BSP PaySecure App Guide

Retail Customer Guide

Prerequisites

1. Get the BSP PaySecure App

Download the PaySecure app for iOS (iPhone) or Android

2. Register the PaySecure app

Connect the PaySecure app to your BSP account

3. Authorise a Transaction

When requested, use the app to authorise a financial transaction

4. Additional Features

Adding and Deleting multiple users to a single login

FAQ

Prerequisites

- The PaySecure app is for the use of existing customers of BSP internet / mobile banking

- It is mandatory to have logged into you mobile/ internet banking application at least once

- The internet / mobile banking user id and password is required to login to the pay secure app

- PaySecure needs to be enabled by the Bank for your user id. Please contact the bank to enable PaySecure.

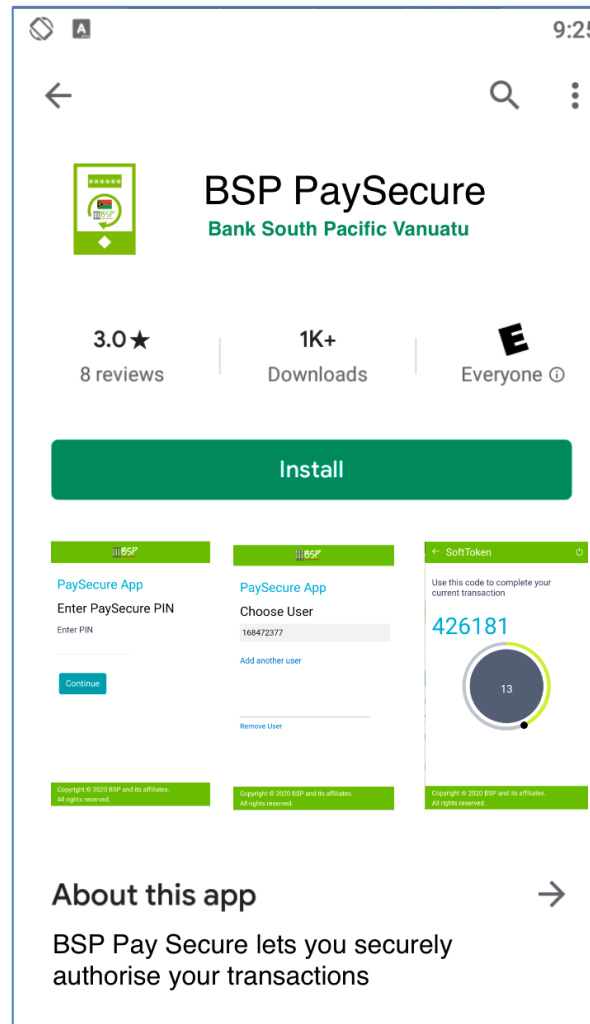- Wifi/internet access is needed to download the PaySecure app to your device.

1. Get the BSP PaySecure App

Download the app on your phone

– Get the app from the iOS (Apple) App Store or the Google Play Store (Android)

Search for the **BSP PaySecure** App on your phone's app store, and download the app.

2. Register the Soft Token App

Enter Username and Password

– Register the PaySecure App with your BSP Digital Hub Username and Password.

Enter your BSP Digital Hub **Username** and **Password** to register.

Note: Your account must be configured to use the PaySecure app. Please contact BSP **Customer Care** if you are unable to register.

After registering, you will need to set a **PIN** that you will always use when accessing the PaySecure app.
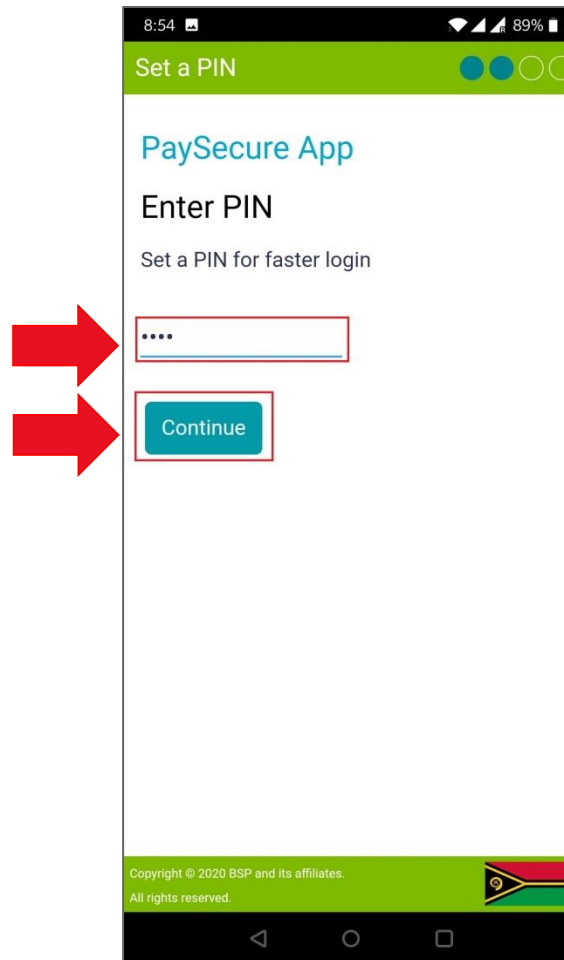
2. Set up a PIN for the SoftToken app

Enter PIN

– Complete the registration process by setting up a PIN for easier access and additional security.

