

BSP Internet Banking

Reset Password Guide

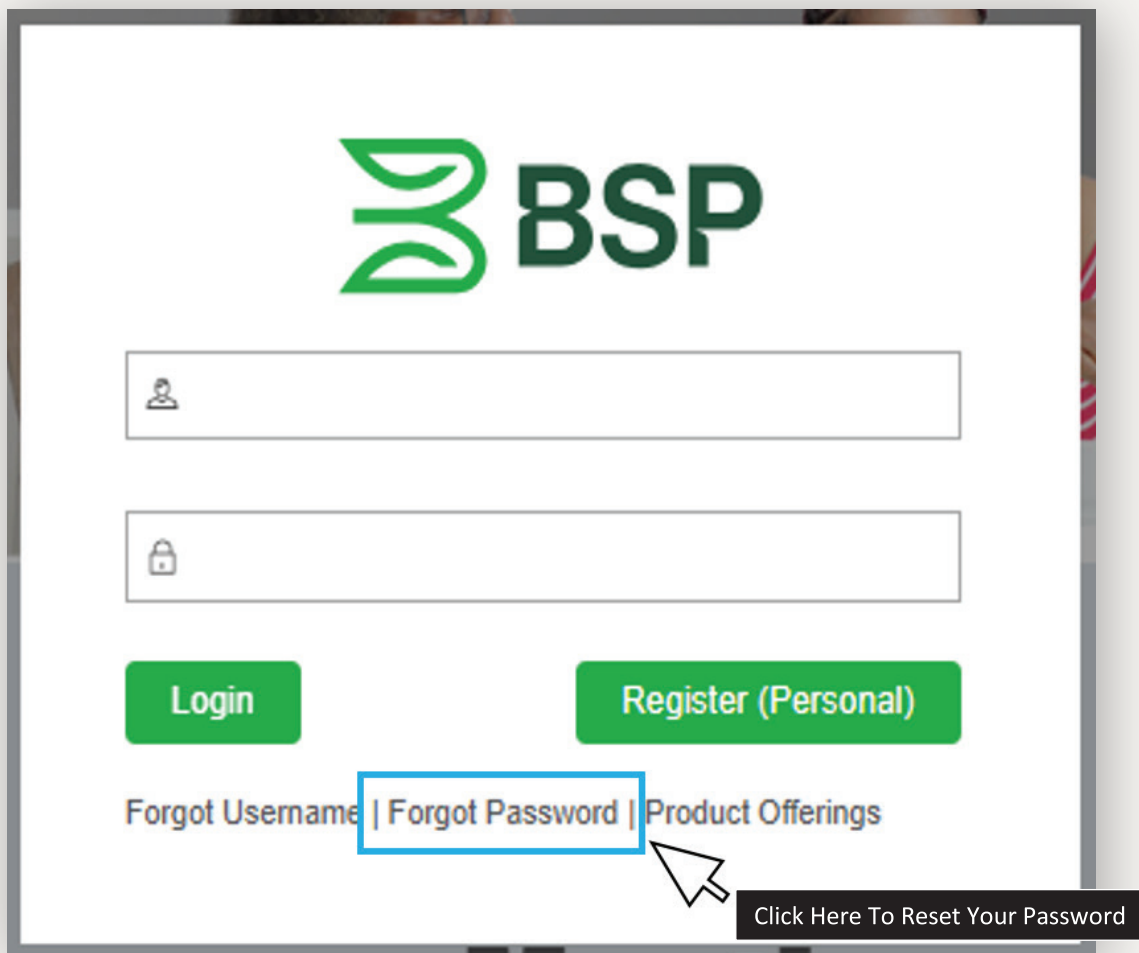


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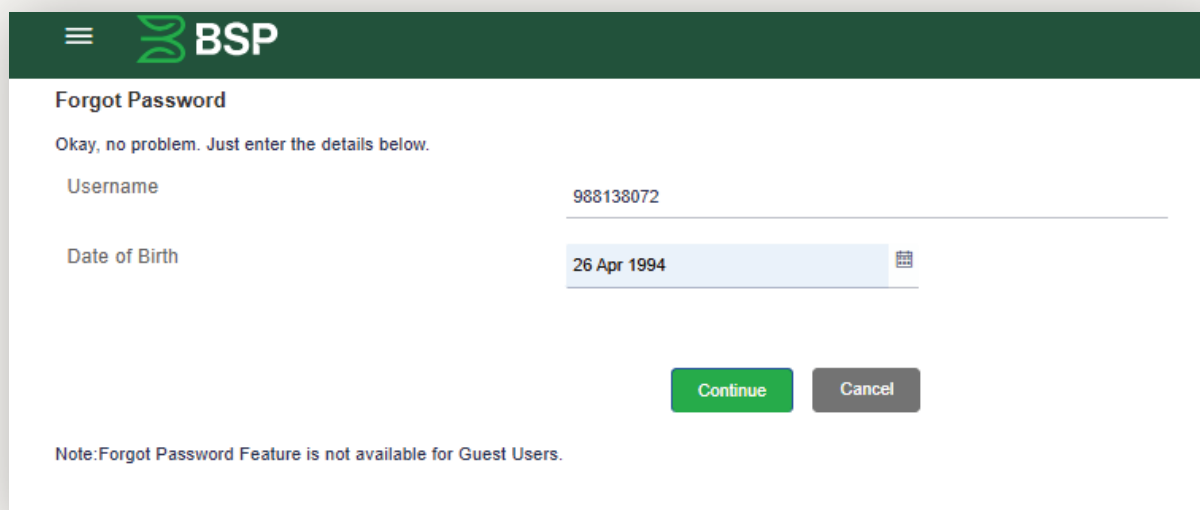
Forgot Password

