

BSP INTERNET BANKING Quick Reference Guide

RESET YOUR BSP INTERNET BANKING USERNAME AND PASSWORD



Quick Reference Guide: Reset your BSP Internet Banking Username and Password

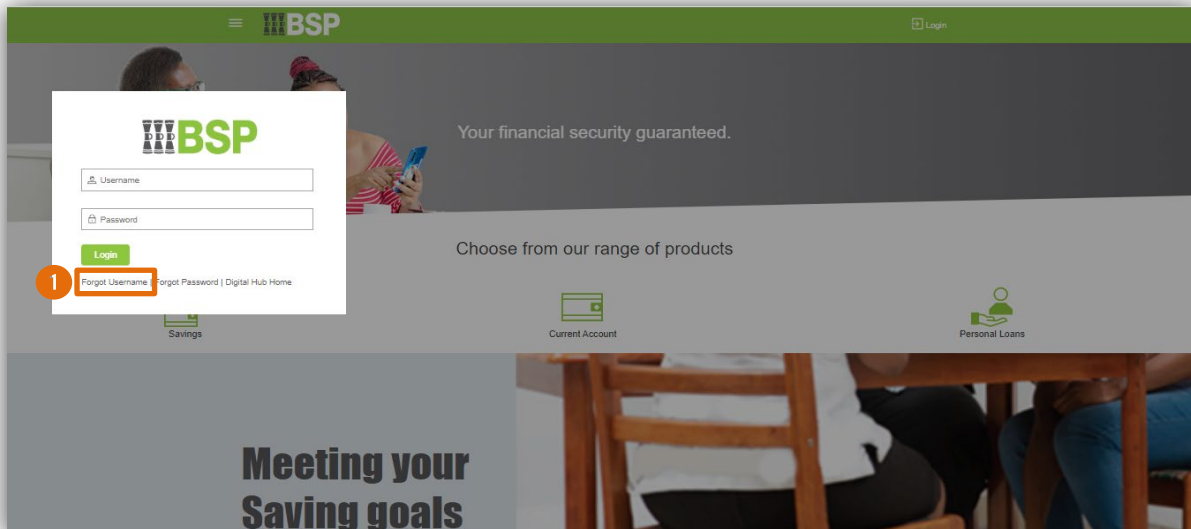


Use this Quick Reference Guide to:

Learn how to reset your BSP Internet Banking Username and Password.

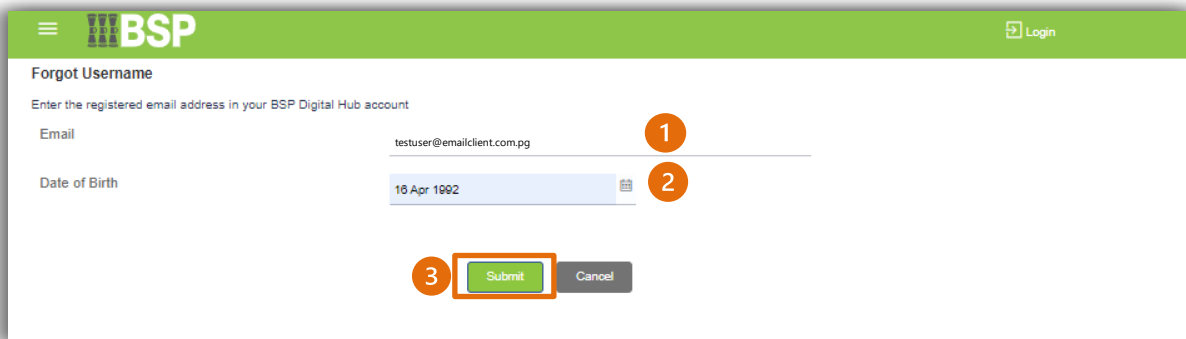
Reset your BSP Internet Banking Username

