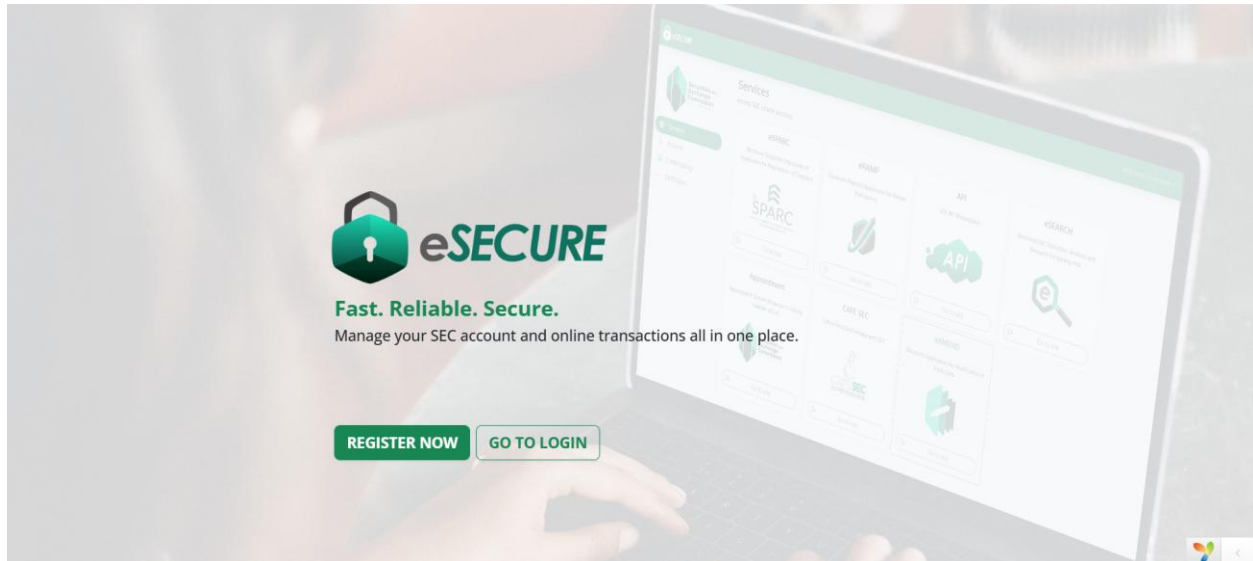


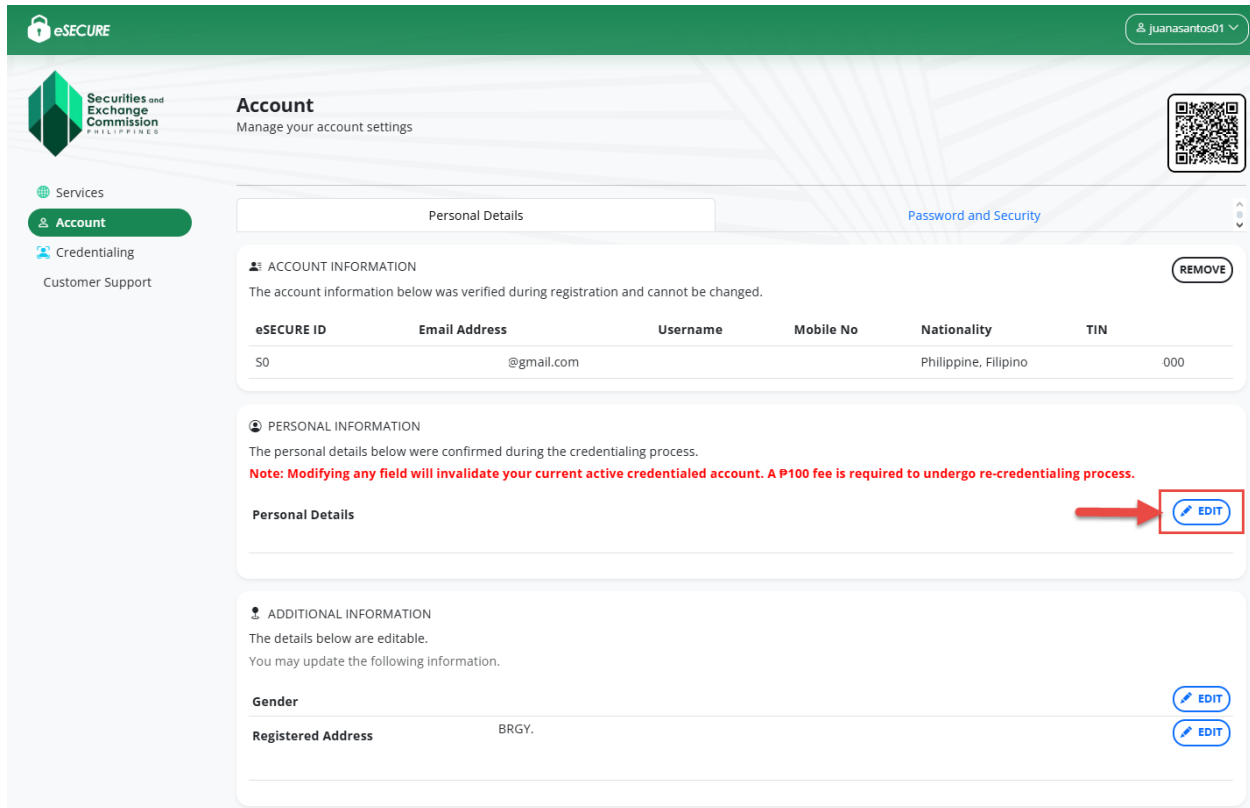
eSECURE UPDATING PROCESS



The eSECURE updating process allows account users to update their name. A fee of ₱100.00 is required to complete the updating and re-credentialing process.

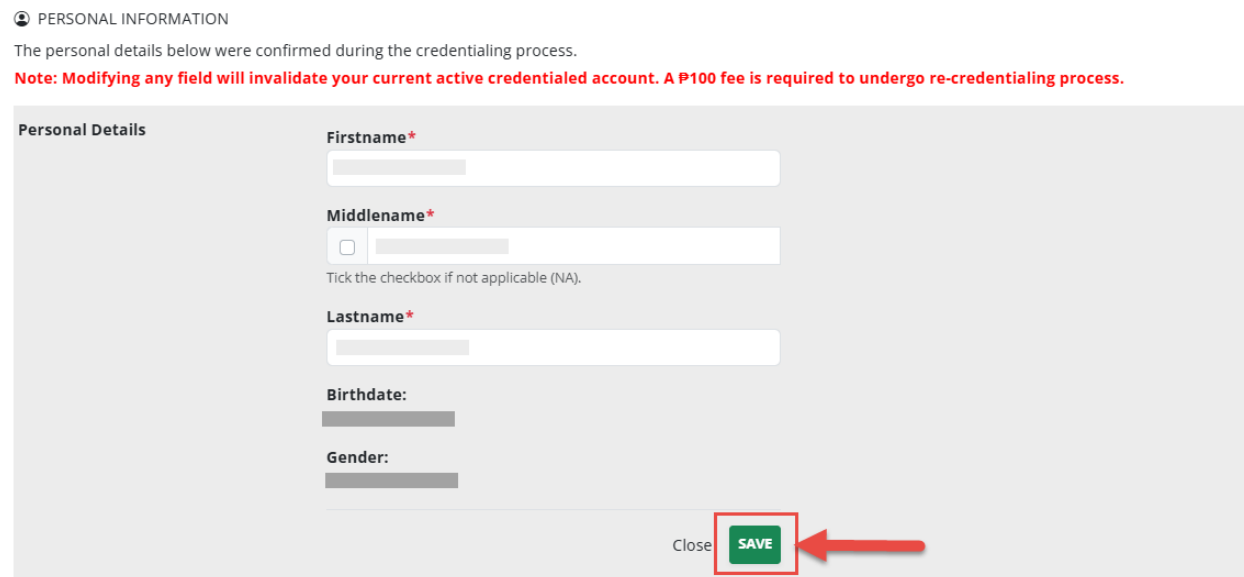
To start the NAME UPDATING process

1. Click the “Account” menu. In the account menu, click the “Edit” button.



The screenshot shows the eSECURE web interface. At the top, there's a green header with the eSECURE logo and a user profile dropdown showing 'juanasantos01'. On the left, a sidebar contains a menu with 'Services', 'Account' (highlighted), 'Credentiaing', and 'Customer Support'. The main content area is titled 'Account' with the subtitle 'Manage your account settings'. It features a QR code in the top right. Below the title, there are two tabs: 'Personal Details' (active) and 'Password and Security'. The 'Personal Details' tab contains three sections: 'ACCOUNT INFORMATION' (with a 'REMOVE' button), 'PERSONAL INFORMATION' (with a red warning note and an 'EDIT' button highlighted by a red arrow), and 'ADDITIONAL INFORMATION' (with 'EDIT' buttons for Gender and Registered Address).

