



**The Mehsana Urban
Co-Op. Bank Limited**
(Multi State Scheduled Bank)

Mobile Banking User Guide

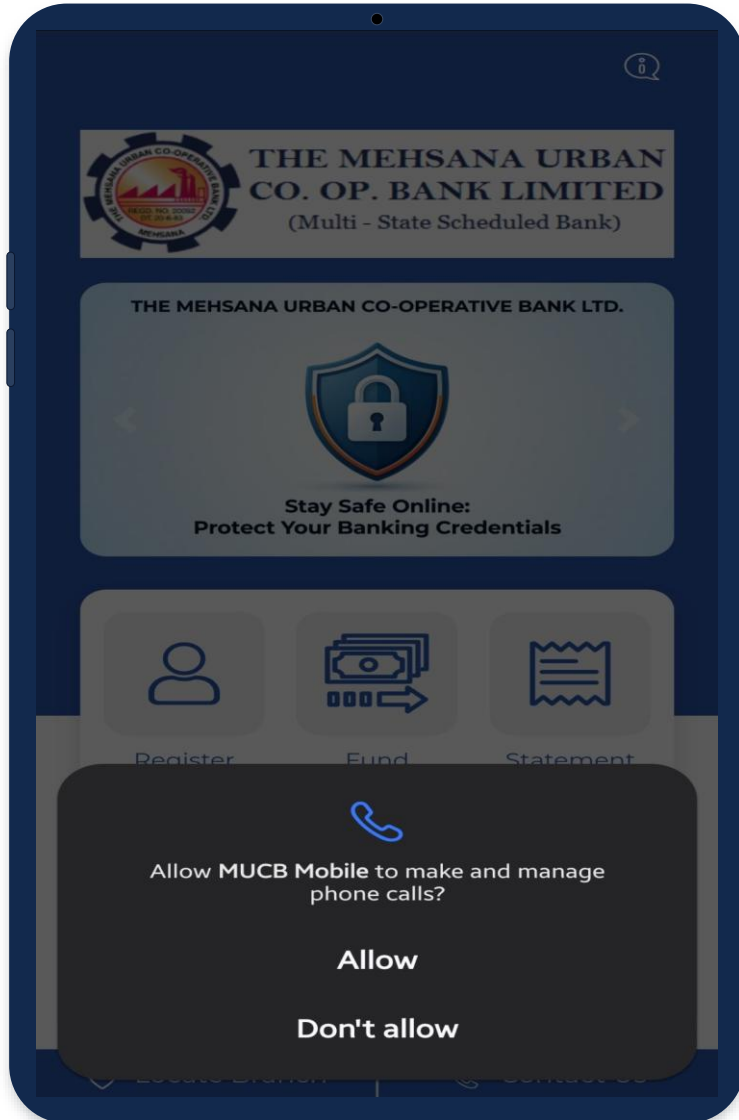
Information Technology Department

A complete step-by-step guide to registration, login,
and secure usage of the MUCB Mobile Banking application.

What's Inside This Guide

A step-by-step walkthrough of registration, login, password recovery and the application dashboard.

