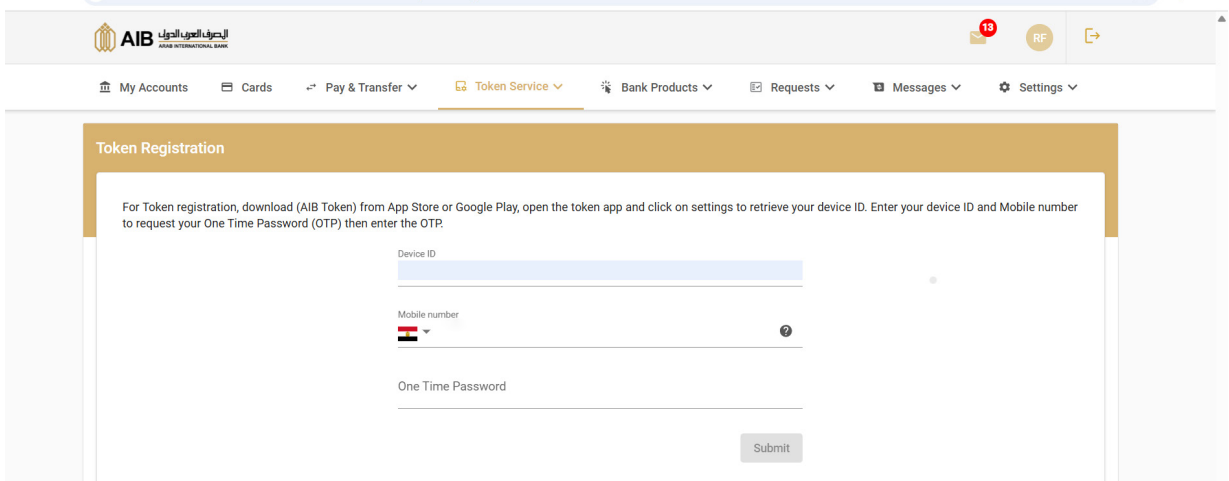
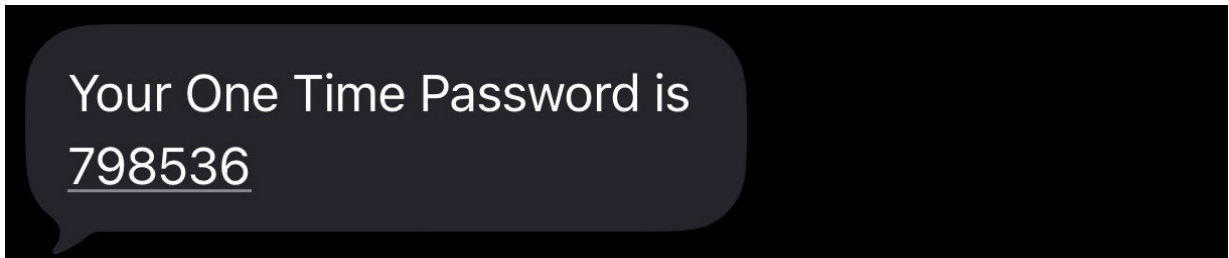


4. Open Token App, go to "Settings", then select the "Device ID".



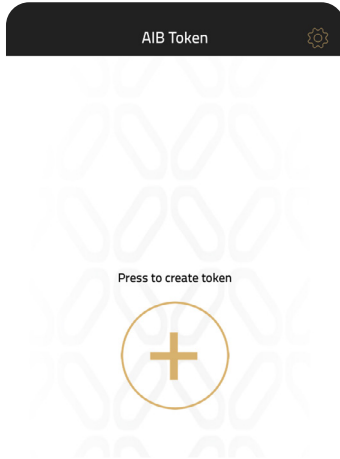


5. Enter the Device ID into Internet Banking.
6. Enter your registered mobile number and click on "Request OTP".
7. Enter the OTP received via SMS in Internet Banking.

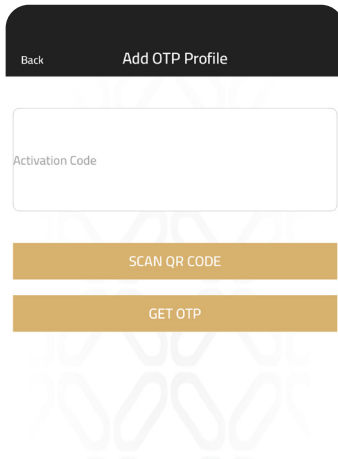


8. Scan the QR code displayed on the Internet Banking:

- o Open the Token App.