2. The name can now be updated. Enter the name as it appears on your valid IDs and BIR Taxpayer Identification Number (TIN) registration (if applicable). Click the “Save” button.



This screenshot shows the 'Personal Details' form. It includes fields for 'Firstname*', 'Middlename*' (with an optional checkbox), and 'Lastname*'. Below these are fields for 'Birthdate:' and 'Gender:'. At the bottom right, there is a 'Close' link and a green 'SAVE' button, which is highlighted by a red arrow.

- Review and click “Yes, I Confirm” button.



Re-credential

Please make sure all information stated below is true and correct.

First name:	
Middle name:	
Lastname:	
Birthdate:	

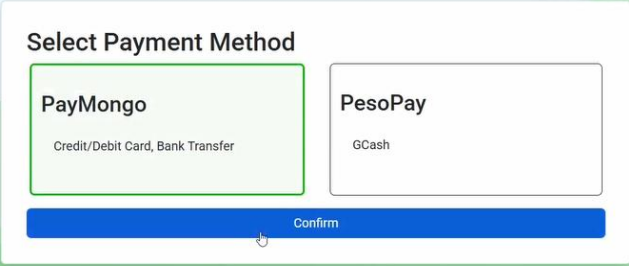
By clicking “Yes, I Confirm,” you will proceed to the credentialing process. Once successfully credentialed, you will not be able to update your personal information.

Do you confirm?

Cancel	Yes, I Confirm
---------------------------------------	---



- Select payment method and click the “Confirm” button.



The dialog box titled "Select Payment Method" is centered on the screen. It contains two selectable options: "PayMongo" (with subtext "Credit/Debit Card, Bank Transfer") and "PesoPay" (with subtext "GCash"). The "PayMongo" option is highlighted with a green border. At the bottom of the dialog is a blue "Confirm" button. The background of the entire screen shows a stylized landscape with green hills and a light blue sky.

5. Click the “Proceed to Payment” button

Renew Credentialing

×



powered by

Renewal:

Amount

100

First name

Last name

Mobile number

+63 Ex. 912-345-678

Email

@gmail.com

[Input Optional](#)

Subscription start date

June 20, 2025

Subscription end date

June 20, 2027

Proceed to Payment

Close

- Choose payment method and click the “Continue” button to complete the payment process.

Renew Credentialing ×

You are paying
CYTECH

Reference Number
GBW9dKV230f8GCW3pSL0

Payment amount
₱ 100.00

Payment for
A secure process for finalizing credential issuance, ensuring all identity verifications and requirements are met before granting access or certification.

