BANK OF GHANA

eBanking

USER GUIDE

INTERNET BANKING USER GUIDE
DOCUMENT CLASSIFICATION – OFFICE USE ONLY

AUTHORIZED AND APPROVED BY

Name	LEONARD COFFIE
Function	Head, Banking Systems Unit (ICTD) / Project Manager
Signature	
Date	13.12.2022

REVISION HISTORY

Version	Date	Revision History
1.0	12th December 2022	Initial User Guide

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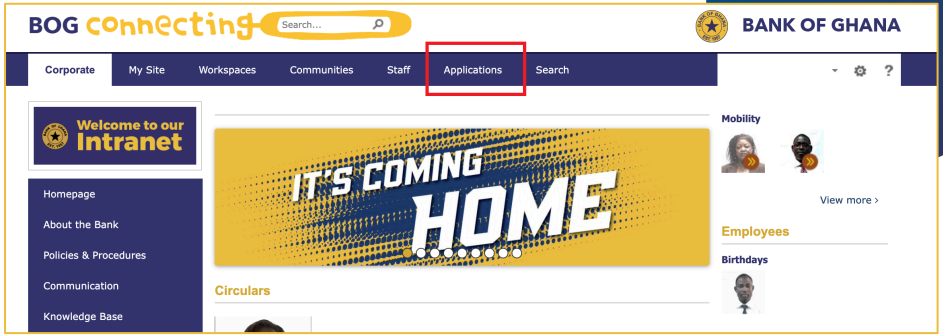
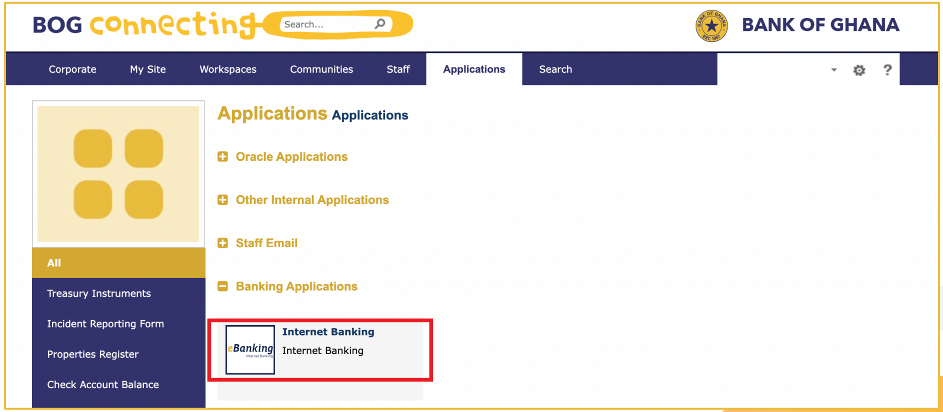
HOW TO ACCESS

- *Go to the Connecting Home Page if you are on the BoG network*
- *Or if you’re outside of the bank network you can go directly to: https://www.ebanking.gov.gh*
- *At the Applications page, go to Banking Applications section*
- *You will see the new Internet Banking logo*
- *Click on it and access the Login Screen of the Internet Banking application*



