I forgot my password, what should I do?

我的密码忘记了，该怎么办？
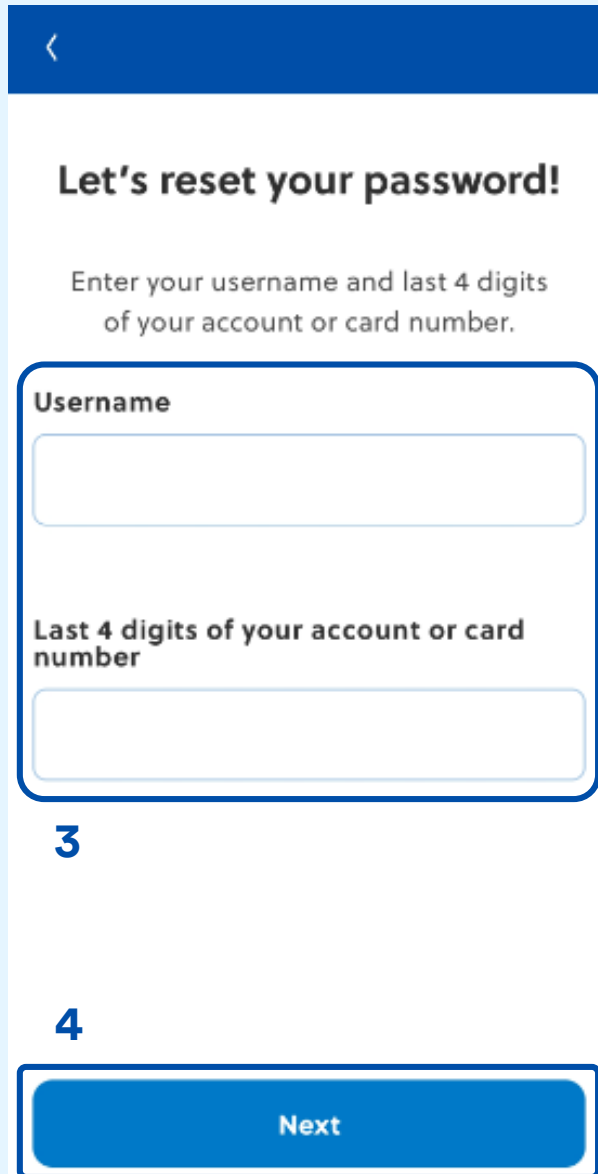
1. **On the log in page, tap "Need help logging in?"**

在登录页面，点击？"需要帮助登录" (Need help logging in?)

What would you like to do?

I'd like to get my username 〉

I'd like to reset my password 〉

2
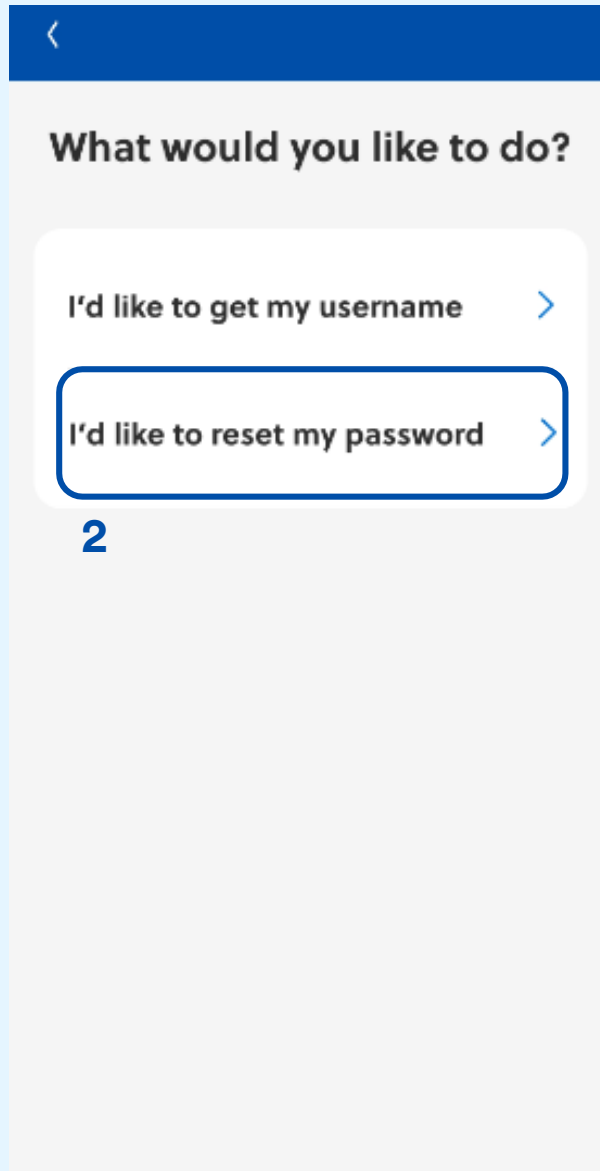
2. **Then tap "I'd like to reset my password".**

然后点击 "我想重设密码"
(I'd like to reset my password)

Let's reset your password!