ITEM NAME	QTY	PRICE
eSECURE Subscription	1	₱ 100.00
₱ 100.00 / unit		

Total: **₱ 100.00**

Choose your payment method **GCASH**

Scan  **QR Ph** code to pay

or pay using

 Credit or Debit Card

 E-Wallets
GCash, Maya

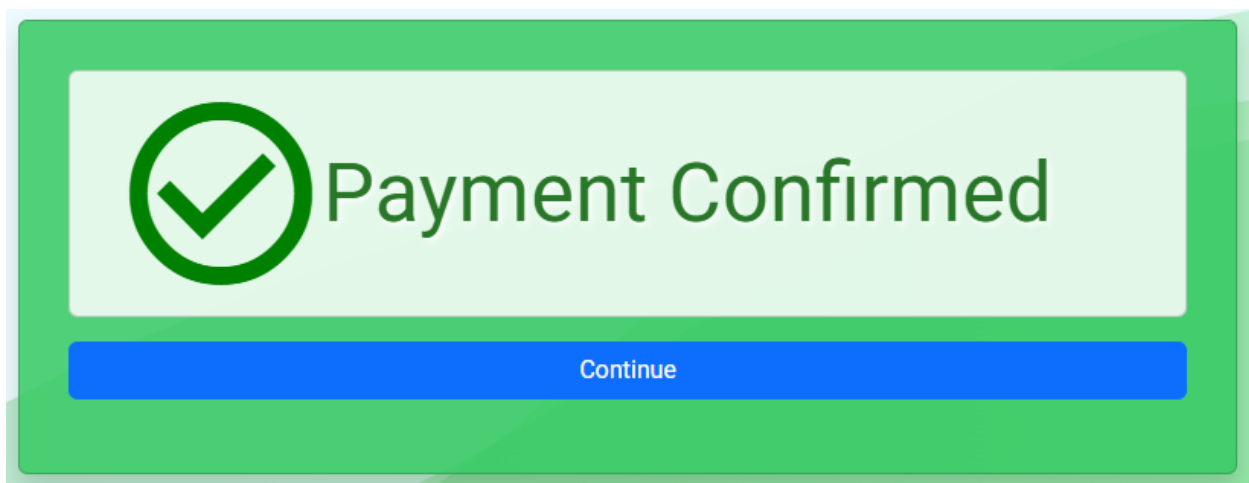
☒ GCash 

☐ Maya 

Back Continue

Close

- “Payment Confirmed” will display after successful payment. Click the “Continue” button to proceed.



8. Read, scroll down, and select ID availability. Click the “Begin verification” button.

Verify Credentialing

[If Camera doesn't work, click here...](#)

eKYC Requirements

1. You need to upload 2 different IDs for the Verification.
2. You need to remove eyeglasses while doing Liveness Check.
3. You need to ensure that the full face is seen while doing liveness check. This means the hair and other accessories must not be covering major features of the face like the eyes, nose, and lips.

Note

1. UMID ID is not SSS ID and vice versa
2. Use two different IDs or verification will FAIL at the end
3. We do not advise using scanned paper PhilSys ID
4. We do not advise uploading paper printout of scanned IDs Please ensure that the registered details are information of the person transacting and whose ID will be used

Accepted IDs

- Passport
- Driver's License
- PhilSys ID
- PhilHealth ID
- OFW ID
- Postal ID
- SSS ID
- UMID ID
- Voter's ID

Credential Failures

- Birthdays do not match between provided ID and SEC eSECURE Portal Registration
- Names do not match between provided ID and SEC eSECURE Portal Registration
- ID Photo does not resemble the applicant
- Difference in pictures and appearance of person doing KYC is significant (Either due to Aging, Plastic Surgery, Worn Accessories like glasses and other face coverings)



Note: Other versions do not contain sufficient information for verification

First Name

Middle Name

Last Name

Email

Birthday

Select ID Availability

I have a PhilSys ID

I do not have a PhilSys ID

I am a Foreigner

Begin Verification

9. Click the “Begin verifying” button and select from the dropdown the country where the government ID was issued and click the “Select” button.

×

Getting started

We need some information to help us confirm your identity.



By clicking the button below, you consent to Persona, our vendor, collecting, using, and utilizing their service providers to process your biometric information to verify your identity, identify fraud, and improve Persona's platform in accordance with its [Privacy Policy](#). Your biometric information will be stored for no more than 3 years.

Begin verifying

×

What country is your government ID from?

This helps us determine the best way to verify your identity.

Philippines ▼

Select

English ▼

SECURED WITH
persona

10. Select the first ID to upload, then select the second ID. **Do not upload the same ID twice.**

IMPORTANT: For PhilSys ID, there is no need to upload a second ID.

< ×

Upload a photo ID

We require a photo of a government ID to verify your identity.

Choose 1 of the following options

	Driver License	>
	PhilHealth ID	>
	PhilSys ID	>
	OFW ID	>
	Postal ID	>
	Passport	>
	SSS ID	>
	UMID	>
	Voter ID	>

< ×

Philsys ID

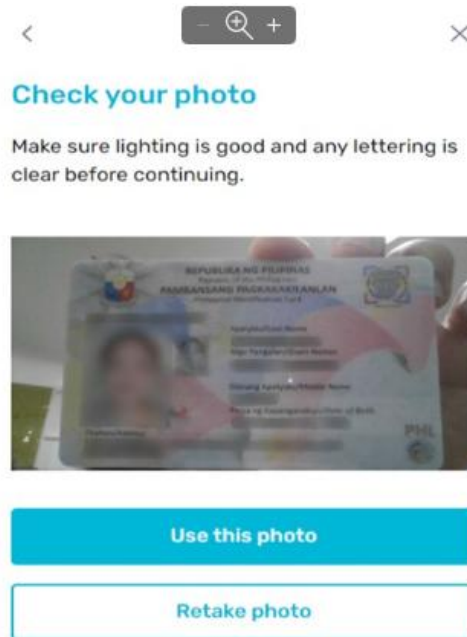
Take a clear photo of the front of your government ID.