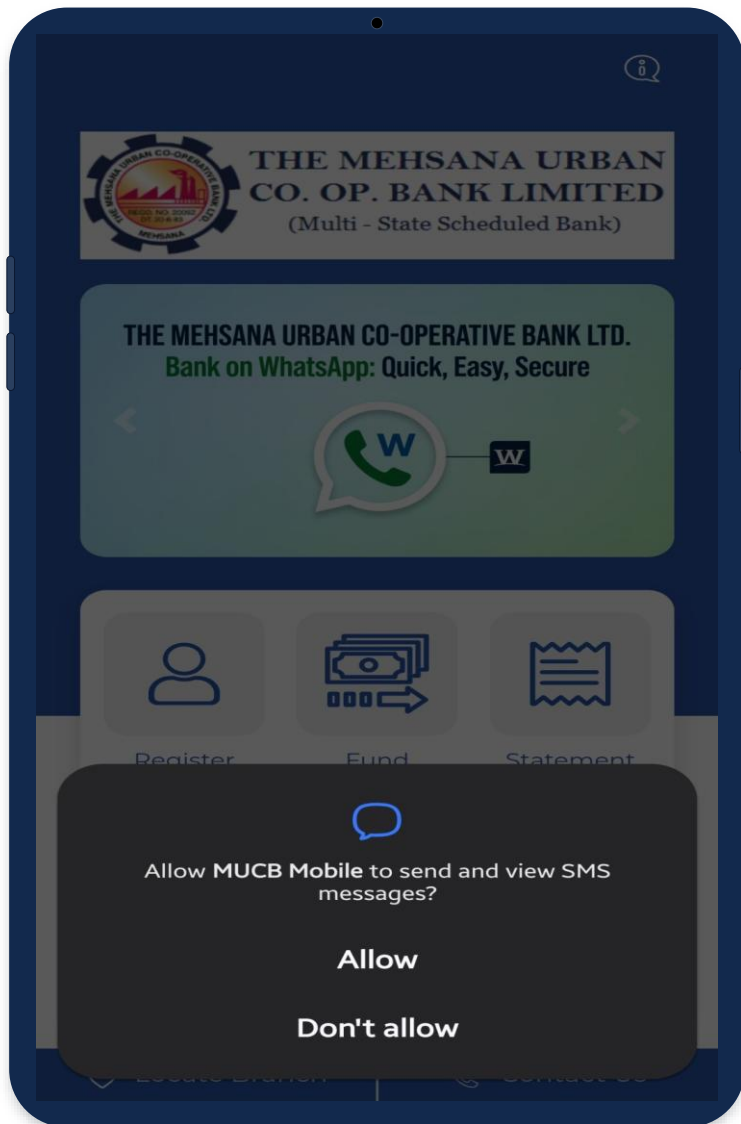
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01