Enter your username and last 4 digits of your account or card number.

Username

Last 4 digits of your account or card number

3

4

Next

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3. **Enter your username and the last four (4) digits of your account or card number**

输入您的用户名和您账号或卡号的后4位数

4. **Then tap Next**

然后点击下一步 (Next)

5. Enter the One-Time PIN (OTP) sent to your registered mobile number to confirm your account.

输入发送到您注册手机号码的一次性密码 (OTP) 以确认您的账户.

Create a new password

Enter new password

- Must have at least 8 characters
- Must contain a lowercase letter
- Must contain an uppercase letter
- Must contain a number
- Must contain a special character (except ' " \)
- Must not be an old password

Confirm new password

6

Your new password will not be reflected in the old online banking app and site.

7

Submit

6. Set-up your new password

- Must have at least 8 characters
- Must contain a lowercase letter
- Must contain an uppercase letter
- Must contain a number
- Must contain a special character (except backslash [\], double quotes [""] and single quote [']
- Must not be an old password

设置新密码
- 必须至少包含 8 个字符
- 必须包含一个小写字母
- 必须包含一个大写字母
- 必须包含一个数字
- 必须包含一个特殊字符（反斜杠 [\]、双引号 [""] 和单引号 [']除外）
- 不可使用旧密码

7. Then tap Submit

然后点击提交 (Submit)

Once password reset is successful, you can already use your new password to log in to your BDO Online app*

密码重置成功后，您即可使用新密码登录BDO Online应用程序*

Password reset made in the new BDO Online app will not reflect in the old Online Banking website and BDO Digital Banking app.
You will receive an email notification for every successful password change.

在新版BDO Online应用程序中重置的密码将不会体现在旧版网上银行网站和
BDO Digital Banking应用程序中。
每次密码成功更改时，您都会收到一封电子邮件通知。

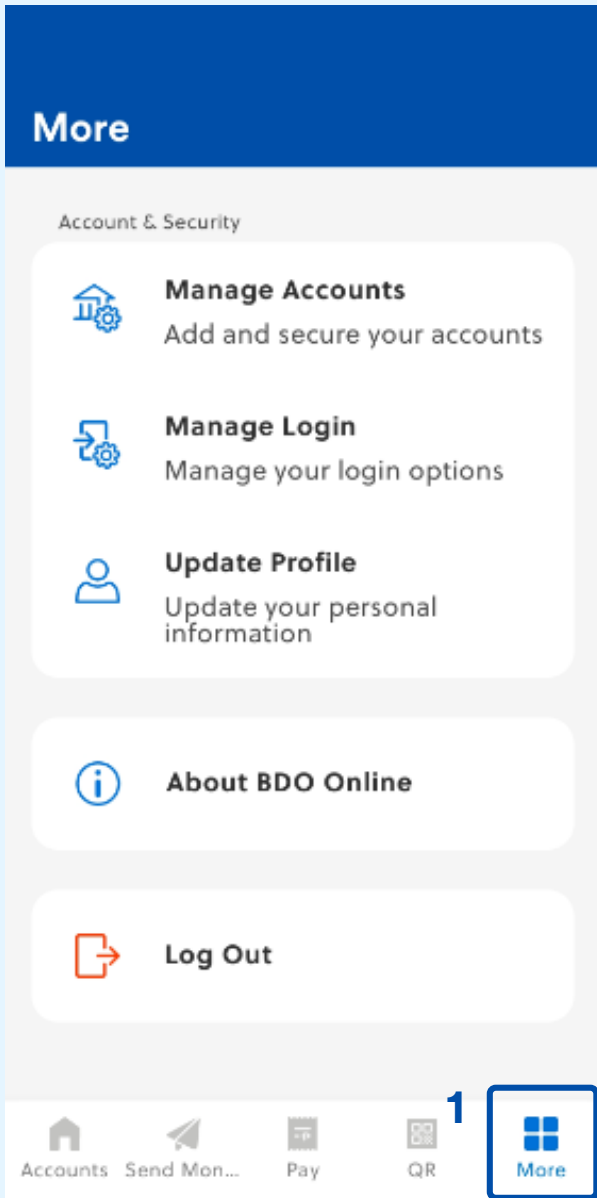# Update Mobile Number or Email Address via BDO Online App

(Update is immediate and real time only for BDO Online App and BDO Pay App, this does not affect BDO Online Banking and BDO Digital App.)

Log in to your BDO Online App and follow the steps.