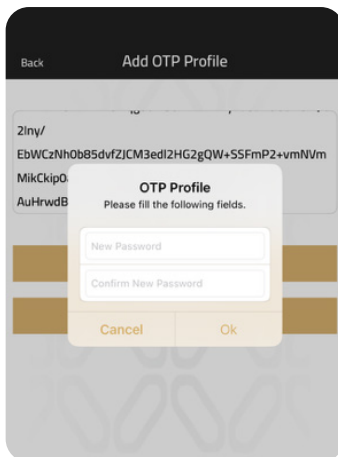


- o Click on the "+" sign then click on "Scan QR Code".

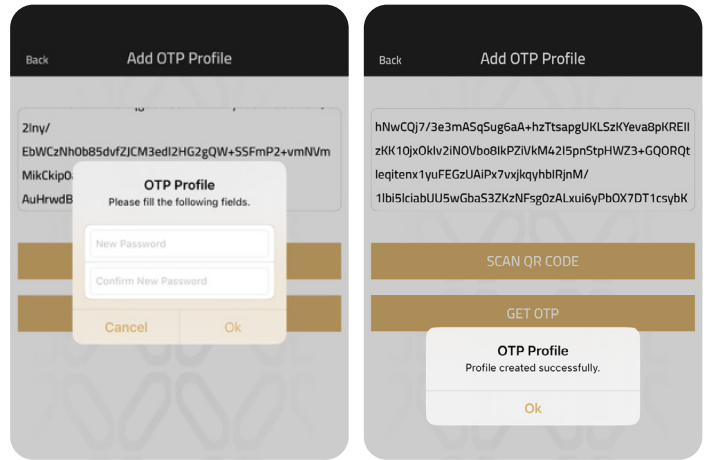


9. Create a password for the Token App to generate tokens.

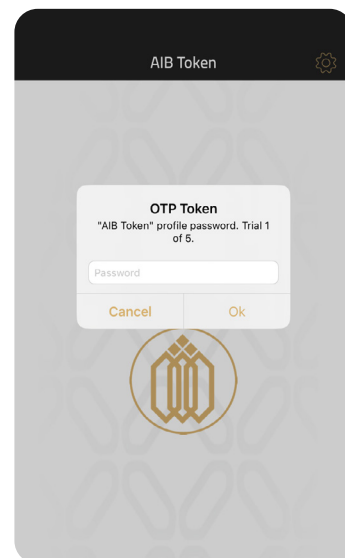
10. Password must be at least 6 characters (Letters and/or numbers)



11. Re-enter your password to confirm.



12. From "AIB Mobile Token" press the button to generate the 6-digit token and enter it into the Internet Banking to finalize the token registration process.