After registering, you will need to set a **PIN** that you will always use when accessing the PaySecure app.
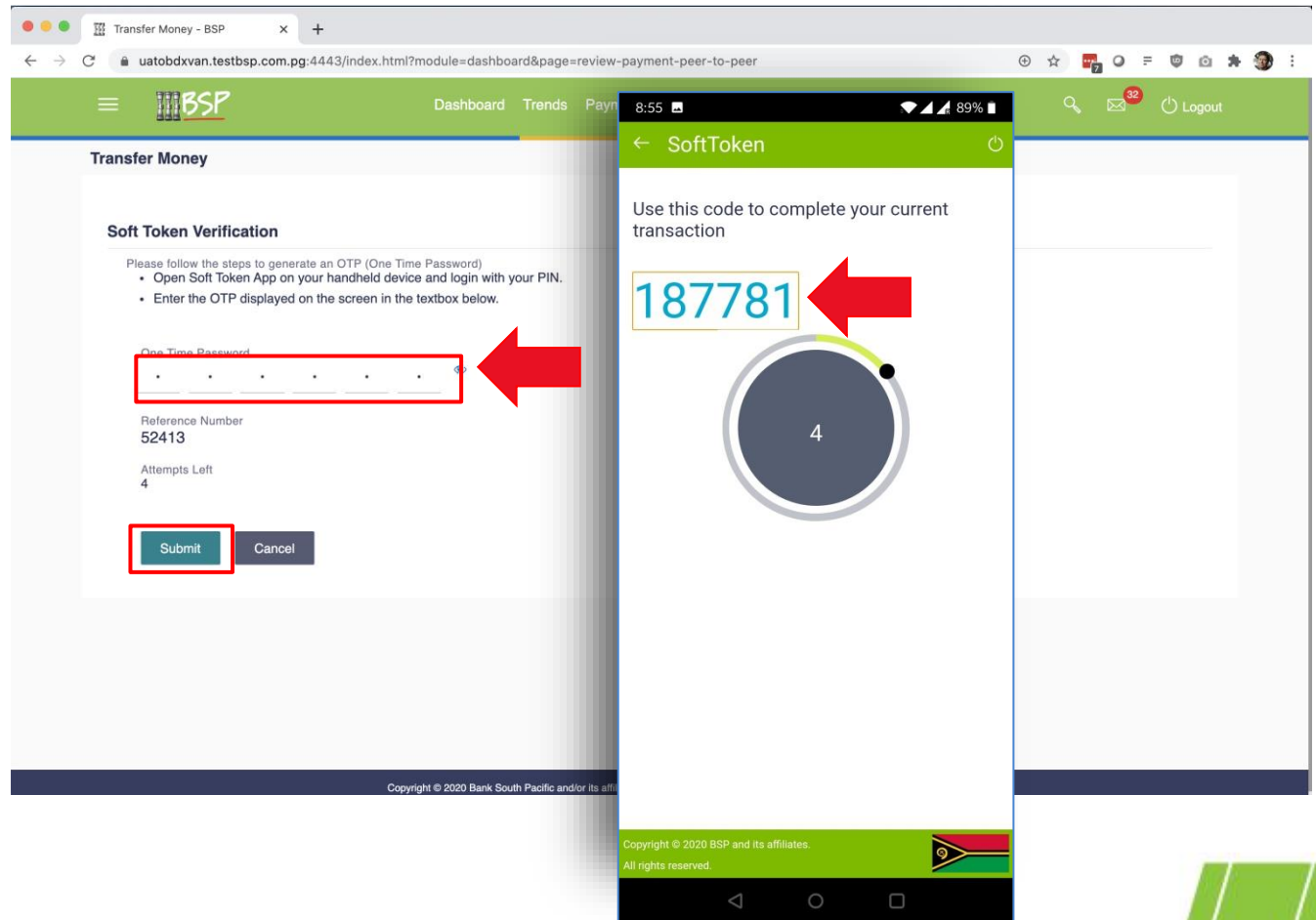
3. Authorise a Transaction

Enter the token to authorise

– While finalising a transaction on the Digital Hub, enter the code.

At the end of a financial transaction on the BSP Digital Hub, you may be asked to enter a **Soft Token Verification**. Open the registered app, enter your PIN select your account. Next, enter the time-based code into the **One Time Password** field and then submit.