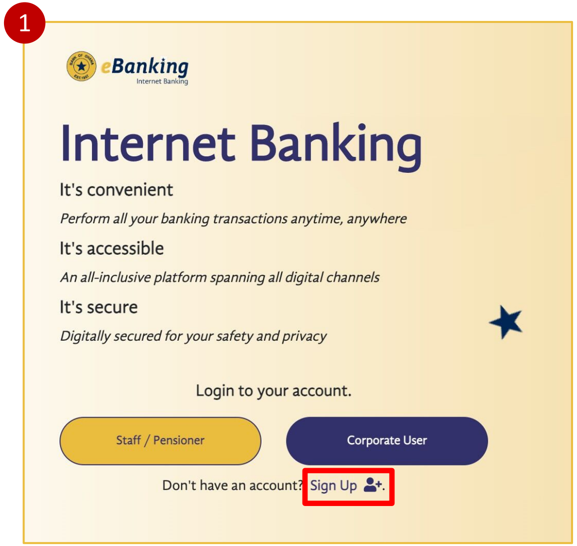


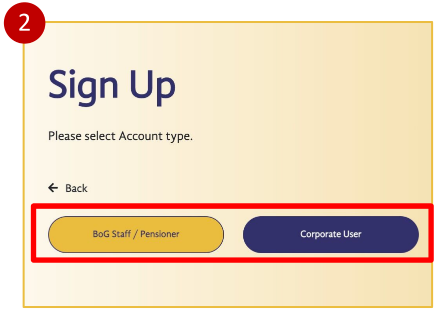
OFFICE USE ONLY

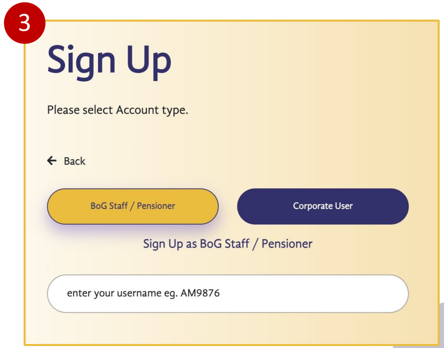
ONBOARDING

- This is how to sign up to the new internet banking solution

1. *Click on the "Sign up" button on the welcome screen*
2. *Select the profile that applies to your user type*
3. *Enter your user name*







ONBOARDING

4. An email will be sent to you

5. Click on the "<u>here</u>" link in your email to proceed

6. Review your details then enter your Ghana Card details and Validate

7. Enter the OTP code you will receive to confirm

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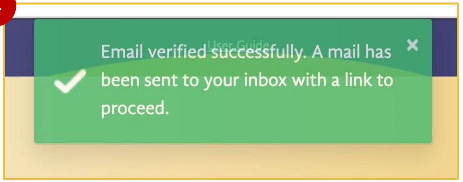

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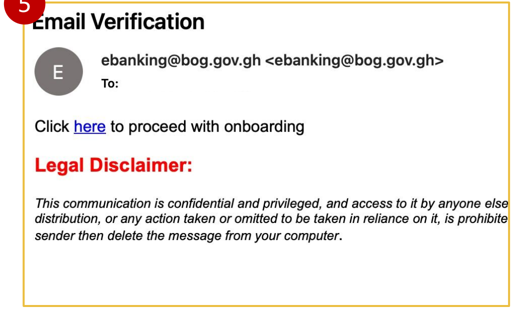

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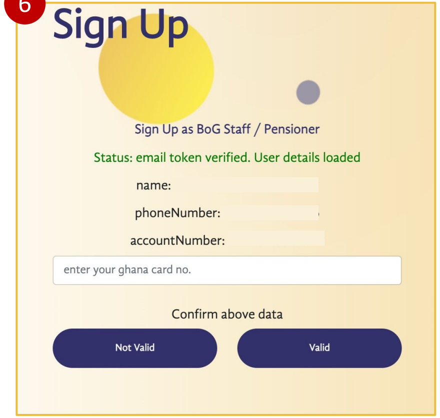

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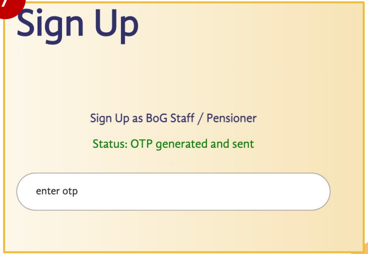
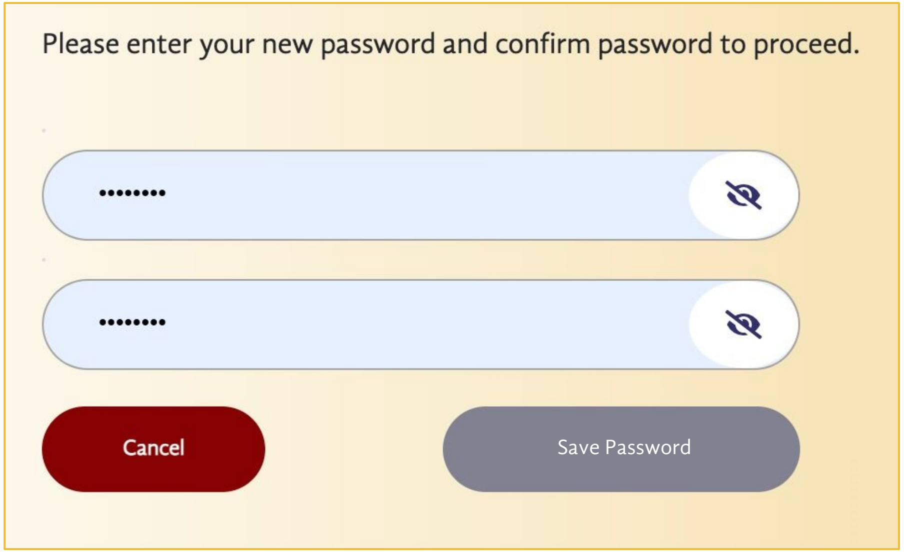


