



MOBILE BANKING

One stop digital solution to cater all financial and banking needs of BOP customers

 USER GUIDE



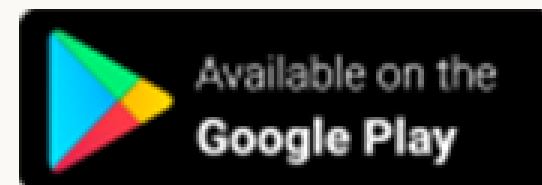
SETTING UP THE APP

Android User?

Visit Google Play Store

Type DigiBOP in Search

Download the app and
open once its ready!

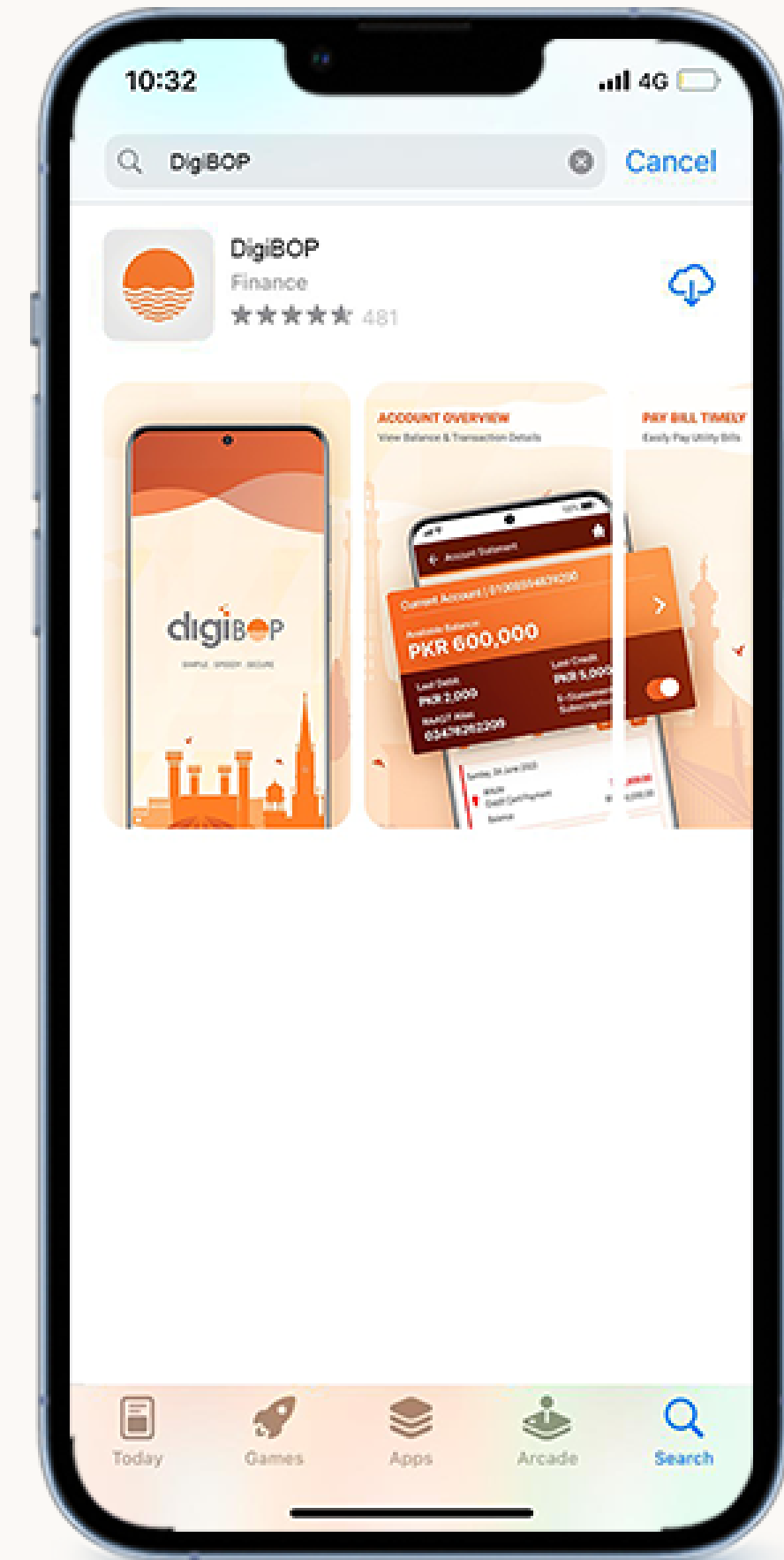


iPhone User?

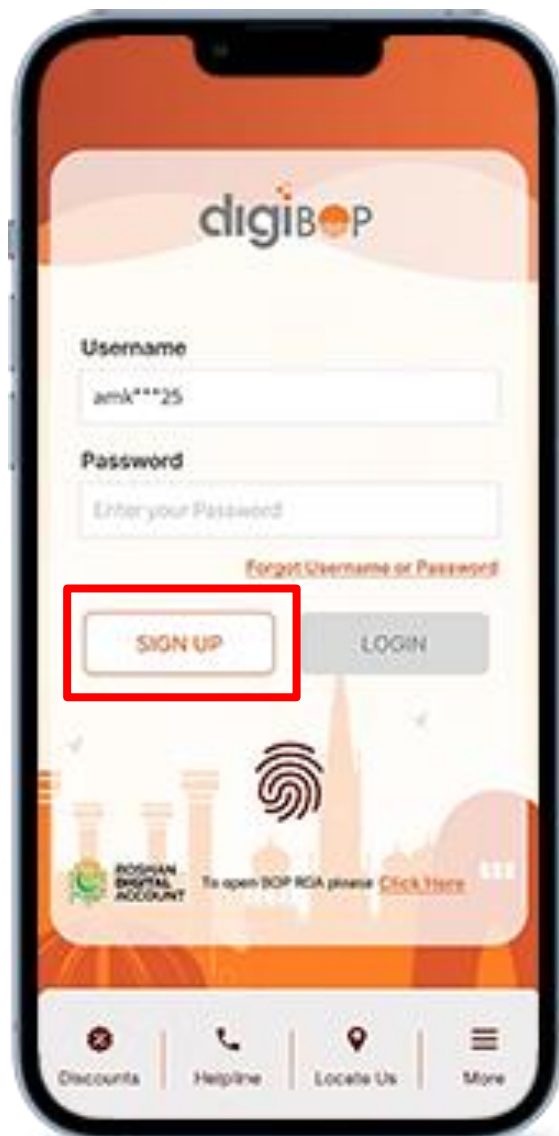
Visit apple App Store

Type DigiBOP in Search

Download the app and
open once its ready!



