![APEC Asia-Pacific Economic Cooperation logo]

Virtual ABTC Troubleshooting Guide

How do I log into the app?

1. Download the mobile application or 'App' for your Android or Apple device by searching for 'ABTC' on the Google Play Store or Apple App Store
2. Input personal details as registered with your ABTC (email address, passport number, date of birth) and Application ID number
3. Accept the Terms and Conditions by clicking the checkbox
4. You will then be taken to the 'create a 4 digit pin' screen, and once completed, you should be successfully logged into the App and able to view your virtual ABTC (vABTC).

ABTC App logo

What is my App ID?

Your Application ID (App ID) is a unique identification number which is sent to the authorised email account when your ABTC application has been approved.

If you are unable to locate this email, please contact your Home Economy for assistance.

What if my details are incorrect?

You will need to contact your Home Economy for their assistance updating any incorrect information on your vABTC.
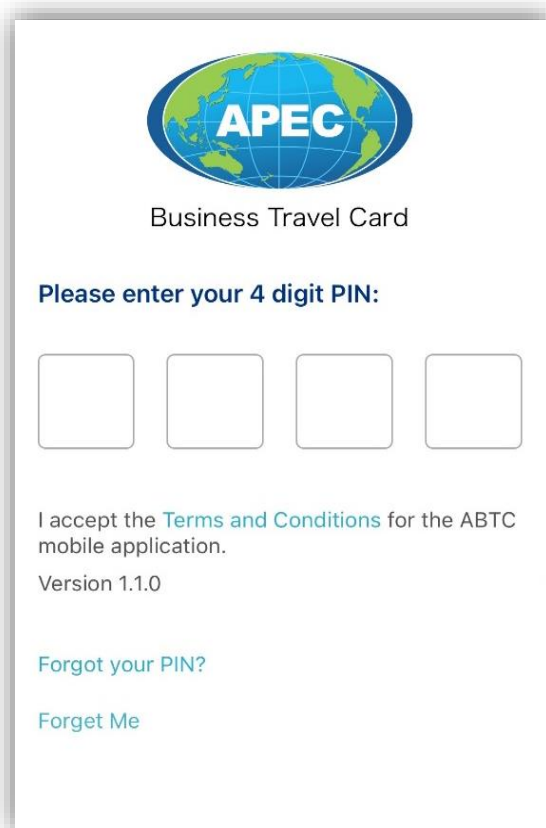
For details such as your passport number or Date of Birth, please make sure to include proof of the correct details to assist your Home Economy authority (e.g. the biodata page of your passport).

I have a new passport, how do I update my ABTC app?

Contact your Home Economy for assistance updating your passport number.

I have renewed my ABTC, how do I access my new card?

1. Open the app and on the login screen (where you should be prompted to enter your 4 digit pin) – click the '**Forget Me**' link.
2. A message should appear asking you to proceed with clearing all your stored (ABTC) data – click '**Proceed**'.
3. Refresh the App, and on the registration screen enter your **new** information as registered with your ABTC (email, passport number, date of birth, and **new** Application ID) then accept the Terms and Conditions by clicking the checkbox.
4. You should then be taken to the 'create a 4 digit pin' screen, and once that is done you should be successfully logged into the App and able to view your virtual ABTC.

Can I log into my vABTC on another device?

Yes, a vABTC can be logged into on multiple devices. If you have a new device you may follow the steps outlined under "How do I log into the app".

While it is possible to remain logged into multiple devices, we recommend that you log out of previous devices. To do this:

1. Open the vABTC app on your old device and on the login screen (where you should be prompted to enter your 4 digit pin) – click the '**Forget Me**' link.
2. A message should appear asking you to proceed with clearing all your stored (ABTC) data – click '**Proceed**'.

What if I forgot my PIN?

1. Open the App and on the login screen (where you are prompted to enter your 4 digit pin) – click the '**Forget Me**' link.
2. A message should appear asking you to proceed with clearing all your stored (ABTC) data – click '**Proceed**'.
3. Refresh the App, and on the registration screen enter your information as registered with your ABTC (email, passport number, date of birth, and application ID), then accept the Terms and Conditions by clicking the checkbox.
4. You should then be taken to the 'create a 4 digit pin' screen, and once completed you should be successfully logged into the App and able to view your virtual ABTC.

What to do if I receive the notification 'Error Retrieving Details' when logging in?

1. Ensure you have a working internet connection.
2. Ensure you are entering the correct identifying information as registered with your ABTC :
   - Authorised email address
   - Passport number
   - Date of birth
   - Application ID
3. If this issue persists, contact your Home Economy for further assistance

What should I do if I receive the notification 'No valid results found' when logging in?

1. Ensure you have a working internet connection.
2. Check if the virtual ABTC has been enabled by your Home Economy (please refer to the APEC website).
3. Review the information you are entering and that the details you are using are correct.
4. If your economy issues virtual cards and your issue persists, contact your Home Economy for further assistance.

What should I do if I receive the notification 'Server error' when logging in?

The ABTC system may be experiencing an update or outage, and your ability to use the system will be restored as soon as possible

During maintenance or downtime, contact your Home Economy for further assistance

What if my photo or signature is not showing?

1. Ensure you have a working internet connection.
2. Ensure you have updated to the latest version of the App.
   - Android: Search for 'ABTC' in Google Play. If available, click 'update'
   - iOS: Search for 'ABTC' in the App store. If available, click 'update'.
3. Clear the cache by pressing the 'forget me' button on the PIN screen.
4. Log in to the App again.
5. If your issue persists, uninstall and re-install the app from the Google Play (Android) or App Store (iOS)

If your issue persists, contact your Home Economy for further assistance

Who should I contact for further assistance?

Any queries relating to your ABTC should always be directed to your Home Economy **in the first instance**.

Contact details provided on the APEC website for all APEC economies are linked here

Further information is accessible on the APEC website.