

The logo for Swansea Building Society is located in the top left corner. It consists of a green rectangular box containing the word "SWANSEA" in large, white, bold, sans-serif capital letters. Below "SWANSEA", the words "BUILDING SOCIETY" are written in a smaller, white, sans-serif font.

SWANSEA
BUILDING SOCIETY

Established 1923

The background of the entire page is a long-exposure photograph of a coastal landscape. The sea is in the foreground, with white foam from waves washing onto a sandy beach. In the middle ground, there are some rocks and a small inlet. On the right side, a steep, rocky cliff rises from the water's edge. The sky is a mix of blue and orange, suggesting a sunset or sunrise.

Swansea Online

Reset your password or memorable information

Swansea Online: Reset your password or memorable information

Before you begin

This document will guide you through the process of resetting your Password and Memorable Information for the Society's Online Service.



Before you begin, you will need to check following:

- You must be an existing member of Swansea Building Society and have previously registered to use our online service.
- If you have forgotten your password and/or memorable information, you will need your Web ID number and one of your Swansea Building Society account numbers.
- or, you must already know your password and memorable information and be able to log into the service.



Swansea Online: Reset your password or memorable information

If you know your current password and memorable information and wish to change them to something else – log into Swansea Building Society Online by visiting the following link:

<https://online.Swansea-bs.co.uk>

Sign in with your Web User ID and current password.

Click 'Log In' to proceed.

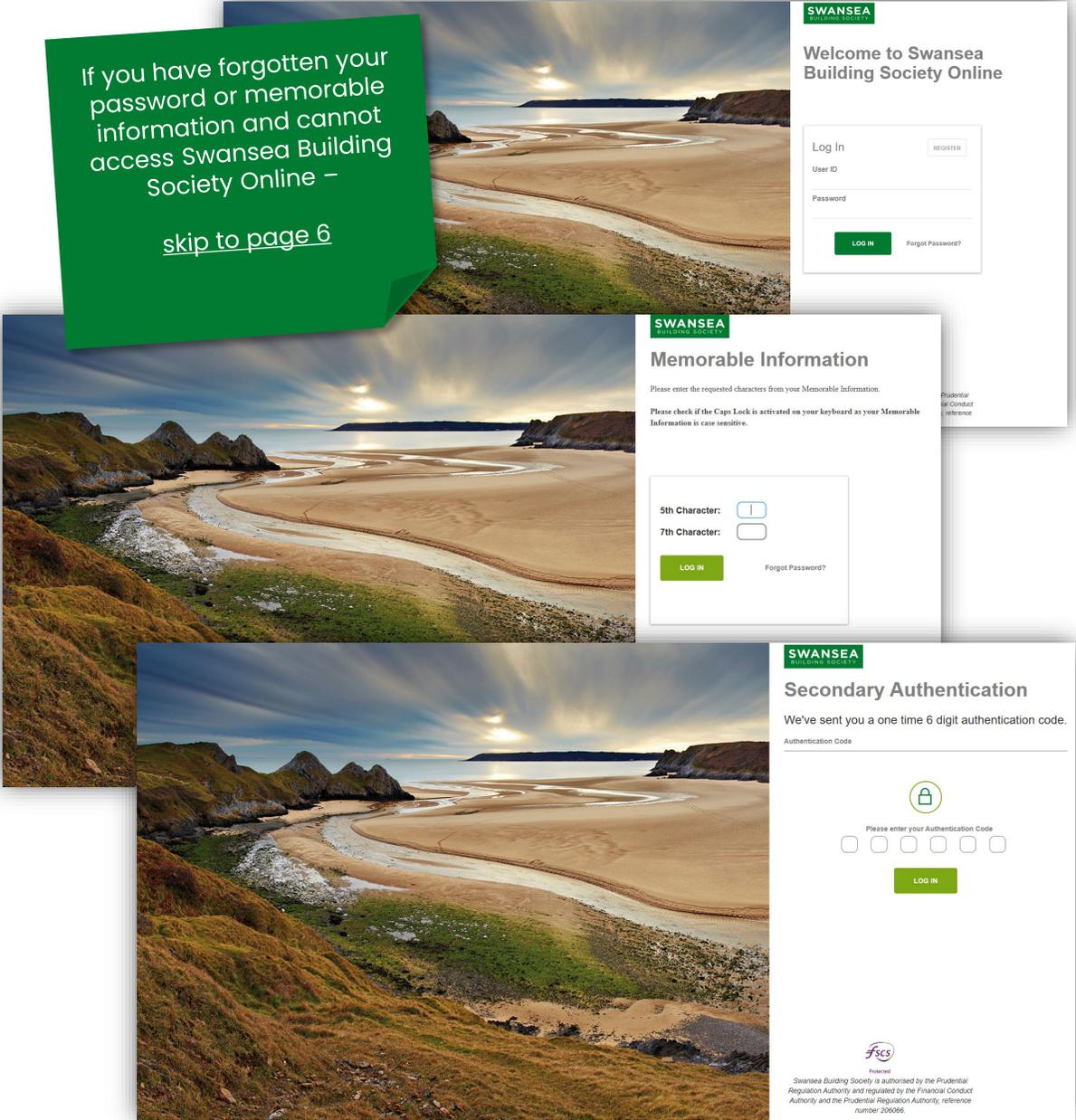
Enter the requested characters of your memorable information.