1. Click “Forgot Password” at login page



The image shows the BSP Internet Banking login page. At the top is the BSP logo, consisting of a green stylized 'B' and the letters 'BSP' in green. Below the logo are two input fields: the first for a username (with a person icon) and the second for a password (with a lock icon). Below these fields are two green buttons: 'Login' and 'Register (Personal)'. At the bottom, there is a horizontal menu with three links: 'Forgot Username', 'Forgot Password', and 'Product Offerings'. The 'Forgot Password' link is highlighted with a blue rectangular box. A mouse cursor is pointing at this link, and a black tooltip box with the text 'Click Here To Reset Your Password' is visible next to it.

2. Enter Username and Date of Birth and click “Continue”

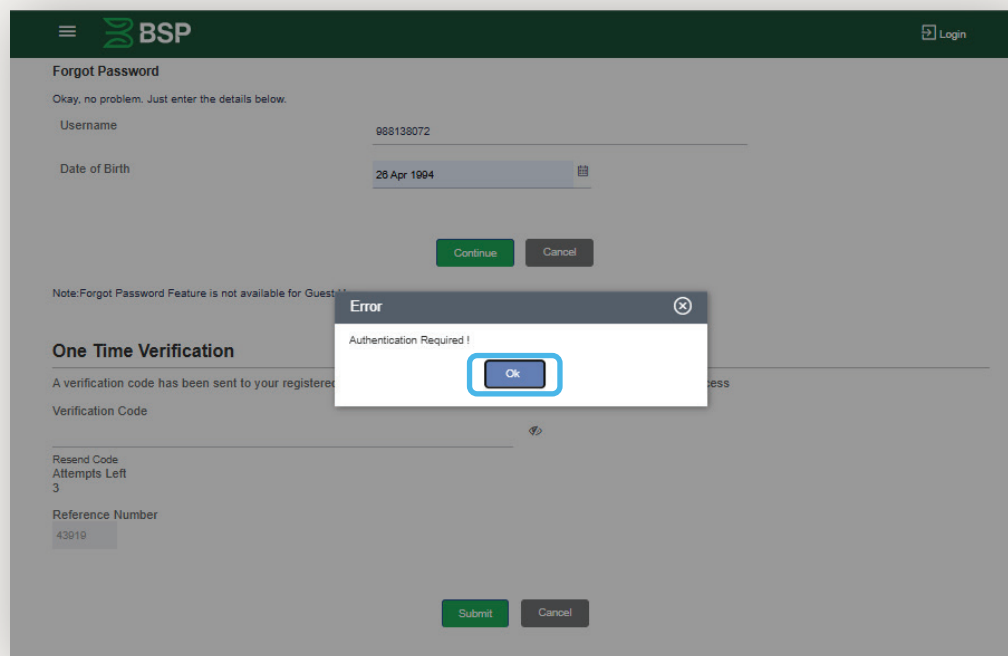


The image shows the 'Forgot Password' form in the BSP Internet Banking system. The form has a dark green header with the BSP logo and a hamburger menu icon. The title 'Forgot Password' is displayed. Below the title is a message: 'Okay, no problem. Just enter the details below.' There are two input fields: 'Username' with the value '988138072' and 'Date of Birth' with the value '26 Apr 1994' and a calendar icon. At the bottom of the form are two buttons: 'Continue' (green) and 'Cancel' (grey). A note at the bottom states: 'Note:Forgot Password Feature is not available for Guest Users.'

