

Change Password Steps for Previously registered customers:

- Click on "Trouble Signing in?" from the main screen of mobile banking application then press on forget Password.
- Select the type of your Debit Card Enter your debit card number, then enter your debit card PIN code, then click "continue "
- Select your nationality, then enter your "National ID for Jordanian customers" or "passport Number for non-Jordanian customers", then select your Date of Birth, after that click on "continue " button.
- You will receive an SMS containing One-time password which is required for using the service, then click on " continue ".
- Set your "sign in" password and confirm it, then click on "SUBMIT", Noting that: password policy is (8 – 12 characters, which must include uppercase letters, lowercase letters, Numbers and special characters)
- After completing the steps successfully, welcoming screen will appear, click on "SIGN IN" then enter your new username and password in order to explore HBTF Mobile Banking.