Click 'Log In' to proceed.

Enter your six-digit authentication code, which will be sent to you by text message, or voice call.

Click 'Log In' to proceed.

If you have forgotten your password or memorable information and cannot access Swansea Building Society Online – [skip to page 6](#)

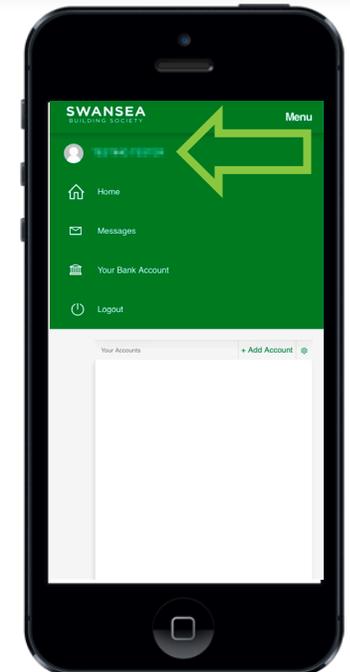
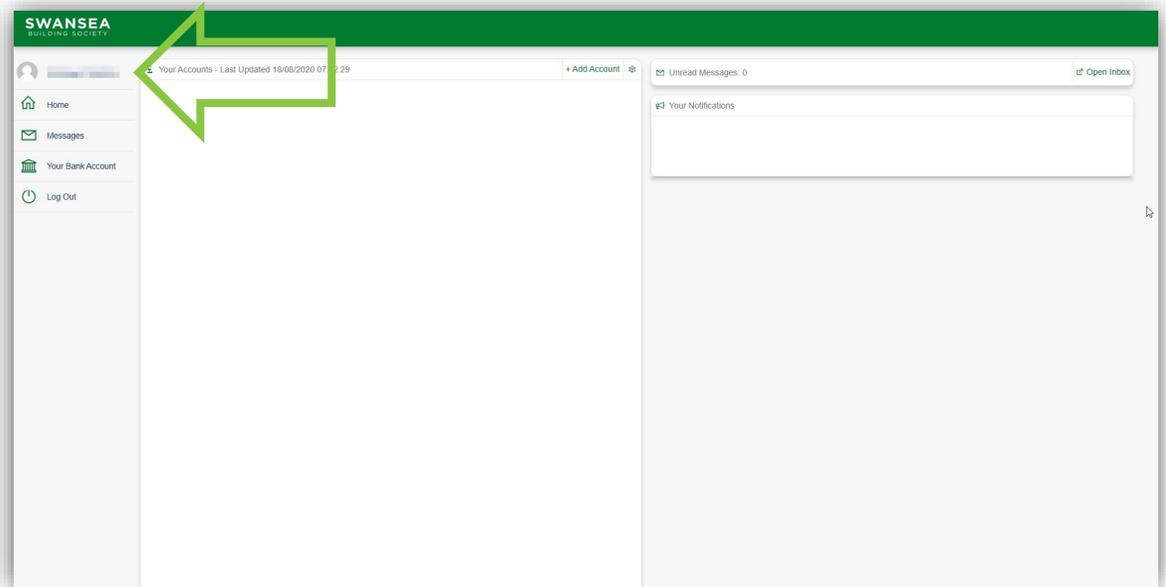


Swansea Online: Reset your password or memorable information

Once you have successfully signed into Swansea Building Society Online, click your own name from the top of the menu to take you to the 'My Details' page.