ONBOARDING

- For new users who were not enrolled on the previous Internet Banking, you need to enter your password after your OTP has been confirmed

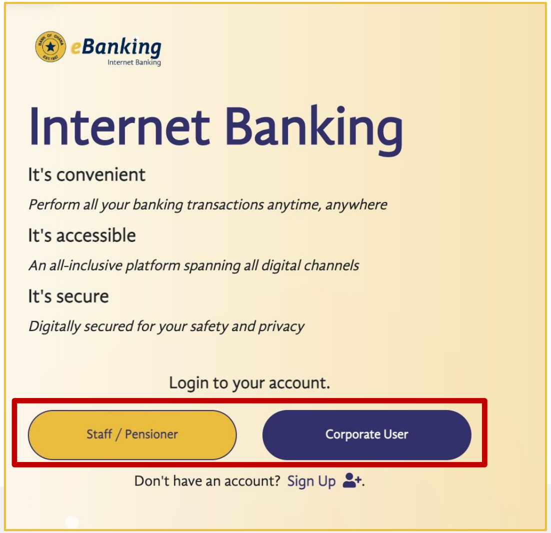


01 LOGIN

This section describes how to login to the system

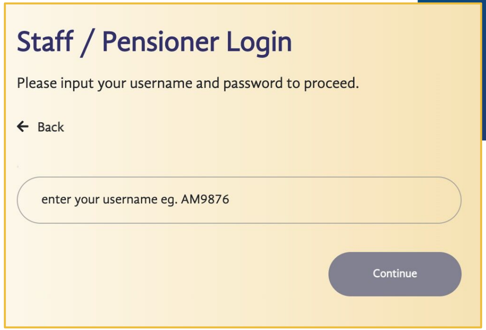
STEPS

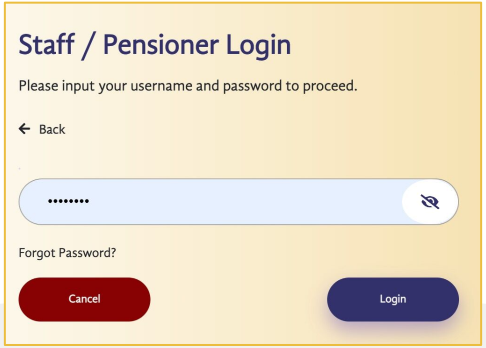
- Click on the “Staff/Pensioner” or “Corporate User” button depending on your role to access the Homepage of the new Internet Banking solution
- If you don’t have an account, click on “Sign Up” to create an account



STEPS

- You will be asked for your username; eg AB1111 (Your initials and Staff ID)
- You'll then be asked for your password; kindly enter that in as well
- For those who have forgotten their password, please click 'Forgotten Password' and proceed