Note: be sure to enter the code and submit before the timer elapses or wait for a new code to be generated.
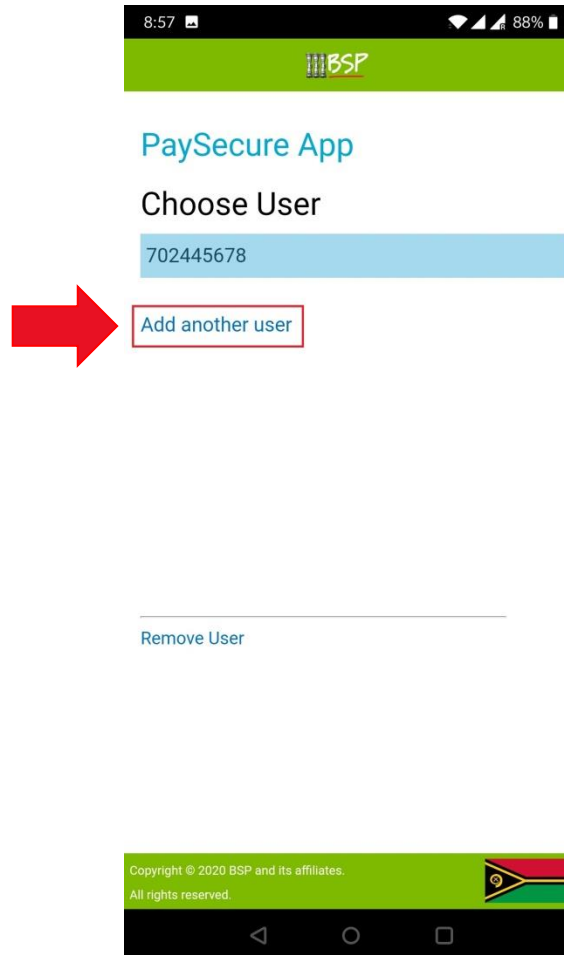
4. Additional Features - Add user

In cases where you need to manage multiple user ids on the same device.

Example - Managing of minor accounts along with your own account or Individuals having access to corporate and personal accounts

After logging in using your PIN,
Select the option to
"Add another user"

4. Additional Features - Add user

In cases where you need to manage multiple user ids on the same device.

Example - Managing of minor accounts along with your own account or Individuals having access to corporate and personal accounts

Enter your BSP Digital Hub **Username** and **Password** to Add another account to the PaySecure App.

Note: Your account must be configured to use the PaySecure app. Please contact BSP **Customer Care** if you are unable to register.
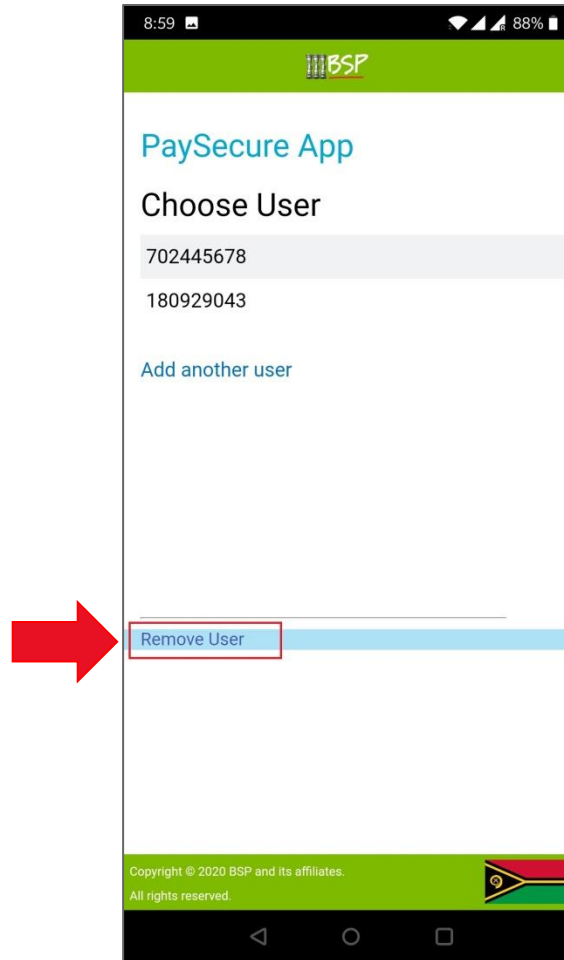
.

