Access ST Payment System

Consultants and Temporaries

Create a Passkey

To access the ST Payment system for the first time, you must create a passkey. The steps to create a passkey depends on whether you have a World Bank Group email address. Click the relevant link for instructions:

- I have a Bank Group email address
- I do not have a Bank Group email address

I have a Bank Group email address

1. Go to:
   - https://strequest, if you are using the intranet within the Bank Group offices.
   - https://strequest.worldbank.org, if you are using the internet, that is, if you are not on the Bank Group network. Internet Explorer version 8 or higher is a requirement.
2. On the Sign In page, click the ‘Forgot/Request Password’ link.
3. Enter the Bank Group email address in the ‘Enter Email Address’ field.
4. Enter the characters displayed for ‘Registration Verification’.
5. Click the Submit button. You will receive an email.
6. Click the link in the email. The Change Password page displays.
7. Create your passkey using the instructions in the email.
8. Click the Submit button. A confirmation message displays.

I do not have a Bank Group email address

1. Contact the relevant service center:
   - For IBRD/MIGA, call the ITS Global Support Center at (202) 473-2121.
   - For IFC, call the IFC Helpdesk at (202) 522-3000.

   The service center will provide you a temporary passkey after confirming your personal details.
2. Go to:
   - https://strequest, if you are using the intranet within the Bank Group offices.
   - https://strequest.worldbank.org, if you are using the internet, that is, if you are not on the Bank Group network. Internet Explorer version 8 or higher is a requirement.
3. Enter your UPI in the ‘User ID’ field.
4. Enter the temporary passkey in the ‘PassKey’ field.
5. Click the Submit button. The Change Password page displays.
6. Change your passkey using the instructions on the page.
7. Click the Submit button. A confirmation message displays.
Log on to the ST Payment system

Once you have a passkey, complete the following steps to log on to the ST Payment system:

1. Go to:
   - https://strequest, if you are using the intranet within the Bank Group offices.
   - https://strequest.worldbank.org, if you are using the internet, that is, if you are not on the Bank Group network. Internet Explorer version 8 or higher is a requirement.
2. On the Sign In page, log in using your UPI—not your email address—and the passkey that you created.

Allowed Actions

- Verify mailing address and bank details
- Attach a deliverable
- Submit a payment request

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**Assistance**

<table>
<thead>
<tr>
<th>For questions related to...</th>
<th>Contact...</th>
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</thead>
<tbody>
<tr>
<td>Login</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• The ITS Global Support Center at (202) 473-2121 for IBRD/MIGA.</td>
</tr>
<tr>
<td></td>
<td>• The IFC Helpdesk at (202) 522-3000 for IFC.</td>
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Service centers are available 24 hours a day, 7 days a week.

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<tr>
<th>Submitting a payment request</th>
<th>The administrative contact listed in the letter of appointment</th>
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**Task Team Leaders (TTLs) or Reviewers**

Log on to the ST Payment system

2. On the Sign In page, log in using your UPI and passkey.

Allowed Actions

- Approve or reject a payment request
- Delegate approving authority to another TTL or reviewer for a specific period
Log on to the ST Payment system

2. On the Sign In page, log in using your UPI and passkey.

Allowed Actions

- Monitor status of a submitted payment request
- Reassign a submitted payment request to another TTL when the primary TTL is not available