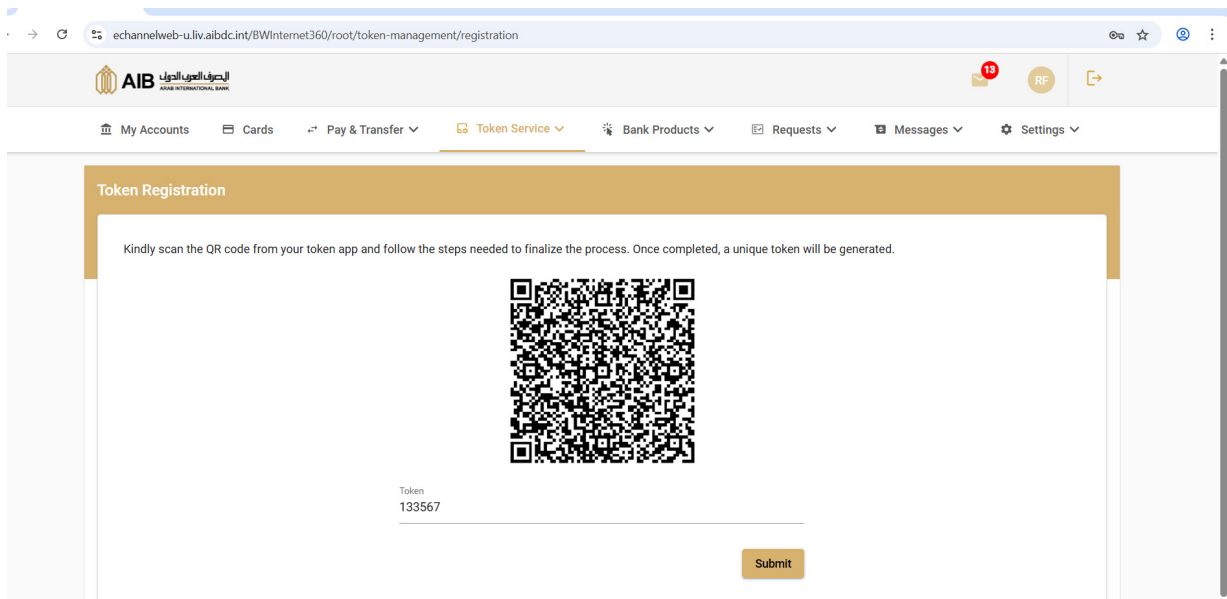


Back AIB Token

133567

Remaining Seconds

39



13. Log out and then log back in to the Internet Banking to activate your token.



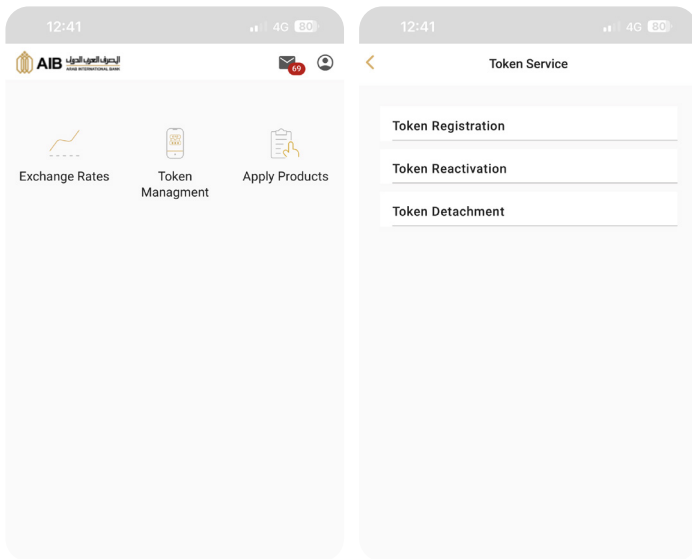
For Mobile Banking

1. Download AIB Mobile Token App from [Google Play](#) or [App Store](#).

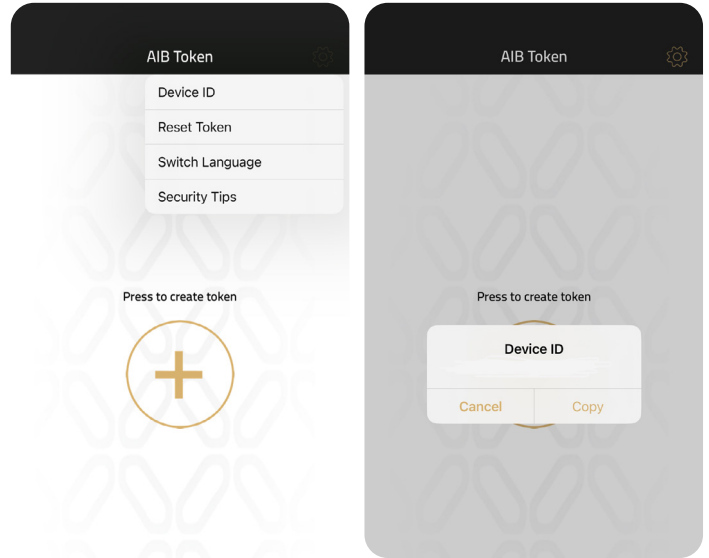


2. Login into the Mobile Banking App.

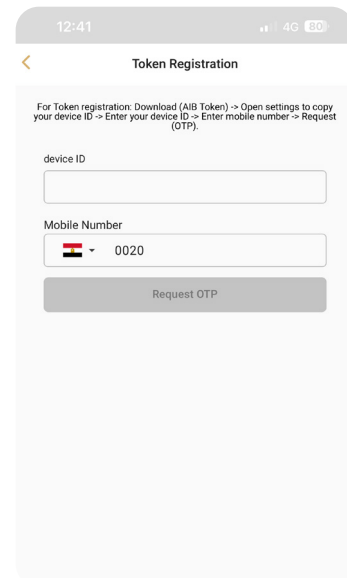
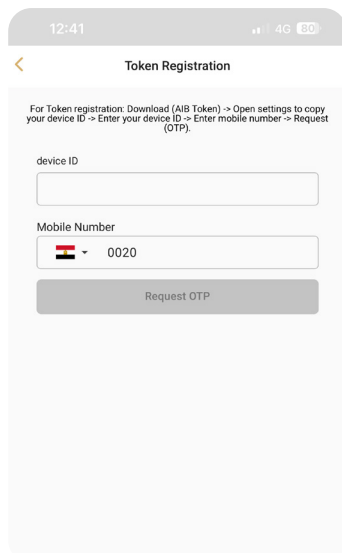
3. Tap on the "Token Management" tab, then select "Token Activation".