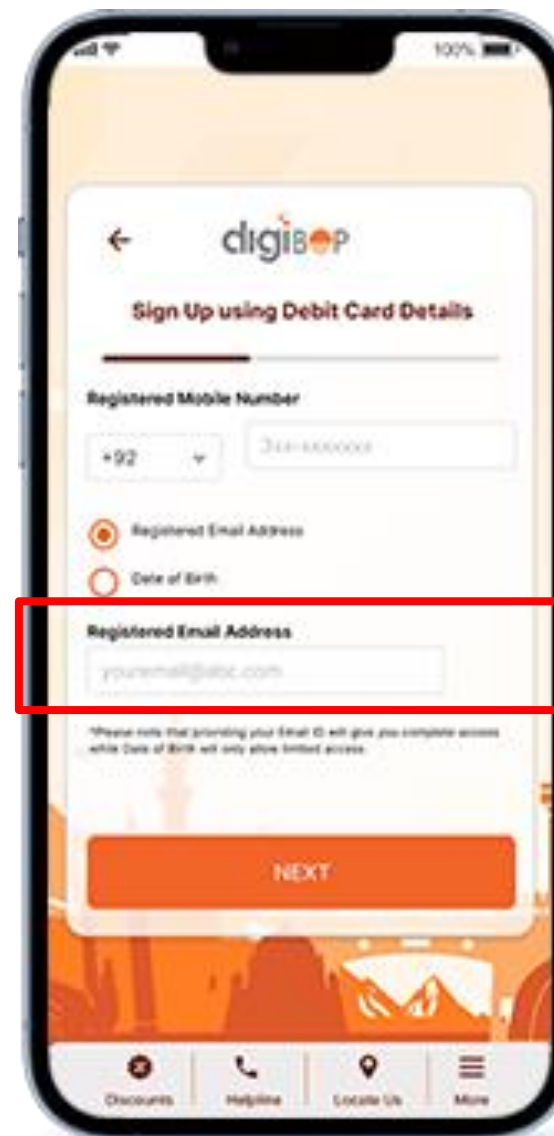
REGISTER TO DigiBOP



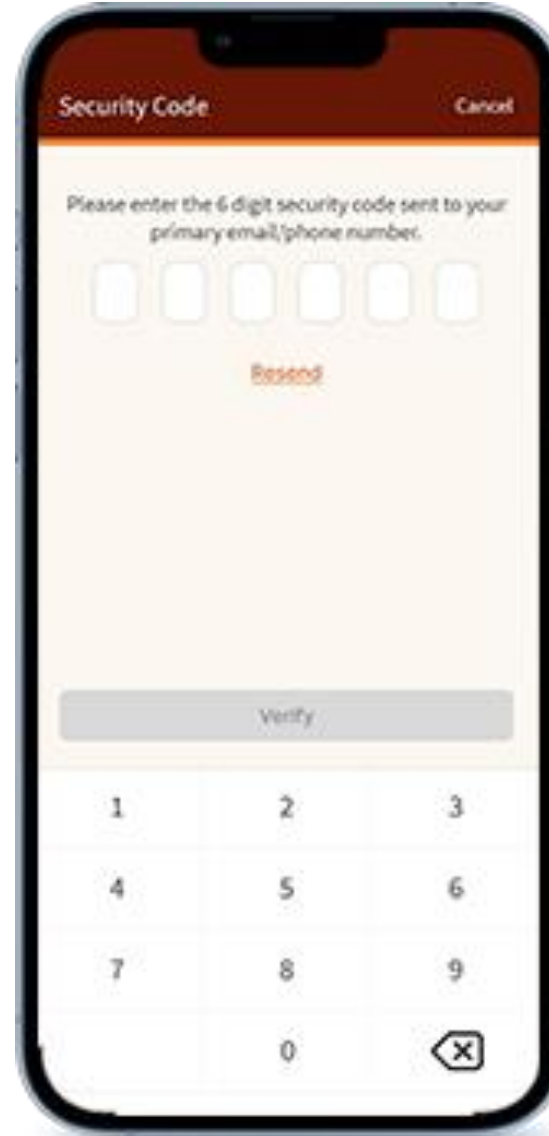
Click on SIGN UP button



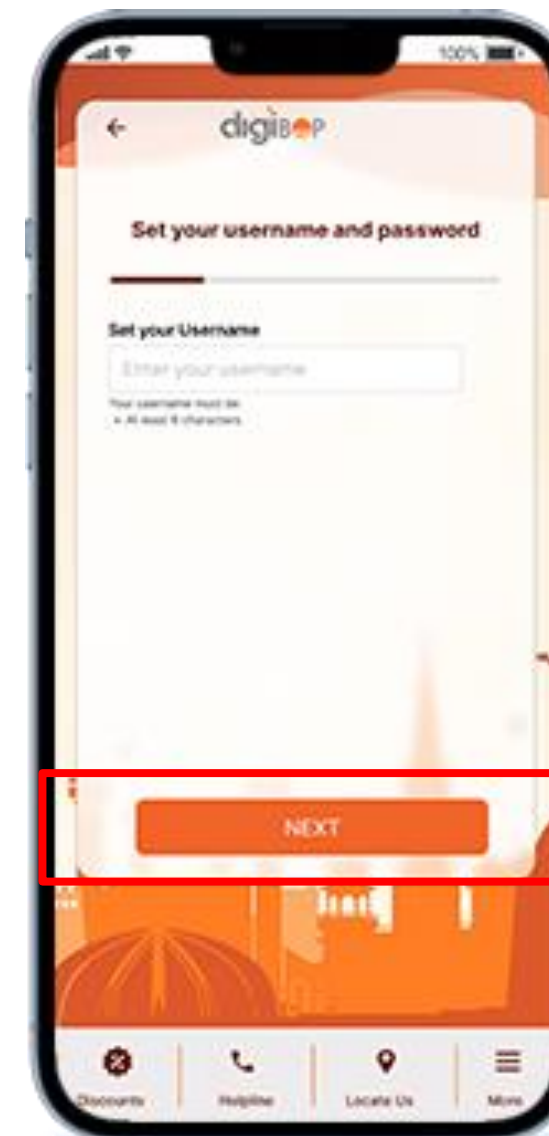
Enter CNIC/ATM No / PIN



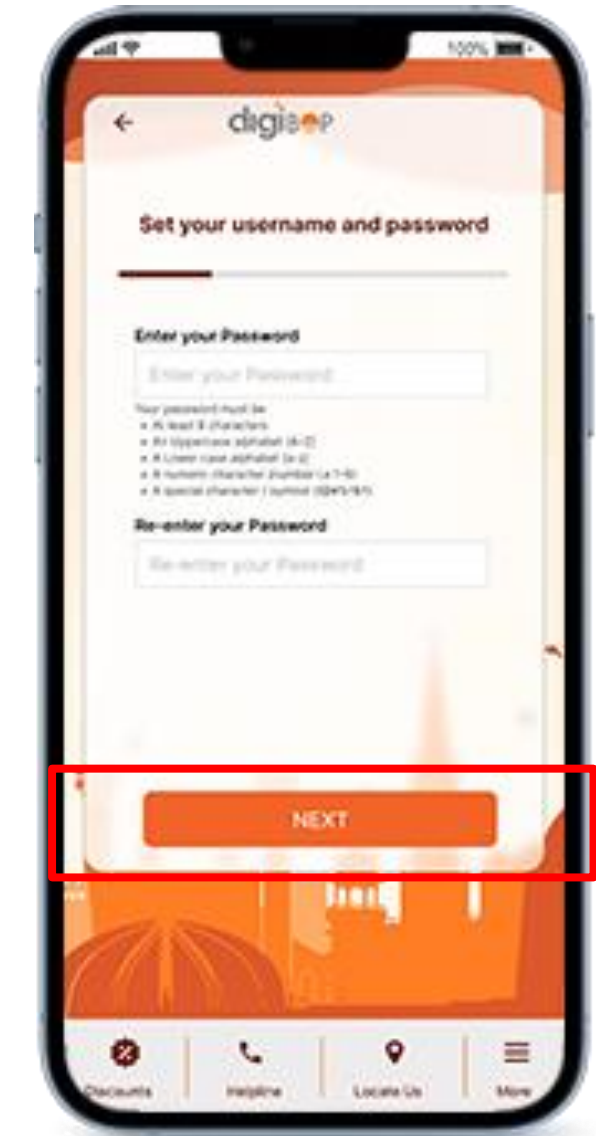
Enter Registered Mobile No/ Email id



Enter OTP to verify



Set Username

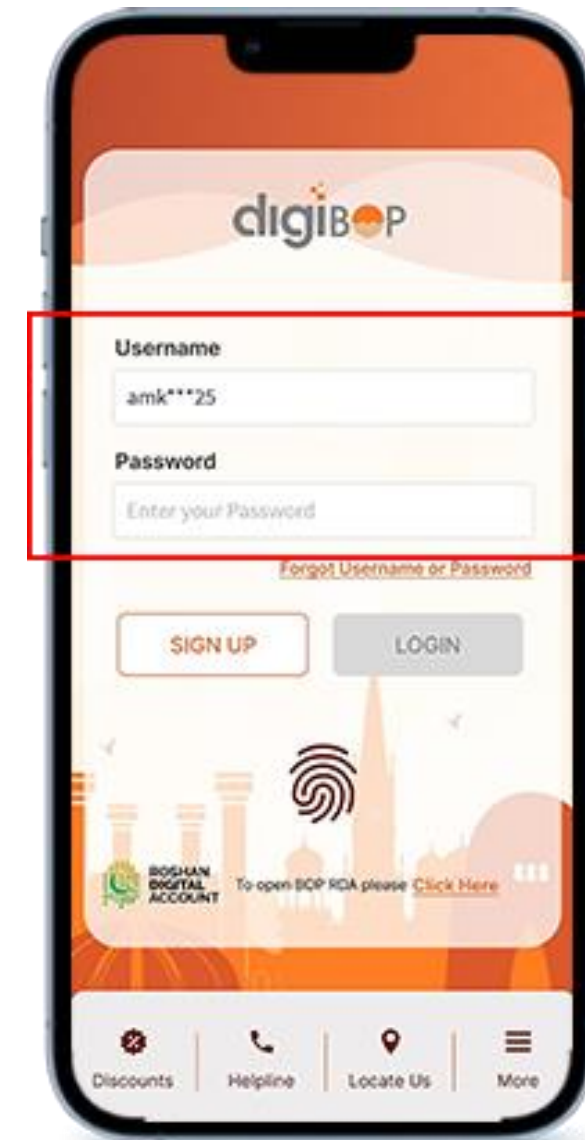
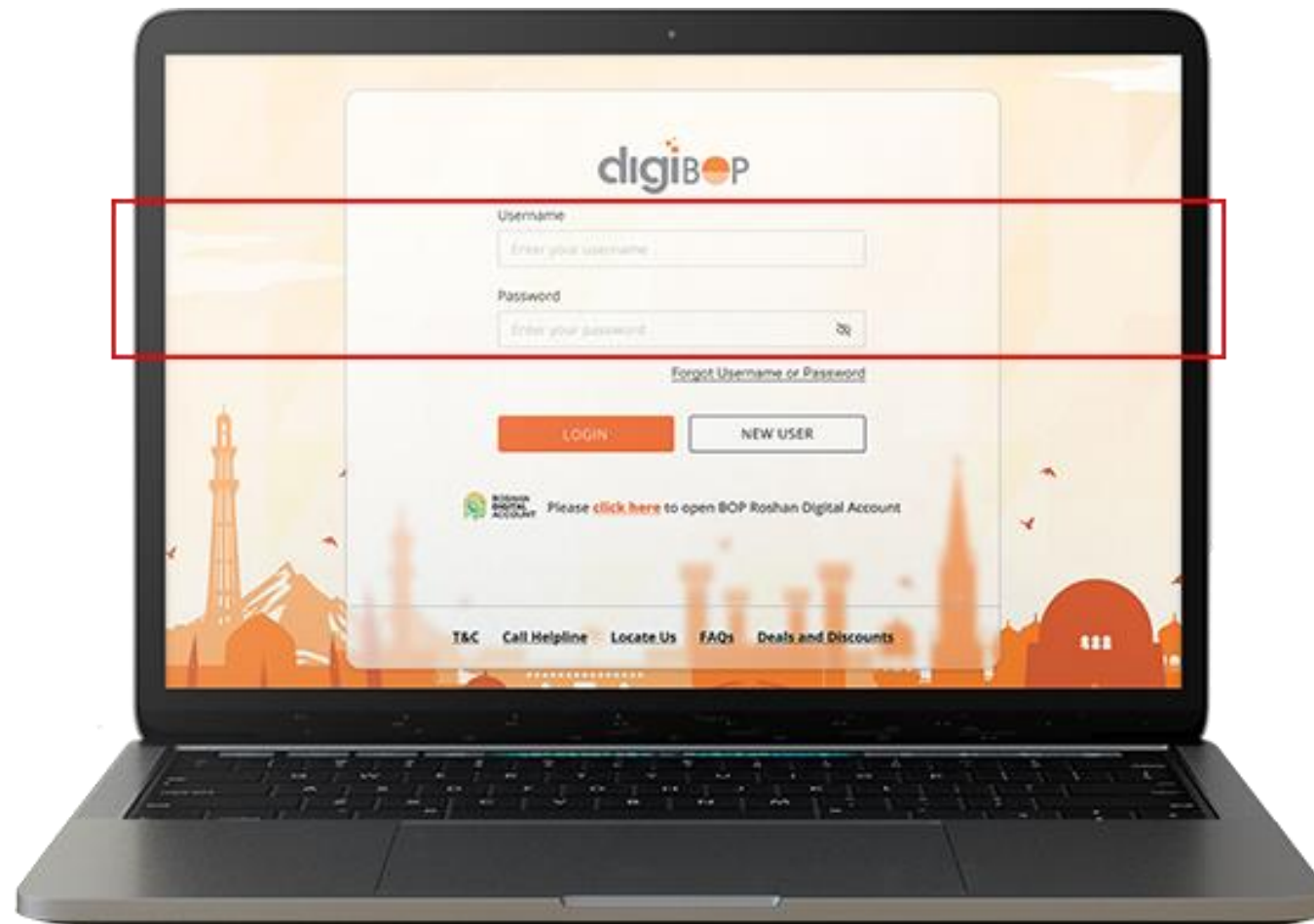


Create your password

Note

- If your email id, mobile number is not updated in bank records, please visit branch to get your details updated in bank records. Email is **mandatory** to sign up on **digiBOP**
- If your debit card is not active or blocked? Visit branch or call helpline (042-111-267-200) to get your card activated.

LOGIN- INTERNET BANKING USER

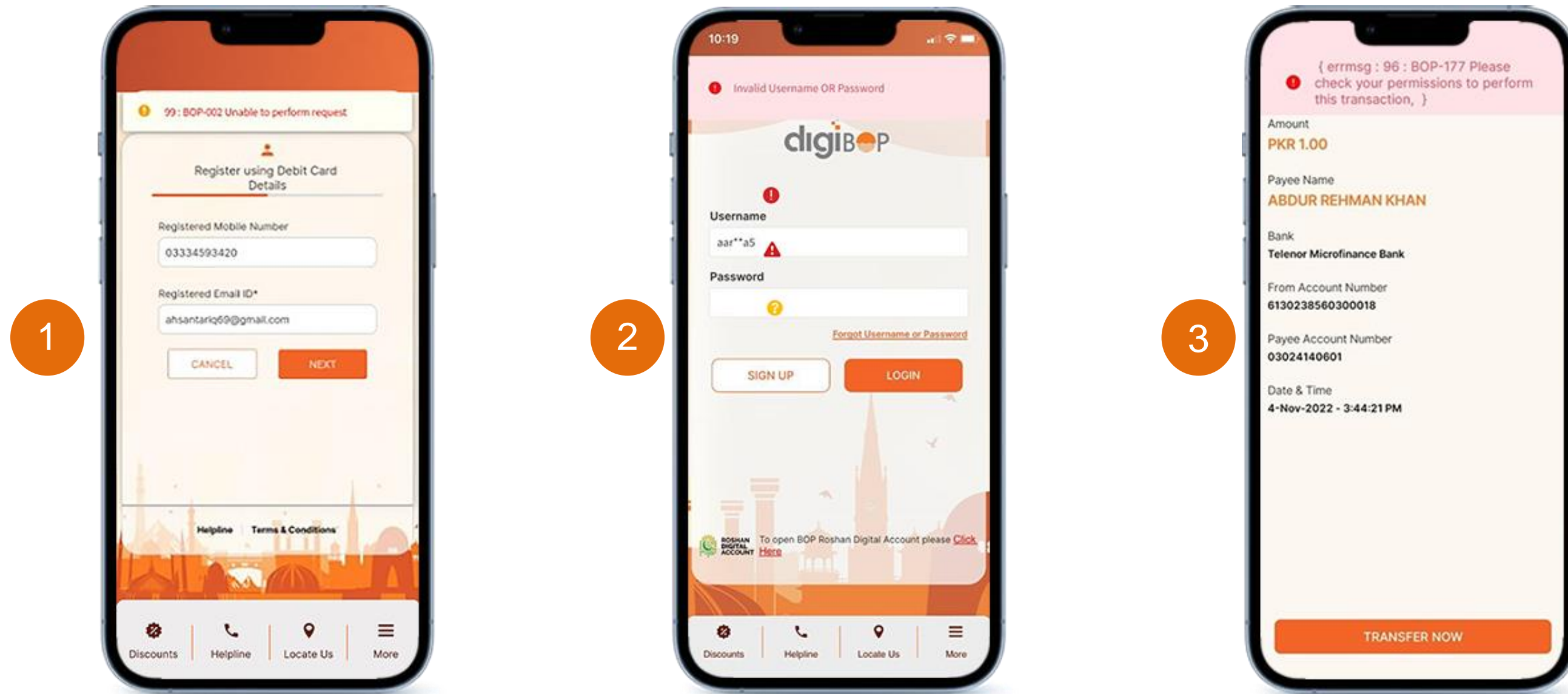


Enter username/password of DigiBOP IB & Tap **LOGIN**

Note

- You will receive OTP on every login at your registered mobile number/ email id from "8267"
- Incase you do not remember your password, click on "forgot username or Password" link to reset