Upload a photo

11. Once the IDs are successfully uploaded, a Processed ID will be shown to verify that your uploaded ID has been accepted.

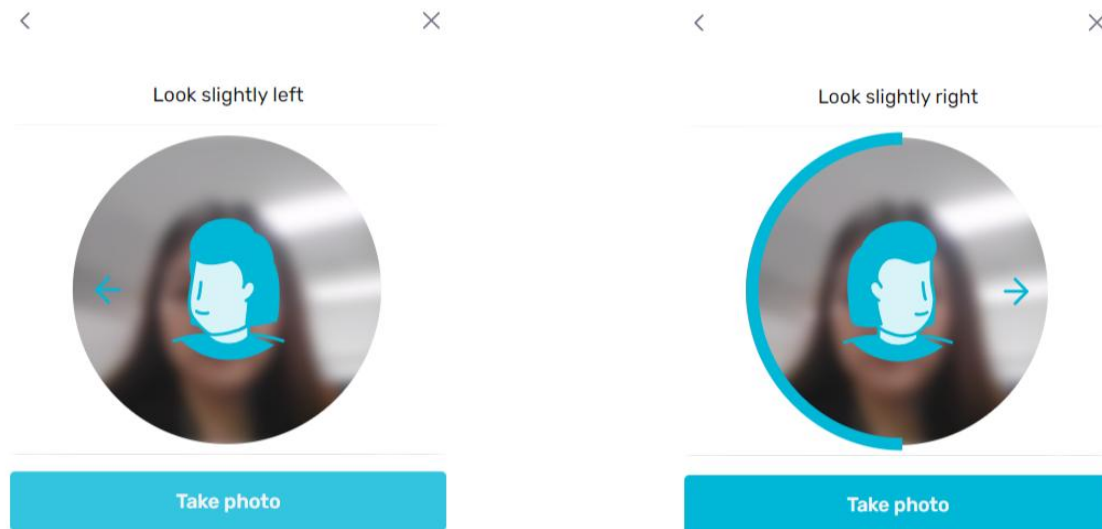


Processing ID

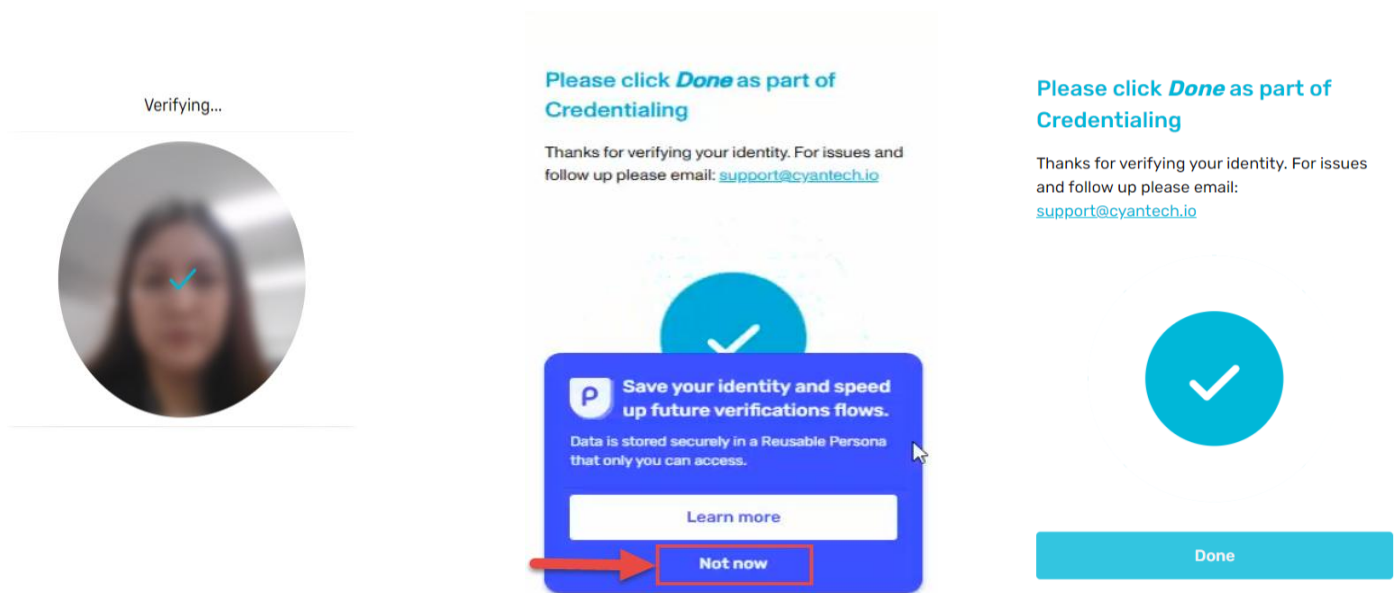
Please wait as we process your uploads. This may take a few seconds.



