

MY BSM FAQ

Q1: How can i register to “MyBSM”?

Ans: *Registration and request will be process by Marketing Executive*

Q2: Do I need internet to access “MyBSM”

Ans: *Yes, Internet access is required*

Q3: From where can i access “MyBSM”?

Ans: *From BSM website <https://www.bsm.com.bn>*

Q4: What device I can use to access “MyBSM”?

Ans: *MyBSM is best access and viewed via PC or Laptop but it is also can be access via Smart Phone*

Q5: What if BSM system is down, How can I place order?

Ans: *Order can still be accepted via call (CSC), Email, Fax and Walk-in.*

Q6: What if i can't access to “MyBSM”?

Ans: *First check your internet connection and BSM URL*

Q7: There is an error when i sign in

Ans: *Ensure you key in the correct Email address and Password.*

Q8: Does BSM still accept orders thru email, fax?

Ans: *Yes*

Q9: Who can register for “MyBSM”?

Ans: *Only BSM Customer account holder.*

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Q10: Is there a limit for number of user?

Ans: Each account is given:

- 4 Admin User (Full Authorization)
- 4 Finance User (Sales Order, Reports)
- 8 Operation (Operational excellence)

Q11: What are the module in "MyBSM"?

Ans:

- Sales Order
- Customer Feedback
- Reports (invoice and statement of account)
- Operational Excellence

Q12: When can i start using the portal after i registered?

Ans: Your Marketing Executive will notify you when the access is ready. The approval process may take 3 - 5 working days.

Q13: If i have any problem on the usage of "MyBSM", who do i contact?

Ans: You may contact your marketing executive.

Q14: Is Training required?

Ans: User guide will be email but for further guidance please contact your Marketing Executive