

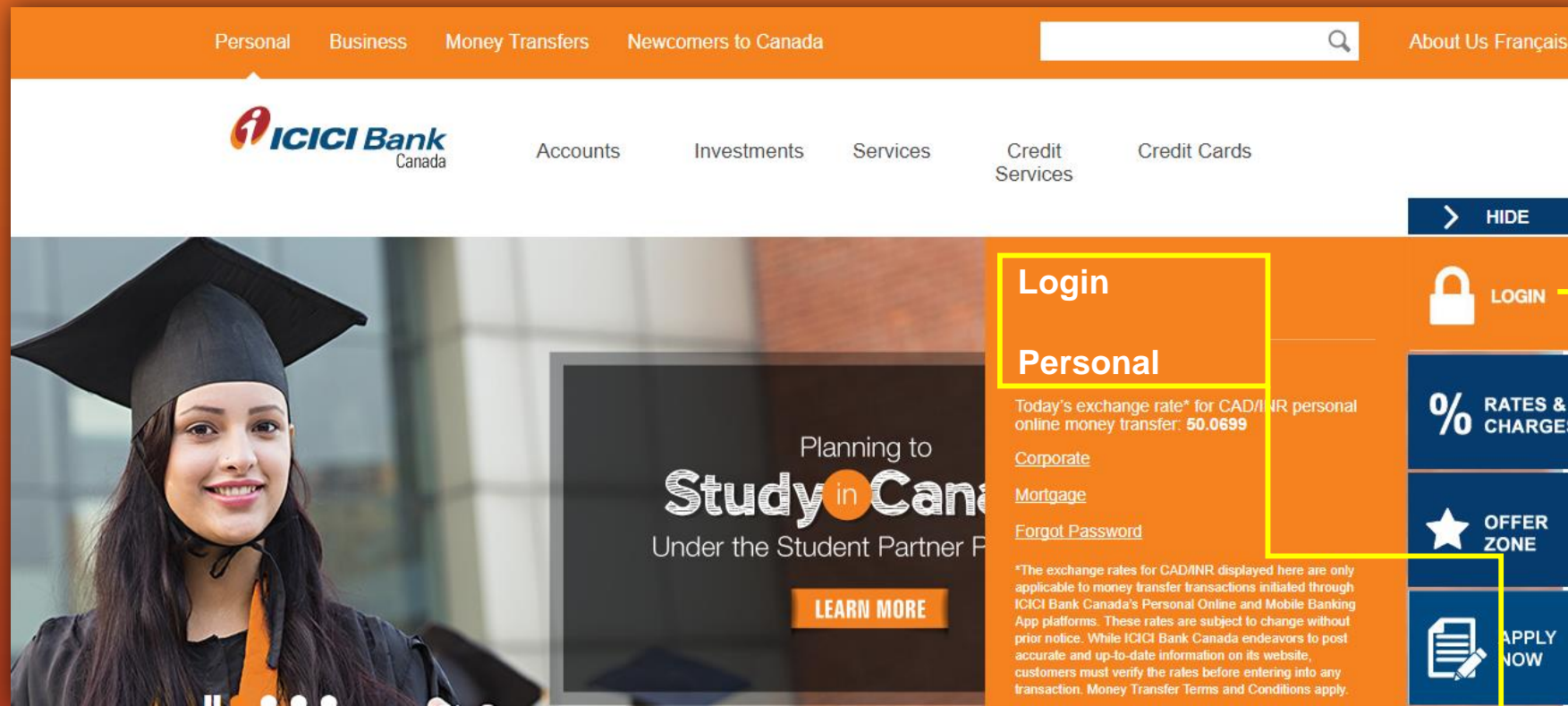
# Step by step guide to

**Access to Online  
banking &  
password reset**

# Accessing your account online - If you have your Login ID and Password:



Visit **icicibank.ca** & Click on “Login”.



Click on “**Personal**” from the pull-out menu.

# Accessing your account online - If you have your Login ID and Password:

**Online Banking Login**

Welcome to ICICI Bank Online Banking.

To access your online accounts, please enter your Customer Identification Number (CIF) and online banking password.

