

SABBNET User Unlock Guide

Dear Customer,

To unlock your SABBNET account, simply follow the below steps:

▶ Step 1: Navigate to the SABBNET login site from the SABB home page:

The screenshot shows the SABB website home page. A red box highlights the 'SABBNET' link in the top right corner. A large red number '1' is overlaid on the box. To the right, a separate box shows the 'SABBNET' login interface with 'Personal Internet Banking' and 'Business Internet Banking' sections, each containing 'Demo', 'Register', and 'Log on' buttons.

▶ Step 2: Enter your Username/Customer Number

The screenshot shows the 'Customer Log-In' form. It has a title bar with 'Help' on the right. Below the title bar is a text input field labeled 'Please enter your Username/Customer Number:'. At the bottom right are 'Continue' and 'Cancel' buttons.

▶ Step 3: Click on 'Continue' on the following screen.

The screenshot shows a security message screen. It shows a breadcrumb trail '> Home > SABBNET' at the top left. On the top right is a 'Print | عربي' link. The main text reads: 'For your own security your account has been temporarily suspended. In order to reactivate your account please click Continue.' At the bottom right is a 'Continue' button.

▶ Step 4: Click on 'Continue' on the following screen.

> [Home](#) > [SABBNet](#) > [Security Information Reset - Request](#)

Print | عربي

| Help

You are _____. Please [click here](#) to logon as another user.

Continue

▶ Step 5: Fill in the following form and then click on 'Continue'

> [Home](#) > [SABBNet](#) > [Security Information Reset - Request](#)

Print | عربي

| Help

Security Information Reset - Request

You will now need to set up a question with a "Memorable Answer".
Choose a Memorable Question from the list below and complete the answer to your selected question.

Memorable question

Memorable Answer (6-30 characters)

Confirm memorable answer (6-30 characters)

Memorable Answers are NOT CASE SENSITIVE. They may contain Alphanumeric (A-Z, 0-9) plus special characters (ampersand (&), underscore (_), hyphen (-), apostrophe ('), space () and period (.))

The creation of a Question and Memorable Answer provides you with additional security. Your Question should be personal to you and the answer should be easy to remember.

Please enter your new password. Password must be 8 to 30 alphanumeric characters (A-Z, 0-9).

New password:

Confirm Password:

Security Information Reset - Security Questions Reset Request

Please select new security questions below that only you would know the answer to. Also enter the security answer as your answer to the selected security question.

Security question 1

Security answer 1 (3-30 characters)

Confirm security answer 1 (3-30 characters)

Security question 2

Security answer 2 (3-30 characters)

Confirm security answer 2 (3-30 characters)

Security Answers are NOT CASE SENSITIVE. They may contain Alphanumeric (A-Z, 0-9) plus special characters (&, underscore (_), hyphen (-), apostrophe ('), space () and period (.))

Continue

OR

> [Home](#) > [SABBNet](#) > [Security Information Reset - Request](#)

Print | عربي

| Help

Security Information Reset - Request

You will now need to set up a question with a "Memorable Answer".
Choose a Memorable Question from the list below and complete the answer to your selected question.

Memorable question

Memorable Answer (6-30 characters)

Confirm memorable answer (6-30 characters)

Memorable Answers are NOT CASE SENSITIVE. They may contain Alphanumeric (A-Z, 0-9) plus special characters (ampersand (&), underscore (_), hyphen (-), apostrophe ('), space () and period (.))

The creation of a Question and Memorable Answer provides you with additional security. Your Question should be personal to you and the answer should be easy to remember.

Please enter your new password. Password must be 8 to 30 alphanumeric characters (A-Z, 0-9).

Virtual Keyboard - Password

New password:

Confirm Password:

1 2 3 4 5 6 7 8 9 0 Back

Q W E R T Y U I O P

Tab A S D F G H J K L

Z X C V B N M Clear

Continue

▶ Step 6: Write down your confirmation number.

> [Home](#) > [SABBNet](#) > [Security Information Reset - Request](#)

Print | عربي

| Help

Your security information reset request for Username _____ has been submitted. In order to logon using your new security information, Please call SABB Direct on 800-124-8888 (Toll free number within KSA) or 00966-1-440-8888(Overseas).

Your confirmation number is _____

Printable Version

▶ Step 7: Please call SABB Direct on 800 124 8888 (toll-free within KSA) or 00966 1 440 8888 (from abroad). Our Customer Care team will be pleased to help you unlock your SABBNET account