1. Click **Forgot Username** from the BSP Internet Banking Login screen



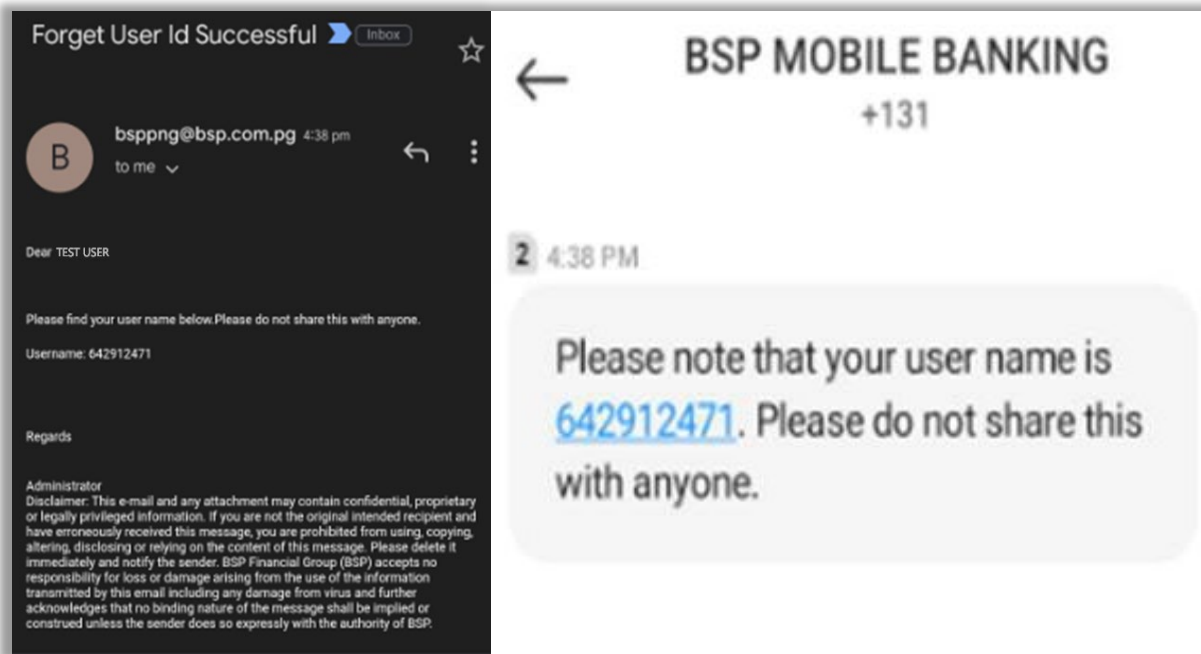
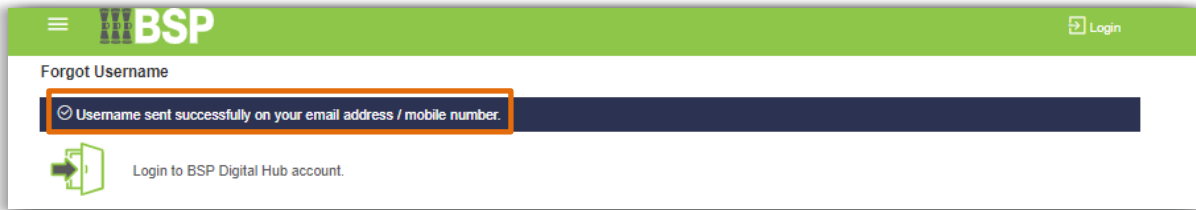
You're now on the Forgot Username screen.

