



ធនាគារជាតិ នៃ កម្ពុជា

NATIONAL BANK OF CAMBODIA



BAKONG SYSTEM USER MANUAL

**Registration & Recovery
Guideline**

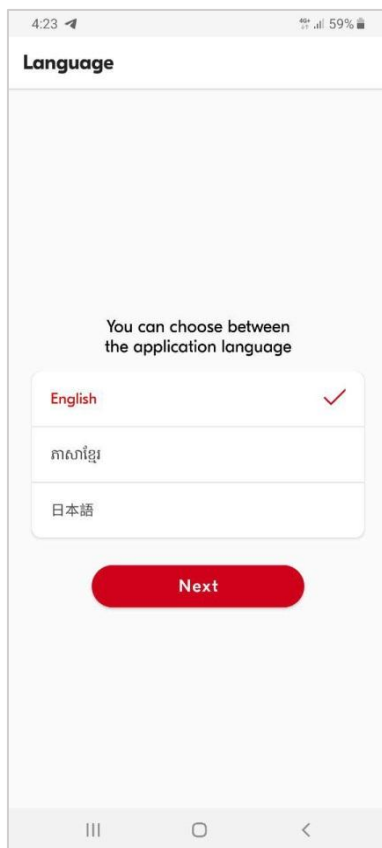
Registration and Recovery Guideline

I. Registration

Mobile user can download Bakong generic mobile application from App store (IOS) and Playstore by QR Code and follow 6 steps below:

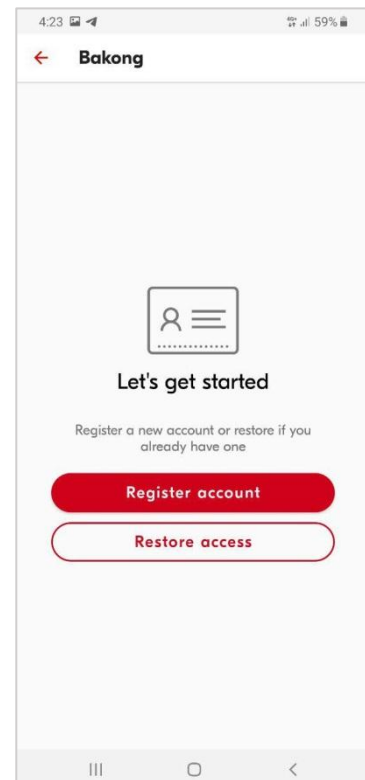


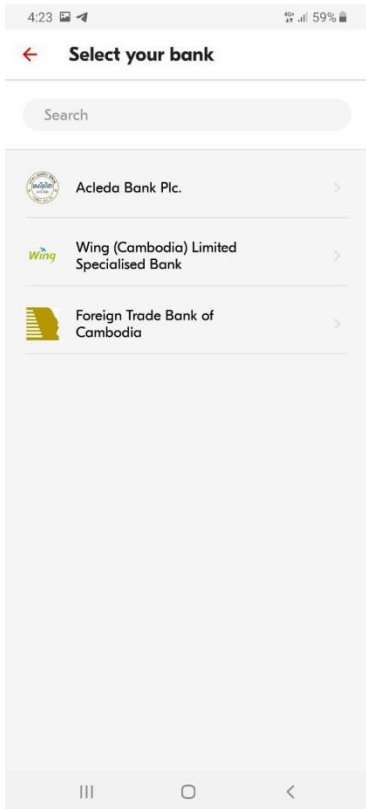
Step1 : Select your language and preferred bank



Choose language and click on button "Next"

