

**Our Bank.
Our People.**



BSP Digital Hub Customer Troubleshooting Tips



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1. Introduction



- The BSP Digital Hub is an upgraded Internet Banking platform offered to BSP retail and business customers.
- As the Digital Hub is a new platform, you will need a new username and password to log in and access Internet Banking.
- You will receive a new **Username** via email, and **Password** via text message.
- This guide has been created to provide help if you are having difficulty using the BSP Digital Hub and gives tips for initial logins and using new Internet Banking features.

2. First time login issues



- In order to log into the Digital Hub you will need to have a new username (delivered via email) and a new password (delivered via SMS).
- If you have received neither your username nor password, you must contact BSP directly by visiting a branch or calling (678) 22084 to receive new credentials.
- If you have received a username by email but have not received a password, you may reset your credentials using the “Forgot password” tool as shown in the following steps.

2. First time login issues – no password



Select **Forgot Password** from Digital Hub log in screen.

Enter the **username** that was emailed to you

Enter your **date of birth** as recorded with BSP

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Username

Password

Login

[Forgot Username](#) | [Forgot Password](#) | [Digital Hub Home](#)

A **one time verification code** will be emailed and sent via SMS. Enter the code and submit

One Time Verification

A verification code has been sent to your registered mobile number and email address. Please enter that code below to complete the process

Verification Code



[Resend Code](#)
Attempts Left
3

Reference Number

43572

Submit

Cancel

3

Okay, no problem. Just enter the details below.

Username



Date of Birth



dd mmm yyyy



Continue

Cancel

Note:Forgot Password Feature is not available for Guest Users.

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If your date of birth is not recorded against your account in BSP records, this method will not work. Please contact BSP.

2. First time log in issues – no password



Enter a new **password** and then re-enter it to confirm it was entered correctly. Select **Submit**.

Note the password rules displayed- for security reasons passwords must follow these formatting rules.

Select Login, to use the new password to login to the Digital Hub.



as this is the very first login, you will be required to change your password again immediately

Please enter your new password

Password
.....

Re-enter Password
.....

Submit **Cancel**

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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

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Successful!
Your password has been reset

Login

2. Other First time login issues



- **Be careful** with characters that look similar when keying in your received temporary password. For example, a capital “O” letter make look very similar to the number “0”.
- Make sure you are **not** using your **old** BSP username or password for the new Digital Hub. *Both usernames and passwords are different from the old system.*
- After several unsuccessful attempts to enter a password, your account will be locked. You will need to contact BSP to unlock your account in this situation.
- If you did not receive a new username or verification code by email, it’s possible that it was filtered into your junk mail folder. Check this folder in your email client.

3. Everyday login issues



- If you have forgotten your username or password you can use the tools available on the login screen following the instructions as outlined in the previous steps.
- If you no longer have access to the email address or mobile phone number associated with your BSP account you must contact BSP to have these updated to access the Digital Hub.
- One time PINs are delivered to both your email and mobile number. If email is not displayed, check your junk mail folder in your email client.
- BSP can update your email, mobile or reset your password. Contact BSP on (678) 22084 or visit your local branch.

4. Payment issues



- Depending on the type of payment completed, there may be delays in the recipient receiving funds. International payments will generally take the longest.
- Peer 2 Peer (P2P) payments allow customers to send payments to anyone domestically with just a recipient's email or mobile number. Payment will not be transferred until the recipient accepts the payment in the Digital Hub.
- Maximum payment amounts and frequency are dependent on the limits configured for your account. Contact BSP if you need to make a larger payment than your limits allow.
- Business customer payment transactions may be subject to approval by a manager before a payment is finalised.

5. Navigation issues



The new Landing Page has **Dashboards** to give you a snapshot view of your key data and transactions. The dashboard may show different information depending on the type of account and products you have.

Most Internet Banking functions are available by accessing the **side menu** on the top left of the window as shown below.



The Digital Hub is also available through the web browser on your mobile phone and displays a similar navigation menu.



All of the same Internet Banking features are available on the Digital Hub whether you access from your computer or a mobile phone browser



5. Navigation issues



Some menu items in the side menu may be in a collapsed state, that means that they are hidden together under a grouped menu heading.

Welcome BLIMEY BLENKINS
Your last login was on 11 Feb 01:08 PM

- Accounts >
- Payments
- Mail Box >
- My Profile

">" indicates there are other items grouped under Accounts



Sub-menu items are now expanded and selectable



Welcome BLIMEY BLENKINS
Your last login was on 11 Feb 01:17 PM

- Accounts ▾
 - Current and Savings >
 - Term Deposits >
 - Loans and Finances >

Expanding sub-menu items may be multiple levels deep

6. Two factor authentication issues



Two factor authentication is an added layer of protection that confirms your identity at the point in time you are completing a transaction. BSP uses three types:

- **One-time PIN (OTP)** This is a number that is sent via email and SMS. At the time of completing a transaction this code must be entered
- **Secret Questions** – these are questions and answers set up by you, that only you would know the answer to.
- **PaySecure App** – this is an app downloaded to your phone which displays a constantly refreshed PIN that you must enter when prompted during a transaction.

Depending on how your account is set up, you may have any of the above authentication types.

6. Two factor authentication issues



Things to check if two factor authentication is not working for you:

- Check spam or junk mail for non-arriving OTPs.
- If nothing in junk mail, check that mobile number and email are correct in your online user profile (contact BSP to update).
- For secret questions and answers, check capitalisation and alternate spellings if answer is incorrect.
- For customers using PaySecure, be sure that the app is downloaded and open when completing transactions.
- If little time is remaining for PIN in PaySecure, wait for refresh before entering new PIN.
- If two factor method is not working, contact BSP to switch to an alternate method.

7. Business or personal account issues



In the previous BSP Internet Banking system you may have had a business account linked to your personal account. In the new BSP Digital Hub you will have two separate, unlinked usernames and passwords if you have a business and a personal account. Here are some things to be aware of:

- You may use the same email address or mobile numbers for your business or personal Digital Hub account.
- Your business account usernames will be different than your personal account username, and it's a good practice to give them distinct passwords
- If you receive a One Time Pin, be aware of which account the PIN is intended for.
- Log out completely from one account before attempting to log into the other.
- If you are using the SecurePay app for 2 factor authentication, you may have both accounts registered to use the app.