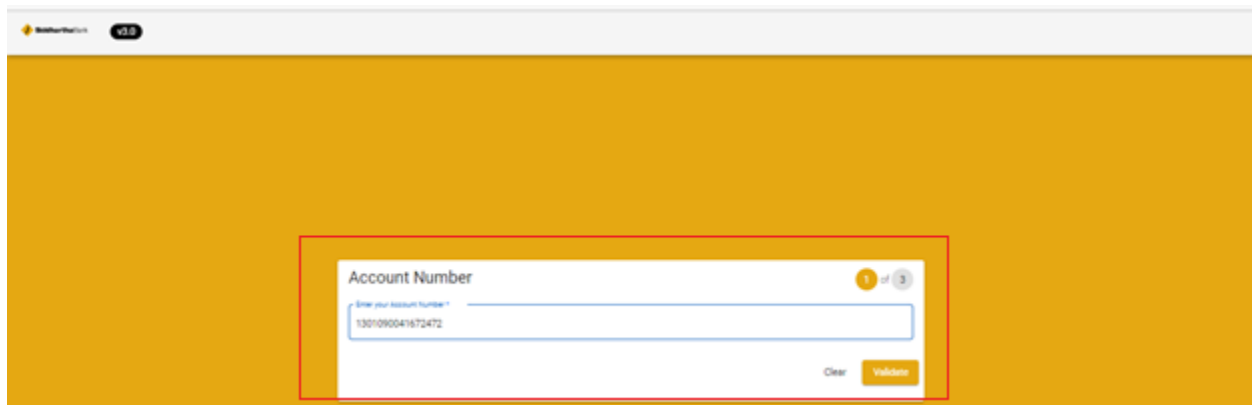# USER MANUAL TO CONDUCT VIDEO KYC FOR DEMAT ACTIVATION

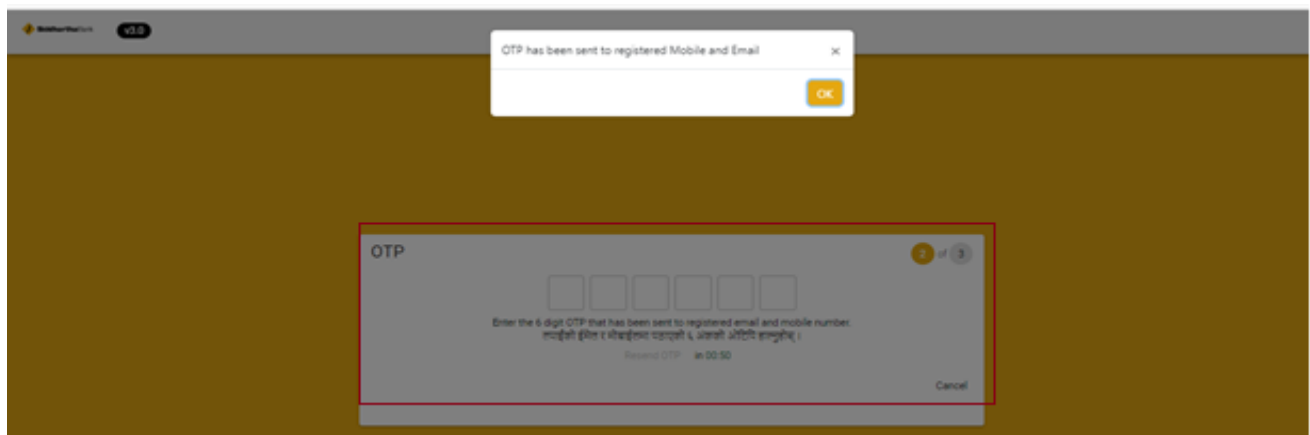Customers seeking online demat services can open their demat account online using the following link: https://openaccount.siddharthabank.com/ . Once demat has been opened, and customer receive their demat details in their email, they can opt to use video banking for the verification of their demat account and selected services (Mero share and CRN number) by performing the following steps:

1. Schedule a Video Banking meeting using the following link:
   https://videobanking.siddharthabank.com/dmat

2. After clicking the link, enter the DEMAT number (BOID) in order to schedule a meeting for V-KYC.


3. After necessary validation of the account, you will receive an OTP in the registered email and mobile number. Please enter the six digit verification code and press "Schedule".

