

## How to Reset Password

- How to reset Password In case of user couldn't remember password

1. Retrieve BizChannel login page (www.bizchannel.cimbthai.com)
2. Click on "Forgot Password" by Click [here](#)

3. System will show like this picture then kindly fill your information on 1<sup>st</sup> page as below.  
When input completed please click on "Continue" button

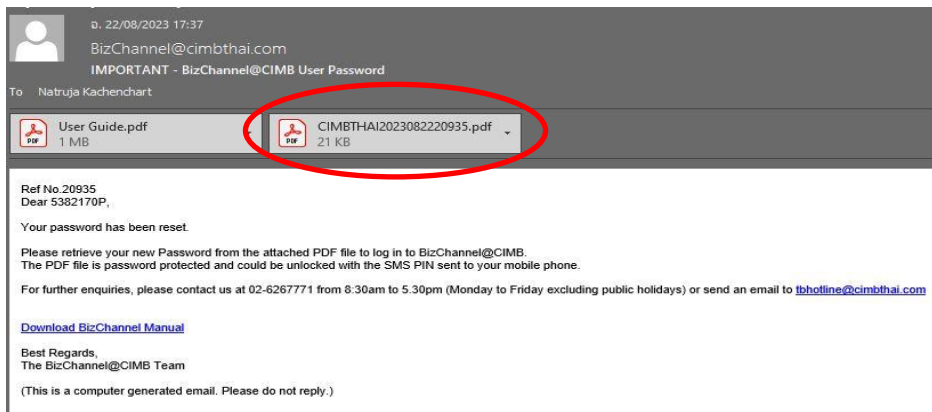
4. System will show 2<sup>nd</sup> page then kindly fill your information as below.
  - 4.1 OTP : Once system bring to this page, you will receive OTP by auto.  
If you don't receive OTP in 1 minute please click on "Send OTP" button you will get SMS OTP

(Remark : For approver who use Token device please open the token device, monitor will show "APPLI" then press "1" monitor will show OTP)

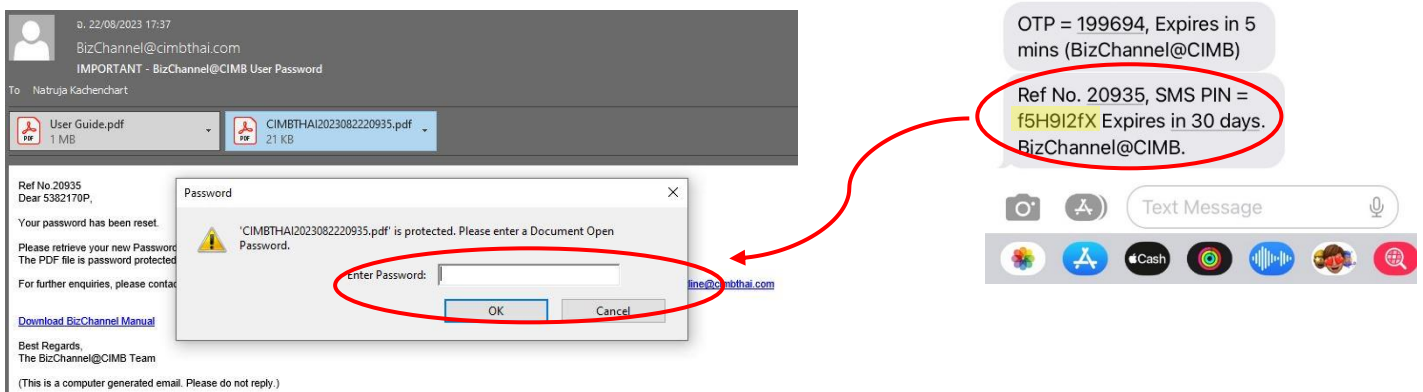
5. When input completed please click on "Submit" button

6.If reset password was completed, System will send **Email** with PDF file (PDF file contain temporary password as a number 6 digits) and send **SMS PIN** to your register mobile phone no., The SMS PIN is for open PDF file.

6.1 Please open email which sent by BizChannel you will see 2 PDF files then open file which the name same as your Company ID.



