1. What is Virtual Keyboard?

The Virtual Keyboard is an onscreen keyboard which provides a mouse based alternative, for keying in your password, instead of using the actual physical keyboard.

2. What are the advantages of logging into the Internet Banking site using a Virtual Keyboard?

The virtual keyboard is an additional precautionary measure and protects you against malicious key logger programs which might have infected your computer.

A key logger program can capture the keystrokes you enter in the physical keyboard to login. Such a program may be accessing your PC without your knowledge or permission.

A virtual keyboard prevents your password from being stolen, especially while using public computers, such as those available in Internet cafes. Also, the sequence in which the keys appear will change everytime the page is refreshed.

3. How can I use the Virtual Keyboard?

Use the mouse to enter the alphabets and numbers in your username and password by clicking on the keys of the Virtual Keyboard.

**Lower/Upper**: This key can be used to enter upper case if the password consists of capital letters.

**Delete**: This key will clear the last character entered in the password field.

**Clear all**: This key will clear all characters entered in the password field by virtual keyboard.

**Mixed**: This key is to allow both upper and lower case on choosing hovering. In hovering mode, you use a mouse or joystick to point to a key for a predefined period of time, and the selected character is typed automatically.

4. Is it mandatory to use the Virtual Keyboard?

No. You can use the normal keyboard.

5. Is it not secure to use the regular keyboard?

ABC Banking Corporation aims to provide you a safe and secure environment to perform online banking. The virtual keyboard is one such feature. Please ensure that no other person is glancing, peeping at your computer screen while you are keying in your password through the virtual keyboard.