COMMON ERRORS FACED



1. This means your email/mobile number is not updated in bank records. Please visit branch to get your details updated in bank records
2. you are already registered on DigiBOP and doesn't remember your credentials. Kindly proceed with forgot password option to reset your password and login.
3. Please call helpline 111-267-200 to give you permissions to make transactions on DigiBOP Mobile App

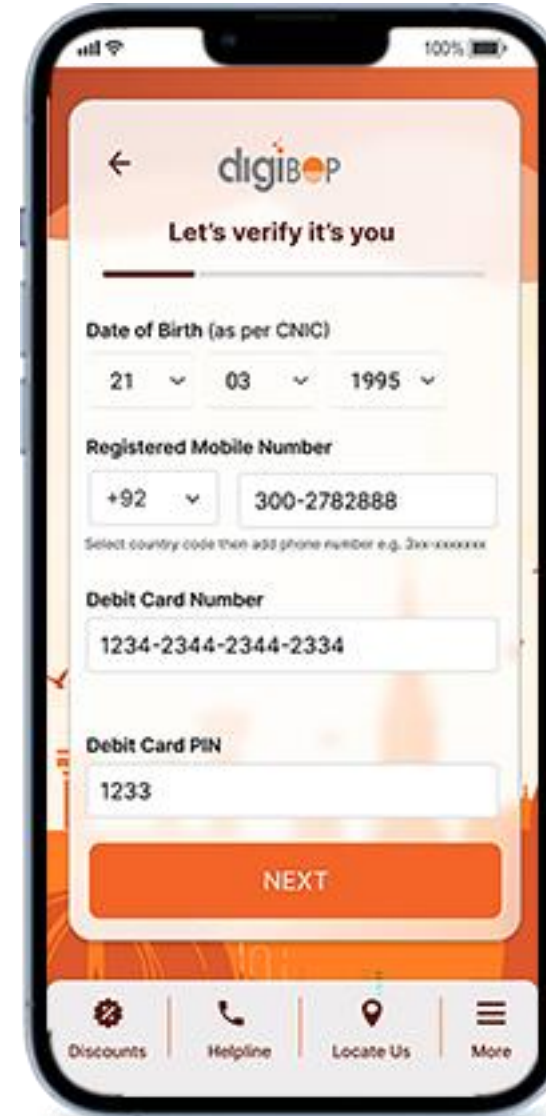
FORGOT PASSWORD



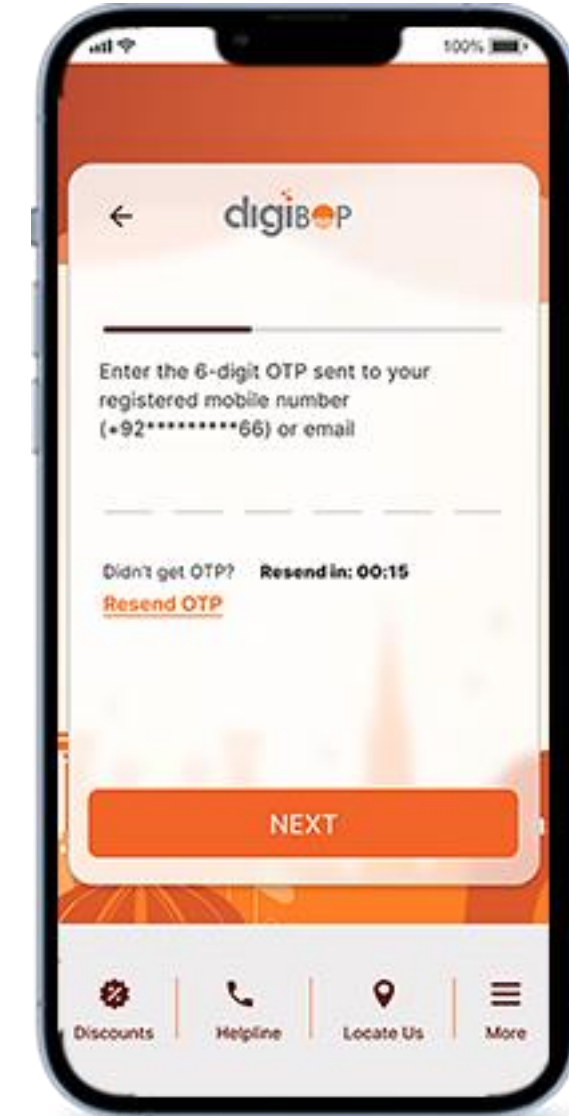
Tap on forgot password



Enter CNIC and Captcha



Enter details

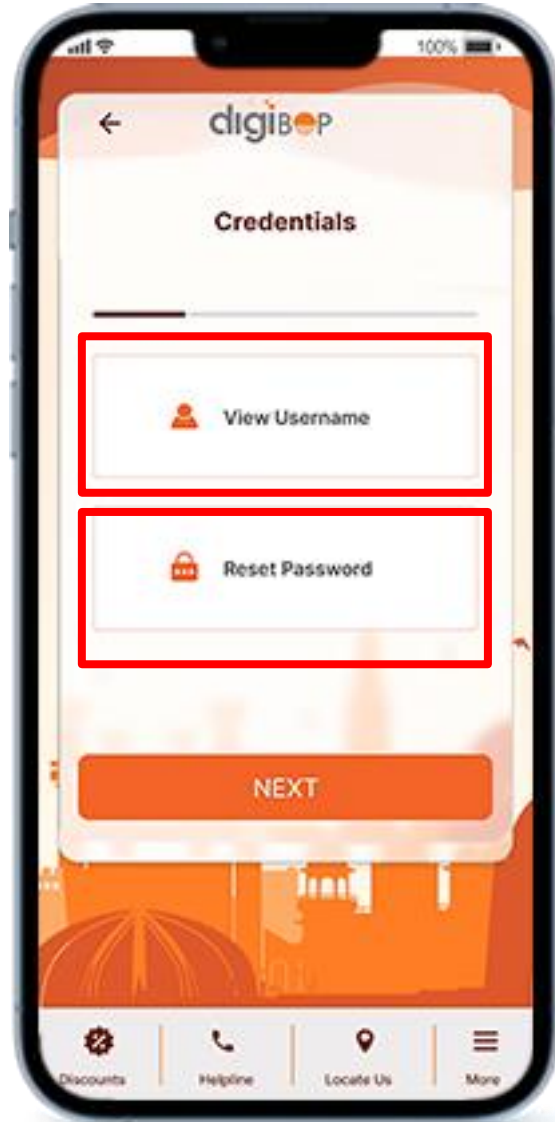


Enter OTP

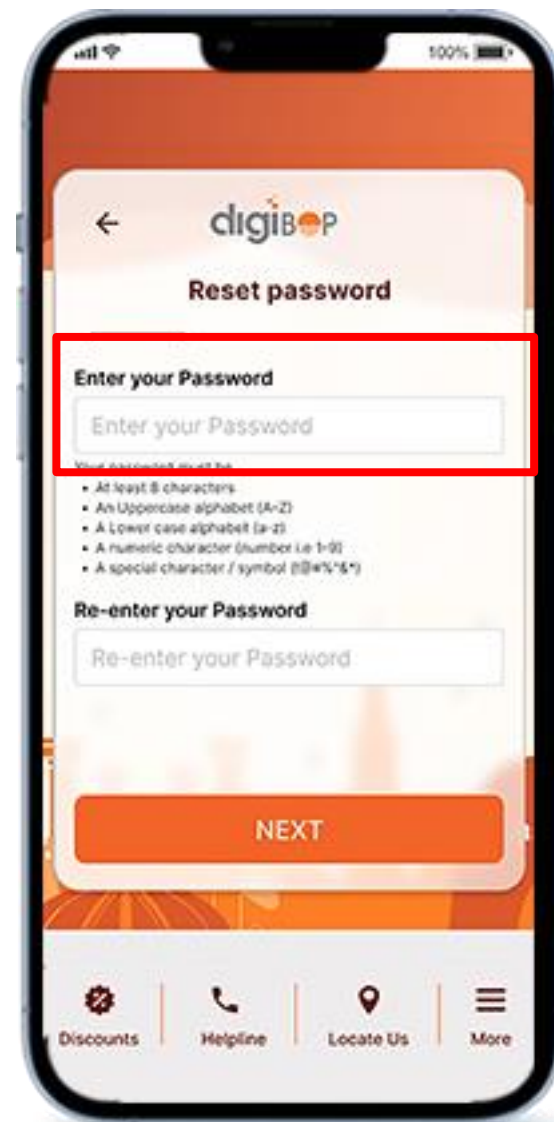
Note

- Email id is not mandatory to reset password
- Do not give your personal details to anyone