4. Switch to AIB Mobile Token App on your mobile, while keeping Mobile Banking App open. Go to "Settings", then select and copy the "Device ID".

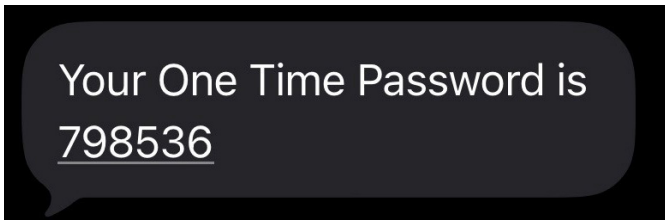


5. Return to the Mobile Banking App and paste the "Device ID". Enter your registered mobile number and tap "Request OTP".





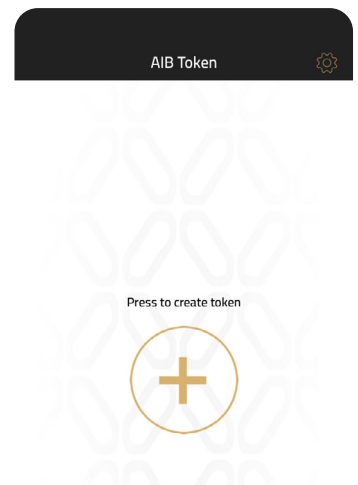
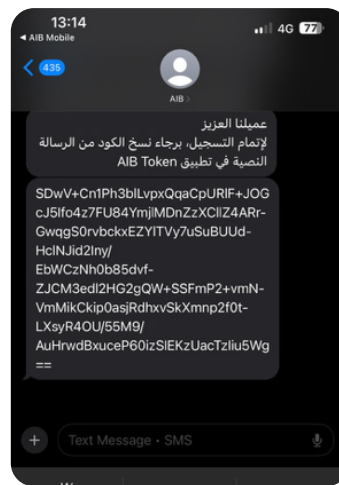
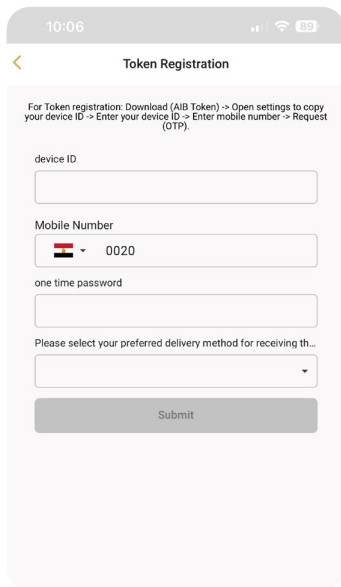
6. Enter the OTP received via SMS in Mobile Banking.



