



Frequently Asked Questions (FAQs)

Quick Reference Guide

MBOS *Frequently Asked Questions*

1. ***"I did not receive the temporary password only the temporary user ID, how can I sign in?"***

Generate a temporary password by clicking the Forgot Password found at the Sign In page of MBOS. Once you have generated the temporary password, sign in with the temporary user ID you receive from your email + the temporary password that you generated.

2. ***"I have the temporary password but not the temporary user ID, where can I get it?"***

Contact your Implementation Officer so he/she can send it to you via email.

3. ***"I have not received both my temporary user ID and password, how will I be able to sign in?"***

- a. Verify if you are one of the designated users in MBOS, is your name included in the System Administration Designation Form?
- b. Check if the email address indicated in the SADF is correct; if not submit the form to edit your email address, if correct then provide a scan copy of the form to your Implementation Officer for them to verify if the same email address is found in MBOS.

4. ***"I am the only user, can I have 1 user ID for all?"***

There should be a control in the system, a separate user ID to initiate a transaction and another ID to grant that request for your corporate internet banking.

5. ***"Since I hold various user IDs, can I have the same password for all?"***

Password must be unique for each user ID and never be shared. Technically you can assign the same password for all your user IDs but secure-wise, it is not advisable.

6. ***"I have a new phone and installed the Metrobank Authenticator app, when I use the generated OTP, MBOS won't accept it, why?"***

Each Metrobank Authenticator app has a unique authenticator ID which was registered to your user ID at MBOS, please update the credential ID thru your System Administrators in order for the system to be able to identify the newly installed app's authenticator ID.

7. ***"My phone won't allow me to install the Metrobank Authenticator app, what can I do?"***

Go to the Settings of your phone, locate the Developers Option menu and set to Off.

8. ***"Do I need to connect to a WIFI or enable my phone's data whenever I use the Metrobank Authenticator app?"***

The app will work even without an internet connection.