通过BDO ONLINE应用程序更新手机号码或电子邮件地址
(即时更新功能仅适用于BDO Online应用程序和BDO Pay 应用程序，不适用于BDO 网上银行和BDO Digital应用程序.)
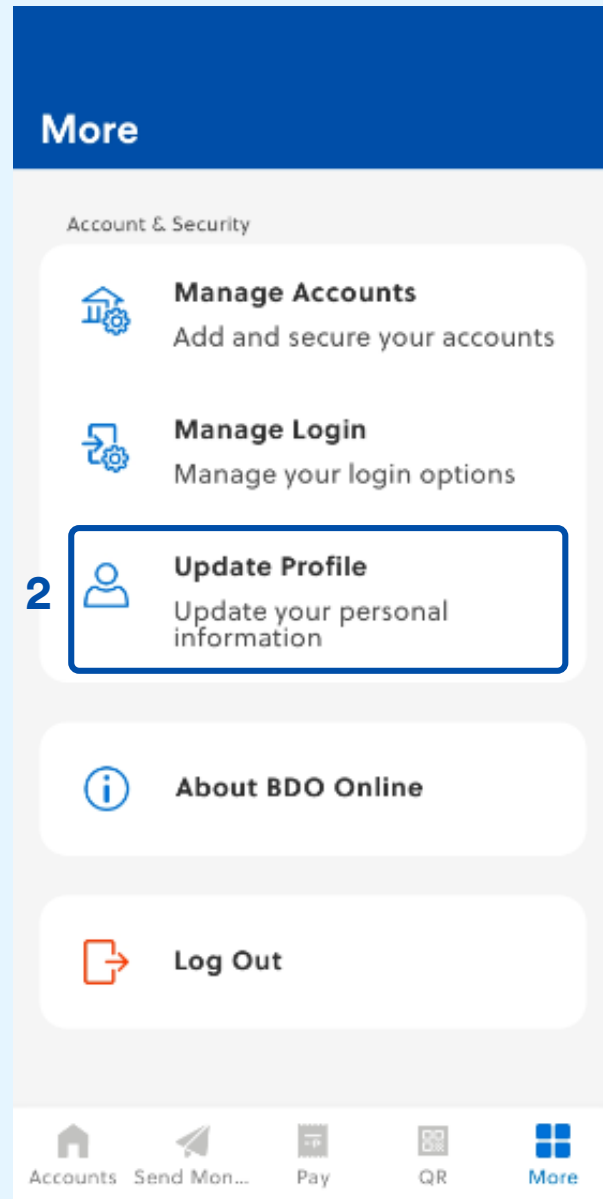
请登录到您的BDO Online应用程序并按照步骤操作。

BDO online

My Accounts

Checking Accounts

REGULAR CHECKING PHP XXX,XXX.XX

Savings Accounts

REGULAR SAVINGS PHP XX,XXX.XX

Credit Cards

GOLD VISA PHP XX,XXX.XX

GOLD MASTERCARD PHP XX,XXX.XX

Loans

PERSONAL LOAN PHP XX,XXX.XX

1. **Tap "More" located at the bottom right of the screen**

   点击右下角的 "更多 (More)"

2. Tap "Update Profile"

点击"更新个人资料 (Update Profile)"

Update Profile

Mobile Number

0917

Email Address   **3**

.com

If both contact information are not updated, call BDO
Contact Center at (+632) 8631–8000 for assistance.

3. **Tap the arrow of the mobile number or email field (choose one at a time).**

点击手机号码或电子邮件字段上的箭头 (一次选择一个).
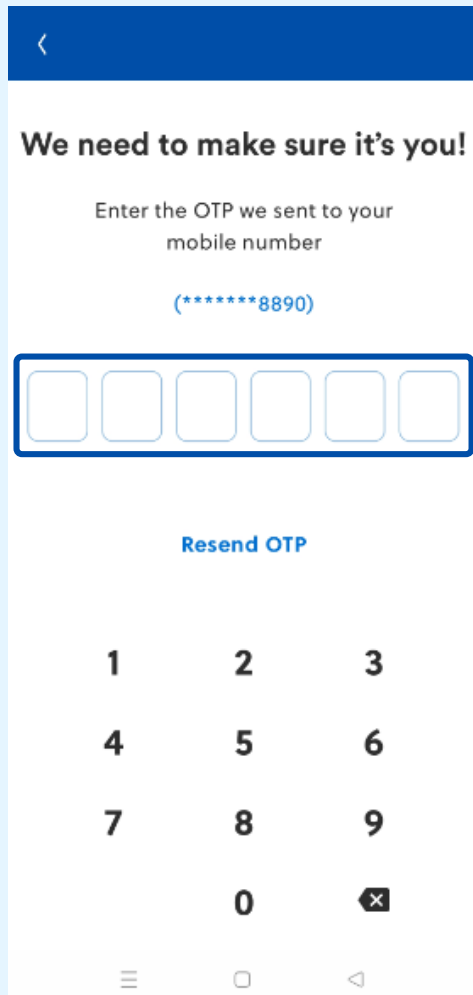
4. Enter the new email address or mobile number

输入新的电子邮件地址或手机号码

5. **Confirm update by entering the OTP sent to your mobile number or email address as per system instructions.**

按照系统指示，输入发送到您手机号码或电子邮件地址的一次性密码 (OTP) 以确认更新.

6. The update is completed and takes effect immediately.

更新已完成，且即刻生效

*Mobile number update made in the new BDO Online app will not reflect in the old Online Banking website and BDO Digital Banking app.

*在新版BDO Online应用程序中进行的手机号码更新将不会体现在旧版BDO网上银行网站和BDO Digital Banking应用程序中