6.2 When open PDF, system will ask password. Please fill SMS PIN from SMS that you receive.



6.3. If put correct password, system will allow to open PDF and see password that's number 6 digits (This password for BizChannel log in)

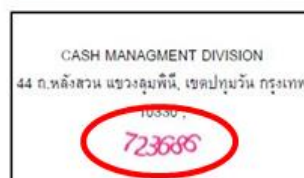


Date: 22/08/2023

Ref No. 20935

Dear 5382170P,

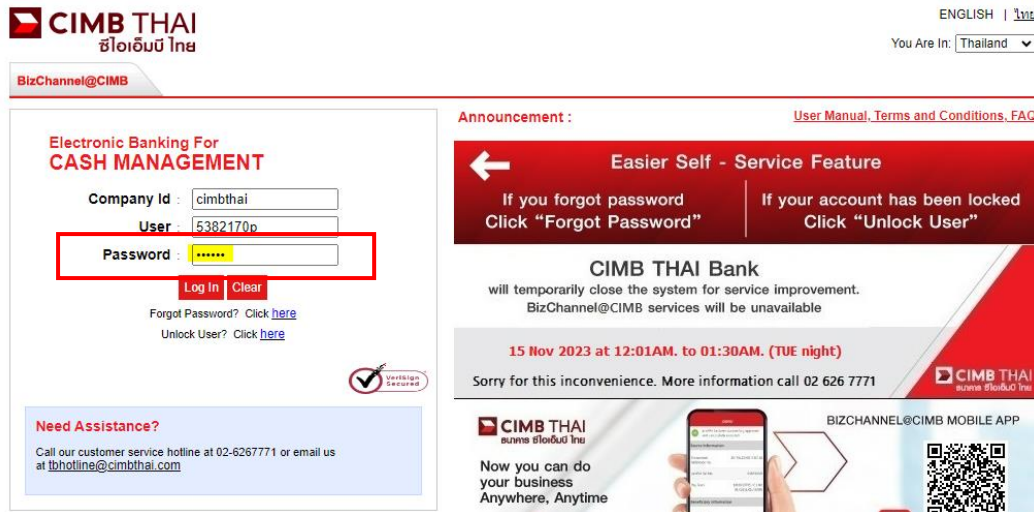
Thank you for your registration with BizChannel@CIMB. You can now access <https://www.bizchannel.cimbthai.com> with the login details below:



Your user ID and password will be sent in separate mailer. You are required to change your password when you use this service for first time.

Please keep your password confidential at all times. For security purpose, please memorise your password and destroy this mailer immediately.

7. Please take this password in PDF (number 6 digits) then put in BizChannel log in screen.



**CIMB THAI**  
ธนาคารไทยพาณิชย์

English | ไทย  
You Are In: Thailand

**BizChannel@CIMB**

**Electronic Banking For CASH MANAGEMENT**

Company Id :

User :

Password :

[Log In](#) [Clear](#)

Forgot Password? Click [here](#)  
Unlock User? Click [here](#)

**Need Assistance?**  
Call our customer service hotline at 02-6267771 or email us at [tbhotline@cimbthai.com](mailto:tbhotline@cimbthai.com)

**Announcement :** [User Manual, Terms and Conditions, FAQ](#)

**Easier Self - Service Feature**

If you forgot password Click "Forgot Password"  
If your account has been locked Click "Unlock User"


**CIMB THAI Bank**  
will temporarily close the system for service improvement.  
BizChannel@CIMB services will be unavailable