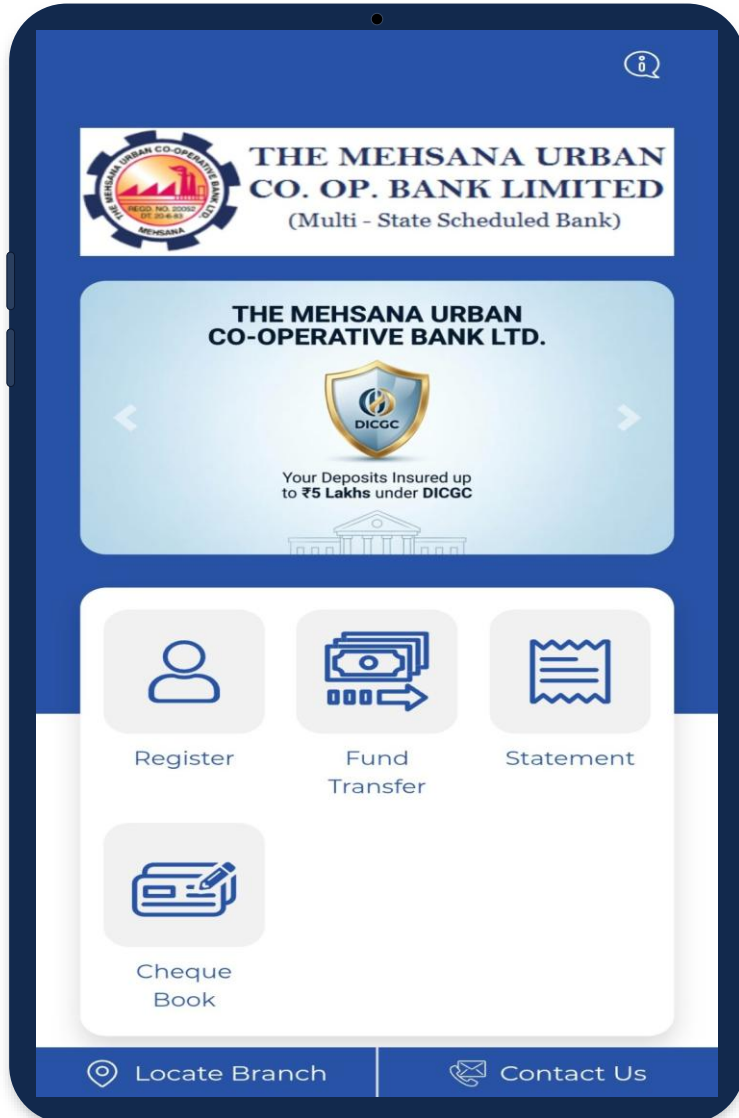
Application Permissions – Phone Access

Open the MUCB Mobile Banking application and allow the phone call permission when prompted. This permission is required for device verification and to enable secure banking services.



02 Application Permissions – SMS Access

Allow the SMS permission so the application can automatically read and verify the OTP, allowing you to complete mobile registration quickly and securely.



03 Home Screen Overview

The application home screen gives you quick access to essential services such as Registration, Fund Transfer, Account Statement and Cheque Book Request.



04

Customer Registration

Enter your Customer ID and carefully read and accept the Terms & Conditions.
Once accepted, tap the Submit button to begin the registration process.

The screenshot shows the registration interface of the Mehsana Urban Co-Op. Bank Limited mobile app. At the top, the bank's logo and name are displayed. Below this, the word "Register" is prominently shown. A sub-header reads "Register for equick bank Services for Each & Everyone." followed by a greyed-out input field. The main section is titled "Agreement To Terms & Conditions:" and contains a detailed paragraph about the user's agreement to the bank's terms, specifically mentioning the use of a mobile phone for transactions. Below the text, there is a checkbox labeled "I accept Terms and Conditions" which is currently checked. At the bottom of the form, there are two orange buttons: "Submit" and "Back".

**THE MEHSANA URBAN
CO. OP. BANK LIMITED**
(Multi - State Scheduled Bank)

Register

Register for equick bank Services for Each
& Everyone.

Agreement To Terms & Conditions:
I understand and agree to the Terms and
Conditions prescribed by Mehsana Urban
Co-operative Bank Ltd, listed on our Bank's
website link below.I accept that these will
be governed by use of my mobile phone
for transactions on my/our account/s with
Mehsana Urban Co-operative Bank Ltd. -
Terms and Conditions!
I have read, understood and agree general
security tips.
[Click Here To View Terms and Conditions](#)

☒ I accept Terms and Conditions

Submit

Back



05 SIM Selection

Select the mobile SIM card registered with your bank account. This SIM will be used to send and verify the OTP required for secure registration.

Note: Use the SIM whose number is registered with your bank account for a smooth verification.

THE MEHSANA URBAN CO. OP. BANK LIMITED
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Register

Register for equick bank Services for Each & Everyone.

Select SIM

Airtel PRIORITY (SIM 1)

airtel (SIM 2)