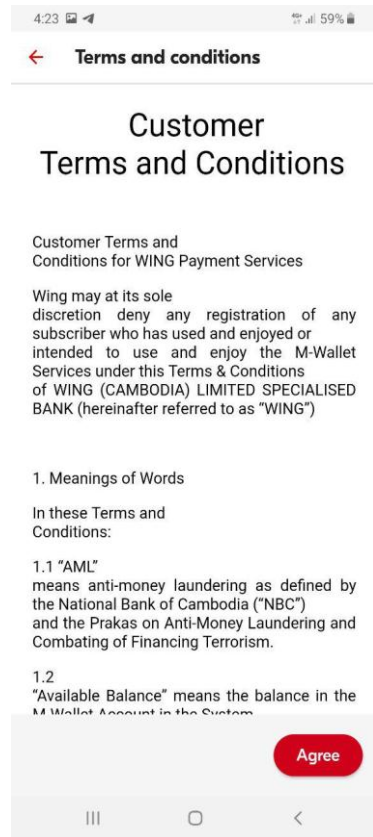
Select on "Register account" to register





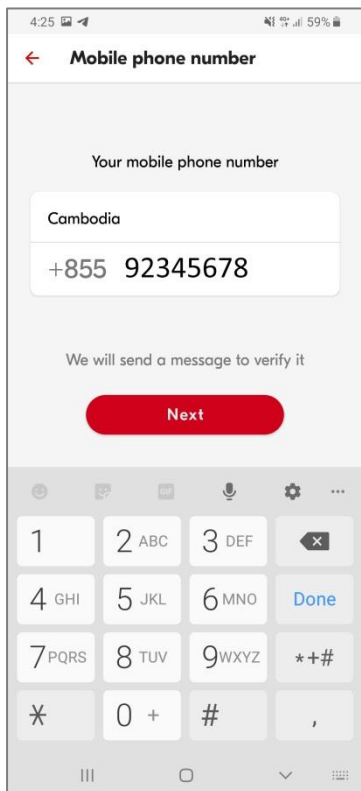
Choose bank to register

Read on Term and conditions and click on “Agree” to accept with the terms and conditions



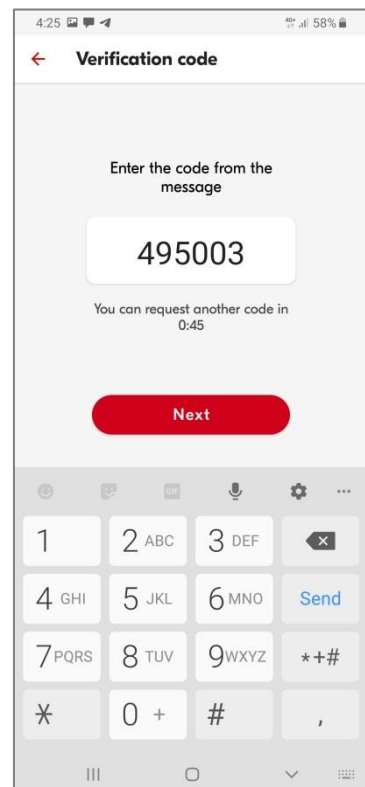
Step2: Input and Verify your phone number

Input your phone number and click on button “Next”