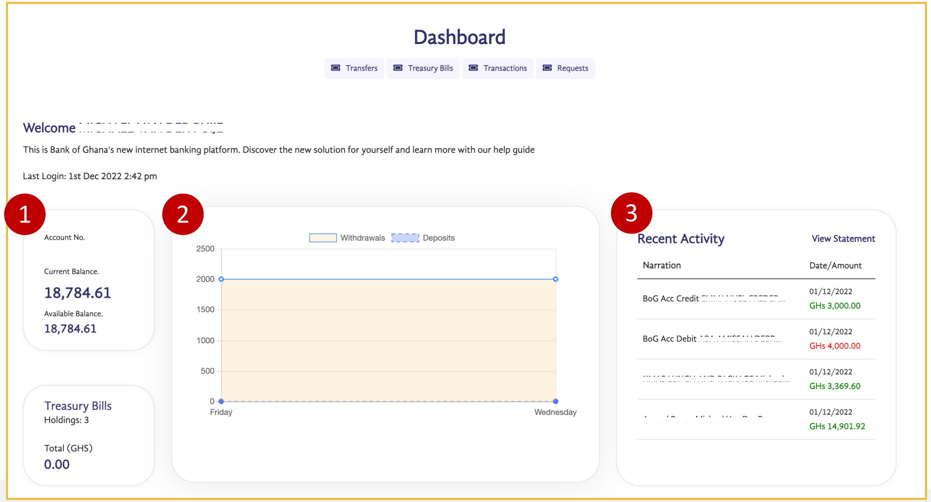


02 DASHBOARD

This section describes how to navigate through the dashboard

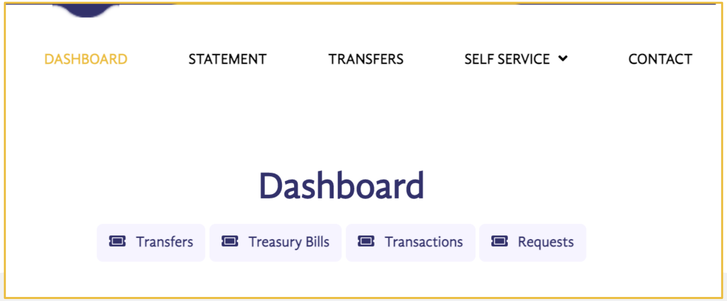
STEPS

- After your login you will be presented with the dashboard. These are the three main sections
  - 1. Account Summary: *Shows your current T24 balance and your treasury bill balance below*
  - 2. Account Activity: *Shows you recent activity over a time period in a chart*
  - 3. Recent Activity: *Shows the last 5 transactions performed on all of your accounts*



STEPS

- At the top of the dashboard screen are the header items.
  - Statement: *This menu item enables you to view your bank statement*
  - Transfers: *This menu item takes you to the transfer dashboard or you to transfer your funds*
  - Self Service: *this menu item allows you to access your treasury bills and requests*
  - Treasury Bills: *this menu item allows you to directly access your treasury bills*
  - Transactions: *Shows you recent activity over a time period in a chart*
  - Requests: *Gives users the options to access requestable options for your account for example stopping Cheques, Cheque Requests, Bank Draft, Card blocking etc.*

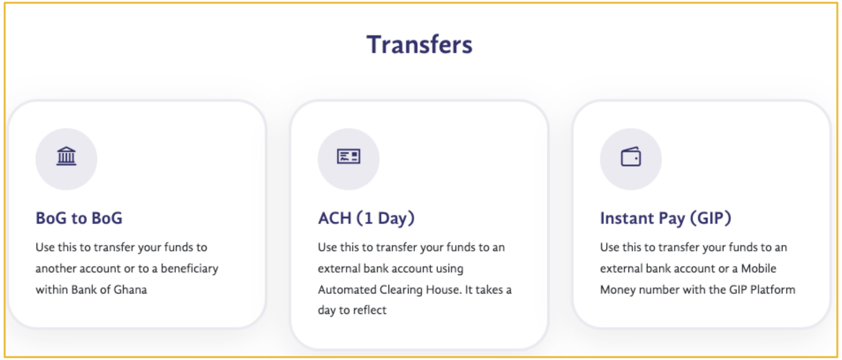


03 TRANSFERS

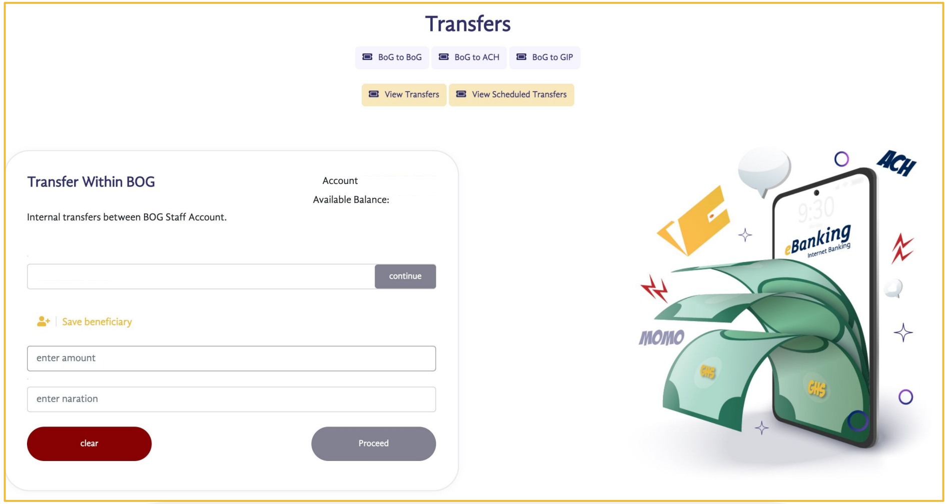
This section describes how to navigate through the transfers section