**Important Security Notice:**

Ensure following before logging in

1. URL address on the address bar of your internet browser begins with <https://infinity.icicibank.ca>
2. Do not enter login or other sensitive information in any pop up window.
3. You have verified the security certificate by clicking on the padlock icon of your internet browser. For more details [Click Here](#)

Login ID :   
Customer Identification (CIF) Number

Password :

Use virtual keyboard

Important information for first time Online Banking user  
[Forgot Password / Generate Password Online](#)

**Virtual Keyboard (for entering password only)**

c	r	j	d	a	f	n	t	h	8	7
u									9	
i	x	g	m	y	v	o	q	e	5	1
									3	
b	p	k	z	s	i	w			2	6
									4	
^	!	)	'	:	#	-	"	&		0
]										
/	~	\	=	%	}	[	\$	-	*	+
	.	:	?	<	_	{	,	@	>	(
Back Space			Clear			Caps Lock				

To know more about Virtual Keyboard, [Click Here](#)

Enter your 9-digit **Login ID** which begins with the number 96.  
Enter the password if you have it, and click on SUBMIT.

# Requirements for changing or resetting your password:



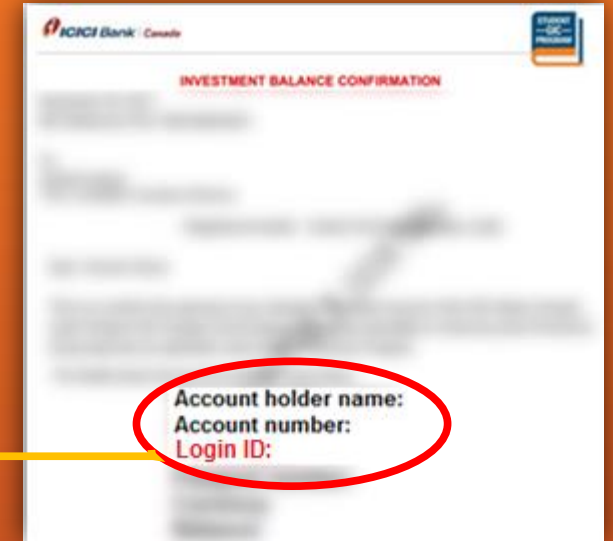
Your **Login ID** or your **Customer Identification Number**

It has **9 digits** and begins with **“96”**.



Your **mobile phone &** the number **registered** with ICICI Bank Canada.

If you hold a **student account**, look for the **Login ID** in your IBC\*



If you have received a **K-KIT** at our Branch, look for the **Login ID/CIF** in the welcome letter

Dear Customer,

**Sub: Customer Identification Number: 96XXXXXXX**

Thank you for choosing ICICI Bank Canada as your banking partner.

Congratulations on taking the right step by applying for a new account with ICICI Bank Canada. We welcome you to a new and enjoyable banking experience.

The subject Customer Identification Number (CIF No.) is your personalized Internet Banking Login ID for you to access your account(s) on the internet.

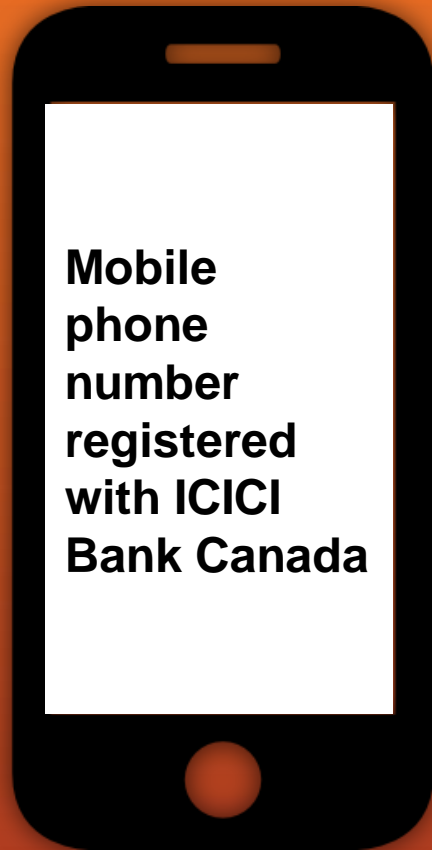
Please note that it will take up to 5 business days to activate your account(s). In case, for any reason that we are unable to accept your application or need further information, we shall contact you within this period.