2. Enter the **Email Address** used to register for BSP Internet Banking
3. Enter your **Date of Birth**
4. Select **Submit**



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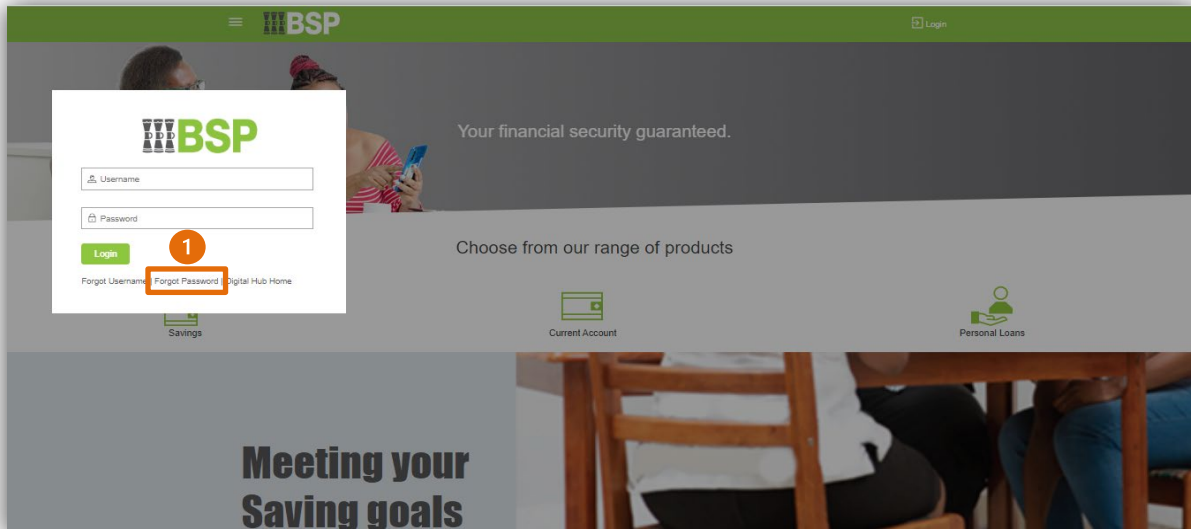
Your username will be sent to your registered email address and mobile phone number.



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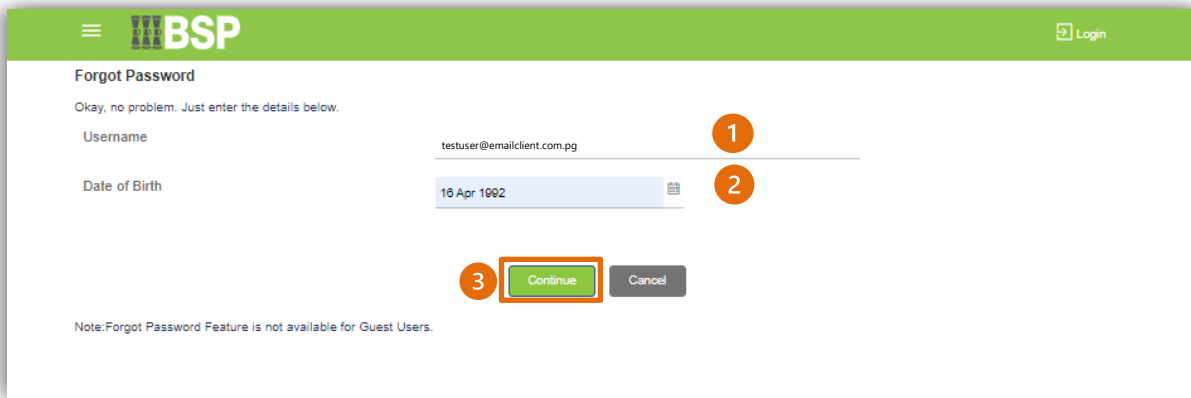
Reset your BSP Internet Banking Password

1. Click **Forgot Password** from the BSP Internet Banking Login screen



You're now on the Forgot Password screen. Follow the steps to change your password.

2. Enter your **Username**
3. Enter your **Date of Birth**
4. Select **Continue**



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Identification Verification

Verify your identity using your preferred verification method when registering for BSP Internet Banking:

Option 1 - Mobile and Email Verification

A verification code will be sent to your registered mobile number and email address.