STEPS

- After your click on the transfers menu option you will be presented with the transfers landing page. These are the three options
    - BoG to BoG: *This allows you to transfer funds from your account to another account of a staff*
    - ACH (1 Day): *This allows you to send funds to another banking through the Automated Clearing House system. It takes one day to reflect.*
    - Instant Pay (GIP): *This allows you to instantly send funds instantly to either another bank or through Mobile Money through GHIPPS*



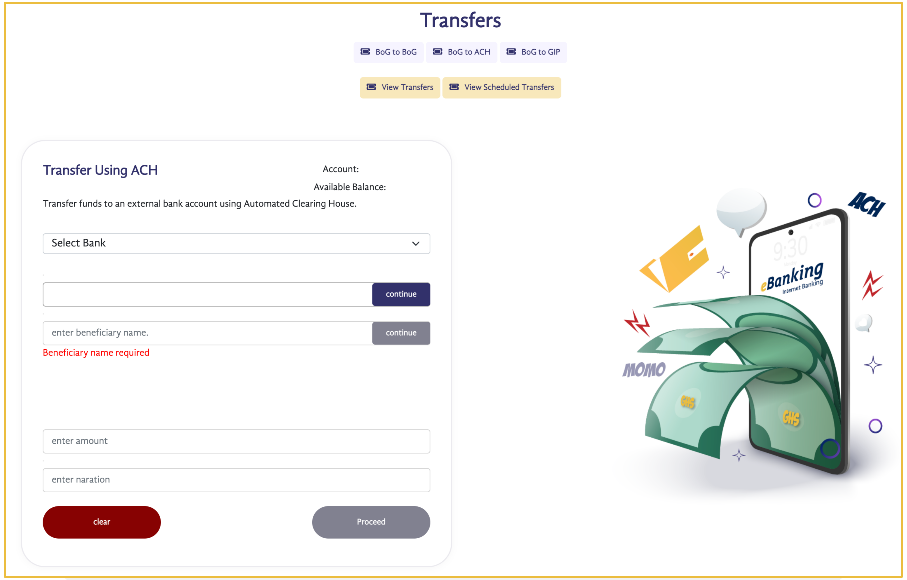
BOG TO BOG TRANSFER



STEPS

- When you choose the BoG to BoG option, you are presented with a form to capture the details
- Enter Account Number: *Enter the account number of the staff account you are sending the funds to*
- Enter Amount: *Enter the figure of the amount of funds you wish to send in cedis.*
- Enter narration: *The narration is a text that describes the instruction. Kindly provide it*
- Enter OTP: *This is a one-time password code received on your phone. Upon receipt, key it in within 5 minutes*
- *When done, click on the 'Send Funds" button.*

