

Before you begin

This document will guide you through the process of activating your Swansea Building Society Online account.



Before you begin, you will need to check following:

- You have received an email from the Online Team with your online Web User ID
- You can remember the Password and Memorable Information that you set during registration
- You can answer a call or receive a text message on a telephone number that you set during registration



Once the online team have verified your account, you will receive an email from them with your Web User ID and your Activation key.

You will need these, along with the Password and Memorable Information you set during registration to activate your account.

When you're ready to proceed, click the link in the email, or visit:

https://online.swansea-bs.co.uk

You will need your Web User ID every time you sign into Swansea Building Society Online.

Make sure you keep this safe.



Dear Member

Welcome to Swansea Building Society Online

Thank you for registering to use Swansea Building Society Online. I am sure you will find the service a secure and convenient way of accessing your accounts 24 hours a day, 7 days a week. To access your account, visit our website at https://online.swansea-bs.co.uk.

In order to log in to the system, you will require the following information:

1. Web User ID

Your user identification number is:

1234567

2. Password & Memorable Information

You will need to enter the password and item of memorable information that you chose when registering for this service. If you have forgotten your password and/or memorable information, please follow the instructions on the login screen.

For security reasons never write down or electronically record your password or memorable information, and do not disclose it to anyone, including Society staff - we will never ask you for your password or memorable information.

3. Activation Key

For additional security, the first time you access the system you will need to enter the following activation key when prompted:

aBcDeF123

Please note that this activation key is case sensitive. We would advise you copy and paste your activation key if you can.

swansea-bs.co.uk

Enter your Web User ID from your email and the Password you set when you registered for Swansea Building Society Online.

Click 'Log in' to proceed.

Be sure to take care entering
your password and
memorable information.

They are both case sensitive,
so they will need to be entered
exactly as you typed them
when registering.

Enter the requested characters from your memorable information.

Click 'Log in' to proceed.





Swansea Online



Log In

Forgot Password?



Swansea Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, reference





Memorable Information

Please check if the Caps Lock is activated on your keyboard as your Memorable Informatio

1st Character:

7th Character:



Forgot Password?

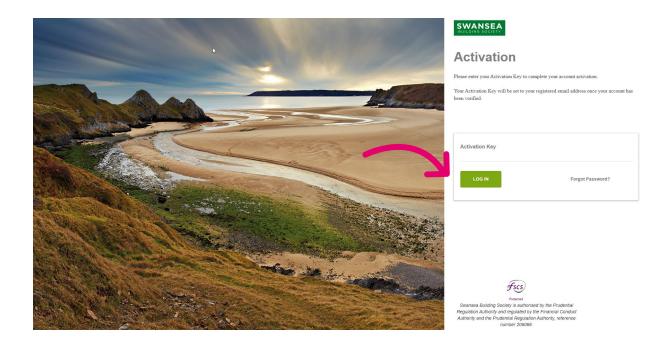


Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, reference number 206066.

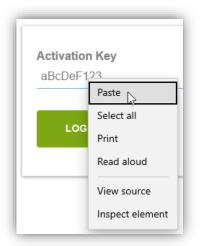
Enter the Activation Code from your email.

The Activation code is case sensitive, so we would highly recommend you copy and paste your code, to reduce the risk of errors.

Click 'Log in' to proceed







You will next be asked to choose how you would like to receive your secondary authentication code.

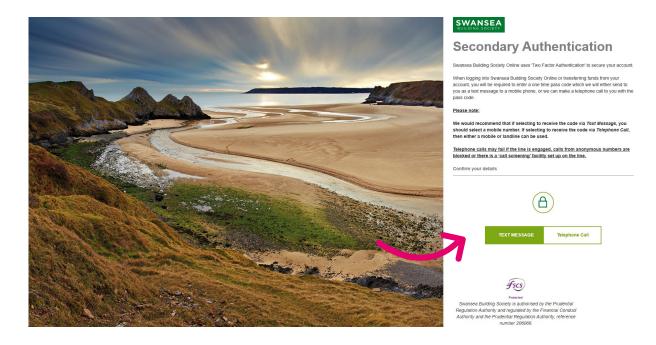
Secondary Authentication, often referred to as Two-Factor Authentication (2FA), is an extra layer of security used to make sure that people trying to gain access to an online account are who they say they are. We do this by sending a unique one-time code directly to you by text or voice call each time you sign into Swansea Building Society Online.