**15 Nov 2023 at 12:01AM. to 01:30AM. (TUE night)**  
Sorry for this inconvenience. More information call 02 626 7771

**CIMB THAI**  
ธนาคารไทยพาณิชย์

Now you can do your business Anywhere, Anytime

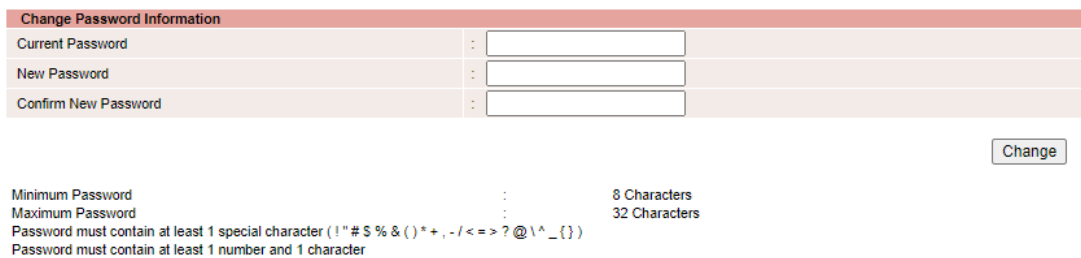
**BIZCHANNEL@CIMB MOBILE APP**



8. System will ask you to change password as following

- Current Password is number 6 digits from PDF file

When all fields were filled please click on "Change" button and Ok



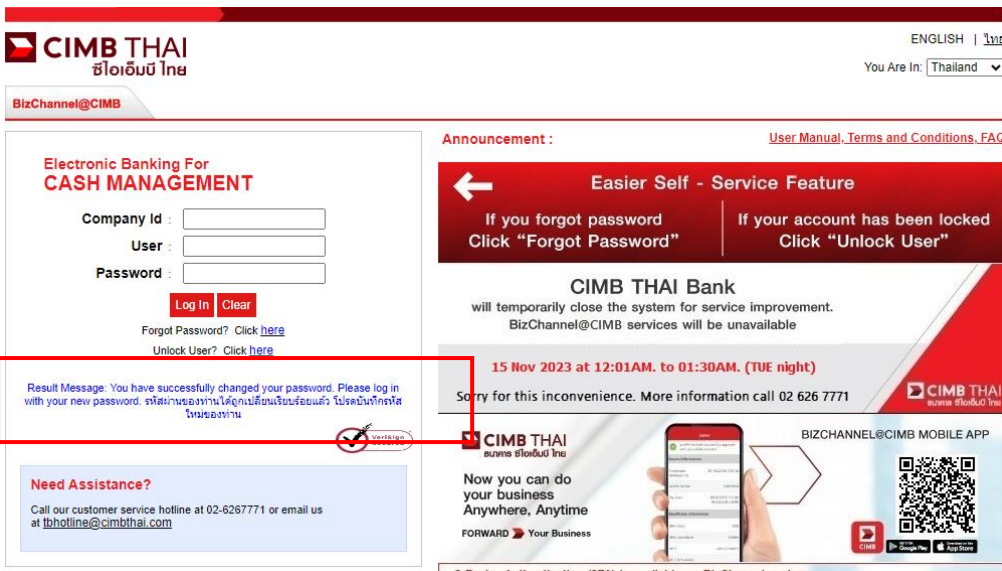
**Change Password Information**

Current Password	:	<input type="password"/>
New Password	:	<input type="password"/>
Confirm New Password	:	<input type="password"/>

[Change](#)

Minimum Password : 8 Characters  
Maximum Password : 32 Characters  
Password must contain at least 1 special character (! " # \$ % & ( ) \* + , - / < = > ? @ \_ { } )  
Password must contain at least 1 number and 1 character

9. If your password was changed successfully, you will see message like this picture then please user your new password to login



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Company Id :

User :

Password :

[Log In](#) [Clear](#)

Forgot Password? Click [here](#)  
Unlock User? Click [here](#)

**Result Message:** You have successfully changed your password. Please log in with your new password. รหัสผ่านของท่านได้ถูกเปลี่ยนเรียบร้อยแล้ว โปรดบันทึกรหัสผ่านของท่าน

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**BIZCHANNEL@CIMB MOBILE APP**



**FORWARD Your Business**

Factor Authentication (2FA) is available on BizChannel system

## • How to change Password Incase user remembered password case

### 1. Click on “Utility” then click on “Change Password”

Company ID: IMPLEMENT01 | Company Name: บริษัท ไทยพาณิชย์ จำกัด | User Name: Veerapat Tanateerachot | Main Page