ACH TRANSFER

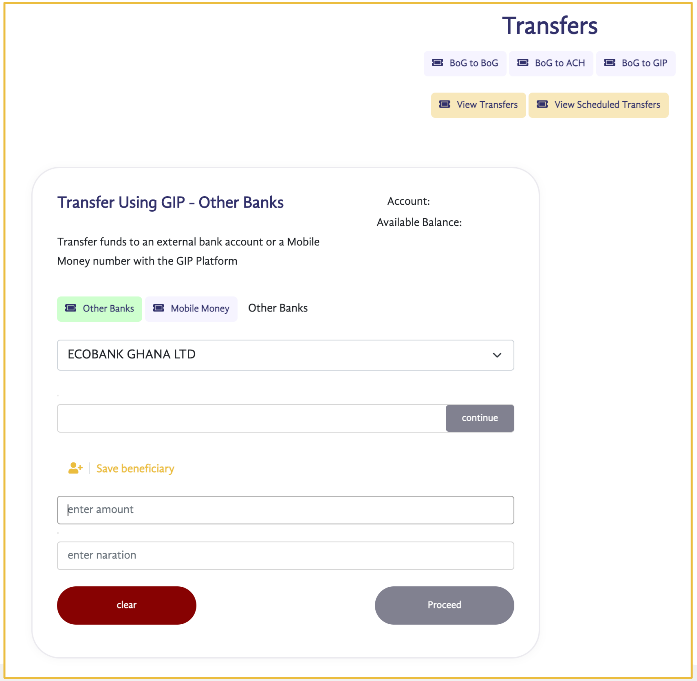


STEPS

- When you choose the ACH option, you are presented with a form to capture the details

- Select Bank: *Enter the figure of the amount of funds you wish to send in cedis.*
- Enter Destination Account: *Enter the account number of the staff account you are sending the funds to*
- Enter Beneficiary Name: *Enter the name of the beneficiary you would like to send the forms to*
- Enter Amount: *Enter the amount of money you would like to send*
- Enter Narration: *Enter the narration for the transaction*

INSTANT PAY TRANSFER



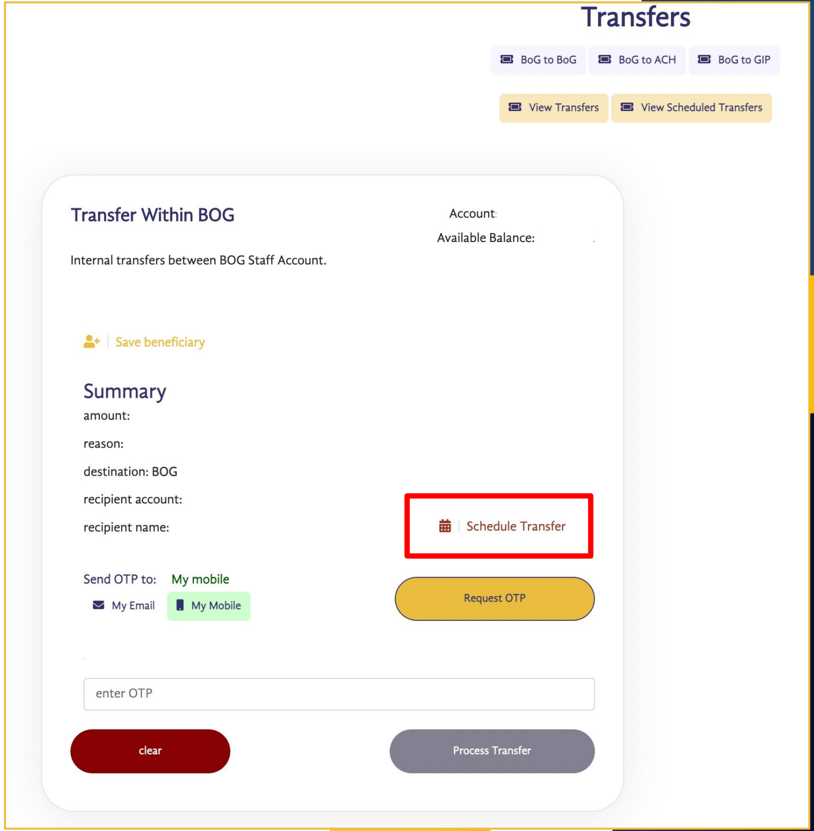
STEPS

- When you choose the BoG to GIP option, you are presented with a form to capture the details
  - Choose Bank: *Choose from the dropdown the destination bank you are sending the funds to*
- Enter Destination Account: *Enter the receipt's account number*
- Enter Amount: *Enter the figure of the amount of funds you wish to send in cedis.*
  - Enter narration: *The narration is a text that describes the instruction. Kindly provide it*
- Proceed: *Click on "Proceed" to carry on to generate an OTP code for transfer*