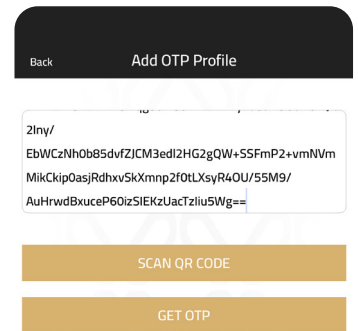
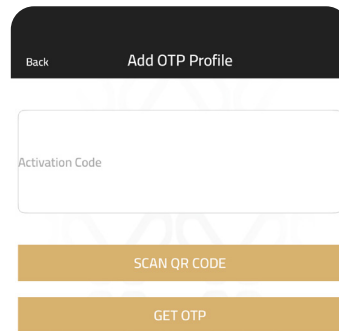
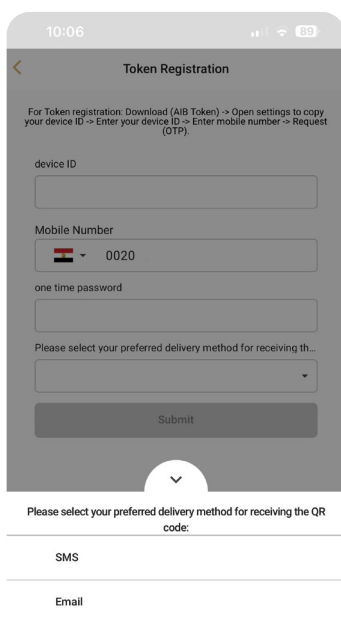
8. Copy the received code and paste it into the AIB Token App.

9. To paste the received code:

- o Open the Token App.
- o Click on the “+” sign then paste the OTP on the “Activation Code” field.
- o Tap on “Get OTP”.

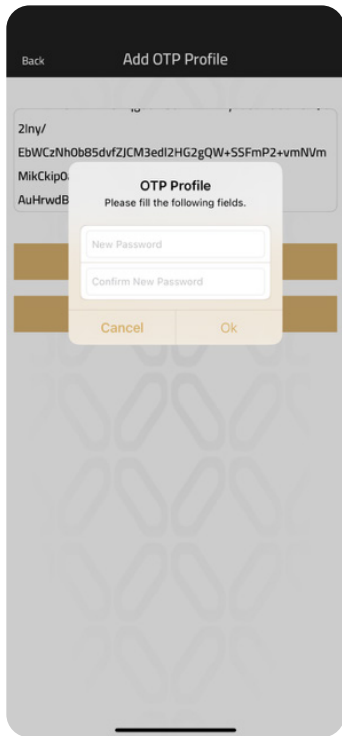


7. Choose to receive the code via Email or SMS.

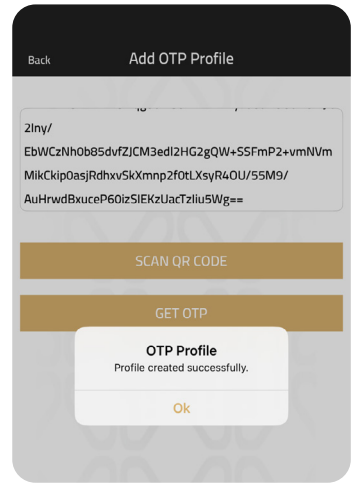
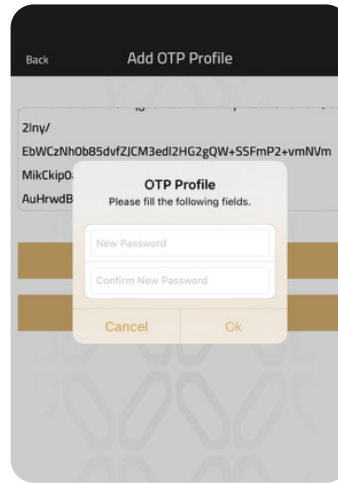