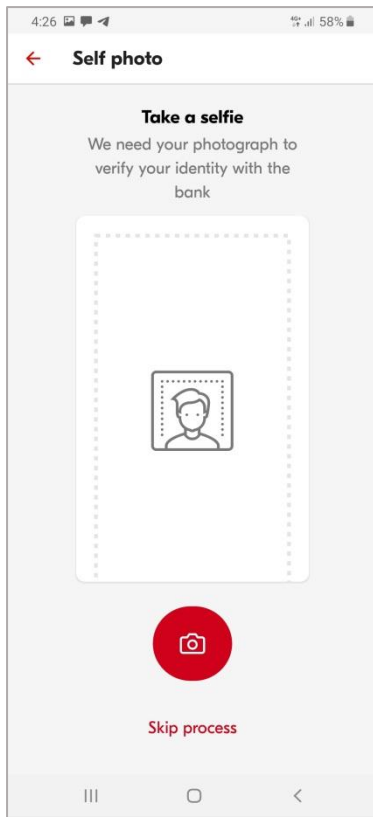



The system will send OTP Code to your phone to verify

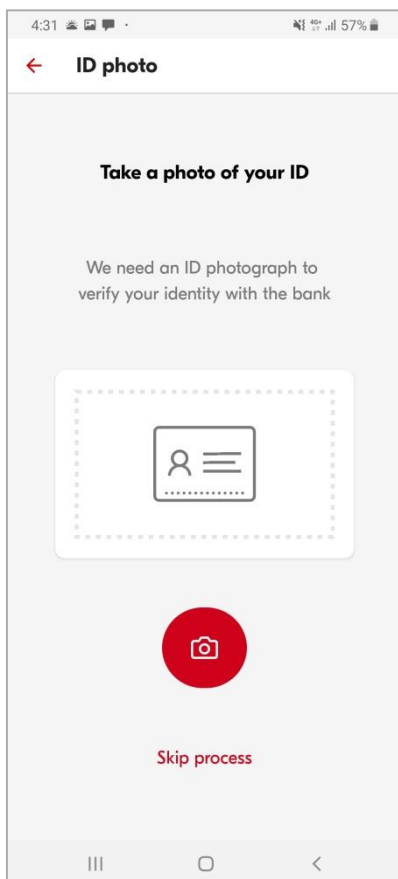
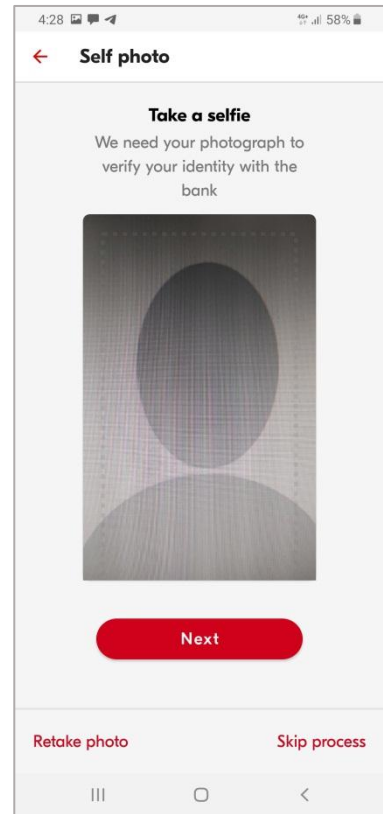
Input your OTP Code and click on “Next”




Step3: Take a photo of yourself, followed by your ID card

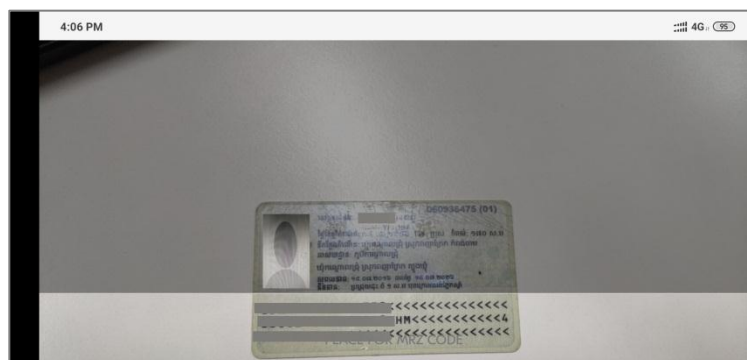


Click on  to take selfie and click on button "next" to continue

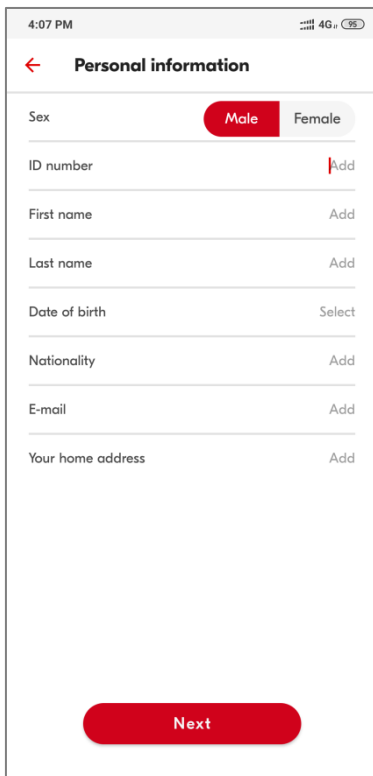


Click on  to scan your ID card

Note: Please align RMZ code of your ID card , the system will scan your information automatically