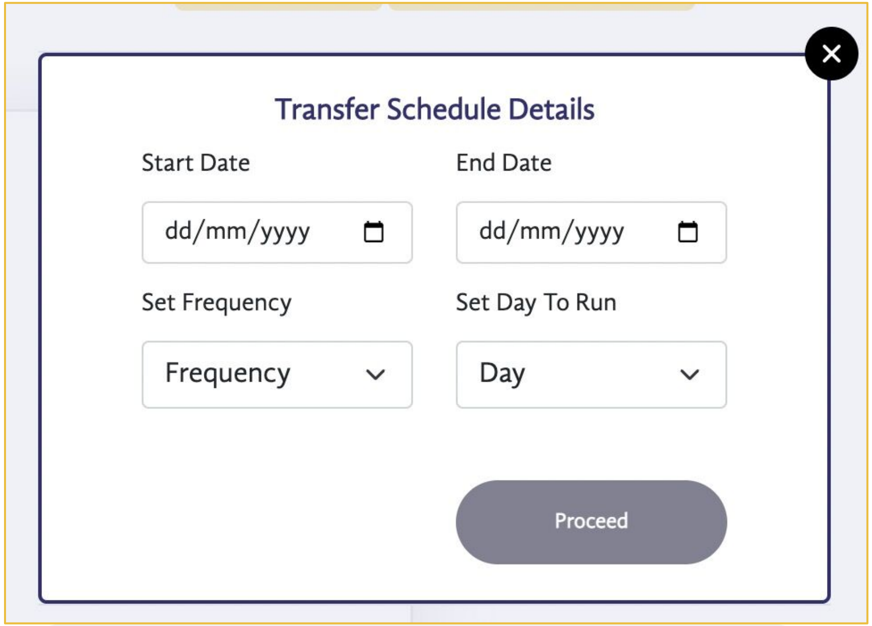
SCHEDULING TRANSFERS

You can schedule transfers to make automatic fund payments on your behalf at a set date

- To create a scheduled payment, choose the payment method i.e. BoG to BoG, ACH or GIP
- Enter the amount, beneficiary, account number
- Click on the “Schedule Transfer” button
- You will be required to authorize this action by sending an OTP code to your device to proceed



SCHEDULING TRANSFERS cont'd.

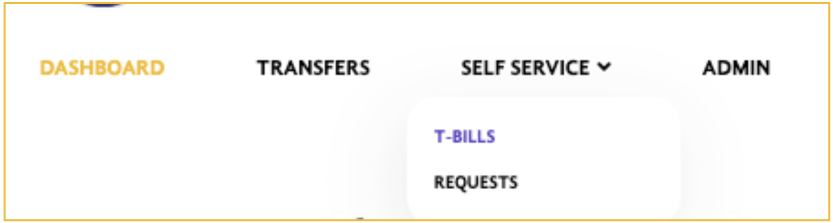


STEPS

When you click on the Schedule Transfer and you have authorized successfully with OTP you are presented with a details screen:

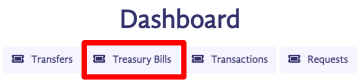
- Start Date: *Choose from the date selector the start date for the scheduled transfer(s)*
- End Date: *Choose from the date selector the end date for the scheduled transfer(s)*
- Set Frequency: *Choose how frequent the transfers should be made*
- Set Day to Run: *Select the particular day of the week the transfers should be fired e.g. every Wednesday or every Sunday within the period between the start and end date*

SELF SERVICE

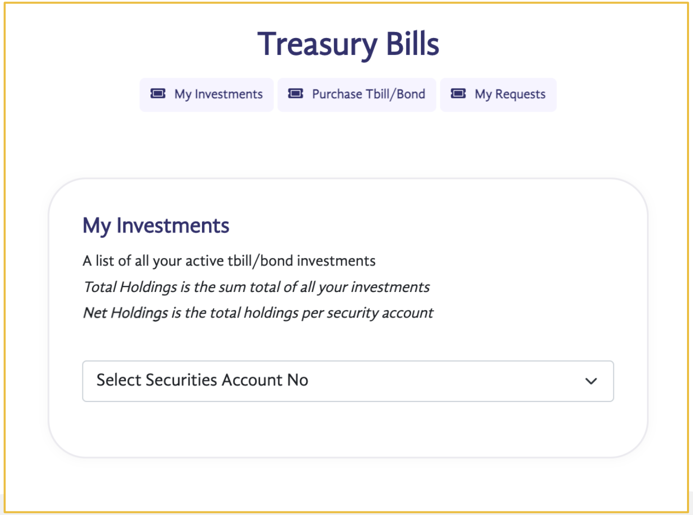


Under the self service option in the header, you can select the T-Bills Page or the Requests Page