4. Bank representative will attempt to call or email the customer for confirmation of the meeting time. If no response is received, the meeting time selected by customer will be confirmed. Once appointment is confirmed by Bank Representative, customer will receive a meeting confirmation email with video call link, meeting code, and confirmed schedule date/time.

5. Open the link provided in the "Meeting Confirmation" message received in your email and/or SMS using Google Chrome, Microsoft Edge, or Safari browsers.

6. If you open the link using SMS, you will directed to your default browser. If you open the link from your email, please copy the link and open it in Google Chrome, Microsoft Edge, or Safari if they are not your default browser as shown below:
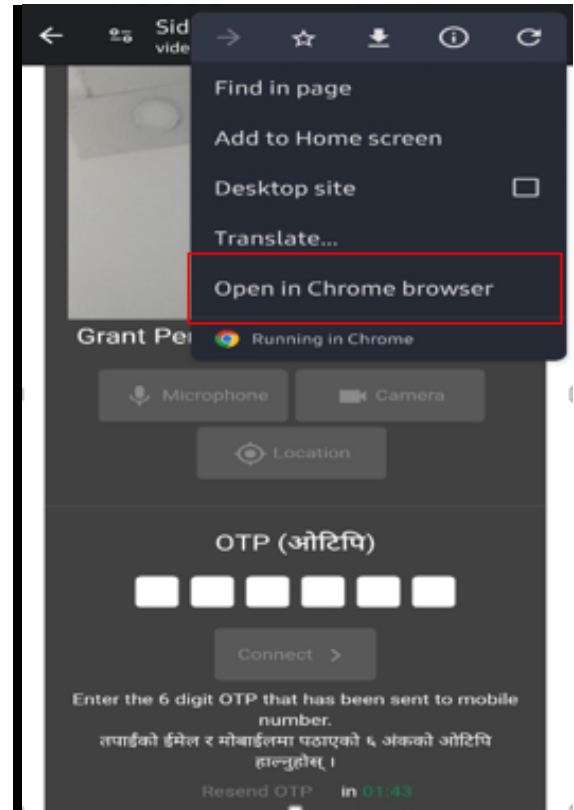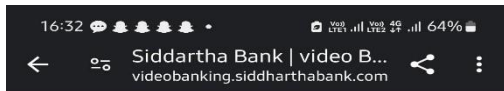
7. Once the link is opened in appropriate browser, allow permissions for camera, microphone, and location. You know permissions have been granted when all the icons turn grey.
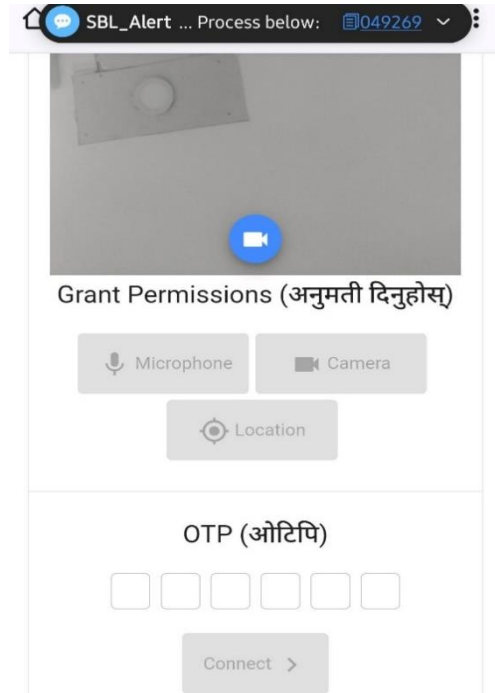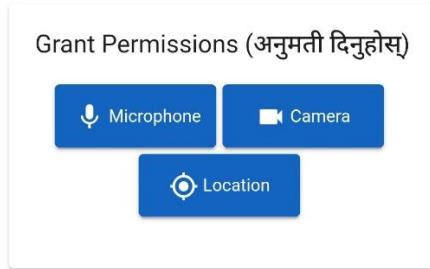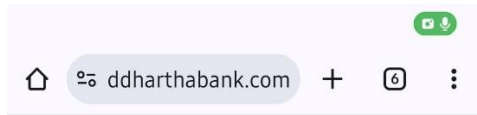
8. If permission is not granted to either Microphone, Camera, or Location, please go to your phone's "Settings">> Select the browser, and turn on "Allow" for the above permissions as shown below:

- If permission is not granted, go to the browser's settings >> Site settings and make sure "Ask first" or "Allowed" is selected in all 3 permissions.

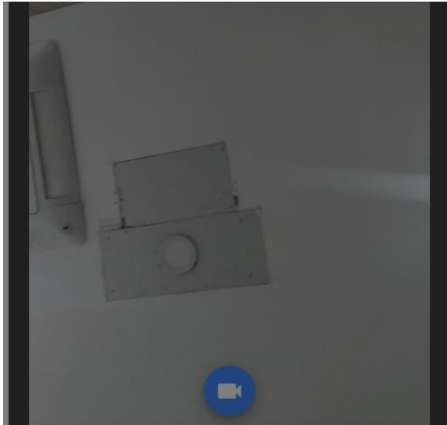- By clicking on the denied permission (location, microphone, or camera), please ensure that the video banking site of Siddhartha bank is mentioned in the "Allowed list". After it is turned off, reopen the video banking link and try again.

- If permission is still not granted, please open your phone settings (Screenshot no. 6)>> Select "Apps" or "App manager">> Select "Google Chrome" >> "Permission". If the 3 main permissions are in "Not Allowed" section, please click on it, and select either "Ask every time" Or "Allow" options.

- Then reopen the video banking link from the start and permission will be granted automatically. You will then receive OTP.

1.
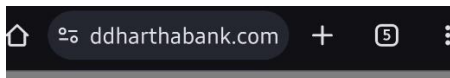
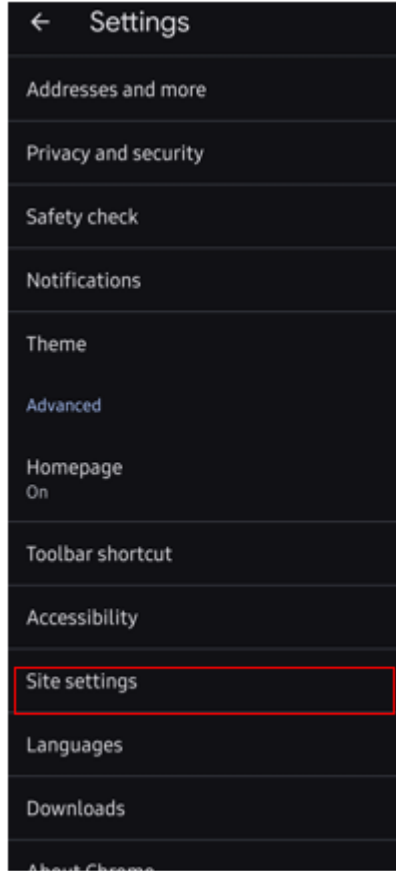Please allow location from your browser and try again ✕
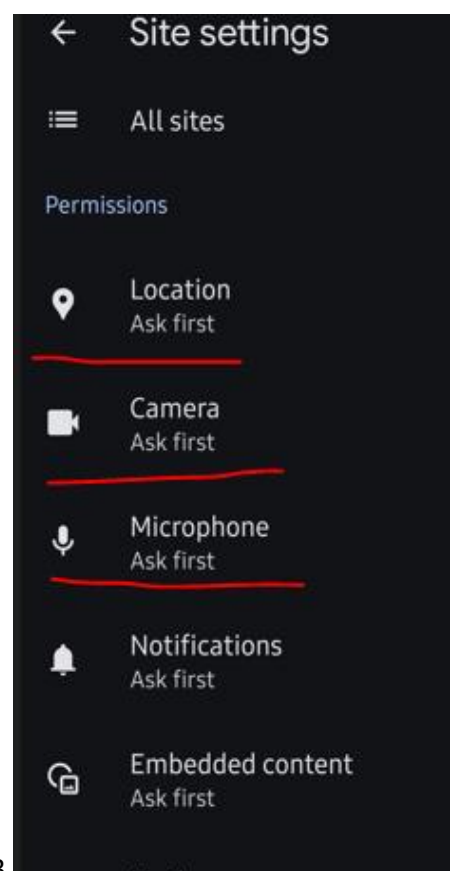
OK