**BizChannel@CIMB**

My Task

Account Service & Information Management

Report

Utilities

- Formal/Informal Mail
- Change Password**
- User Group Limit Usage
- Personalization

**ประกาศ**

แจ้งปิดระบบ BizChannel@CIMB ชั่วคราว โดยมีกำหนดการดังนี้  
วันศุกร์ที่ 17 มิถุนายน 2559 เวลา 22:00 น. ถึง 02:00 น. ของวันเสาร์ที่ 18 มิถุนายน 2559  
สอบถามข้อมูลเพิ่มเติม กรุณาติดต่อ TBHotline โทร 0-2626-7771 หรือ tbhotline@cimbthai.com

**Announcement**

Please be informed that BizChannel@CIMB will be maintenance on  
**June 17th, 2016 at 10:00 pm. to June 17th, 2016 at 02:00 am.**  
For more information, please contact TBHotline at 0-2626-7771. or tbhotline@cimbthai.com

Close

### 2. System will show this screen and you can put new password the conditions were shown on bottom of picture.

Company ID: IMPLEMENT01 | Company Name: บริษัท ไทยพาณิชย์ จำกัด | User Name: Veerapat Tanateerachot | Main Page Favourite Menu ▼

**BizChannel@CIMB**

My Task

Account Service & Information Management

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Utilities

- Formal/Informal Mail
- Change Password**
- User Group Limit Usage
- Personalization

Utilities / Change Password

**Change Password**

**Change Password Information**

Current Password	:	<input type="password"/>	Change
New Password	:	<input type="password"/>	
Confirm New Password	:	<input type="password"/>	

Minimum Password : 8 Characters  
Maximum Password : 32 Characters  
Password must contain at least 1 special character ( ! " # \$ % & ( ) \* + , - / < = > ? @ \ ^ \_ { } )  
Password must contain at least 1 number and 1 character

## How to Unlock user

- Unlock User by yourself from Bizchannel@Cimbthai.com website (Make sure that your User ID is locked and this function allow only for SMS token)

BizChannel@CIMB

**Electronic Banking For  
CASH MANAGEMENT**

Company Id :

User :


Password :

[Log In](#) [Clear](#)

Forgot Password? Click [here](#)

Unlock User? Click [here](#)

Message: User is Locked



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1. Retrieve BizChannel login page ([www.bizchannel.cimbthai.com](http://www.bizchannel.cimbthai.com))
2. Click on “Unlock User” by Click “[here](#)”

**Electronic Banking For  
CASH MANAGEMENT**

Company Id :

User :


Password :

[Log In](#) [Clear](#)

Forgot Password? Click [here](#)

Unlock User? Click [here](#)

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3. System will show like this picture then kindly fill your information on 1<sup>st</sup> page as below.  
When input completed please click on “Continue” button



Unlock User

Company Id\* :

User Id\* :

Continue Clear Back

4. System will show 2<sup>nd</sup> page then kindly fill your information as below.

4.1 OTP : Once system bring to this page, you will receive OTP by auto.

If you don't receive OTP in 1 minute please click on "Send OTP" button you will get SMS OTP

(Remark : For approver who use Token device please open the token device, monitor will show "APPLI" then press "1" monitor will show OTP)

when input completed please click on "Submit" button

Unlock User

One Time Password (OTP) \* :  Send OTP

Please enter the One Time Password (OTP) provided to your registered mobile number ending +66XXXXXX3591 via SMS  
If you didn't receive your OTP within 1 mins, you can request another OTP by click "Send OTP" button to resend again.

Submit Clear Back

\*\*Incase your User ID is not locked when you click Continue button on 1st page system will show message "Your User is not locked" please back to login page for login in normal way

Unlock User

Message: This User ID is not locked. Please proceed to login page.

Company Id\* : cimbthai

User Id\* : 5382170p

Continue Clear Back

5. If your User ID was unlock success, system will show message "Your User ID has been successfully unlocked! Please proceed to login page" and you will receive SMS confirmation Unlock user success

Click "Continue" button to back to login page.

Unlock User

Your User ID has been successfully unlocked! Please proceed to login page.

Continue