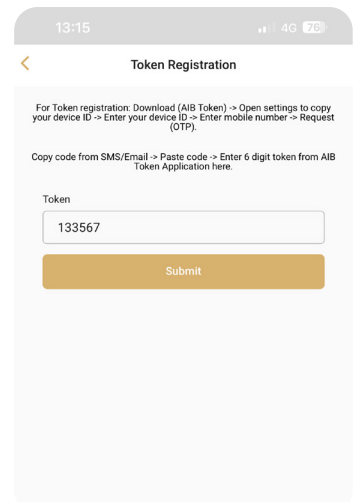
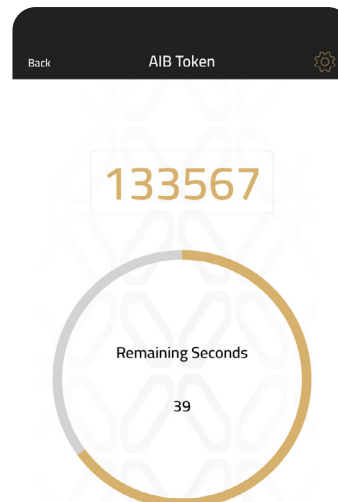
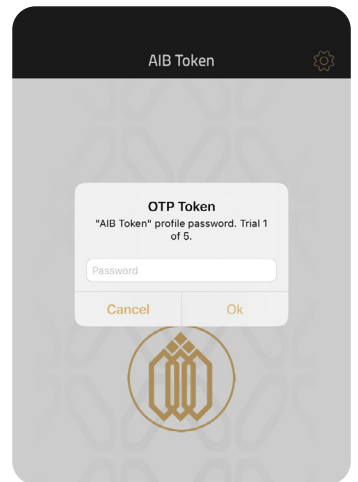
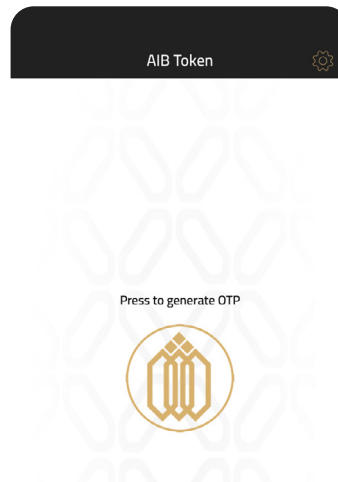
- 10. Create a password for the Token App to generate tokens.
- 11. Password must be at least 6 characters long (Letters and/or numbers)



- 12. Re-enter your password to confirm.

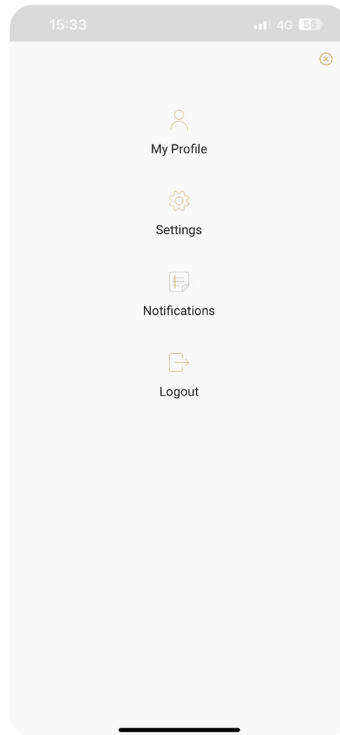


- 13. On AIB Mobile Token App, press to generate a 6-digit token. Then, open AIB Mobile Banking app and enter the token to complete the registration process.





14. Log out and then log back in to the AIB Mobile Banking app to activate your token.





AIB Token Reactivation Steps

Important:

If this is your first time using Token services, please use the "Token Registration" service instead.

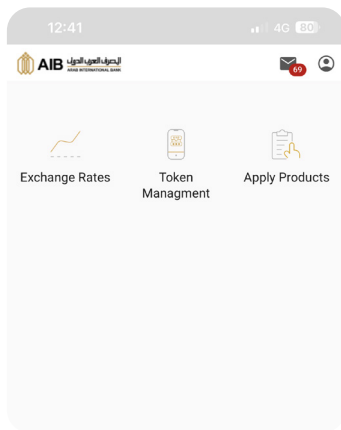
When should you use Token Reactivation?

Use the Token Reactivation service in the following cases:

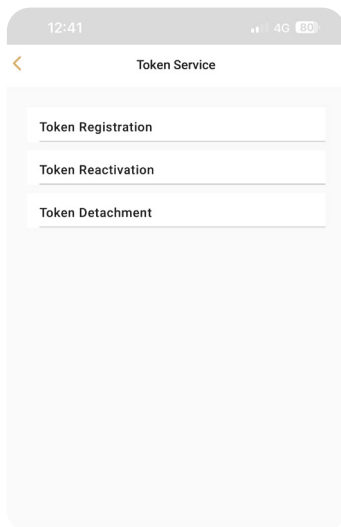
- If the session time is out during the token setup process on Mobile or Internet Banking after token account creation, including creating and confirming account password.