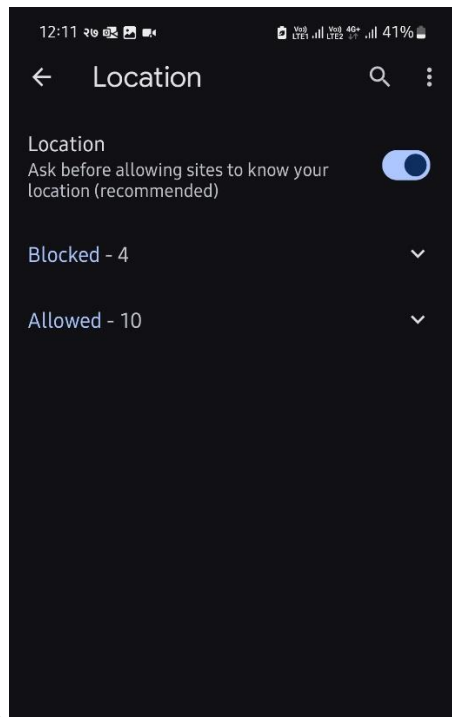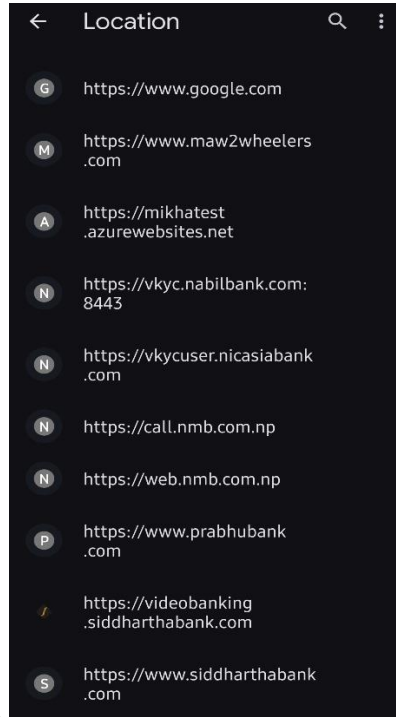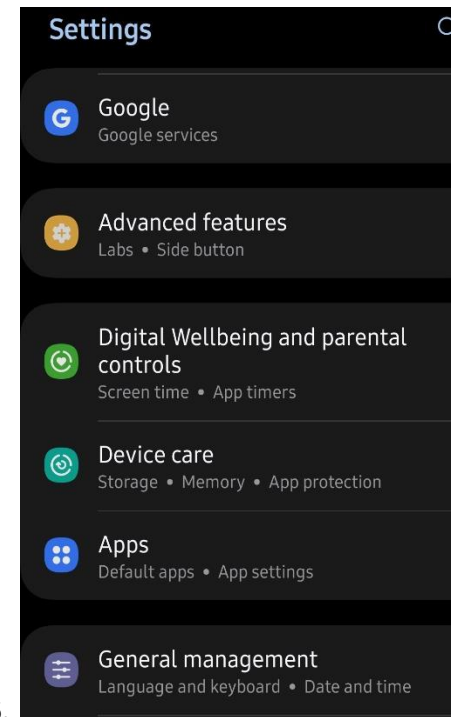Grant Permissions (अनुमती दिनुहोस्)

🎤 Microphone   📹 Camera

◎ Location

2.