This helps us keep your account safe and secure.

To proceed, select how you would like to receive your code by selecting either:

TEXT MESSAGE – to receive a text message to a mobile phone.

TELEPHONE CALL – to receive a voice call to a mobile phone or landline.





Telephone calls may fail if the line is engaged, calls from anonymous numbers are blocked or there is a 'call screening' facility set up on the line.

We recommend the use of Text Message to a Mobile phone wherever possible.

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You will be asked to confirm the telephone number on which you wish to receive the secondary authentication code.

If you selected to receive a text message, we would advise that a mobile telephone number is selected.

Select your preferred telephone number.

Click 'Confirm' to proceed

Within a few moments, you will receive a message via your chosen method with a six-digit number.

Enter the six-digit number into the webpage, then click 'Log In' to proceed.





SWANSEA BUILDING SOCIETY

Secondary Authentication

Please confirm the phone number on which would like to receive your code.

Confirm your telephone number



ase select the existing number you would like to use for your authentication.



Do you want to receive your authentication code by phone call?



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SWANSEA

Secondary Authentication

We've sent you a one time 6 digit authentication code.

Authentication Code



Please enter your Authentication Code





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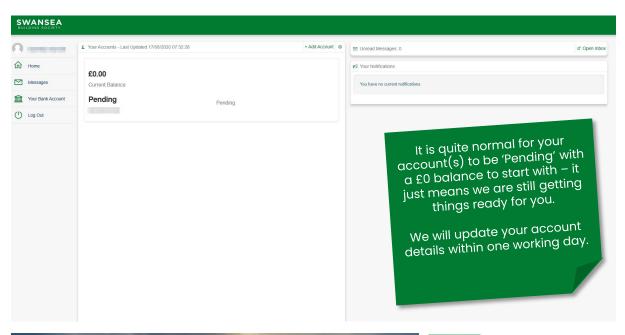
If all details have been entered correctly – Congratulations! You have successfully activated your Swansea Building Society Online Account and you will now be logged into your account.

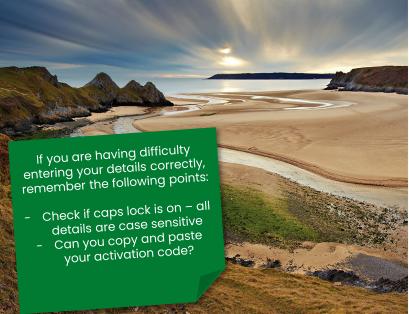
If any details were not entered correctly, you will be returned to the login page and informed that some of the details you provided were incorrect. You can repeat the Activation process, however after three failed attempts to sign in your online account will be suspended.

If you believe that your account has been suspended, you can reset your password and memorable information.

Click 'Forgot Password?' on the login page to begin this process.

If you are still having trouble activating your account, you can contact the online team at online@swansea-
bs.co.uk





SWANSEA BUILDING SOCIETY

Welcome to Swansea Building Society Online





If you require any further support or guidance using Swansea Building Society Online, you can contact our dedicated online team at the email address below.

online@swansea-bs.co.uk

Head Office

11-12 Cradock Street, Swansea SA1 3EW 01792 739100 | swansea@swansea-bs.co.uk

Carmarthen

13-14 Lammas Street, Carmarthen SA31 3AQ 01267 611950 | carmarthen@swansea-bs.co.uk

Cowbridge

75 High Street, Cowbridge CF71 7AF 01446 506000 | cowbridge@swansea-bs.co.uk

Mumbles

496 Mumbles Road, Swansea SA3 4BX 01792 739200 | mumbles@swansea-bs.co.uk

Swansea

1-4 Portland Street, Swansea SA1 3DH 01792 739100 | swansea@swansea-bs.co.uk