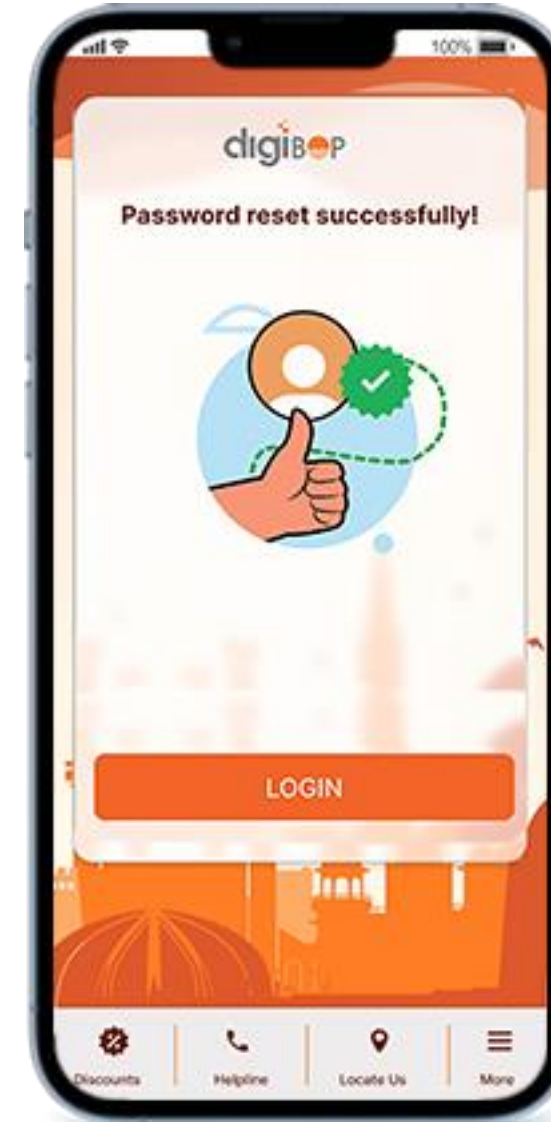
FORGOT PASSWORD



View username / Reset password



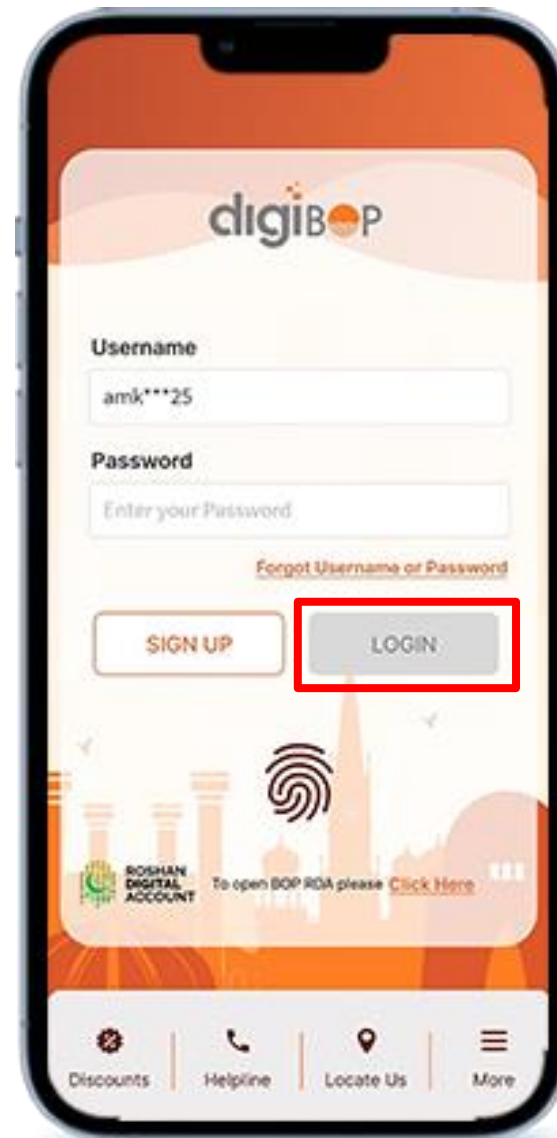
Enter your password and Re-enter your password



Note

- Email id is not mandatory to reset password
- Do not give your personal details to anyone

DASHBOARD



Enter Username/password to
LOGIN



Enter OTP to verify



View Dashboard

FEATURES

- **Account information**
- *Balance (concealable)*
- *Account Number/ IBAN*
- *Branch Details*
- *Number of Accounts*

- **Gateway to all features in App.**

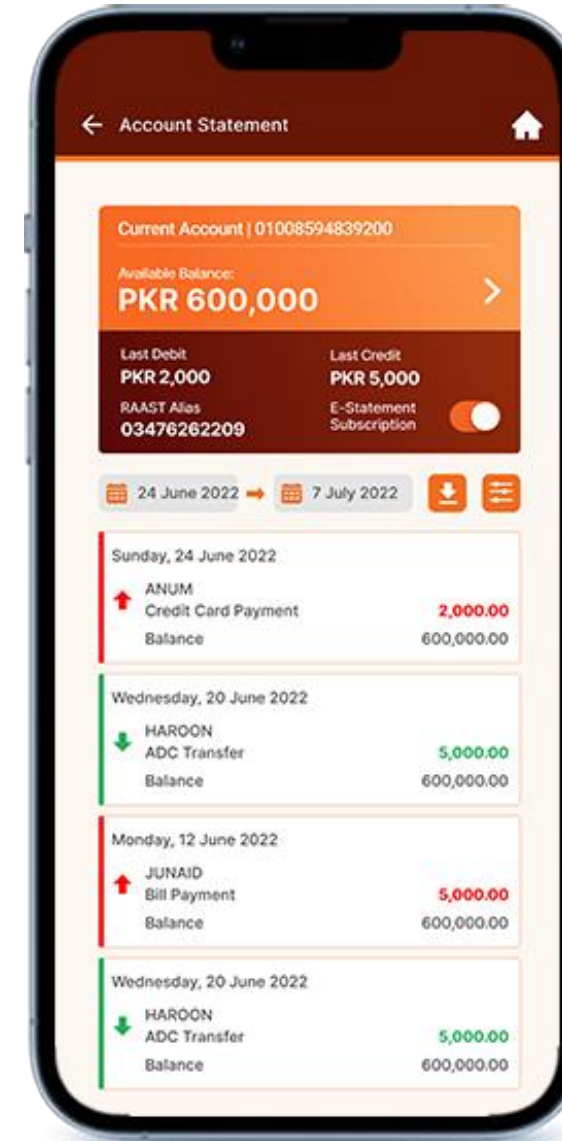
Note

- OTP is sent to registered email id and password for every login
- Do not give your personal details to anyone

ACCOUNTS SECTION



Click on Accounts Icon



Select dates to view account statement

FEATURES

- Account Balance
- Account Statement
- Credit/ Debit Transactions
- E- Statements

