

iBB Verification code

If your colleague has forgotten their password or is logging in for the first time, they will need a Local Admin to send an iBB Verification Code. This is done from the user's profile page.

Navigate to the user's profile.

The screenshot shows the top navigation bar of the AIB system. On the left is the AIB logo. In the center, there are navigation links: "Return to the old iBB", "ACCOUNTS", and "PAYMENTS". On the right, there is an "ADMIN" dropdown menu. The dropdown menu is open, showing options: "Open Banking Connected Services", "LOCAL ADMIN", "Audit Log", and "Users & Accounts". The "Users & Accounts" option is highlighted in purple.

The screenshot shows the "Users & Accounts" page. At the top, there are tabs for "Users", "Account Groups", and "Payee Groups". Below the tabs is a search bar containing the text "supp". Below the search bar is a table with three columns: "USER ID", "FULL NAME", and "LEGAL ENTITY". The table has one row with placeholder text in each cell.

Input mobile phone number and send the code.

The screenshot shows the "User Details" page. At the top, there is a "Take a tour" button. Below it are tabs for "Users", "Account Groups", and "Payee Groups". A "Back to user list" link is visible. The "User Details" section contains fields for "User ID", "User Name", "User Type", and "Company", along with "Edit" and "Delete User" buttons. The "Security Factors" section contains fields for "Digipass Serial", "Digipass attempts", and "Digipass Status", along with "Order Digipass" and "Reset Digipass" buttons. The "iBB Verification code" section contains a text box for "Your mobile number" (with an example: "+353861234567") and a "Send me a code" button. Below the text box is a note: "Send yourself an iBB verification code and provide it to the user who needs it".