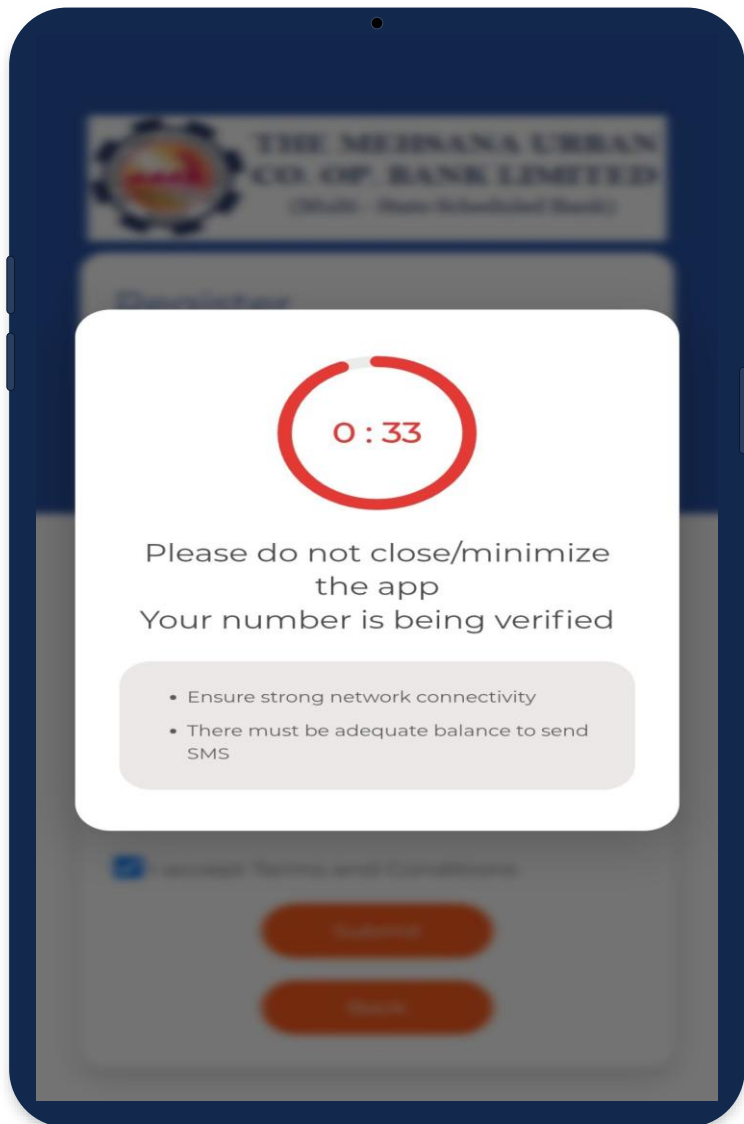
Cancel

I have read, understood and agree general security tips.
[Click Here To View Terms and Conditions](#)

☒ I accept Terms and Conditions

Submit

Back



06 Mobile Number Verification

Your mobile number is now being verified. Do not close or minimise the application while this process is in progress.

Note: Ensure strong network connectivity and sufficient SMS balance on your device before proceeding.



The image shows a smartphone screen with a dark blue border. The screen displays the 'Enter OTP' interface. At the top, a blue header bar contains the text 'Enter OTP'. Below this is a white area with a blue icon of a smartphone and a speech bubble. The text 'Please enter verification code' is centered. A timer shows '110 Seconds'. Below the timer are five white input boxes containing the digits '9', '9', '7', '1', and '3'. At the bottom is an orange rounded rectangle with the word 'Submit' in white.

07 OTP Verification

Enter the One Time Password (OTP) received on your registered mobile number in the space provided, then tap Submit to continue.



Set Password

The Mehsana Urban
Co-operative Bank Ltd.

Set Password

Password

Confirm Password

- ✗ Must be at least 8 characters!
- ✗ Must contain at least 4 Alphabets!
- ✗ Must contain at least 2 number!
- ✗ Must contain at least 1 in Capital Case!
- ✗ Must contain at least 1 Letter in Small Case!
- ✗ Must contain at least 1 Special Character!

Submit

08 Set New Password

Set the Password to access the Mobile Banking Application.

Note: Choose a Password that is not easy to guess, and never share it with anyone, including bank staff.



Register TPIN

Register TPIN

Easy and Quick bank Services for Each & Everyone.

Enter TPIN

Re-Enter TPIN

Agreement To Terms & Conditions:

I understand and agree to the Terms and Conditions prescribed by Mehsana Urban Co-operative Bank Ltd, listed on our Bank's website link below. I accept that these will be governed by use of my mobile phone for transactions on my/our account/s with Mehsana Urban Co-operative Bank Ltd. - Terms and Conditions!

I have read, understood and agree general security tips.

[Click Here To View Terms and Conditions](#)

☐ I accept Terms and Conditions

Submit

09

TPIN Registration

Create a secure Transaction PIN (TPIN) that will be used to authorise your banking transactions. Accept the Terms & Conditions to proceed.

Note: Choose a TPIN that is not easy to guess, and never share it with anyone, including bank staff.