T BILLS



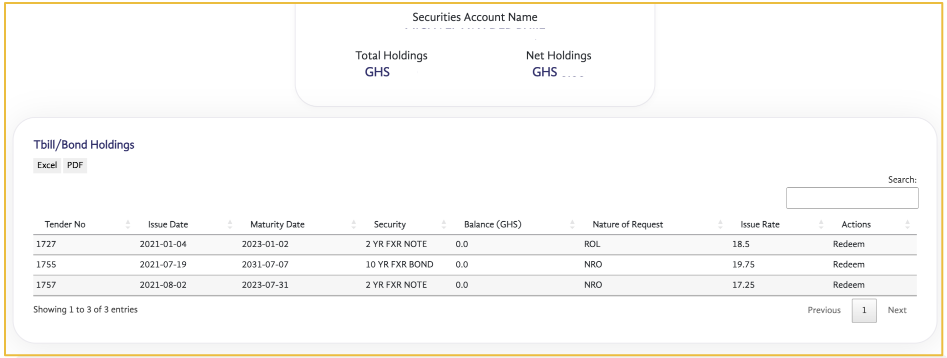
- To access Treasury Bills you can click on the “Treasury Bills” button at the dashboard or click on the ”T Bills” option under Self Service as seen above
- After accessing the T Bills page you will need to select the Securities Account Number of which you want to view
- All Sub Accounts and Multiple Accounts that are in your custody will be listed at this section



T BILLS

- After selecting the T Bill Security Account number dashboard, you have an overview of your holdings. There are some features that you can use.
  - My Investments: *This item allows you to see all of your treasury bill holdings*
  - Purchases: *This menu item allows you to purchase new treasury bills*
  - Client Account Opening: *Use this option to create a CSD Security ID if you want to start purchasing treasury bills*
  - My Requests: *This menu item allows you to see all treasury bill requests and rediscounts you have ever made*

  - *1. Account Summary shows your available T Bill balance*
  - *2. Recent Activity shows your 5 most recent transactions*



Securities Account Name

Total Holdings
GHS

Net Holdings
GHS

Tbill/Bond Holdings

Excel PDF

Search:

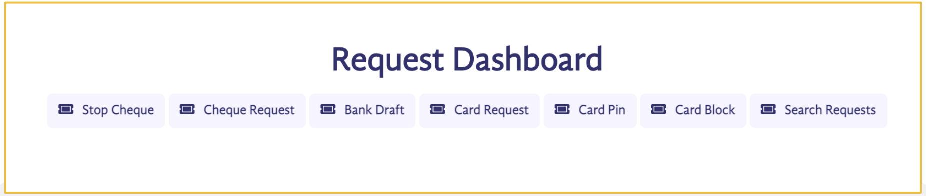
Tender No	Issue Date	Maturity Date	Security	Balance (GHS)	Nature of Request	Issue Rate	Actions
1727	2021-01-04	2023-01-02	2 YR FXR NOTE	0.0	ROL	18.5	Redeem
1755	2021-07-19	2031-07-07	10 YR FXR BOND	0.0	NRO	19.75	Redeem
1757	2021-08-02	2023-07-31	2 YR FXR NOTE	0.0	NRO	17.25	Redeem

Showing 1 to 3 of 3 entries

Previous 1 Next

REQUESTS

- At the Request dashboard there are a number of request options you can use.
    - Stop Cheque: *Use this option to request for a cheque not to be honoured*
    - Cheque Request: *Use this option to request for a new cheque book*
    - Bank Draft : *Use this option to request for a bank draft from your account to a third party account*
    - Card Request: *Use this option to request for an ATM card linking your internet banking account on the GH-Link platform*
    - Card PIN : *Use this option to request for a PIN to use with your bank ATM card*
    - Card Block: *Use this option to request for a blockage on your card*
    - Search Requests: *Use this option to search through a historical list of requests that you have made*



Does anyone have any questions?
boginternet.banking@bog.gov.gh
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