Visa Secure Authentication Process and DIGIPASS250 Guide

What is a DIGIPASS250?

A DIGIPASS250 is an authentication device that generates a One Time Passcode (OTP) for completing certain online transactions.

What is the One Time Passcode (OTP)?

The OTP is a code that will be generated to your personal DIGIPASS250.

How do I use my DIGIPASS250?

Before you can start using your device, you need to **register and activate** it:

To register your device please call your Banking Support team and they will ask you to provide the serial number from the back of the DIGIPASS250.

Private Banking Support: +44 (0)20 7012 2600
Commercial Banking Support: +44 (0)20 7012 2100

Once your device is registered, you need to activate it with the temporary 4 digit PIN code from us by following these four steps:

	To activate your device:	The display on the device will show:
1.	Press ◀ to turn on the DIGIPASS250	PIN
2.	Enter the temporary 4 digit PIN code	NEW PIN
3.	Now enter 4 digits of your choice that you can remember for future use	PIN CONF
4.	Enter your new PIN code again	NEW PIN CONF
	Your DIGIPASS250 is now ready to use.	

Using your DIGIPASS250

When asked to enter a One Time Passcode (OTP) during an online shopping payment:

Turn on your DIGIPASS250 by pressing ◀
Enter your chosen 4 digit PIN code
The DIGIPASS250 will generate a **One Time Passcode** for you to complete your online transaction.

Please note: We would like to remind you that the security of your DIGIPASS250 and personal PIN code are your responsibility. Do not share this device with a third party and keep your PIN code confidential.

Frequently asked questions

What if I enter my DIGIPASS250 PIN code incorrectly?
The DIGIPASS250 will be locked automatically after 4 invalid PIN attempts. To unlock the device please contact your Banking Support team on the numbers below.

Can I use the OTP for multiple transactions?
No, each OTP is valid for a single transaction only.

Can I opt out of OTP authentication?
No, an OTP is mandatory for websites that support the Visa Secure authentication process.

Do I use the same DIGIPASS250 for replacement cards issued in the case of lost, stolen or renewed cards?
Yes, you use the same DIGIPASS250 for any online transactions using these new cards.

Who should I contact if I experience problems?
If you experience any problems while making a transaction that requires an OTP please call us.

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