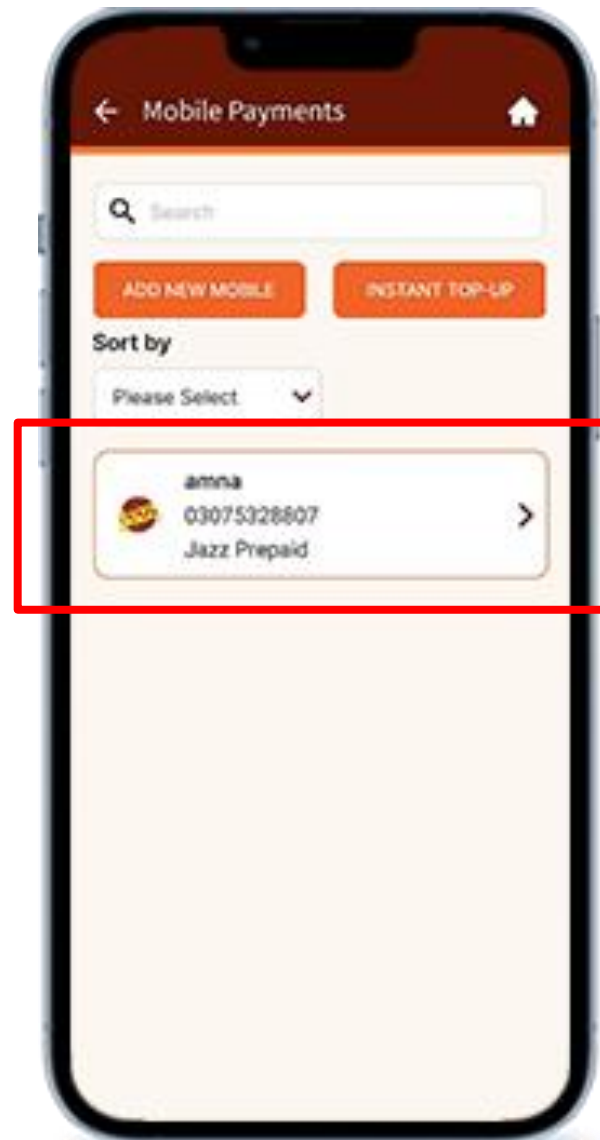
Note

- How to enable E-Statement (Toggle ON/OFF)
- Account Statement

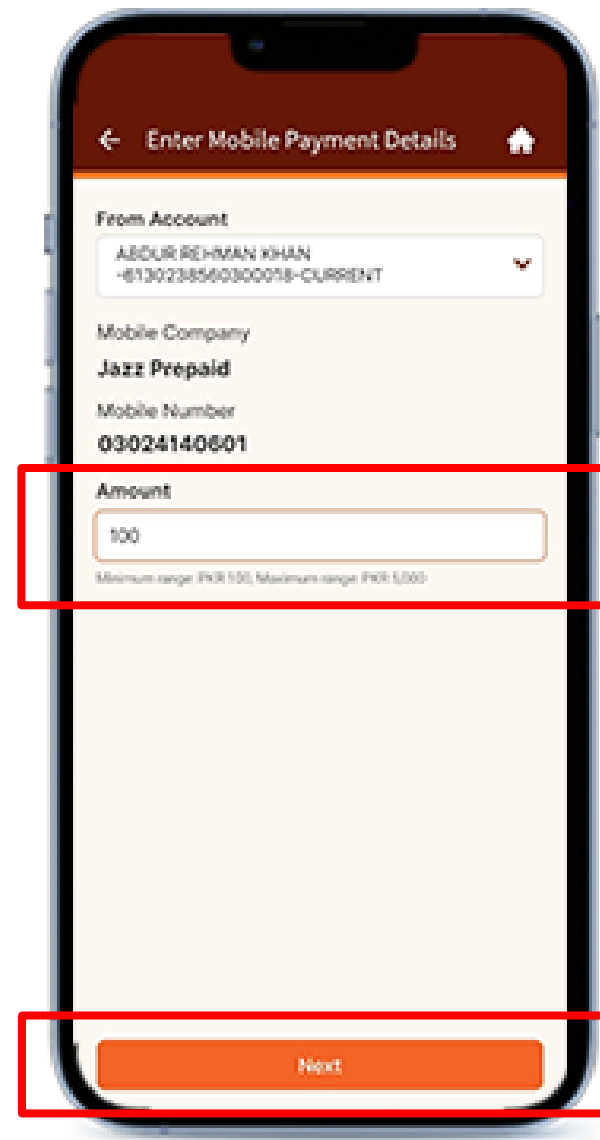
MOBILE PAYMENTS



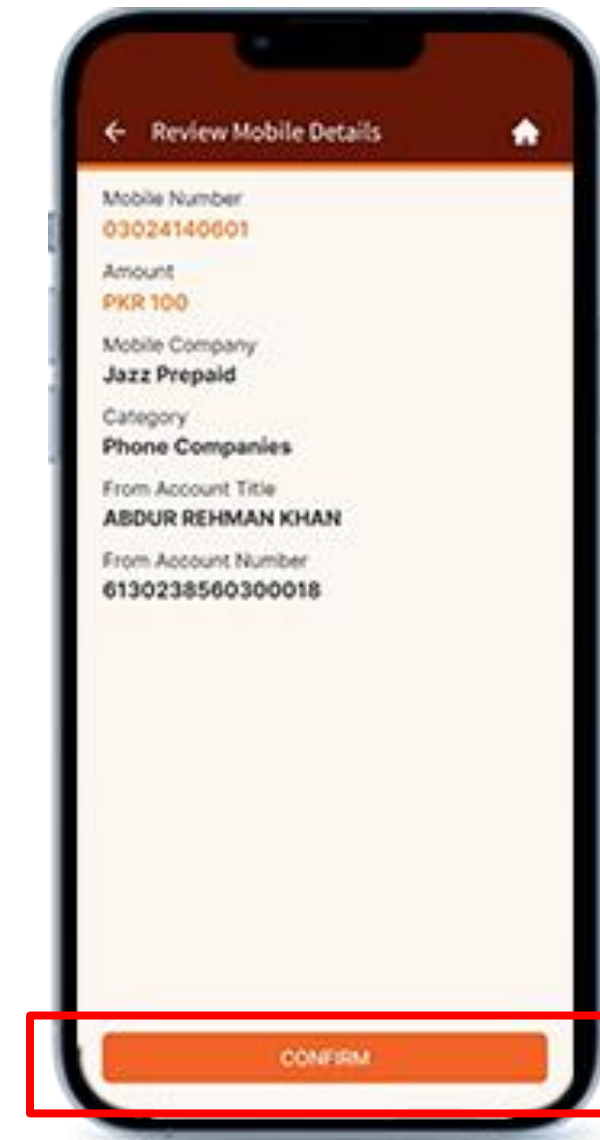
Tap on Mobile Payments Icon



Tap on added payee to initiate payment



Enter Amount



Review Details & Tap Confirm



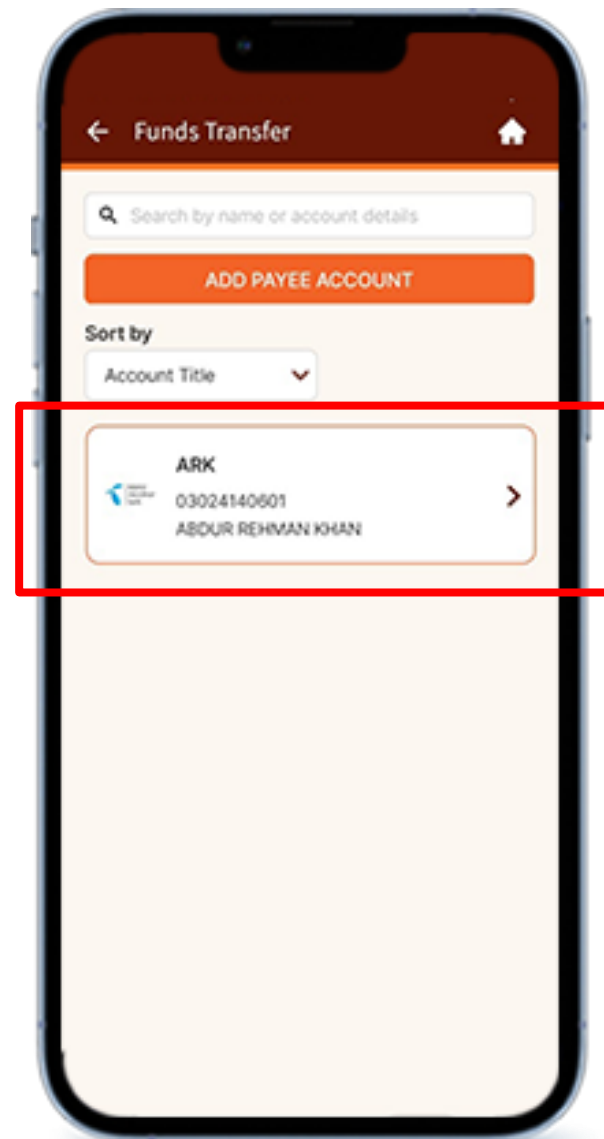
Note

- User can also use instant payment option to send recharge on any number
- To Add Payee, click on **Add New Mobile** Button on the top