Step4: Complete your user profile and choose your Account Name

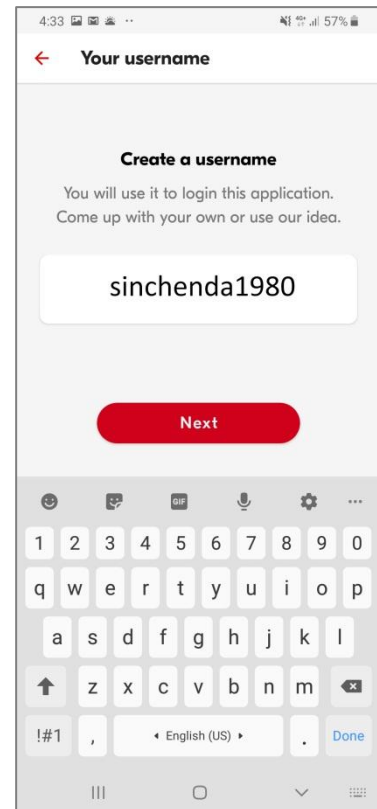


The system will get information from your identity card and auto-fill in your information form. If the information cannot be scanned and auto-filled, please manually input your information below:

- Sex
- ID Number
- First Name
- Last Name
- Date of Birth
- Nationality
- Email
- Address

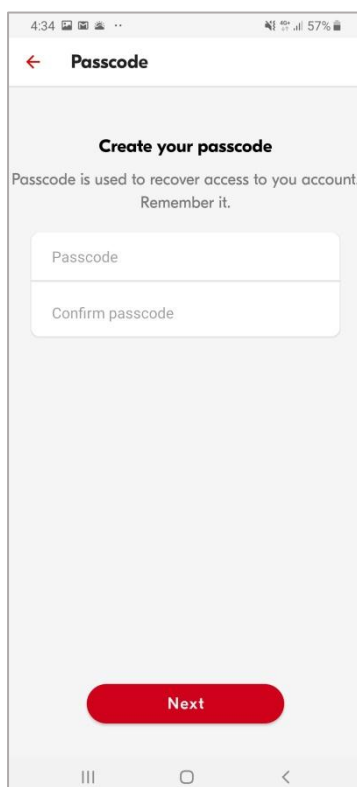
Click on "Next"

The system will generate your account name automatically (You can change your account name)



Note: Account name is not allowed to have these special characters "!\"#\$%&'()*+,-./:;<=>?@[\\]^_`{|}~"

Please remember that you cannot recover your account, if you don't have Recovery QR Code and Recovery Password.




Step5: Save your QR recovery key

Input passcode (Recovery Password) to recover your account when it has problem (lost/change phone)

Note : Recovery Password must have 8-16 characters (must have 1 capital letter, 1 lowercase letter, 1 number, and 1 symbol).

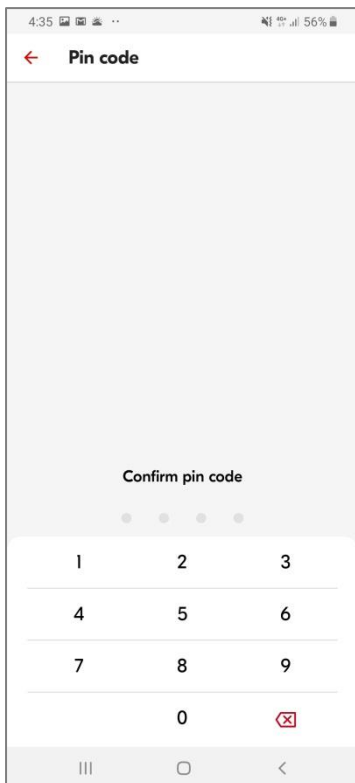
Click on "Next"

The system will generate Recovery QR Code in order to recover your account when it has problem

