

How do I register for HDFC Bank NetBanking Online?

Account Summary shows the list of all your accounts. You can navigate here by clicking on 'Accounts' at the top of the screen.

Account Details show the information regarding a specific account. You can view this by following this path: 'Accounts' (from home screen) > Select the specific account > You can view the balance, nominee, holder, etc.

Can I Log in to HDFC Bank NetBanking with my User ID?

Please use your Customer ID to Log in to HDFC Bank NetBanking. We are yet to incorporate the User IDs.

How to reset the HDFC Bank NetBanking Password?

To instantly reset your HDFC Bank NetBanking password online, open the NetBanking Login Page, & simply follow these steps:

Click on Reset password. Enter Cust ID and security code. Feed in your registered Mobile Number.

To Reset your password using SMS and Debit Card: Using Mobile Number & Debit Card: 'Reset Password' > Enter your Customer ID and the displayed Security Code > 'Continue' > Enter your registered mobile number > 'Continue' > Enter OTP > Select 'Mobile Number & Debit Card' > Enter the requested details > Set a new password.

Using Mobile Number & Email ID: 'Reset Password' > Enter your Customer ID and the displayed Security Code > 'Continue' > Enter your registered mobile number > 'Continue' > Enter OTP > Select 'Mobile Number & Email ID' > Enter the requested details > Set a new password.

Note: Online password regeneration is free. Requesting it at a branch has a small fee of ₹100 (plus taxes).

Who is eligible to use HDFC Bank NetBanking or HDFC Bank App?

Anyone having an HDFC Bank Savings or Current account is eligible to use HDFC Bank NetBanking and HDFC Bank App.

Why is my NetBanking password not working?

We understand the frustration you may be feeling. Your account is secure, so let's troubleshoot why your NetBanking password isn't working:

If you're a new user, double-check if you entered the password from your welcome kit correctly. Check if you typed the password with the correct upper or lower case.

If you've forgotten your password, click on 'Reset Password' to create a new one.

Haven't used your account for over 999 days? Your account is dormant. Please click on 'Reset Password' to create a new one and login with new password.

Your password might have expired after 180 days without change. You can easily set a new one.

How can you block your password or deregister?

Please visit your nearest HDFC Bank branch and give us written instructions to block your password. Alternatively, you can contact our Customer Service at the following numbers:

Domestic Users: 1800 1600 / 1800 600

International Users: +9122 61606160

How can I block my NetBanking?

If you wish to block HDFC Bank NetBanking for your accounts, you can follow one of these methods:

Customer Care: Call us at any time and inform us to block your NetBanking facilities. At the same time, you may also request for a new password. Contact our Customer Service at the following numbers:

Domestic Users: 1800 1600 / 1800 600

International Users: +9122 61606160

By Visiting a Branch: Visit your nearest HDFC Bank branch or download an application form online. Simply fill it out and submit it at the branch.

What to do if I get a 'Password Expired' message when trying to log into my HDFC Bank NetBanking?

For security reasons, your HDFC Bank NetBanking password expires after 180 days. Just follow this quick path to start using NetBanking again:

Click on 'Reset Password' (button on the pop-up message) > Set a new password > 'Confirm'.

What to do if I get a 'Your account has been locked!' message when trying to log into my HDFC Bank NetBanking?

Entering the wrong password five times in a row can lock your account for security reasons. If that's the case, wait 24 hours and try logging in again.

Entering the wrong captcha five times in a row can lock your account for security reasons. If that's the case, wait for 2 hours and try logging in again.

What to do if I get a 'Your account is inactive!' message when trying to log into my HDFC Bank NetBanking after a long time?

Firstly, we assure you there is no need to worry. If you haven't used HDFC Bank NetBanking for more than 999 days, your account is considered dormant. If this is the case, just follow this quick path to start using NetBanking again:

Using Mobile Number & Debit Card: 'Reset Password' > Enter your Customer ID and the displayed Security Code > 'Continue' > Enter your registered mobile number > 'Continue' > Enter OTP > Select 'Mobile Number & Debit Card' > Enter the requested details > Set a new password.