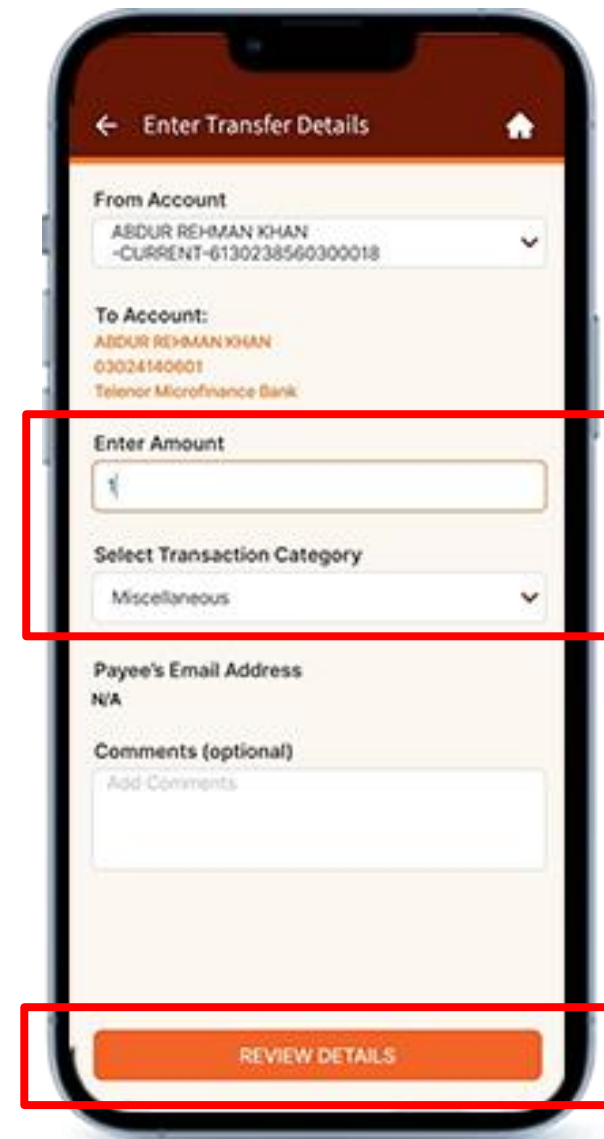
FUNDS TRANSFER



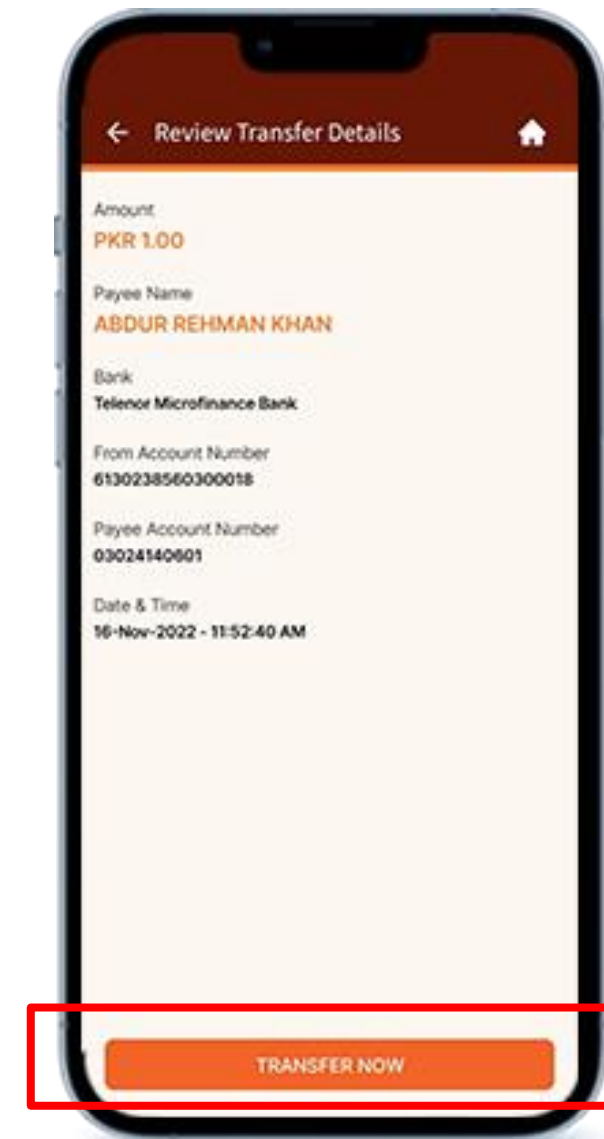
Tap on Mobile Payments Icon



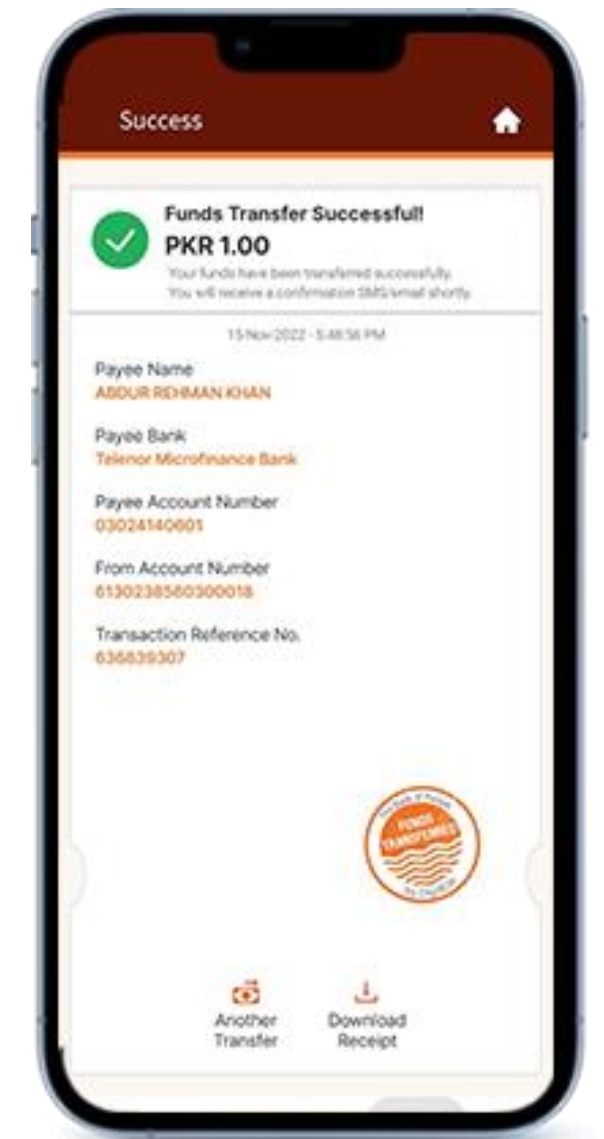
Tap on added payee to transfer funds



Enter Amount



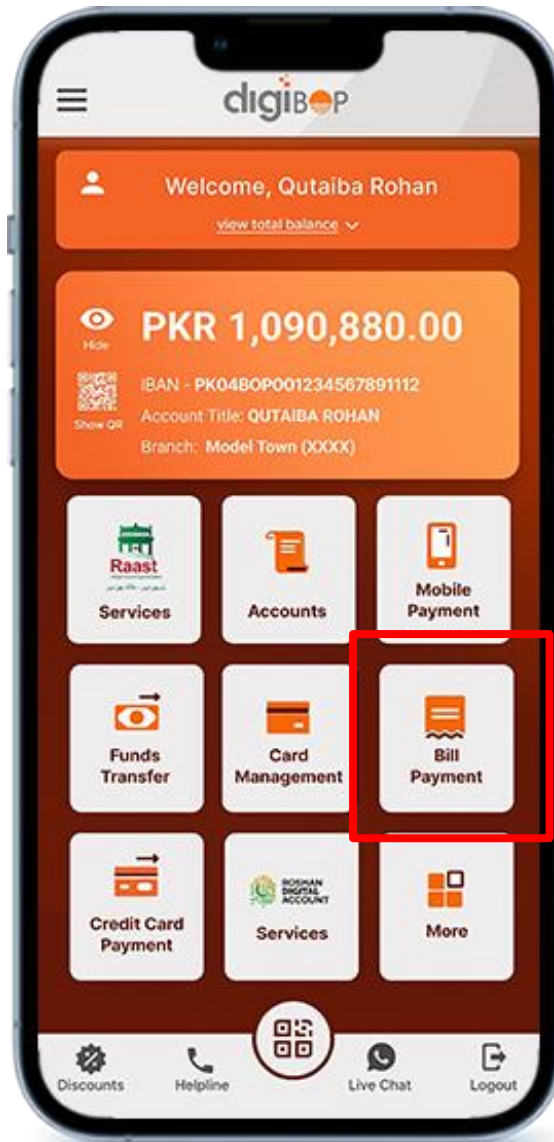
Review Details & Tap Confirm



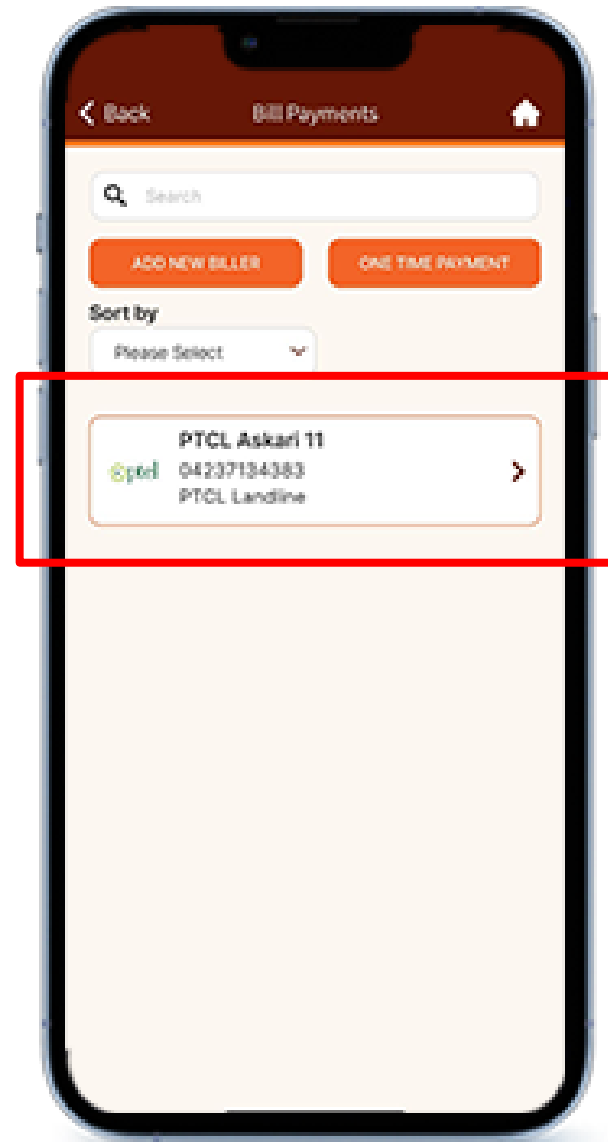
Note

- User can transfer funds to BOP account and to any other bank account as well.
- To add payee, tap on **add payee account** button

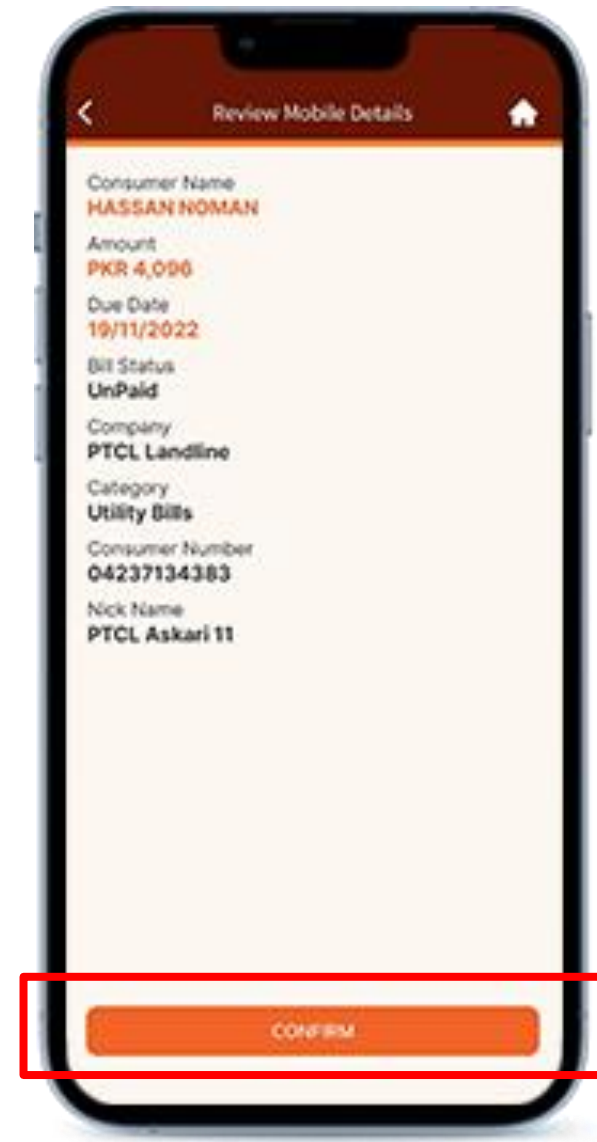
BILL PAYMENTS



Tap on Bill Payments Icon



Tap on added Biller to Pay bill



Review Details



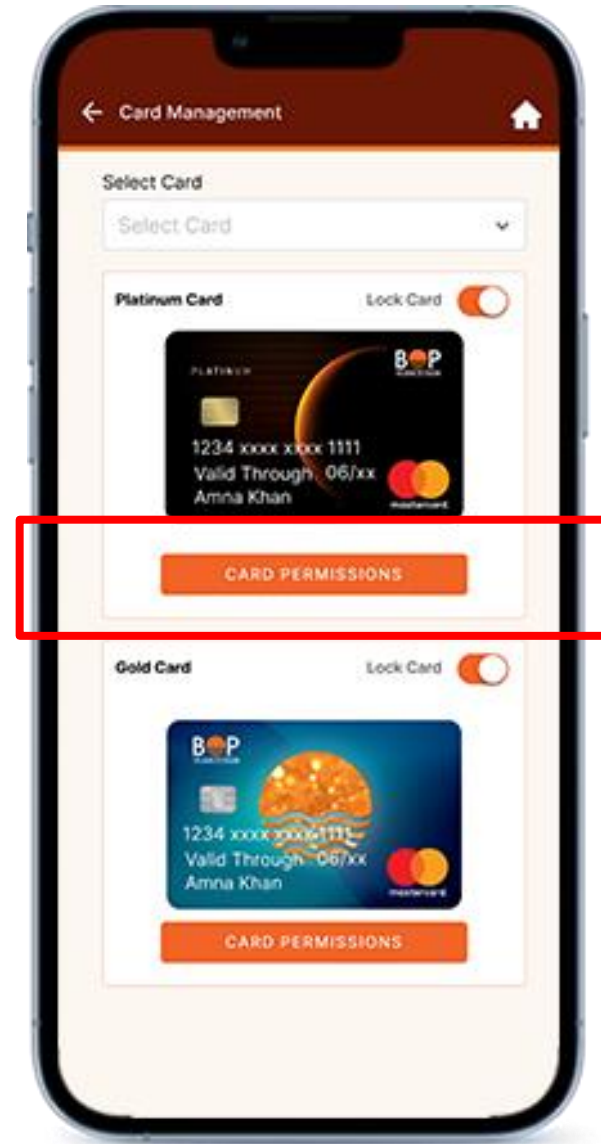
Note

- User can pay utility bills and other bills as well via **1-BILL**
- To add biller, tap on **add new bill biller** button