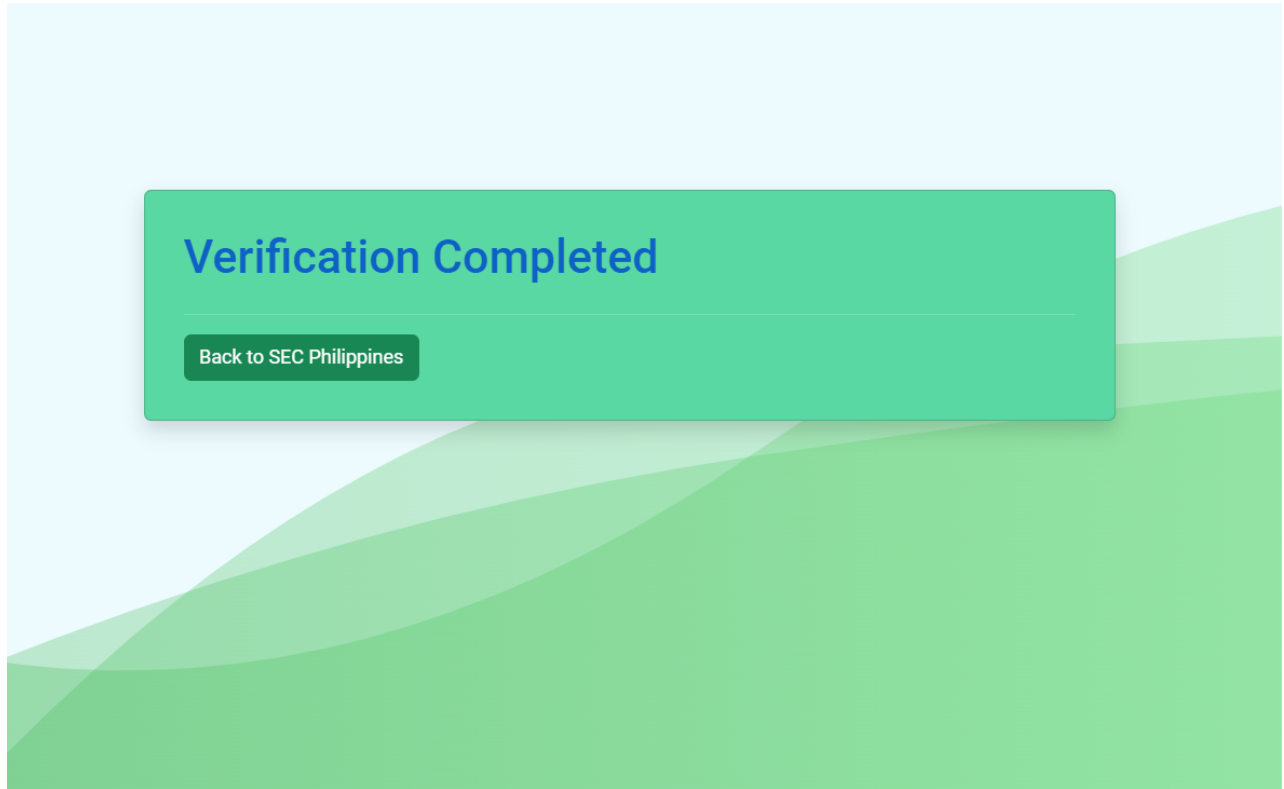
12. After the uploaded ID is successfully verified, the applicant will be prompted to do a liveness check. Click the "Get Started" button.
13. Follow the directions while taking the liveness check.



14. Wait for the liveness check captured to be verified. The next step is important—do not skip it. Click "Not Now", then click the "Done" button.



15. A “Verification Completed” message will display upon successful recredentialing.
Click the “Close” button.



Close