← Settings

Addresses and more

Privacy and security

Safety check

Notifications

Theme

Advanced

Homepage
On

Toolbar shortcut

Accessibility

Site settings

Languages

Downloads

About Chrome

3.

← Site settings

≡ All sites

Permissions

📍 Location
Ask first

📹 Camera
Ask first

🎤 Microphone
Ask first

🔔 Notifications
Ask first

🖿 Embedded content
Ask first

4.

12:11 ૨७ 🔲🔳📷📹   📶 Vo⅃ ⅃ㄷ ㄷ ₄G⁺ 41% 🔋

← Location   🔍 ⋮

Location
Ask before allowing sites to know your
location (recommended)   ⬤

Blocked - 4   ⌄

Allowed - 10   ⌄

5.

← Location   🔍 ⋮

Ⓖ https://www.google.com

Ⓜ https://www.maw2wheelers
     .com

Ⓐ https://mikhatest
     .azurewebsites.net

Ⓝ https://vkyc.nabilbank.com:
     8443

Ⓝ https://vkycuser.nicasiabank
     .com

Ⓝ https://call.nmb.com.np

Ⓝ https://web.nmb.com.np

Ⓟ https://www.prabhubank
     .com

🖊 https://videobanking
     .siddharthabank.com

Ⓢ https://www.siddharthabank
     .com

6.