You may view your account transaction details, including your initial deposits, by logging on to our website at [icicibank.ca](http://icicibank.ca) or calling our Customer Care toll-free at 1-888-ICICI-CA (1-888-424-2422).

\*IBC (Investment Balance Confirmation) or a Bank Statement, can be downloaded from your secure mailbox



Registered mobile phone number:



**It is important for the Bank to have  
Your mobile phone number!**

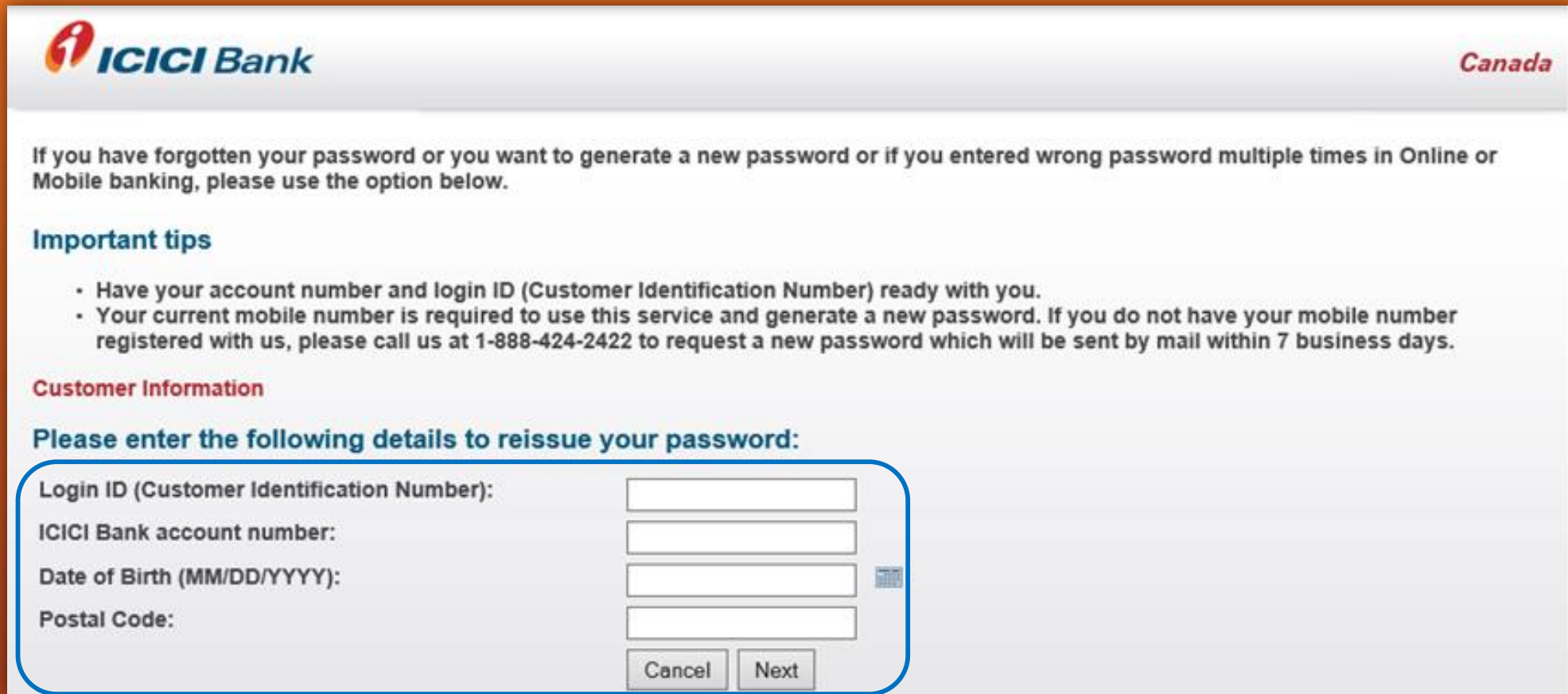
If you have not registered your mobile number with us, simply call our 24-hour Customer Contact Centre **toll-free** at **1-888-424-2422**

# Steps to follow if **you do not have** or if **you do not remember your password**:



Visit **icicibank.ca**,  
Click on **“Forgot Password”**

# Enter your details:



**ICICI Bank** Canada

If you have forgotten your password or you want to generate a new password or if you entered wrong password multiple times in Online or Mobile banking, please use the option below.