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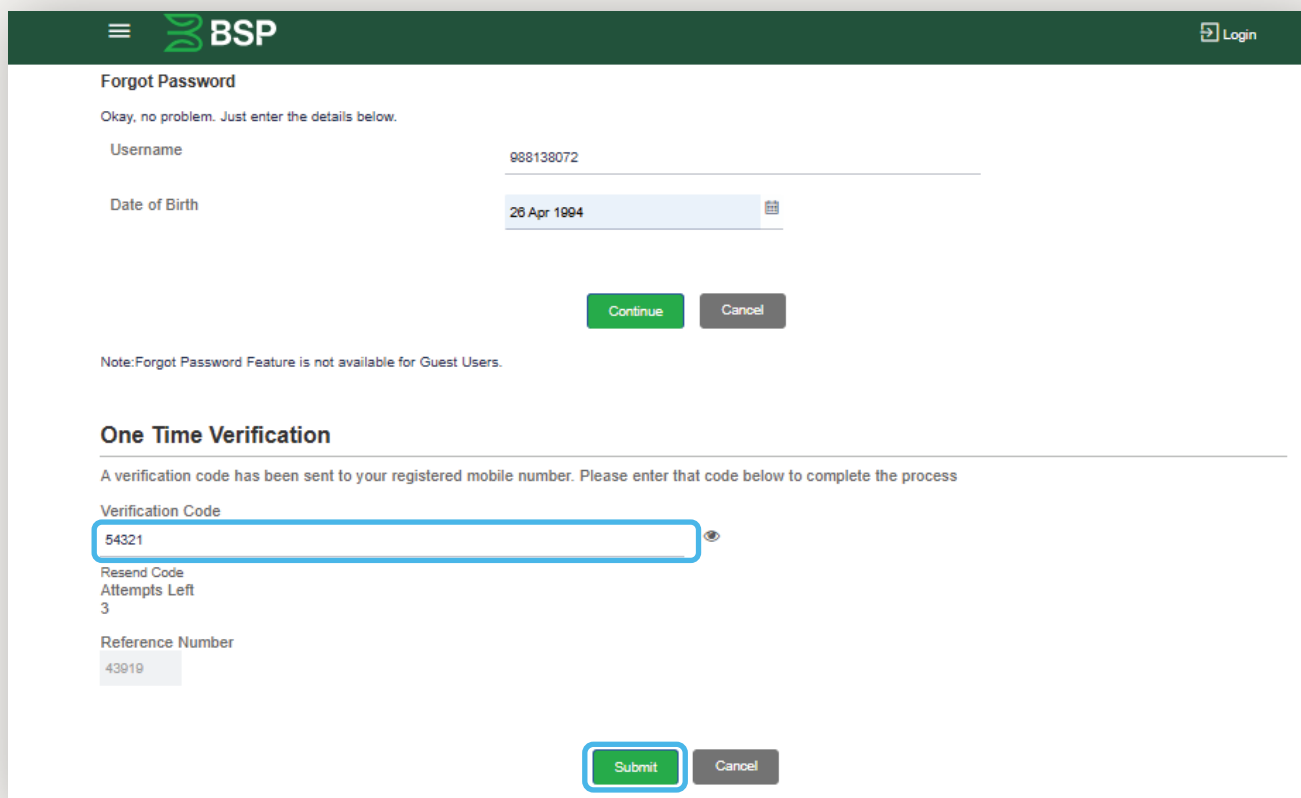
3. Click “Ok” on the pop-up message



The screenshot shows the BSP Internet Banking 'Forgot Password' page. The page has a dark green header with the BSP logo and a 'Login' link. The main content area is white. Under the 'Forgot Password' heading, there is a message: 'Okay, no problem. Just enter the details below.' Below this, there are input fields for 'Username' (containing '988138072') and 'Date of Birth' (containing '26 Apr 1994'). There are 'Continue' and 'Cancel' buttons. Below these, a note states: 'Note:Forgot Password Feature is not available for Guest Users.' The 'One Time Verification' section follows, with a message: 'A verification code has been sent to your registered mobile number. Please enter that code below to complete the process.' There is a 'Verification Code' input field. Below it, there are links for 'Resend Code' and 'Attempts Left' (3). At the bottom, there is a 'Reference Number' (43919) and 'Submit' and 'Cancel' buttons. An 'Error' pop-up window is overlaid on the page, with the title 'Error' and the message 'Authentication Required !'. It has an 'Ok' button.

4. Depending on your authentication type, you will use a 5-digit authentication code sent to your phone and/or email address.