1. Enter the verification code in the designated space
2. Select **Submit**

The screenshot shows a mobile banking interface titled "Transfer" with a sub-section "One Time Verification". A message states: "A verification code has been sent to your registered mobile number. Please enter that code below to complete the process". Below this is a text input field labeled "Verification Code" with a "Resend Code" link underneath. The "Attempts Left" is shown as "3". A "Reference Number" of "625135" is displayed. At the bottom, there are "Submit" and "Cancel" buttons. An orange box highlights the "Verification Code" input field, and another orange box highlights the "Submit" button. A "1" in a circle points to the input field, and a "2" in a circle points to the "Submit" button.

Option 2 – Soft Token Verification

Using the **BSP PNG PaySecure App** on your mobile device to generate a One Time Password (OTP).

1. Enter the One Time Password (OTP) into the **One Time Password** field
2. Select **Submit**

The screenshot shows a mobile banking interface titled "Transfer" with a sub-section "Soft Token Verification". Instructions state: "Please follow the steps to generate an OTP (One Time Password)" and list: "• Open Soft Token App on your handheld device and login with your PIN" and "• Enter the OTP displayed on the screen in the textbox below". Below this is a text input field labeled "One Time Password" with a "Resend Code" link underneath. The "Reference Number" is "853153" and "Attempts Left" is "4". At the bottom, there are "Submit" and "Cancel" buttons. An orange box highlights the "Soft Token Verification" instructions, another orange box highlights the "One Time Password" input field, and a third orange box highlights the "Submit" button. A "1" in a circle points to the instructions, a "2" in a circle points to the input field, and a "3" in a circle points to the "Submit" button.

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Option 3 – Security Question

Answering one of five (5) security questions.

1. Answer the question
2. Select **Submit**

Note: If you answer incorrectly, another question will be displayed. Repeat the above steps.

The screenshot shows a web interface titled "Transfer". Below the title is a "Security Question" section. The question is "What is your favorite mobile App?". There is a text input field below the question. To the right of the input field are two buttons: "Submit" and "Cancel". Two numbered callouts are present: "1" points to the text input field, and "2" points to the "Submit" button.

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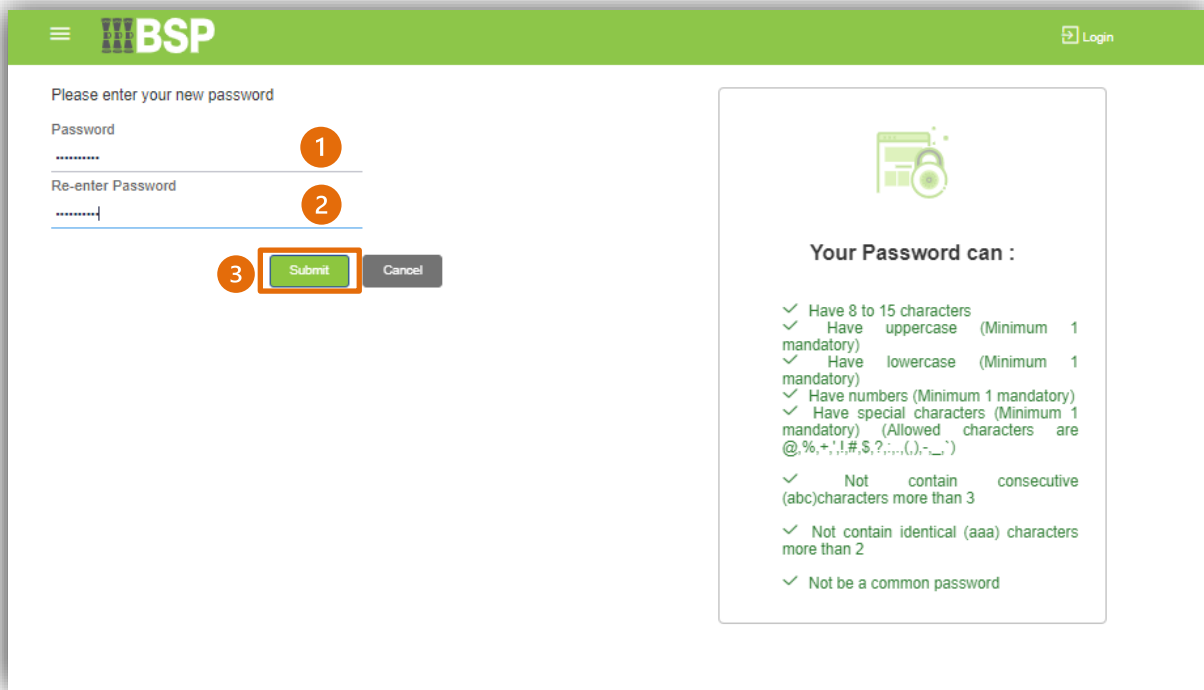
Changing your password