If you are on a desktop computer or laptop, you will find the menu in the top left of the page.

If you are on a mobile device, you will find the menu in the top right of the page. Tap 'Menu', then select your name to take you to the 'My Details' page.



Swansea Online: Reset your password or memorable information

From the 'My Details' page, select 'Security Details'.

You can then select to update:

- Your Password,
- Your Memorable Information,
- or Both.

Type your new password and/or memorable information, then click 'Update Details' to save.

You will need to enter your existing password and memorable information to complete the process.

Next time you access Swansea Building Society Online, you will need to use your new password and memorable information to sign in.

Your password must be at least 8 characters, and contain:

- one upper case letter,
- one lower case letter,
- one number,
- one special character (e.g. !@%&*~#)

Your memorable information must be at least 8 characters.

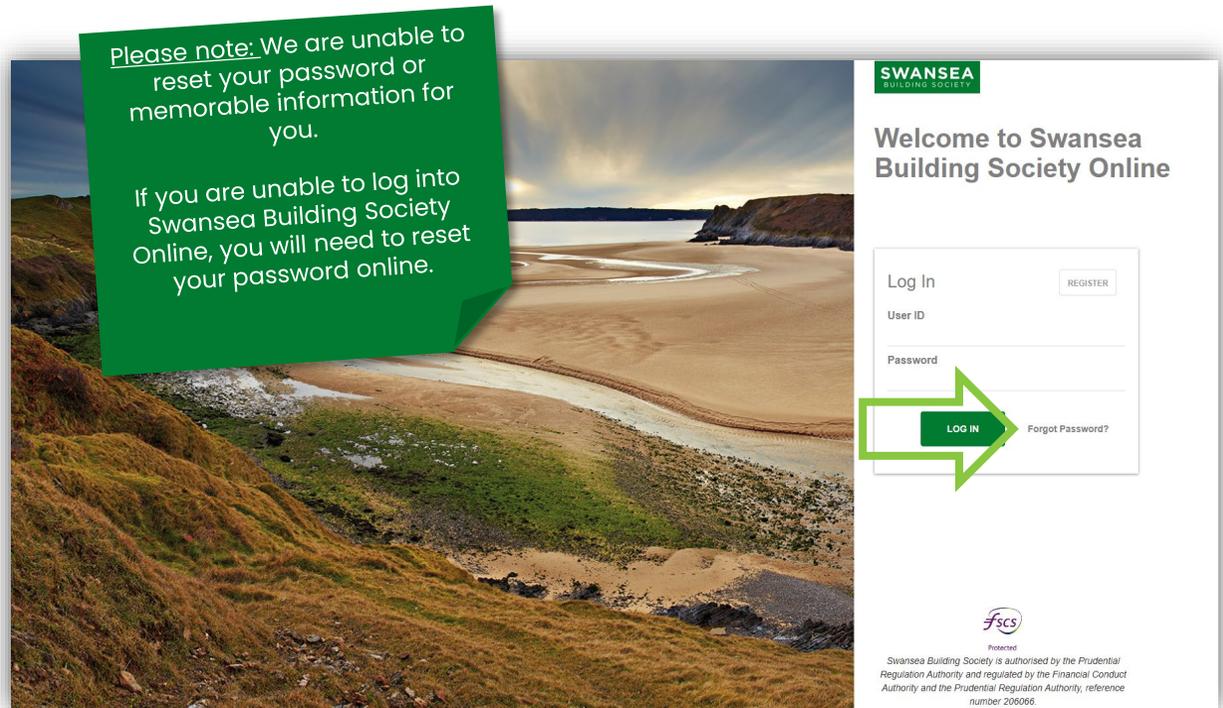
Swansea Online: Reset your password or memorable information

If you have forgotten your password or memorable information, or if your account has been suspended due to too many failed login attempts, you will need to reset your password and memorable information.