Steps to Reactivate Your AIB Token

1. Open AIB Mobile App on your device.



2. Select the "Token Reactivation" option.



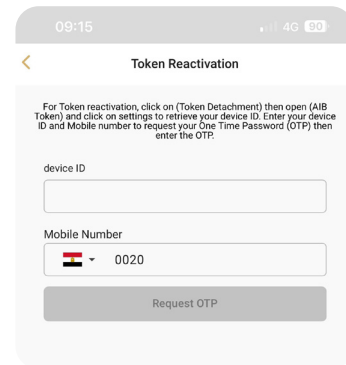
3. Enter the required information:

o Device ID.

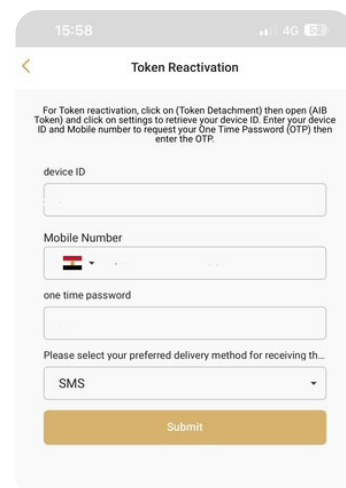
* Open AIB Mobile Token App on your mobile, go to "Settings" then select and copy the "Device ID"

o Mobile Number.

o OTP (One-Time Password)



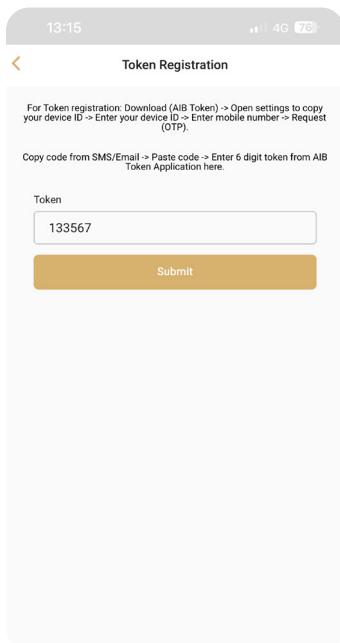
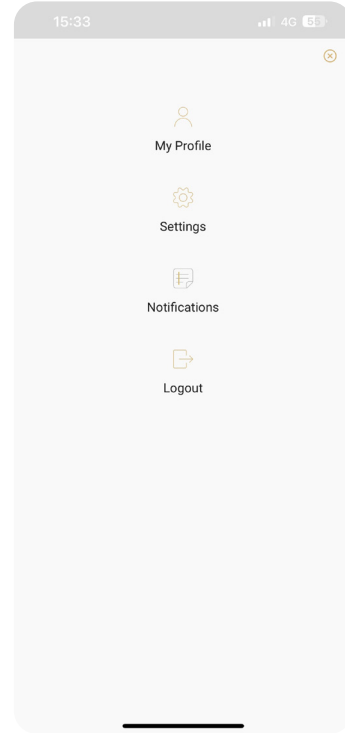
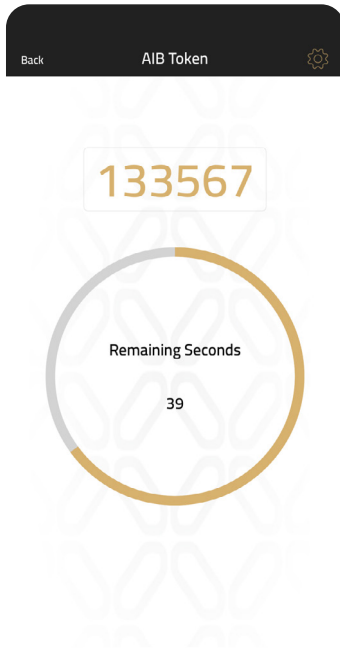
o Enter the OTP (One-Time Password) received via SMS.





4. From AIB Mobile Token App, generate 6-digit token from AIB Mobile Token App. Copy the token and paste it in AIB Mobile App.

5. Log out and then log back in to the AIB Mobile Banking app to activate your token service.



Thank you for choosing AIB Online Banking services. We are committed to making your banking experience easier, faster, and more secure — anytime, anywhere.

For more information, please call us on 19604 or visit your nearest branch.