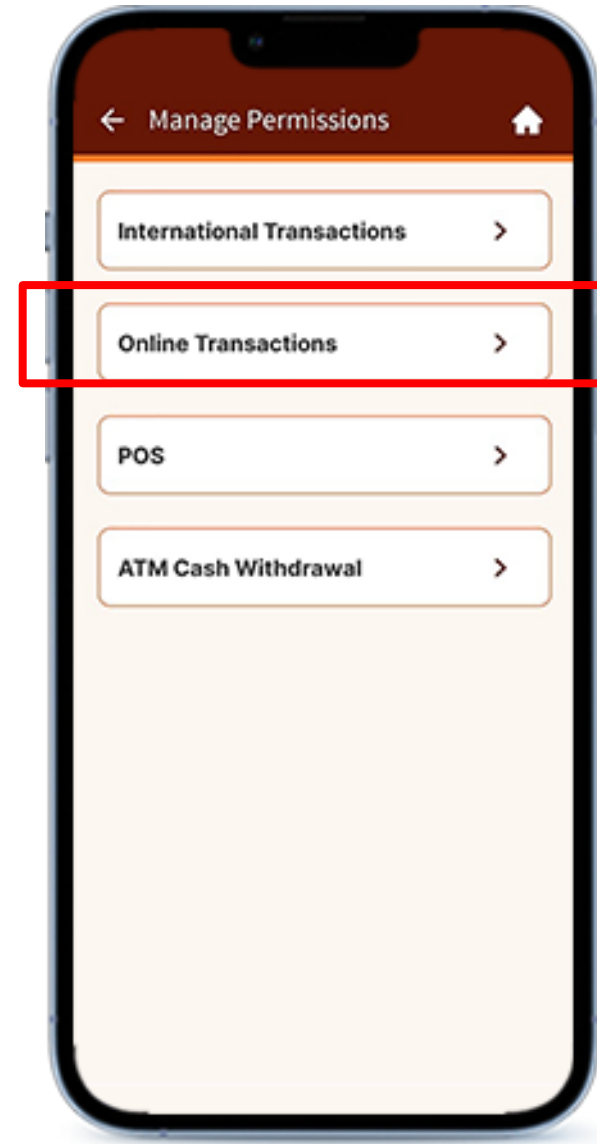
CARD MANAGEMENT



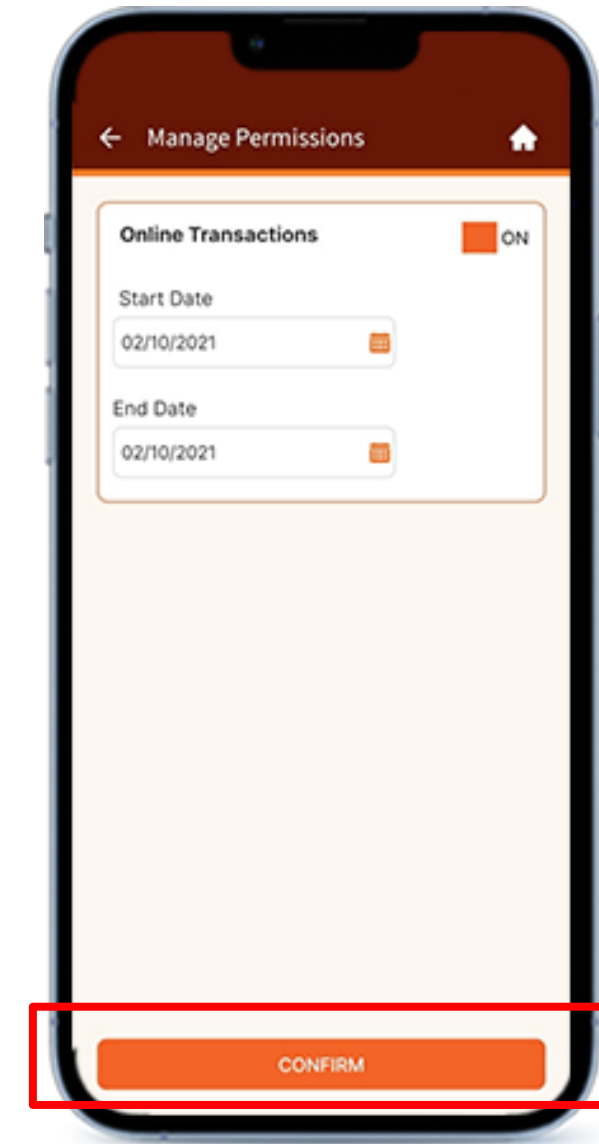
Tap on Cards Icon



Tap on Permissions Button



Select Item

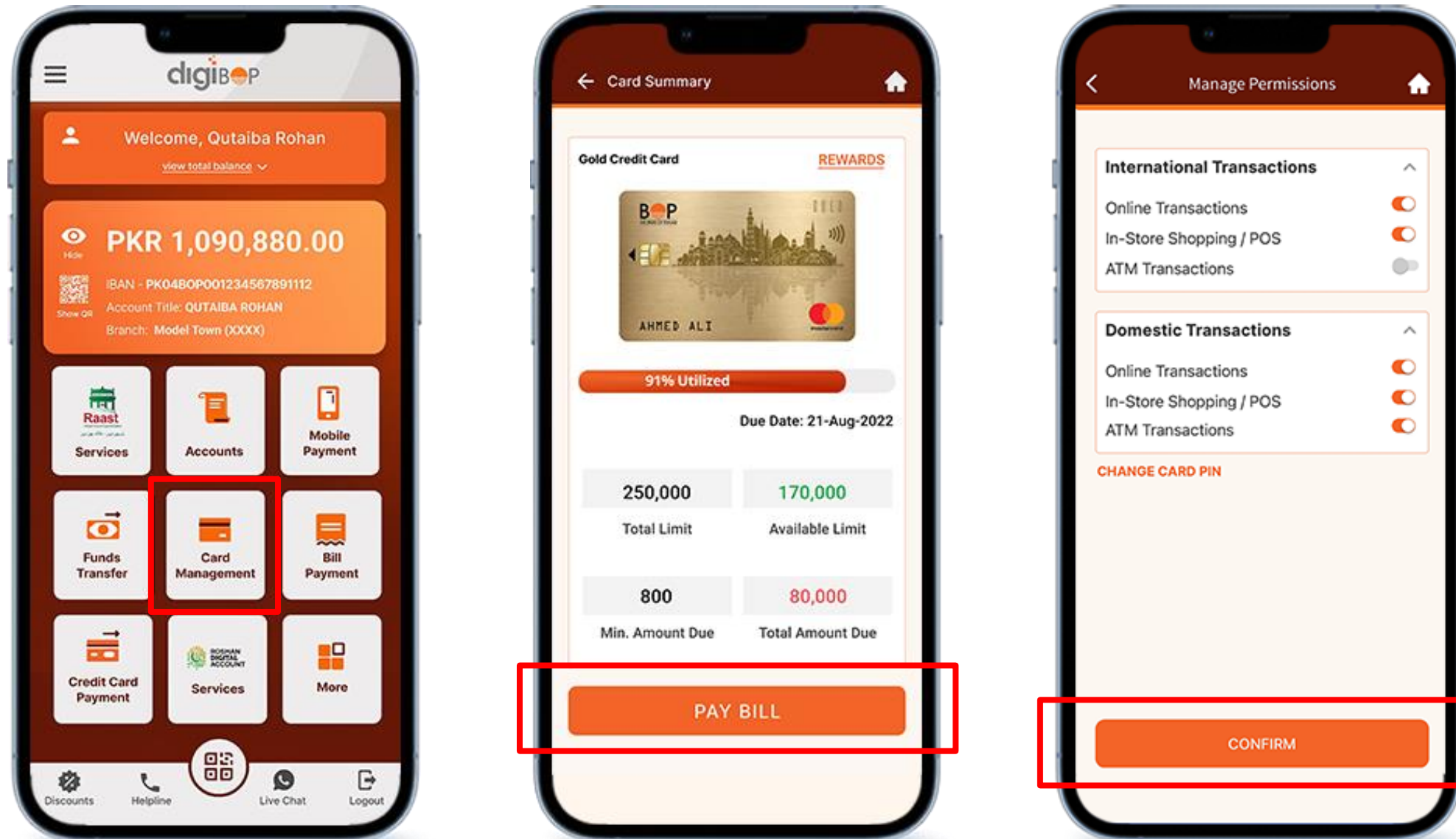


Tap CONFIRM

Note

- User can manage their debit/ credit card from Mobile app

CARD MANAGEMENT (Credit Card)



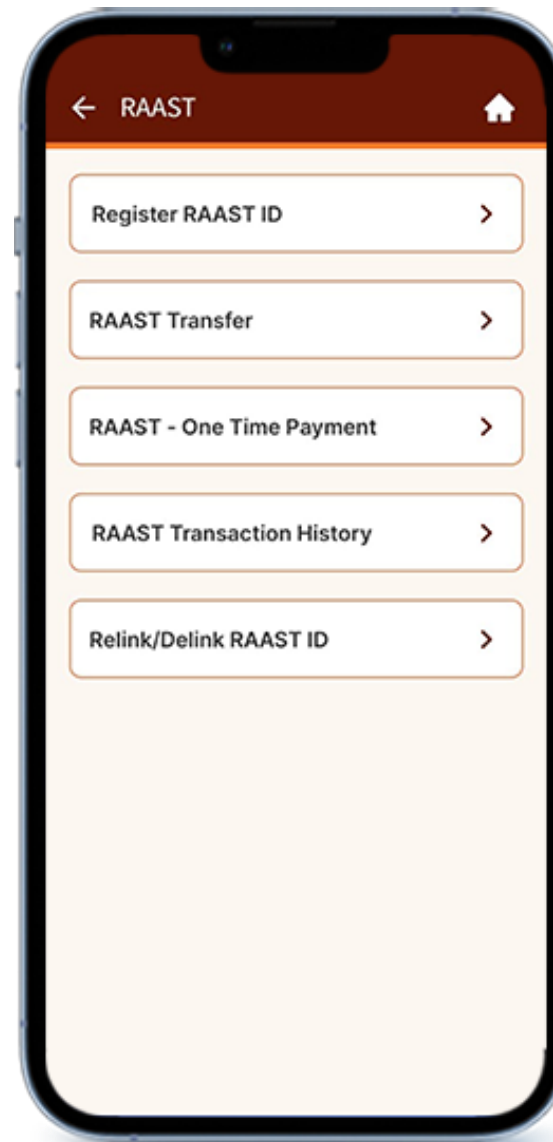
Note

- User can pay credit card bills via Mobile App
- Manage permission via International and Domestic Transactions

RAAST



Select Settings from side menu



Select RAAST Service

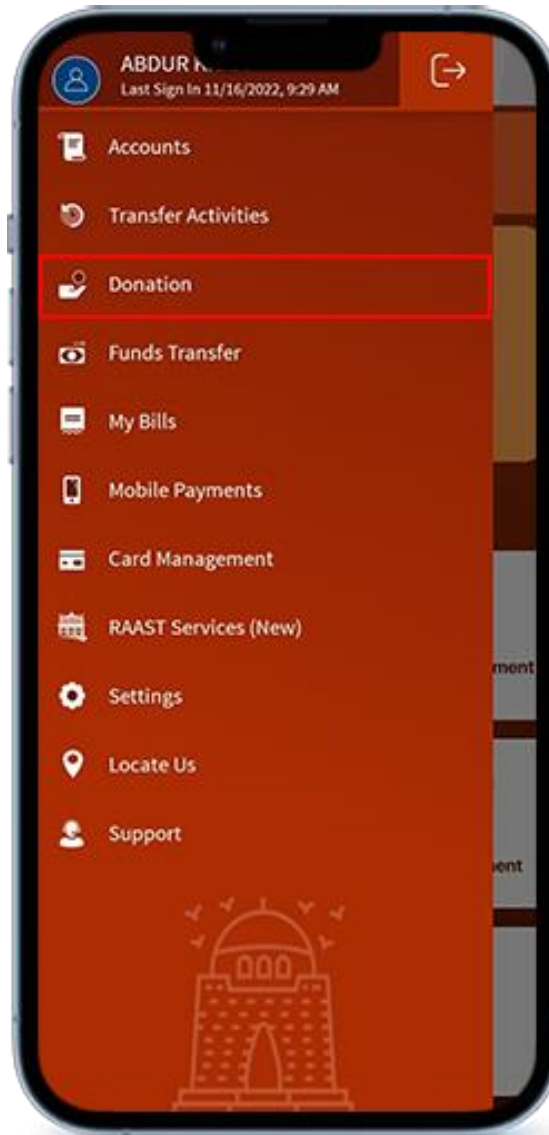


Register for RAAST ID

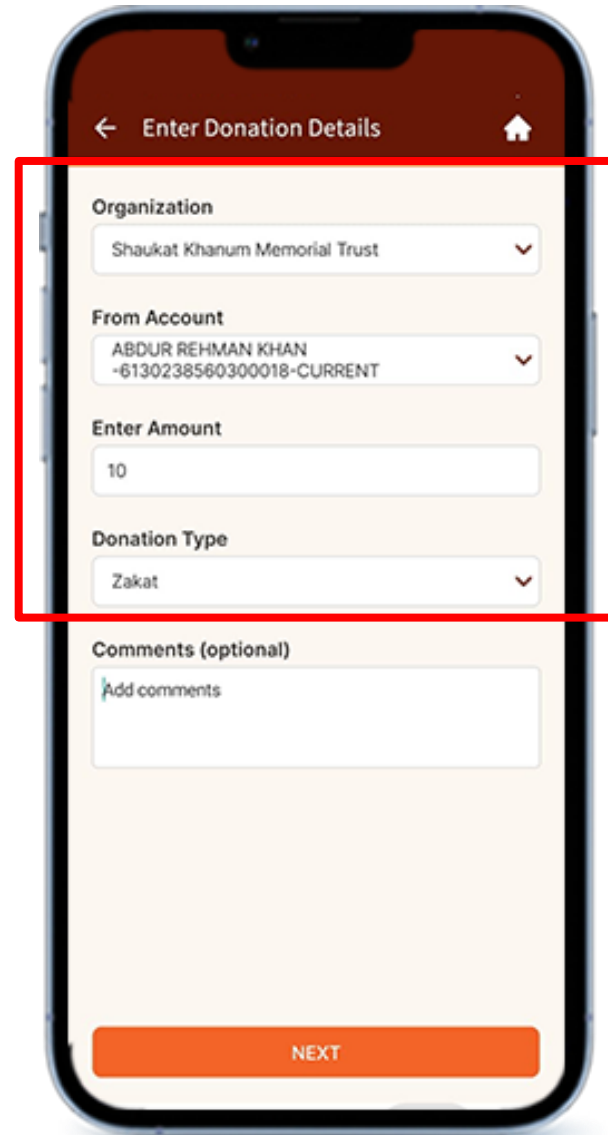
Note

- User can register RAAST via DigiBOP.
- User can also relink/delink his RAAST id from DigiBOP

