

Frequently Asked Questions (FAQs)

How can I contract Net for my company?

To contract Net, contact your BBVA manager. If you are not a BBVA customer yet, you must visit the nearest office to begin the service contracting process.

Can I access Net from my mobile?

Yes. In the iOS and Android app stores you can search for the BBVA Pivot app from which you can safely and easily view all the accounts you have in different countries, as well as review and sign payment files. You'll need to be running iOS 10 or Android 4.1 or higher to download and run the Pivot app.

What is my company code to access Net?

This is the contract number (eight-digit numerical code) that was assigned to your company when you contracted electronic banking. If you do not have this code, contact one of your Net administrators. If you are the sole administrator of Net, you should contact customer service at the following address: gcs@bbva.com

What should I do if I do not have my access credentials?

If you do not have your access credentials (company code, user code, and/or access password), contact one of your Net administrators.

The administrator knows your company code and can consult your user code in the user administration module, accessing your user profile. If you are the sole administrator of Net, you should contact customer service at the following address: gcs@bbva.com

If you have forgotten your password, see the following question.

Welcome!

Access with your Net keys.

 [Forgot my password](#)

[Continue](#)

I do not have my password, how can I reset it?

If you have forgotten your access password or it has been blocked after five failed attempts to enter it, you can select 'I forgot my password' to receive an email where you can reset it. You will need your operations key and your security device.

In addition, an administrator of the reference in Net can request the modification of your password. From the user administration menu, accessing the personal data tab of your user, you can define an OTP (temporary password) that will allow you to access and define a new password.

The administrator will have to validate the request with your security device to be effective.

Note: If you are the sole Net administrator, you should contact customer service at the following: gcs@bbva.com

How can I unblock my user account?

If your user account has been blocked after five failed attempts to enter your password, see the previous question.

If your user account has been blocked for another reason, contact your Net administrator.

When unlocking your user account, the administrator will indicate if it is necessary to change your password and/or operating key upon your next access.

Note: If you are the sole Net administrator, you should contact customer service at the following: gcs@bbva.com

I don't remember how to generate a one time password (OTP), how do I do that?

Turn on your device (by pressing the key with the arrow icon and the key with the lock icon at the same time) and then enter your PIN. Press the "1" key. The device will generate an OTP and display it on the screen.

If this is the first time you're using the security device, you must activate it. To do this, turn on the device and enter the default PIN "45123". When the screen goes blank, the system will request the entry of a new PIN. This PIN must be a 5-digit number that you must remember. Every time you want to generate an OTP you will need to enter the PIN.

The OTP is valid for a limited time. The device will turn off automatically after 30 seconds. If that happens, you must repeat the procedure to generate a new OTP.

My security device is blocked, what should I do?

If your security device has been blocked, you can contact one of your Net administrators. If a token has been blocked by several failed attempts to enter the PIN, it is not possible to unlock it, you will have to request a new token from your administrator. However, if it is a manual block of the USE of the token on Net by an administrator, it may be unblocked by an administrator in the User administration> Security device management module.

Note: If you are the sole Net administrator, you should contact customer service at the following: gcs@bbva.com

I have lost my security device, what should I do?

If you cannot locate your security device, you should notify a Net administrator. The administrator can block it within "User administration > Security device management" and can assign you a new security device within "User administration > Security device management > Assignment of security devices". It is important that you have the assigned physical device to use it.

Note: If you are the sole Net administrator, you should contact customer service at the following: gcs@bbva.com

When I try to access Net, the page goes blank, what should I do?

We recommend that you access Net using one of the following browsers: Google Chrome, Mozilla Firefox 3.5 and higher, Microsoft Edge, or Internet Explorer 11. If you use one of these browsers and the page goes blank, blocking pop-ups may be active. In this case, you will see a message indicating the block in the information bar.

To unblock pop-ups and display the page, select the blocked pop-up icon and follow the on-screen instructions to disable blocking.



If you have disabled pop-up blocking and the problem persists, we recommend that you contact your company's IT department to ask for more detailed help.