Visit Swansea Building Society Online, by visiting the following link:

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

Click 'Forgot Password?' from the login page to proceed.



Please note: We are unable to reset your password or memorable information for you.

If you are unable to log into Swansea Building Society Online, you will need to reset your password online.

SWANSEA BUILDING SOCIETY

Welcome to Swansea Building Society Online

Log In

User ID

Password

[Forgot Password?](#)



Protected
Swansea Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, reference number 206056.

Swansea Online: Reset your password or memorable information

You will need to complete the Forgotten Password form.

Your Web User ID is required. This can be found in the email the Online Team sent you when you first registered to use the service.

An account number is required. This is any 11 digit Swansea Building Society account number which you have previously registered to use with Swansea Building Society Online.

Finally, enter your new password and memorable information.

Click 'Reset Password' to proceed.

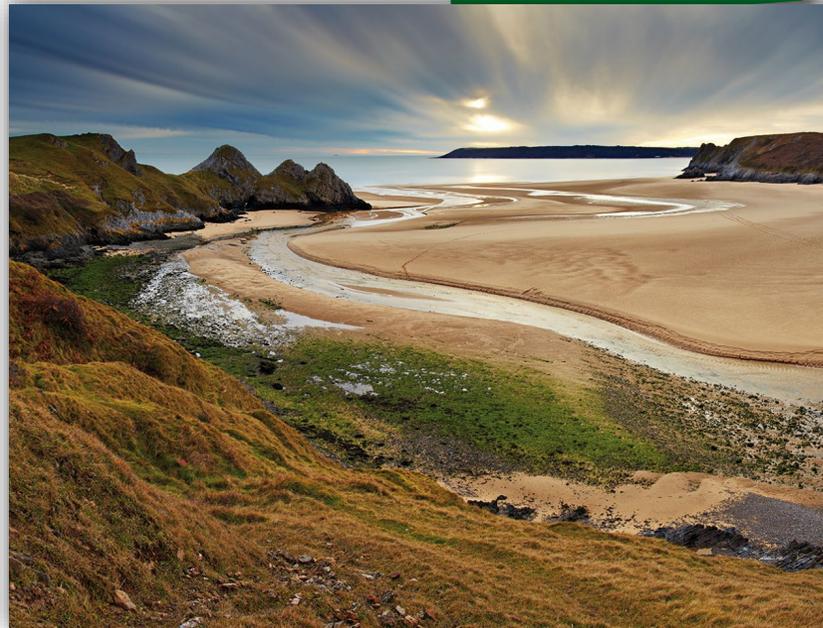
Enter your six-digit authentication code, which will be sent to you by text message, or voice call.

Click 'Log In' to proceed.

Your password must be at least 8 characters, and contain:

- one upper case letter,
- one lower case letter,
- one number,
- one special character (e.g. !£\$%^&*-#)

Your memorable information must be at least 8 characters.



Forgotten Password

If you have forgotten your user ID, please contact your local branch.
If you have forgotten your password or memorable information please complete the details below.
To protect your information your online access will be blocked and you will be sent a new activation key to your registered email address to unlock it.

* User ID

* Account Number

Please provide your new security details.

* New Password

* Confirm New Password

* New Memorable Information

* Confirm New Memorable Information

We will send you instructions to reset password.

RESET PASSWORD

LOG IN



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SWANSEA
BUILDING SOCIETY

Secondary Authentication

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

Authentication Code



Please enter your Authentication Code

LOG IN



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Swansea Online: Reset your password or memorable information



If your details are accepted, you will be sent an email confirming you have reset your details, along with a new Activation Key, which will be required when you next sign into Swansea Building Society Online.

When you're ready to proceed, visit:

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

Enter your Web User ID from your email and your new password.

Click 'Log in' to proceed.

Dear [REDACTED]

We have received a request to reset the Password and Memorable information you use to log into Swansea Building Society Online.

In order to log back in to Swansea Building Society Online, you will require the following information:

Web User ID

Your Web User Identification Number is: [REDACTED]

Password & Memorable Information

You will need to enter the password and item of memorable information that you recently reset. If you have forgotten your information please follow the instructions on 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, at any time.**

Activation Key

For additional security, the first time you log in after resetting your password and memorable information, you will need to enter the following activation key when prompted: [REDACTED]

Please note that this activation key is case sensitive. We would recommend that you copy and paste your Activation Code if you are able.

