

Your password for payment services

To log on to payment services (if you are not using a smartcard), you need to get a contact ID and password.

When you were set up as a contact for payment services, you will have provided “security information” to your sponsor or your primary security contact (PSC). You need this information to be able to get your contact ID and password.

If you have forgotten your password, or do not have a password yet, you need your password reset. If you do not know your security information, you need this to be updated as well.

If you are a primary security contact (PSC):

Speak to your sponsoring bank to have your password reset (and, if needed, to have your security information updated).

If you are an additional contact (AC):

Speak to your PSC to have your password reset (and, if needed, to have your security information updated).

Getting your password and logging on

After your password has been reset, you will get an email from BACS payment services. This email contains a unique web address that will be used to get your contact ID and password for the BACS payment services website.

Once you have your contact ID and password, log on to payment services by going to paymentservices.bacs.co.uk

For more information on how to get your new password and logging onto the payment services website, download the following helpful guides:

- For direct submitters: “Getting started guide – BACSTEL-IP for direct submitters” (page 8)
- For indirect submitters (that submit using a bureau): “Getting started guide – BACSTEL-IP for indirect submitters” (page 6)
- For more detailed information for both direct and indirect submitters: “Service user guide – BACSTEL-IP” (page 118).

These guides can be found on the internet by going to www.bacstel-ip.com

From the homepage, select Direct submitters or Indirect submitters, then select Downloads.