Settings   ○

Ⓖ **Google**
    Google services

🎛 **Advanced features**
    Labs • Side button

◎ **Digital Wellbeing and parental
    controls**
    Screen time • App timers

◎ **Device care**
    Storage • Memory • App protection

⋮⋮ **Apps**
    Default apps • App settings
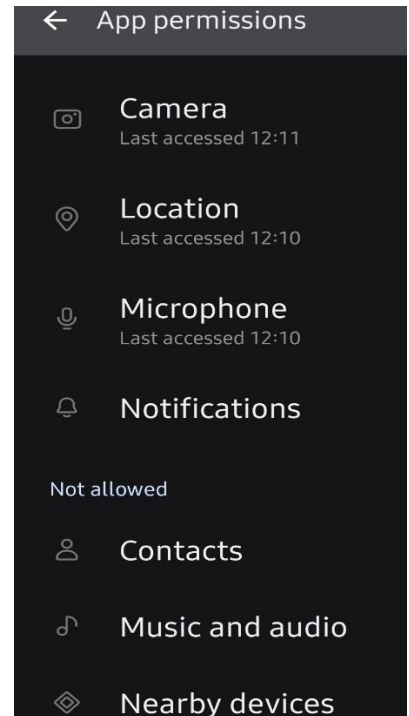
≡ **General management**
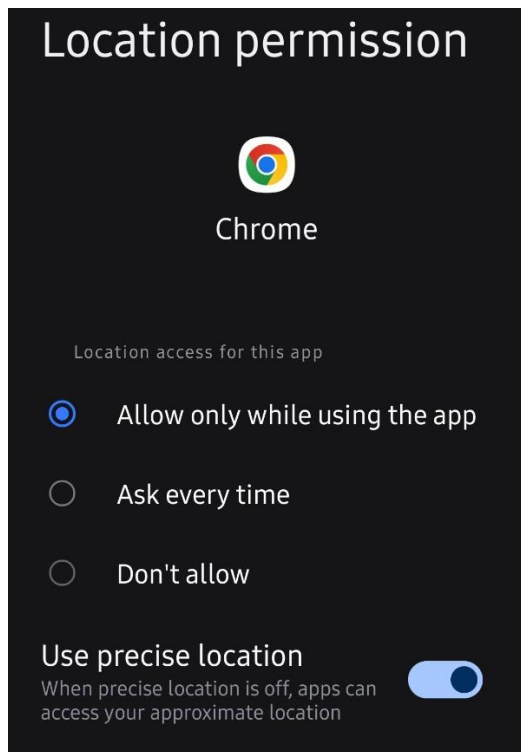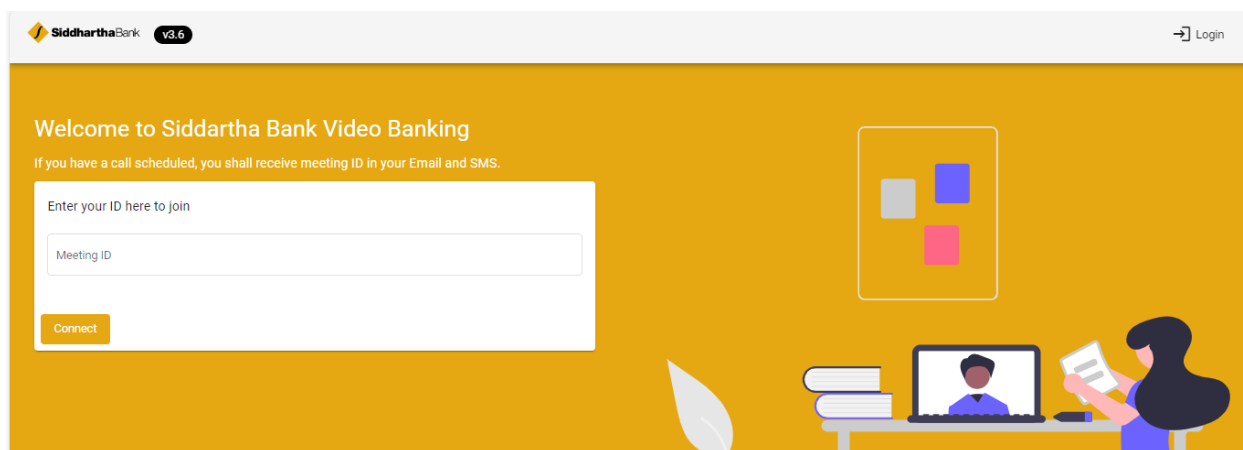   Language and keyboard • Date and time

7.

8.

9.

10.

9. If you cannot open the emailed link, please open the following link and enter the "Meeting id" or "Room id" provided in your email: https://videobanking.siddharthabank.com/ , then press "Connect".