SWANSEA BUILDING SOCIETY

Welcome to Swansea Building Society Online

Log In REGISTER

User ID
1234567

Password

LOG IN Forgot Password?

FSCS
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Swansea Online: Reset your password or memorable information

Enter the requested characters from your new memorable information.

Click 'Log in' to proceed.

Enter the Activation key from your password reset email.

Click 'Log in' to proceed.

Enter your six-digit authentication code, which will be sent to you by text message, or voice call.

Click 'Log In' to proceed.

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Memorable Information

Please enter the requested characters from your Memorable Information.

Please check if the Caps Lock is activated on your keyboard as your Memorable Information is case sensitive.

3rd Character:

8th Character:

LOG IN Forget Password?

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

SWANSEA
BUILDING SOCIETY

Activation

Please enter your Activation Key to complete your account activation.

Your Activation Key will be set to your registered email address once your account has been verified.

Activation Key

LOG IN Forget Password?

fscs
Financial Conduct Authority

Prudential
Swansea Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, reference number 208066.

If you do not receive a text or telephone call with your code, you may need to contact our online support team to assist.

online@swansea-bs.co.uk

SWANSEA
BUILDING SOCIETY

Please enter your Authentication Code

LOG IN

fscs
Financial Conduct Authority

Prudential
Swansea Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, reference number 208066.

Swansea Online: Reset your password or memorable information

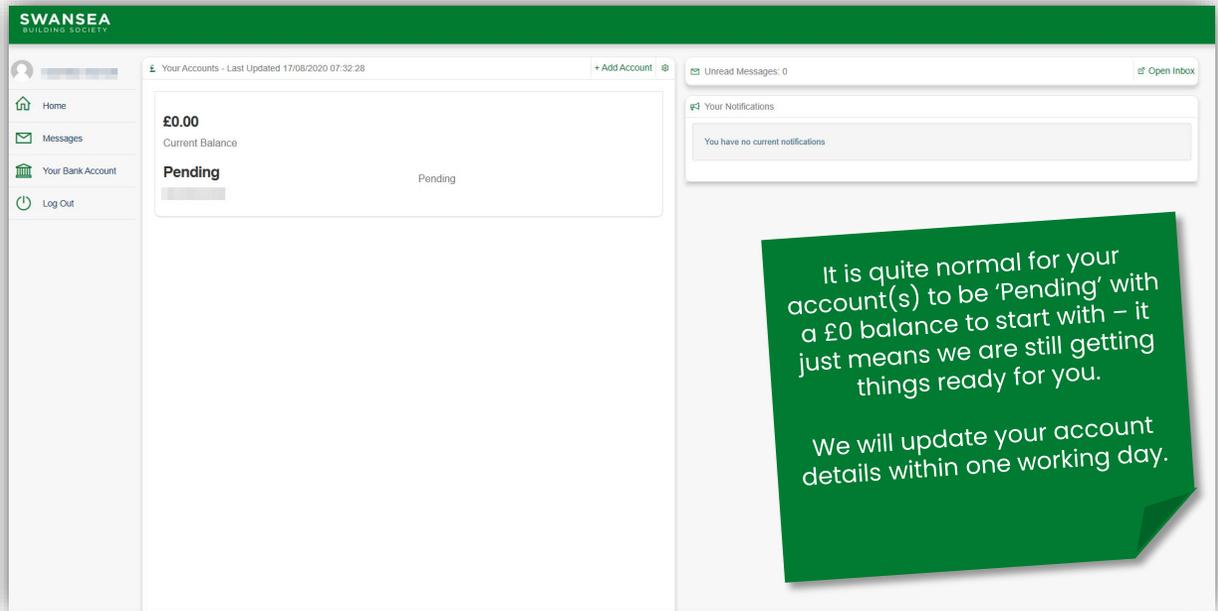
If all details have been entered correctly – Congratulations! You have successfully reset your password and memorable information and re-activated your Swansea Building Society Online Account. You will now be logged into your account.

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 re-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.