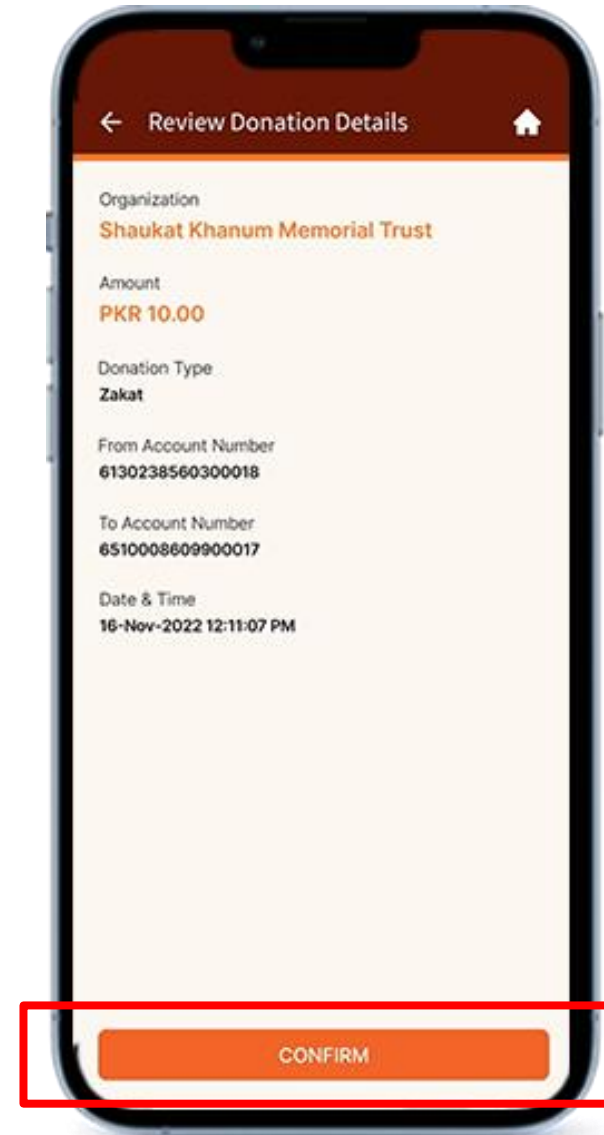
DONATION PAYMENTS



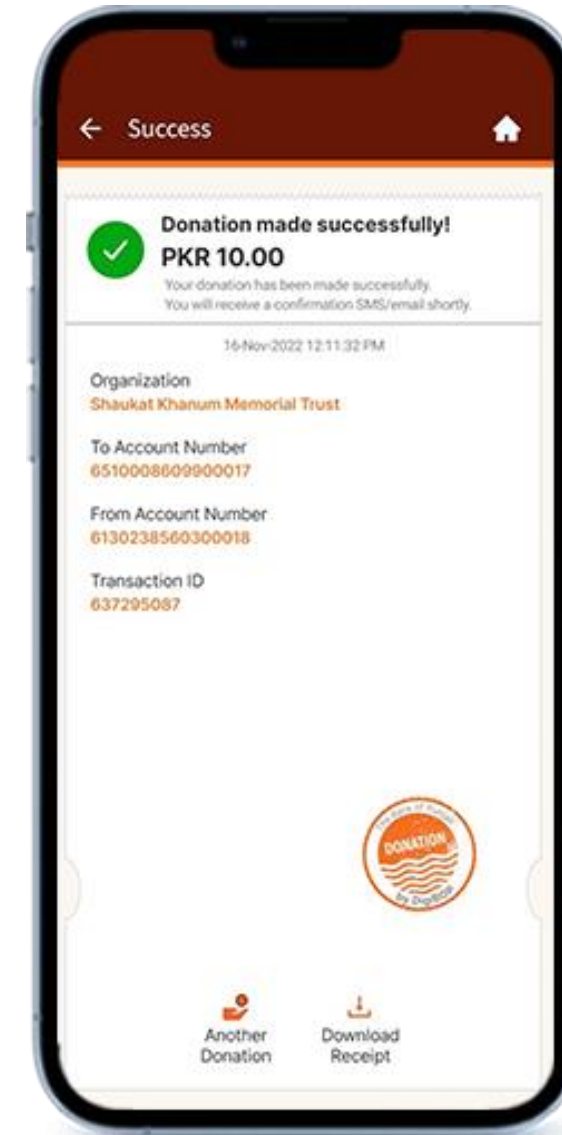
Select Donation from side menu



Select Company & Enter Amount



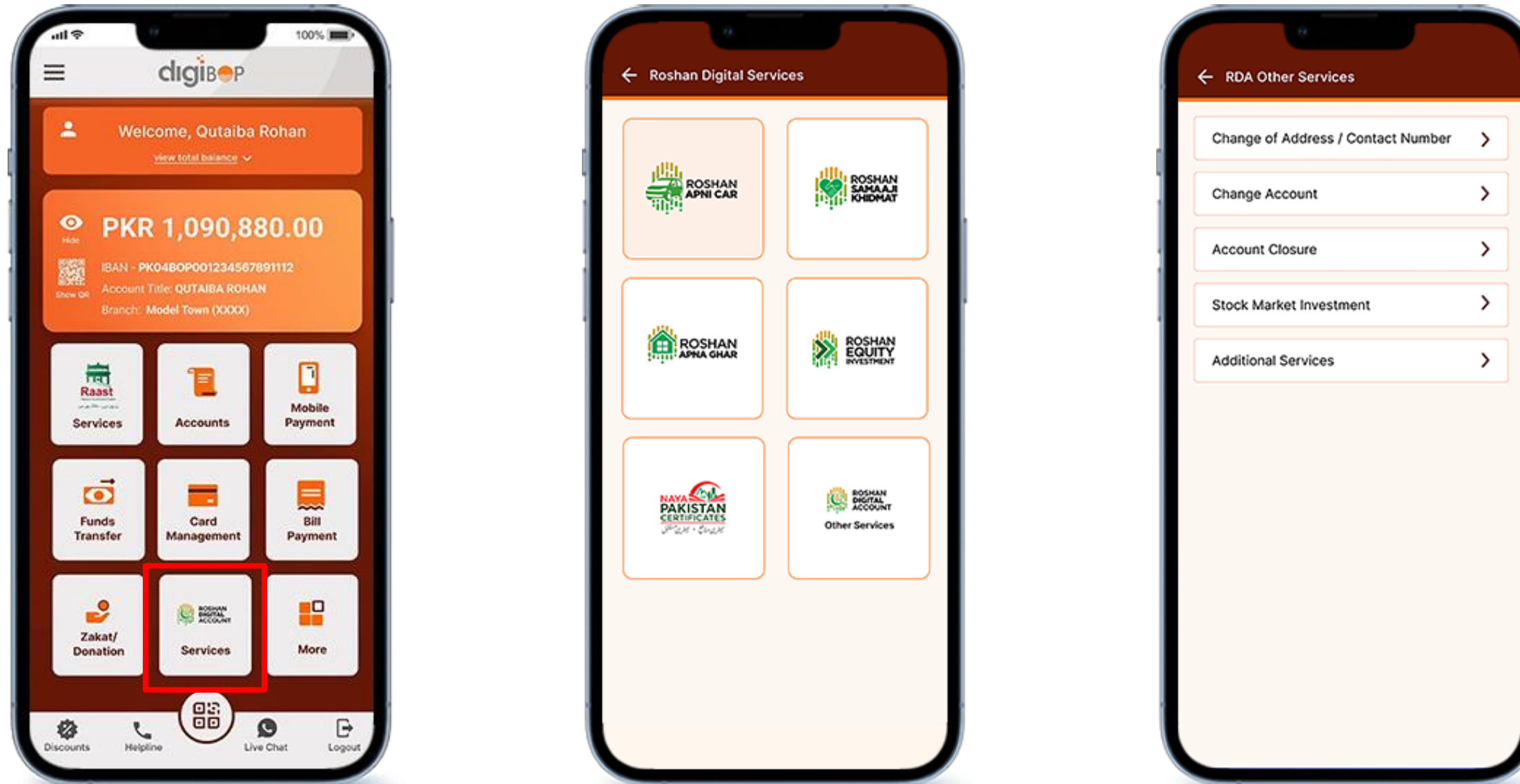
Tap CONFIRM button



Note

- User can send zakat or Sadqa to available donation partners of BOP via DigiBOP

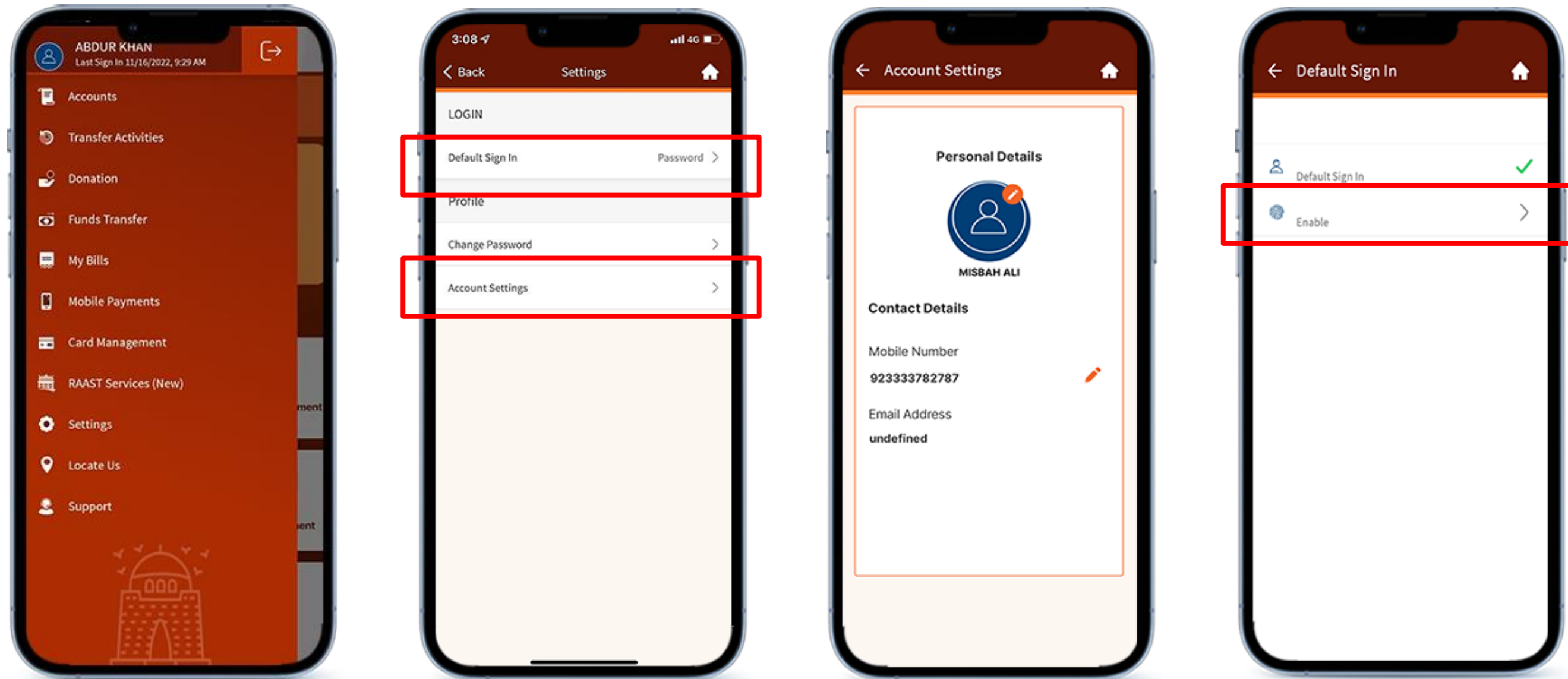
ROSHAN DIGITAL ACCOUNT SERVICES



Note

- Select the required Roshan Digital Account Services.

ENABLE FINGER PRINT/FACE ID



Select **Settings** from side menu

Select setting you want **to change**

Edit Mobile Number

Select **Finger Print login** as Default Login Options

Note

- User can manage their settings: Update Mobile Number, Enable Finger print/face id login, and change password as well



FAQ

Unable to login with existing credentials

If you face an issue "error communicating provider" or "Connection Error" then please try again in 1-2 hours as service is temporarily unavailable and will be back soon.

If error displayed is "invalid username/password", this means that you are already registered on digiBOP and entering incorrect credentials. Reset your password by clicking Forgot username & password.

Unable to sign up for new user

If error displayed is "unable to perform please get your email and mobile number updated in banking system by visiting branch or calling a helpline.

Please raise your complaint on call center with this issue resolution

Unable to reset their passwords

Please follow below steps:

- Enter mobile number which is registered in bank records
- Follow guidelines mentioned on screen while resetting password
- Password should contain at-least 1 Upper case, 1 lower case, 1 number and 1 special character like @,!
- Please note that old mobile app (BOP Mobile Banking) passwords cannot be reset on DigiBOP.

Accounts are not unlocking automatically

Unlock the account of user on request. Please contact BOP Helpline 111-267-200 to unlock your account

Transaction not happening Error

Please contact call center Helpline 111-267-200 to lock complain.

Email id in Signup

Email is mandatory in debit card based sign up. However, If you are migrating from BOP mobile app then email is not required. If your email is not added in bank records then please visit branch or call helpline to get the email updated.

THANK YOU