Register TPIN



Registration Done Successfully

User Id -

Customer Id

Mobile No

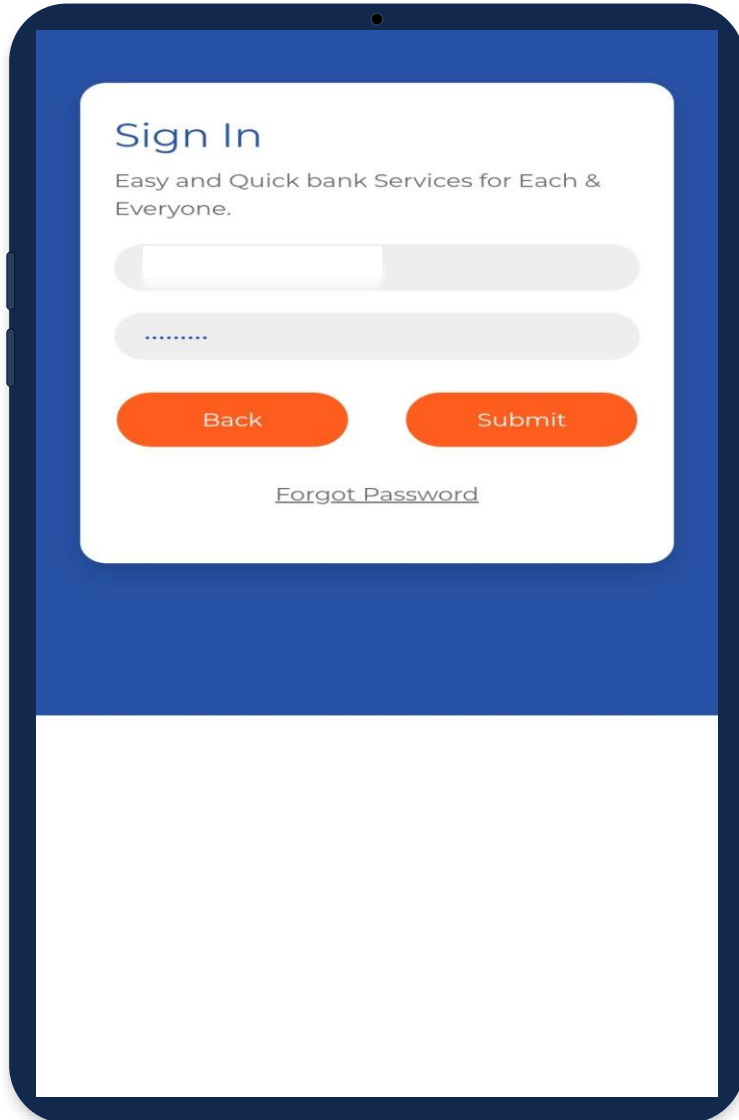
Customer Name

Date
Jun 4, 2026, 11:43:59 AM

10

Registration Successful

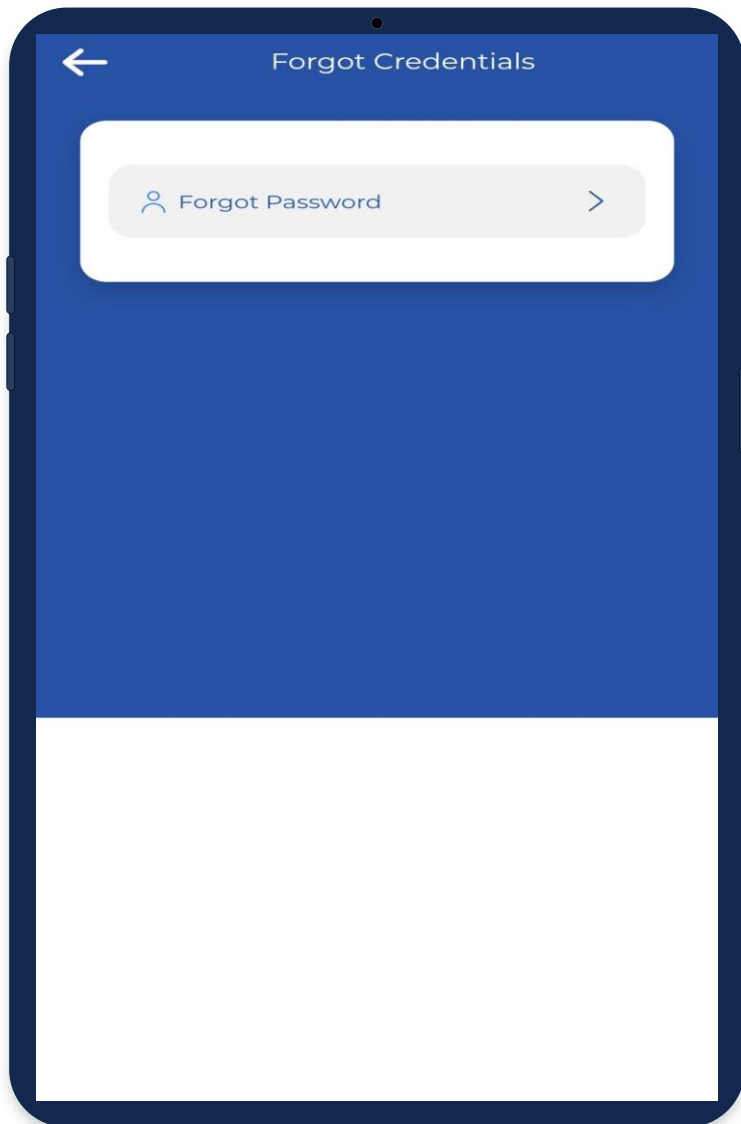
Congratulations — your mobile banking registration has been completed successfully. Please note your User ID carefully; you will need it every time you log in.



11

User Login

Enter your User ID along with your Password or MPIN to securely log in to the MUCB Mobile Banking application.



12

Forgot Credentials

If you have forgotten your password, select the Forgot Password option on the Forgot Credentials screen to begin the reset process.



← Forgot Password

Enter User ID

Date Of Birth

Enter TPIN

Next

13

Forgot Password Verification

Enter your User ID, Date of Birth and TPIN accurately to verify your identity before you are allowed to reset your password.



← Forgot Password

Enter Password

Confirm Password

- ✗ Must be at least 8 characters!
- ✗ Must contain at least 1 Alphabets!
- ✗ Must contain at least 1 number!
- ✗ Must contain at least 1 in Capital Case!
- ✗ Must contain at least 1 Letter in Small Case!
- ✗ Must contain at least 1 Special Character!

Next

14

Password Rules

Create a strong new password containing a minimum of 8 characters, including at least one uppercase letter, one lowercase letter, one number and one special character.



← Forgot Password

Enter Password

.....

Confirm Password

.....

- ✓ Must be at least 8 characters!
- ✓ Must contain at least 1 Alphabets!
- ✓ Must contain at least 1 number!
- ✓ Must contain at least 1 in Capital Case!
- ✓ Must contain at least 1 Letter in Small Case!
- ✓ Must contain at least 1 Special Character!

Next

15

Password Validation Success

All the required password conditions have been satisfied successfully, shown with green check marks. Tap Next to continue.



The image shows a smartphone screen with a blue header. The main content area is white and contains the following elements:

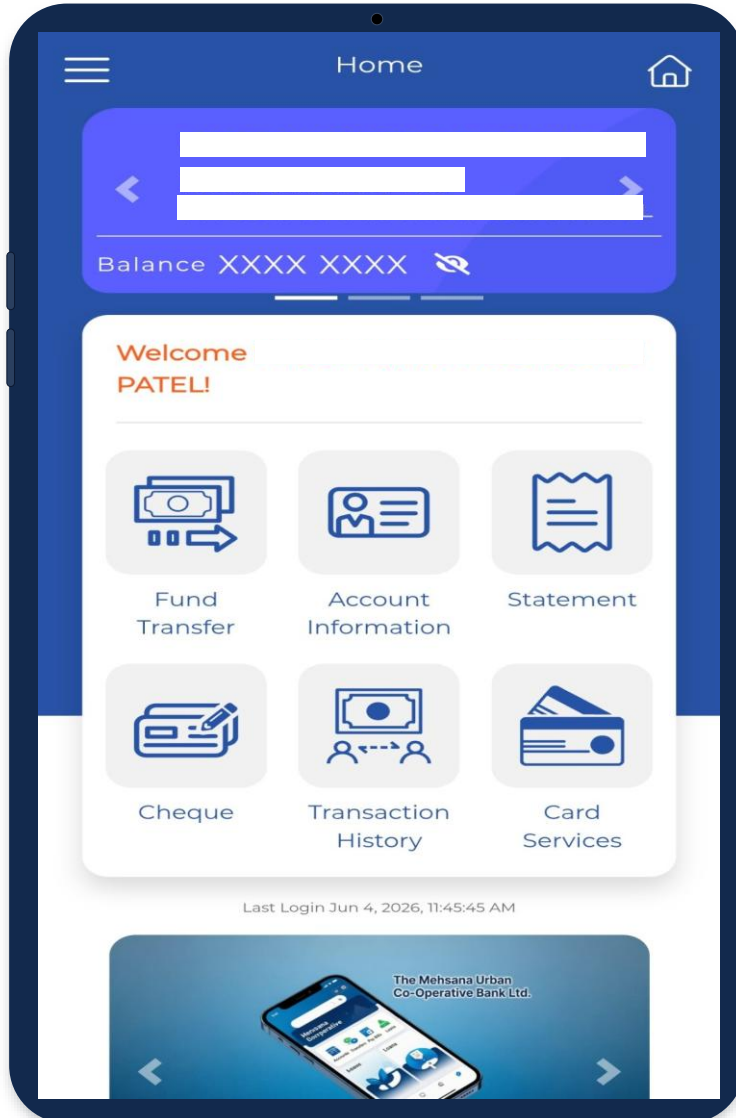
- Sign In** (Section Header)
- Easy and Quick bank Services for Each & Everyone. (Text)
- Username (Input Field)
- Password (Input Field)
- Back (Orange Button)
- Submit (Orange Button)
- [Forgot Password](#) (Text Link)

At the bottom of the screen, there is a green box with the text: "You can login with your new password".

16

Password Reset Successful

Your password has been updated successfully. You can now log in to the application using your new password.



17

Application Dashboard

After a successful login, the dashboard gives you convenient access to Fund Transfer, Account Information, Statement, Transaction History, Card Services and other banking features.



Do's and Don'ts of Safe Mobile Banking

DO'S

- ✓ Keep your User ID, TPIN and Password strong and confidential
- ✓ Always verify https and the padlock symbol before entering details on any website
- ✓ Cover the keypad with your hand while entering your TPIN or ATM PIN
- ✓ Keep your device updated with a licensed antivirus and the latest security patches
- ✓ Check your account statement and transaction alerts regularly
- ✓ Register your mobile number with your bank account to receive real-time alerts

DON'TS

- ✗ Do not share your OTP, TPIN, Password or card details with anyone, including bank staff
- ✗ Do not open attachments or links received in unsolicited emails or SMS
- ✗ Do not carry out banking transactions from public computers or unsecured Wi-Fi
- ✗ Do not install banking or remote-access applications from untrusted sources
- ✗ Do not hand over your ATM/debit card to anyone offering to help you withdraw cash
- ✗ Do not use the same password for mobile banking, email and other online accounts



**The Mehsana Urban
Co-Op. Bank Limited**
(Multi State Scheduled Bank)

Contact Us

For queries related to Mobile Banking, please reach out to us through any of the channels below.

Head Office

Corporate Building, Mehsana-Ahmedabad
Highway, Mehsana – 384 002, Gujarat, India

Phone

02762-257233/34

Toll-Free / Customer Care

1800 233 6822

WhatsApp Banking

99246 93000

Email

info@mucb.bank.in

Website

www.mucb.bank.in



Thank You

The Mehsana Urban Co-operative Bank Ltd.

Banking Made Simple, Secure and Accessible — Anytime, Anywhere.

Toll-Free: 1800 233 6822 | www.mucb.bank.in | info@mucb.bank.in