Using Mobile Number & Email ID: 'Reset Password' > Enter your Customer ID and the displayed Security Code > 'Continue' > Enter your registered mobile number > 'Continue' > Enter OTP > Select 'Mobile Number & Email ID' > Enter the requested details > Set a new password.

Why am I getting a 'Login Disabled' message when trying to log into my HDFC Bank NetBanking?

We are sorry that you are unable to login. This can happen in one of the following cases:

If you had requested us to block your account.

If there has been a suspicious login attempt or transaction.

If we receive a legal notice, an instruction from the police or any other Government authorities.

For any help, please contact our Customer Service at the following numbers:

Domestic Users: 1800 1600 / 1800 2600

International Users: +9122 61606160

How can I change my HDFC Bank NetBanking Password after I login?

It is very easy to change your HDFC Bank NetBanking password. Simply follow this path and guidelines:

Log in to HDFC Bank NetBanking > 'Change Password' (in the menu beside your profile picture on the top-right corner) > Enter your old password > Enter a new password > 'Confirm Password' > 'Login' (You'll be logged out so that you securely login again with the new password)

Note: Make sure the new password consists of 8-15 alphanumeric (letters and numbers) characters.

I have two HDFC Bank accounts and two separate Customer IDs. I'm not sure which password goes with which Customer ID. Can you help?

We understand it can be confusing to manage multiple logins. Here are a couple of options:

Try logging in with each Customer ID and password combination you remember.

Or

You can reset the password and login.

What is a Customer ID?

Your Customer ID is a unique code assigned to you by HDFC Bank. It serves as your identification within the bank's systems. You can find your Customer ID in the Welcome Kit we sent you when

you opened your account. It is also mentioned in your chequebook.

How can I find out my Customer ID online?

It is a pretty straightforward process. Simply go to HDFC Bank NetBanking and follow this path:
Using Date of Birth: 'Get Customer ID' > Select 'Date of Birth' > Enter your date of birth > Enter your registered mobile number > Enter Security Code > 'Continue' > Enter OTP > 'Submit OTP'.
Using PAN: 'Get Customer ID' > Select 'PAN' > Enter your PAN > Enter your registered mobile number > Enter Security Code > 'Continue' > Enter OTP > 'Submit OTP'.

Why do I need a Customer ID?

Your Customer ID unlocks convenient and secure banking. It helps you easily Log in to HDFC Bank NetBanking, and access your accounts, transactions, investments, insurances, offers, & more.

Can I Log in to HDFC Bank NetBanking if I have an HDFC Bank Credit Card, but no account?
Please visit the older version of HDFC Bank NetBanking for this functionality. It is not yet available in the new one.

Why do I automatically log out of HDFC Bank NetBanking whenever I step away for some time?
To protect your account, HDFC Bank NetBanking automatically logs you out after 5 minutes of inactivity. This helps keep your information secure in case someone else accesses your device.

Why do I get logged out of HDFC Bank NetBanking whenever I click the back button on my browser?

To maintain the security of your account, we log you out of HDFC Bank NetBanking when you use the browser's back button to navigate away from the page.

Why do I get logged out of HDFC Bank NetBanking whenever I click the refresh button on my browser?

HDFC Bank prioritises keeping your information safe. Refreshing the page while you're using HDFC Bank's NetBanking can sometimes disrupt the secure connection. That's why upon clicking the refresh button on your browser, we log you out safely and request you to login again.

Is it safe if I can't see the Security Access image while logging into HDFC Bank NetBanking?

Great question! The new HDFC Bank NetBanking platform is secured by design with multifactor authentication and 2FA enabled for all the important financial transactions. It does not require a security image for safety. So, yes, it is absolutely safe to login.

How do I share my feedback for the new HDFC Bank NetBanking platform?

We greatly value your experiences. It helps us serve you better.

So, once you log out, we show you a feedback banner. Click on it to share your thoughts about the new NetBanking platform with us.