4. Additional Features – Remove User

This feature is used when the password for the internet banking/ mobile banking is changed/reset. It is also used when an individual user is no longer associated with a corporate

Post logging in to the app with the PIN, the screen will display the user ids registered on this mobile device

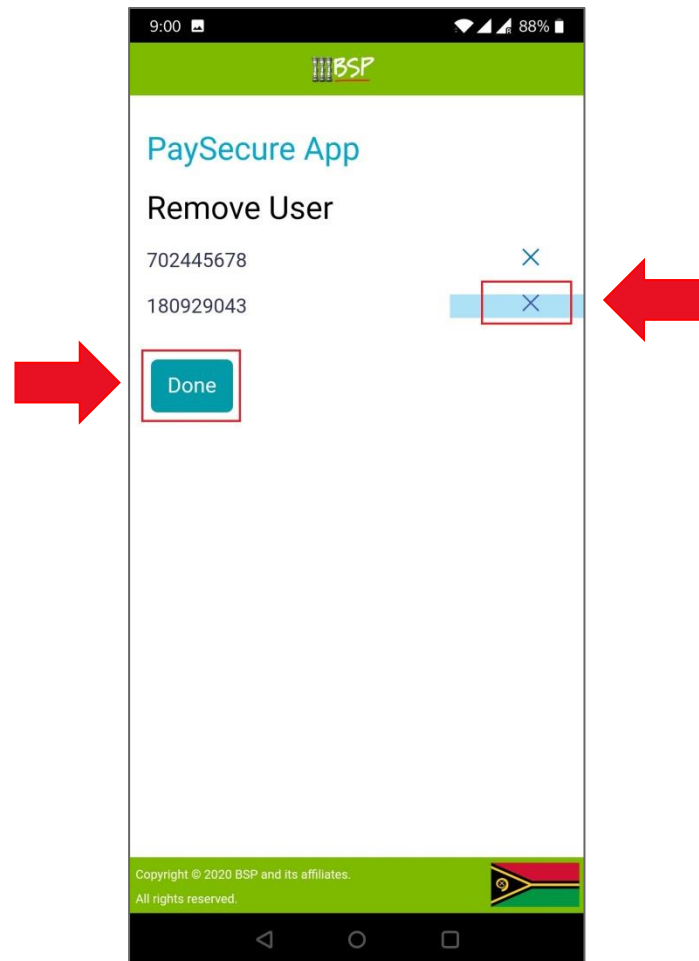Tap on "Remove User"

.

4. Additional Features – Remove User

To remove the user, tap on the "X" next to the user id that is to be delete
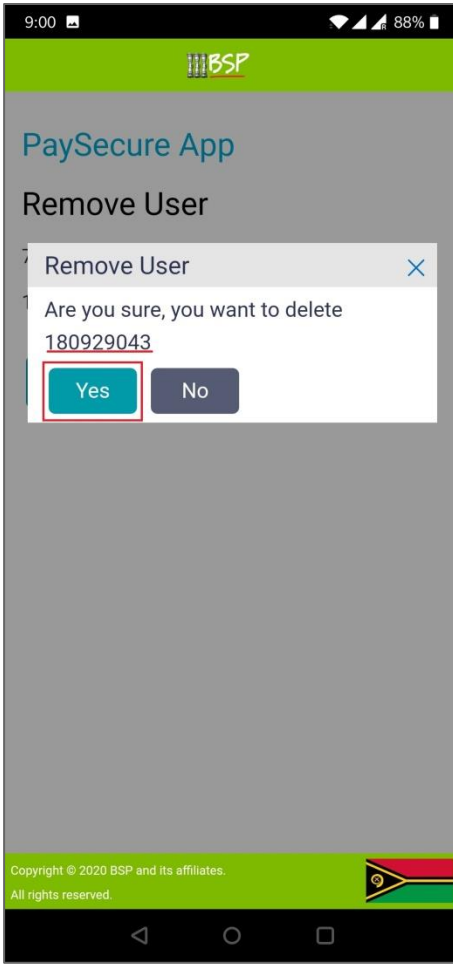
Tap on done to delete the userid

.

PaySecure App

Remove User

702445678   ✕

180929043   ✕

Done

4. Additional Features – Remove User

Please verify the details and confirm the deletion of the user

.

FAQ

Q. I don't remember my user id/password

A. Go to the home page of the internet banking to recover your user id/password. Once you have reset the password for the internet/mobile banking, make sure you follow the steps for "Remove user" on PaySecure app followed by "Add user". This is done for security reasons

Q. I have forgotten my PIN

A. Delete the BSP PaySecure app and reinstall it. Follow the onscreen instructions to register and begin using PaySecure

Q. What happens if I input the Incorrect PIN multiple times

A. If you Input the incorrect PIN consecutively 3 times, the app will reset itself and ask you to re-register

Q. Can I add more than one user to a single device

A. Yes you can, use the option to add another user

Q. Can I delete a user id that I added to my PaySecure

A. Yes you can use the option of remove user to delete a user.

Q. I have changed/reset my password on the internet banking / mobile banking

A. You will have to "Remove user" on PaySecure app followed by "Add user". This is done for security reasons