Once the verification process is complete, you'll be prompted to enter your new password.

1. Enter your new **Password**.

Make sure it is between 8-15 characters, is a combination of uppercase and lowercase, has at least 1 number and 1 special character.

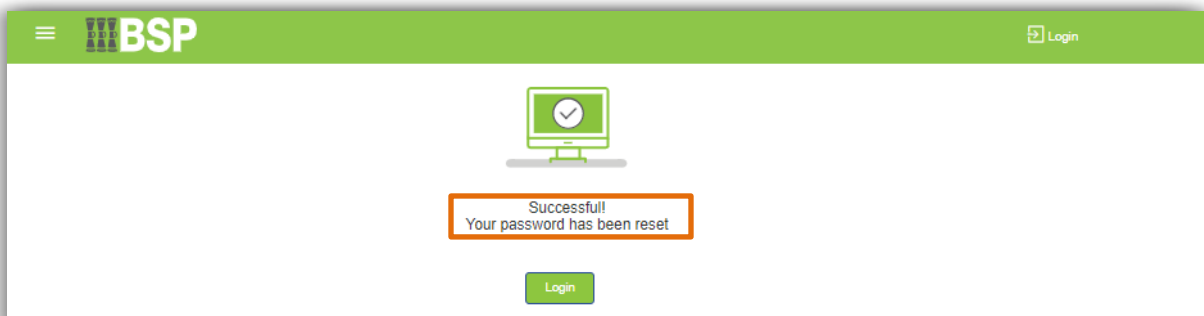
2. Re-enter the same **Password**
3. Select **Submit**



The screenshot shows the BSP Internet Banking password reset interface. At the top, there is a green header with the BSP logo and a 'Login' button. Below the header, the text 'Please enter your new password' is displayed. There are two password input fields: 'Password' and 'Re-enter Password'. The 'Password' field is marked with a red circle '1' and the 'Re-enter Password' field is marked with a red circle '2'. Below the fields, there is a 'Submit' button (highlighted with a red circle '3') and a 'Cancel' button. To the right of the input fields, there is a box titled 'Your Password can :' containing a list of password requirements:

- ✓ Have 8 to 15 characters
- ✓ Have uppercase (Minimum 1 mandatory)
- ✓ Have lowercase (Minimum 1 mandatory)
- ✓ Have numbers (Minimum 1 mandatory)
- ✓ Have special characters (Minimum 1 mandatory) (Allowed characters are @,%+,!#,\$?,;,:.,()-_')
- ✓ Not contain consecutive (abc)characters more than 3
- ✓ Not contain identical (aaa) characters more than 2
- ✓ Not be a common password

You have successfully reset your password.



The screenshot shows the BSP Internet Banking success message. At the top, there is a green header with the BSP logo and a 'Login' button. Below the header, there is a green checkmark icon on a computer monitor. Below the icon, there is a box with the text 'Successfull! Your password has been reset'. Below the box, there is a 'Login' button.

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Additional Support

Please contact the BSP Customer Call Centre:

Phone: (+675) 320 1212 or 7030 1212

Email: servicebsp@bsp.com.pg

Disclaimer

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