Enter code under “Verification Code” then click “Submit”

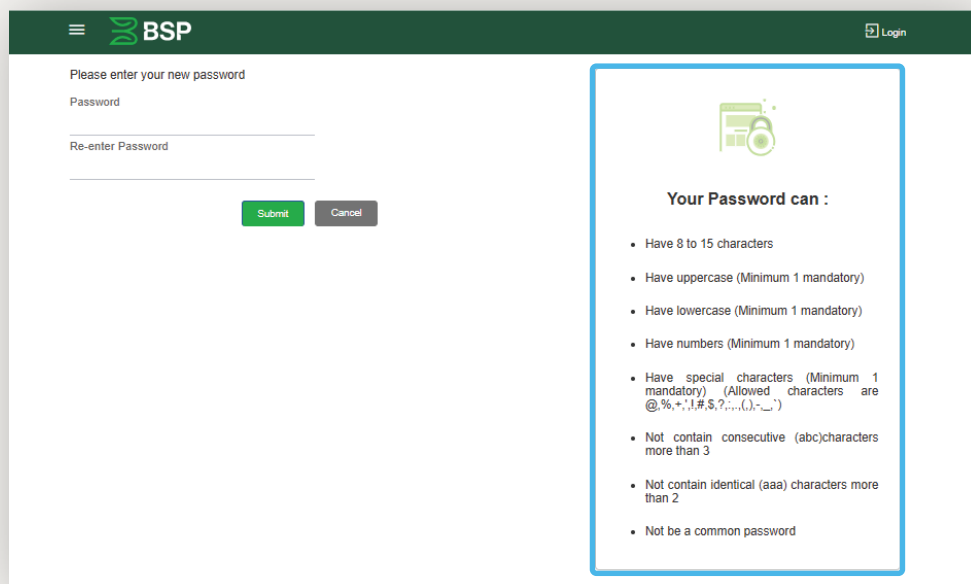


The screenshot shows the BSP Internet Banking 'Forgot Password' page. The page has a dark green header with the BSP logo and a 'Login' link. The main content area is white. Under the 'Forgot Password' heading, there is a message: 'Okay, no problem. Just enter the details below.' Below this, there are input fields for 'Username' (containing '988138072') and 'Date of Birth' (containing '26 Apr 1994'). There are 'Continue' and 'Cancel' buttons. Below these, a note states: 'Note:Forgot Password Feature is not available for Guest Users.' The 'One Time Verification' section follows, with a message: 'A verification code has been sent to your registered mobile number. Please enter that code below to complete the process.' There is a 'Verification Code' input field containing the code '54321'. Below it, there are links for 'Resend Code' and 'Attempts Left' (3). At the bottom, there is a 'Reference Number' (43919) and 'Submit' and 'Cancel' buttons. The 'Submit' button is highlighted with a blue border.

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5. You will now create your new login Password, refer to the tips on right side of screen for help.



Please enter your new password

Password

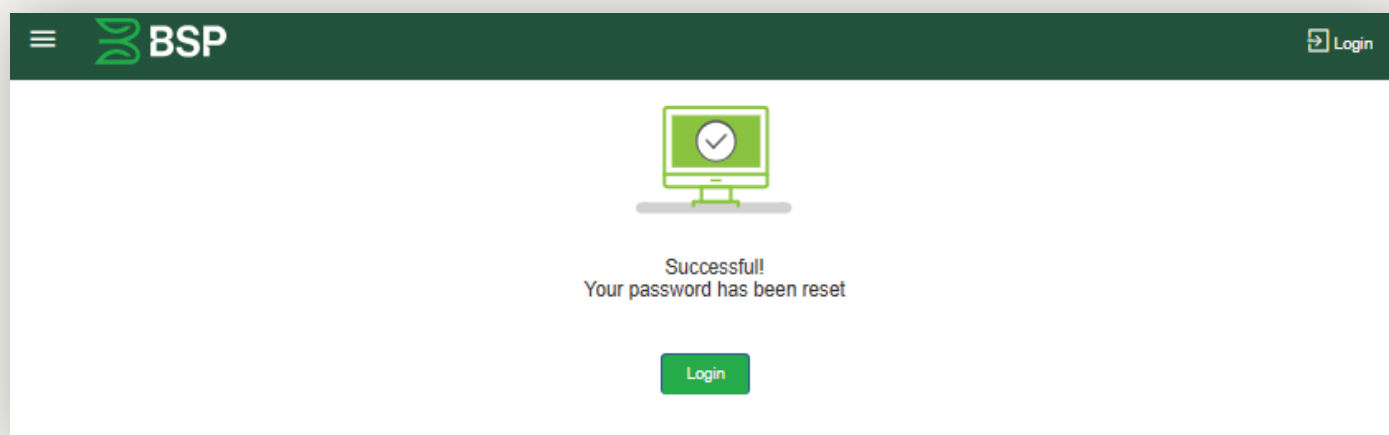
Re-enter Password

Submit Cancel

Your Password can :

- 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

6. After both passwords entered correctly, click “Submit”, confirmation message will show and you may login.



Successful!

Your password has been reset

Login