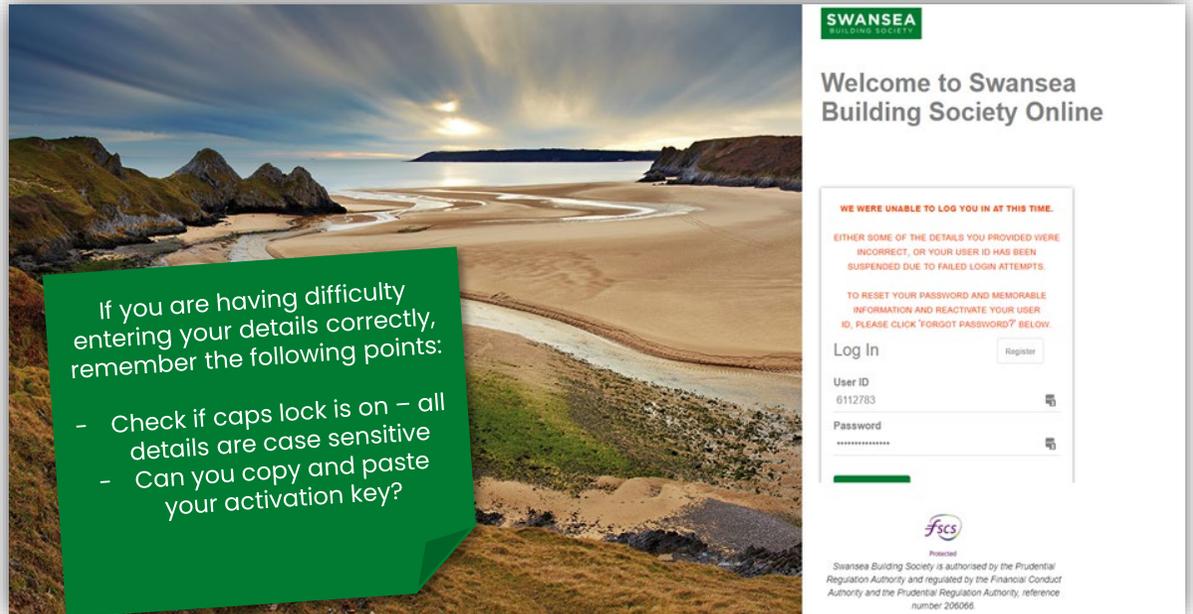
If you are still having trouble activating your account, you can contact the online team at online@swansea-bs.co.uk



The screenshot shows the Swansea Building Society Online Account dashboard. The top navigation bar is green with the Swansea Building Society logo. The main content area displays 'Your Accounts - Last Updated 17/08/2020 07:32:28' and '+ Add Account'. The current balance is shown as '£0.00' and the account status is 'Pending'. A sidebar on the left contains links for Home, Messages, Your Bank Account, and Log Out. A notification area on the right shows 'Unread Messages: 0' and 'Your Notifications: You have no current notifications'. A green callout box on the right contains the following text:

It is quite normal for your account(s) to be 'Pending' with a £0 balance to start with – it just means we are still getting things ready for you.

We will update your account details within one working day.



The screenshot shows the Swansea Building Society Online login page. The top navigation bar is green with the Swansea Building Society logo. The main content area displays 'Welcome to Swansea Building Society Online'. A red error message states: 'WE WERE UNABLE TO LOG YOU IN AT THIS TIME. EITHER SOME OF THE DETAILS YOU PROVIDED WERE INCORRECT, OR YOUR USER ID HAS BEEN SUSPENDED DUE TO FAILED LOGIN ATTEMPTS. TO RESET YOUR PASSWORD AND MEMORABLE INFORMATION AND REACTIVATE YOUR USER ID, PLEASE CLICK 'FORGOT PASSWORD?' BELOW.' Below the error message is a 'Log In' form with fields for 'User ID' (6112783) and 'Password'. A 'Register' button is also visible. At the bottom, the FSCS logo is displayed, along with the text: 'Swansea Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, reference number: 206066.' A green callout box on the left contains the following text:

If you are having difficulty entering your details correctly, remember the following points:

- Check if caps lock is on – all details are case sensitive
- Can you copy and paste your activation key?

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