

Baiduri b.Digital Personal mobile app troubleshooting guide

Refer to the guide below where we illustrate scenarios that you may encounter. If you still are not able to access your Baiduri b.Digital Personal account, you can visit any of our branches or Digital Hub at Baiduri Bank Headquarters during office hours. You can also call our 24-hour Customer Helpline at 244 9666.

Registration and log in

- Are you a new user?
To learn more on how to register for new users, [click here](#).
- Are you an existing user?
To learn more on how to log in for existing users, [click here](#).

Troubleshooting guide

Scenario	What should I do?
Have you forgotten your User ID?	Call our 24-hour Customer Helpline at 244 9666 to get your User ID. <i>Note: Your User ID may not necessarily be the same as your Display Name.</i>
Have you forgotten your Password?	Reset your password by using the b.Digital Personal web platform by clicking on Forgot Password . <i>Note: Your password set is not the same as your mPIN.</i>
Did you encounter the following message? <i>"Sorry, we are unable to service your request"</i>	This is due to the high incoming network traffic from users updating the app. It's best to come back later and try again at a later time.

<p>Did you encounter the following message after logging in?</p> <p><i>"Please enter the valid secure code via soft token."</i></p>	<p>Change your device's clock time to Auto.</p>
<p>Did you encounter the following message after logging in and changing your password?</p> <p><i>"Invalid credentials"</i></p>	<p>This means that there might be characters you have used that is not accepted in a password.</p> <p>Try resetting your password again with simple characters, like @ \$. #</p> <p>Avoid using characters like < > ^ & *!</p>
<p>Did you encounter the following message when resetting your password?</p> <p><i>"Loading page"</i></p>	<p>If you have encountered type of messages, you can do one of the following:</p> <ul style="list-style-type: none"> • Visit Digital Hub at Baiduri Bank Headquarters • Visit your nearest Baiduri Bank branch • Call our 24-hour Customer Helpline at 2449666
<p>Did you encounter the following message after logging in?</p> <p><i>"We are unable to register your token."</i></p> <p>or</p> <p><i>"Your digital token has been locked due to multiple invalid login attempts. For assistance, please call 244 9666."</i></p>	