10. If your browser has any ad blockers enabled for the site, or if your ISP does not permit the use of Video Banking, you will be shown the following blinking icon.
   - In this case, please check your settings to see if ad blockers have been enabled and disable it.
    - If the same error is displayed after disabling ad blockers, please switch to a different ISP (internet service).
    - In case of gulf countries or certain ISPs that do not permit video banking, you may have to download any VPN service to connect to the video call.
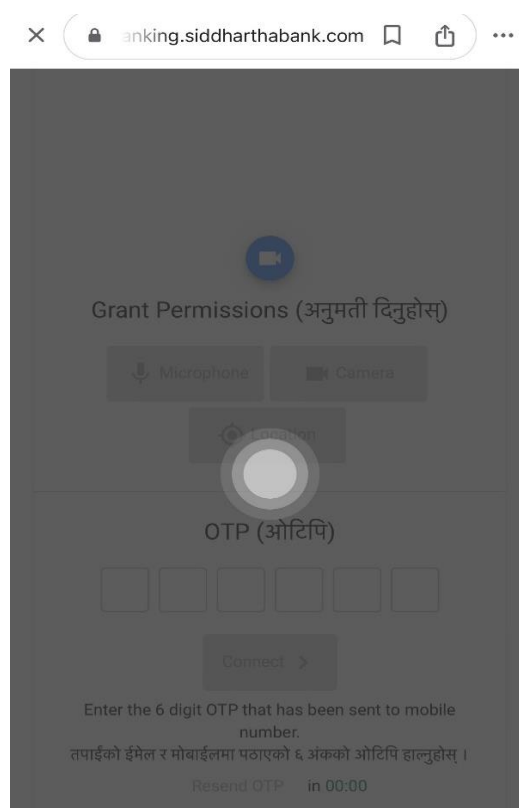
11. Once necessary permissions are granted, you will receive the 6 digit OTP in your email and/or SMS. Please enter the OTP, and press "Connect".
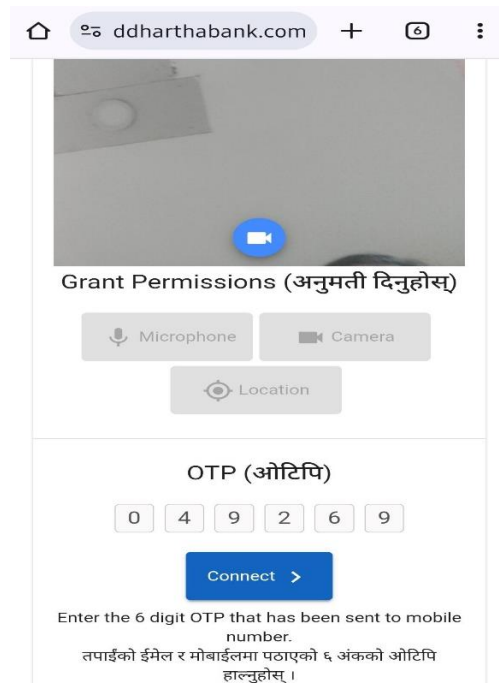
12. After successfully entering OTP, you will be connected to the agent waiting page. Please join the meeting a few minutes before the scheduled time. If you are not joined by an agent within 1-2 minutes of waiting, please contact the bank at 01-5970020 or email us at videobanking.support@sbl.com.np.
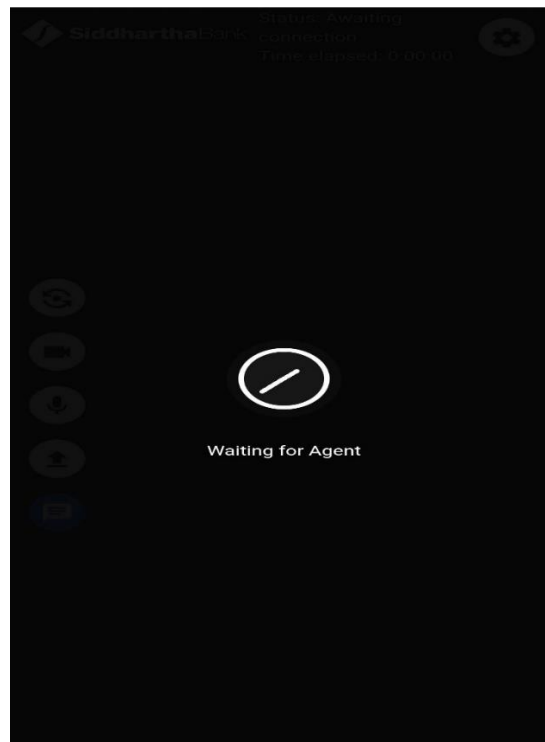
13. Please ensure audio and video are working when connected to the agent. If audio does not work, please ensure airplane mode, and Bluetooth are turned off in your device.

14. Once an agent joins the meeting, they will guide you for further verification.

15. If you face any issues besides the above, please call Video Banking support at 01-5970020, email us the screenshot of the error at videobanking.support@sbl.com.np for assistance.