**Important tips**

- Have your account number and login ID (Customer Identification Number) ready with you.
- Your current mobile number is required to use this service and generate a new password. If you do not have your mobile number registered with us, please call us at 1-888-424-2422 to request a new password which will be sent by mail within 7 business days.

**Customer Information**

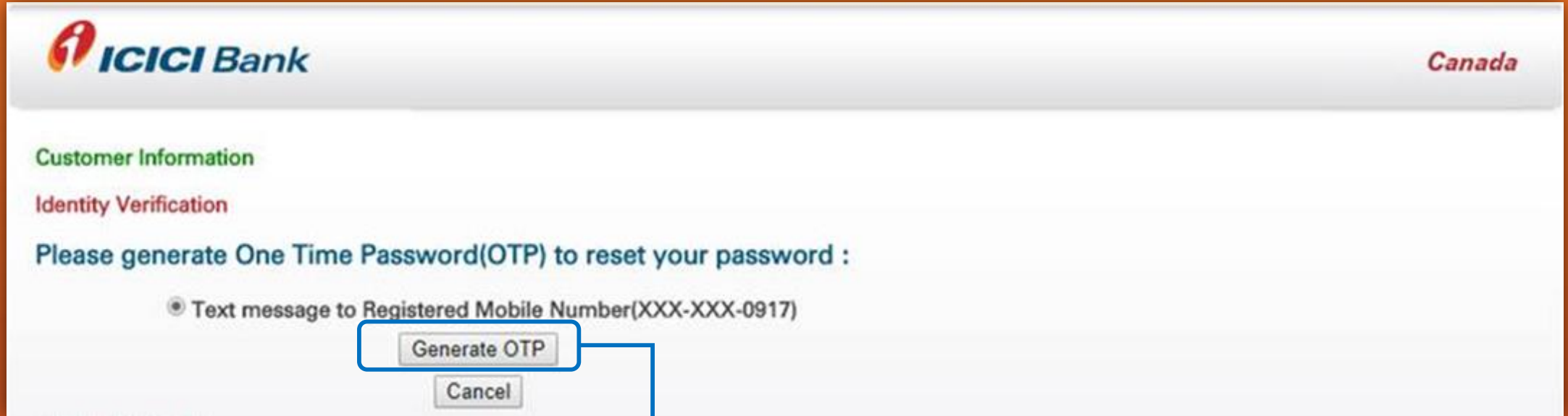
Please enter the following details to reissue your password:

Login ID (Customer Identification Number):	<input type="text"/>
ICICI Bank account number:	<input type="text"/>
Date of Birth (MM/DD/YYYY):	<input type="text"/>
Postal Code:	<input type="text"/>

Enter the details & click on “**Next**”



# Generate OTP:



**ICICI Bank** Canada

Customer Information

Identity Verification

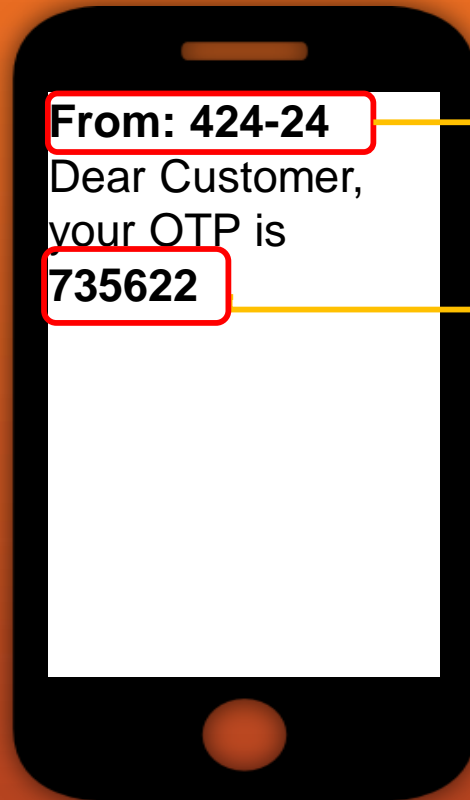
Please generate One Time Password(OTP) to reset your password :

Text message to Registered Mobile Number(XXX-XXX-0917)

Click on “**Generate OTP**”

This **OTP** will ONLY be sent to the **Mobile number** you’ve **registered** with us.