Click on  to save Recovery QR Code

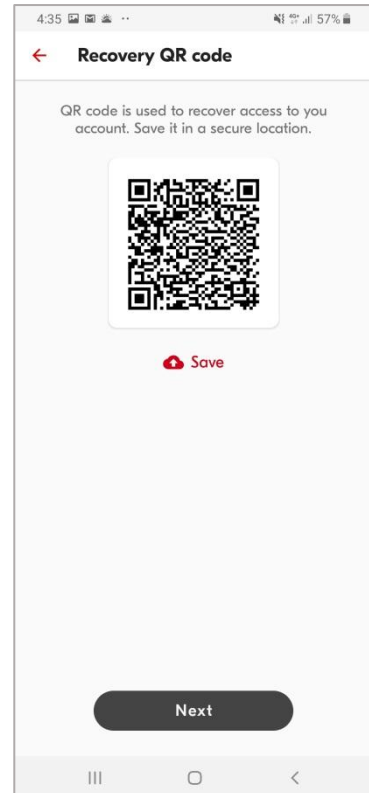
Please keep your recovery QR code at a secure place.

Please remember that you cannot recover your account, if you don't have Recovery QR Code and Recovery Password.

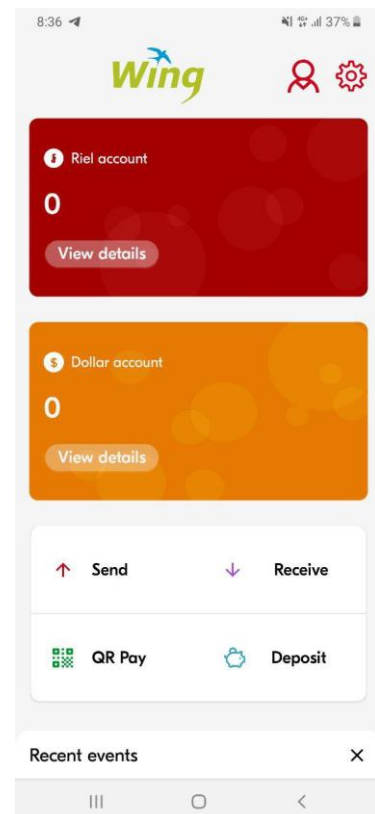


Step6: Create your PIN Code to log in to system

Please input your PIN code and Confirm PIN again.



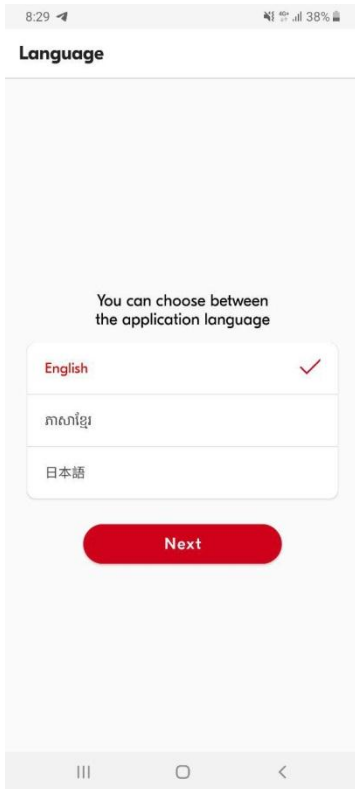
After you created PIN Code to log in to system, System will generate your account number.



II. Recovery for exist account

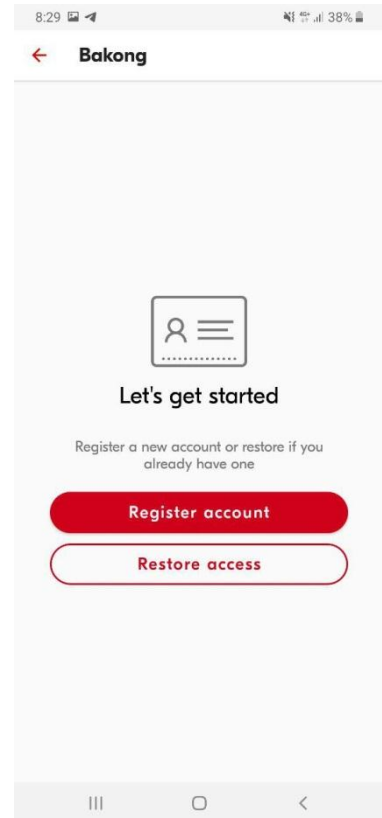
If you can't log in to your account (lost/change phone), you can recover your account by follow these steps below:

Step1: Choose Bank

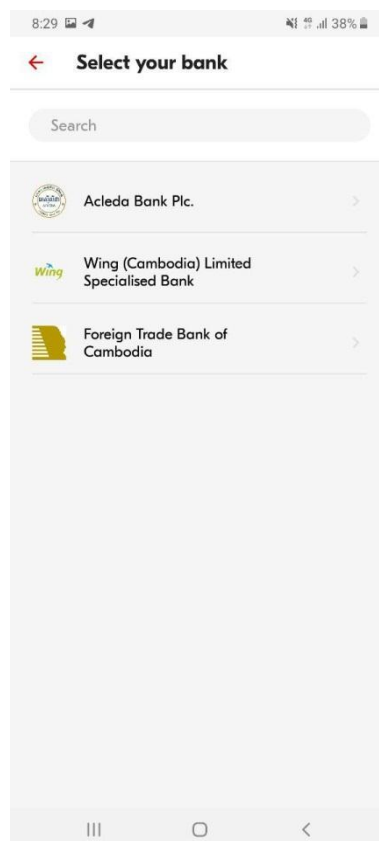


Choose language and click on button "Next"

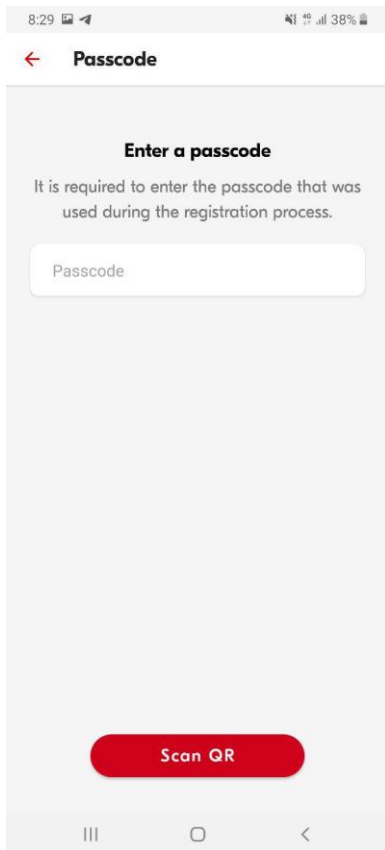
Select on Restore Access to recover your account



Choose bank that you have registered to create your account



Step2 : Recovery Key and Password

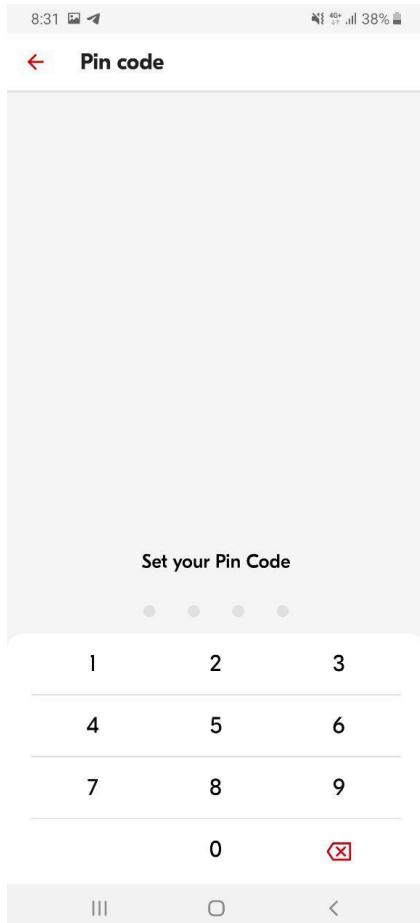


Please input your Recovery Password that you create when you registered and then click Scan QR

Scan the Recovery QR Key that you saved when you have registered

Step3 : Create your new PIN Code

You must create new PIN Code to log in to system



Please input the same PIN Code for 5 times to recover your account