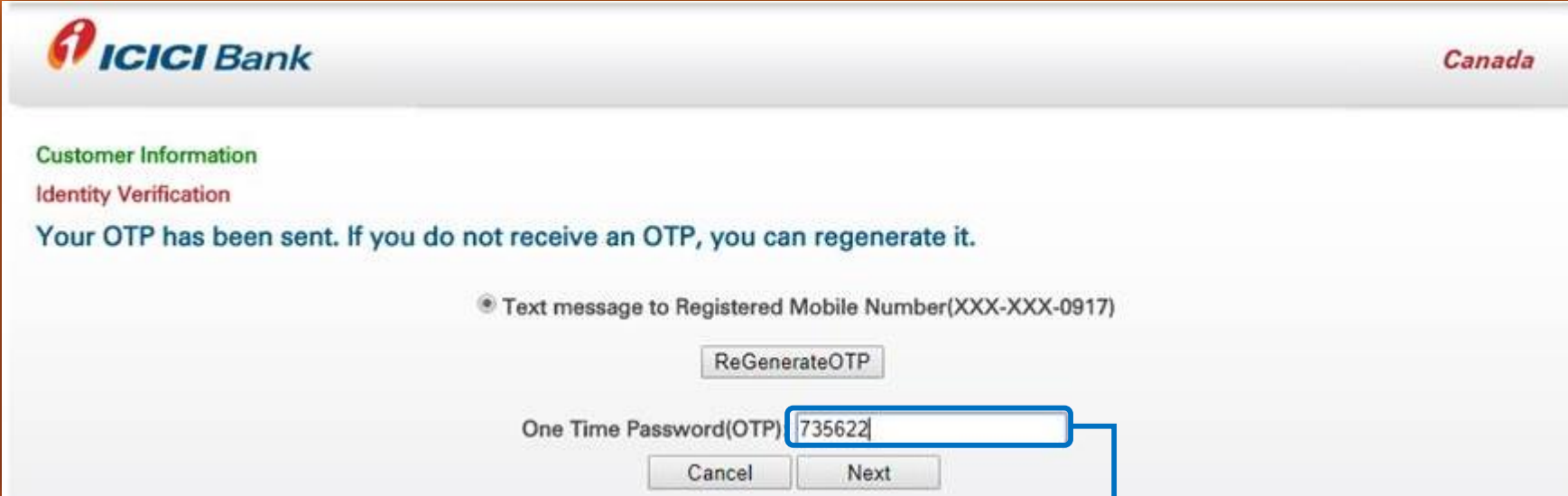
# OTP received:



You will receive an SMS from **424-24** with the **OTP (One Time Password)**.

This SMS will **ONLY** be sent to your **mobile number REGISTERED** with **ICICI Bank Canada**

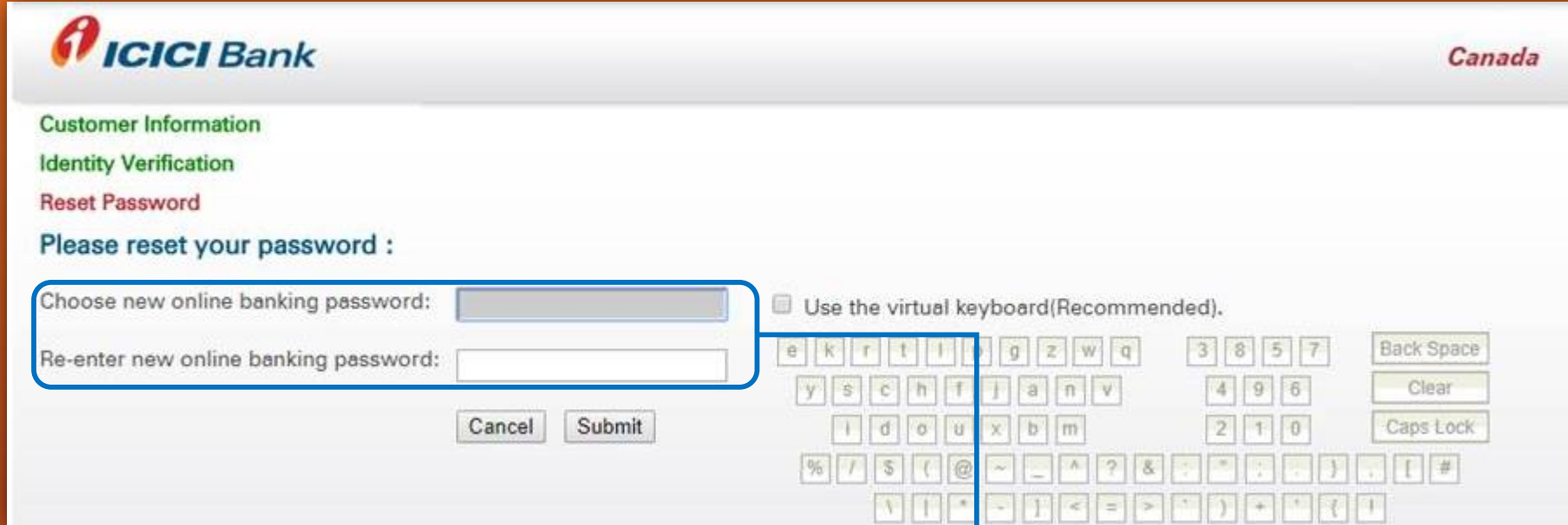
# Enter OTP:



The screenshot shows the ICICI Bank interface for entering an OTP. At the top left is the ICICI Bank logo, and at the top right is the word "Canada". Below the logo, there are two links: "Customer Information" and "Identity Verification". The main text reads: "Your OTP has been sent. If you do not receive an OTP, you can regenerate it." Below this text is a radio button selected for "Text message to Registered Mobile Number(XXX-XXX-0917)". Underneath is a "ReGenerateOTP" button. The "One Time Password(OTP)" field contains the number "735622". At the bottom are "Cancel" and "Next" buttons. A blue line connects the "Next" button to the text below.

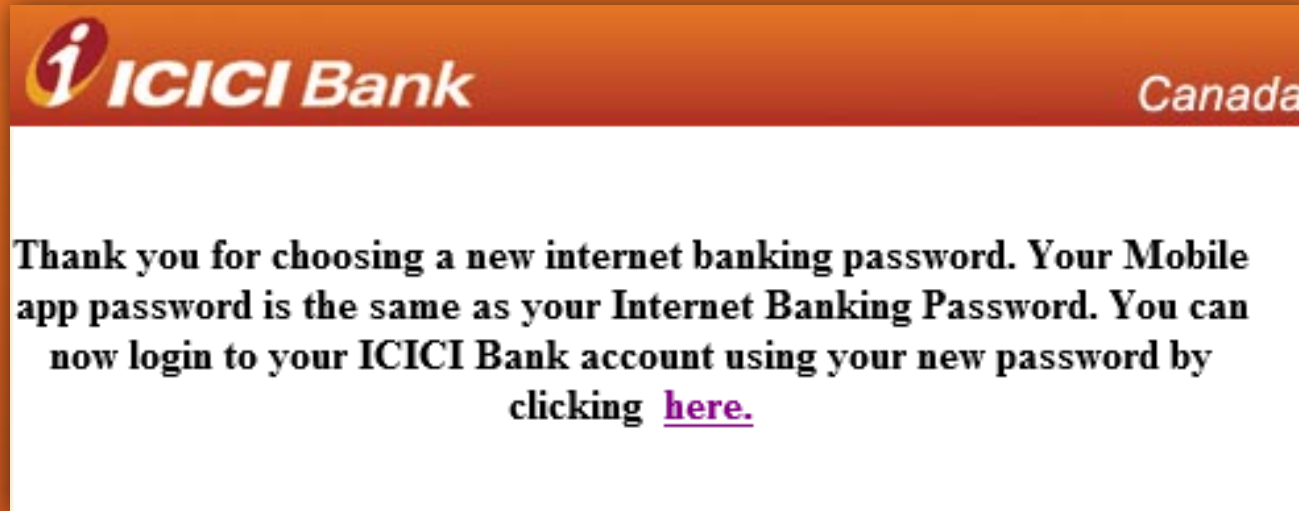
Enter the **OTP** received on your mobile phone and click on **“NEXT”**

# Enter a new password



Choose a new password &  
click on **“SUBMIT”**

**DO NOT SHARE your password with anyone!**



**Congratulations! You can now use this password on the **ICICI Bank Canada iMobile App** as well.**

**Download the app today!**

