

The image features a green header bar at the top left containing the Swansea Building Society logo. The logo consists of the word "SWANSEA" in large, bold, white, sans-serif capital letters, with "BUILDING SOCIETY" in smaller, white, sans-serif capital letters below it. Below the logo is a dark grey horizontal bar with the text "Established 1923" in white. The background of the entire page is a scenic photograph of a beach at sunset or sunrise. The sky is a mix of blue and orange, with scattered clouds. The beach is wide and sandy, with a small stream of water flowing through the dunes on the left. In the distance, there are cliffs and a small island in the sea.

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Swansea Building Society Online

How to activate your Online Account

SBS Online: 3.0.2.1
Document Version: v2.0
Effective: January 2021

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



Before you begin, you will need to check the 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>



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.

*You will need your Web User ID
every time you sign into
Swansea Building Society Online.
Make sure you keep this safe.*

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

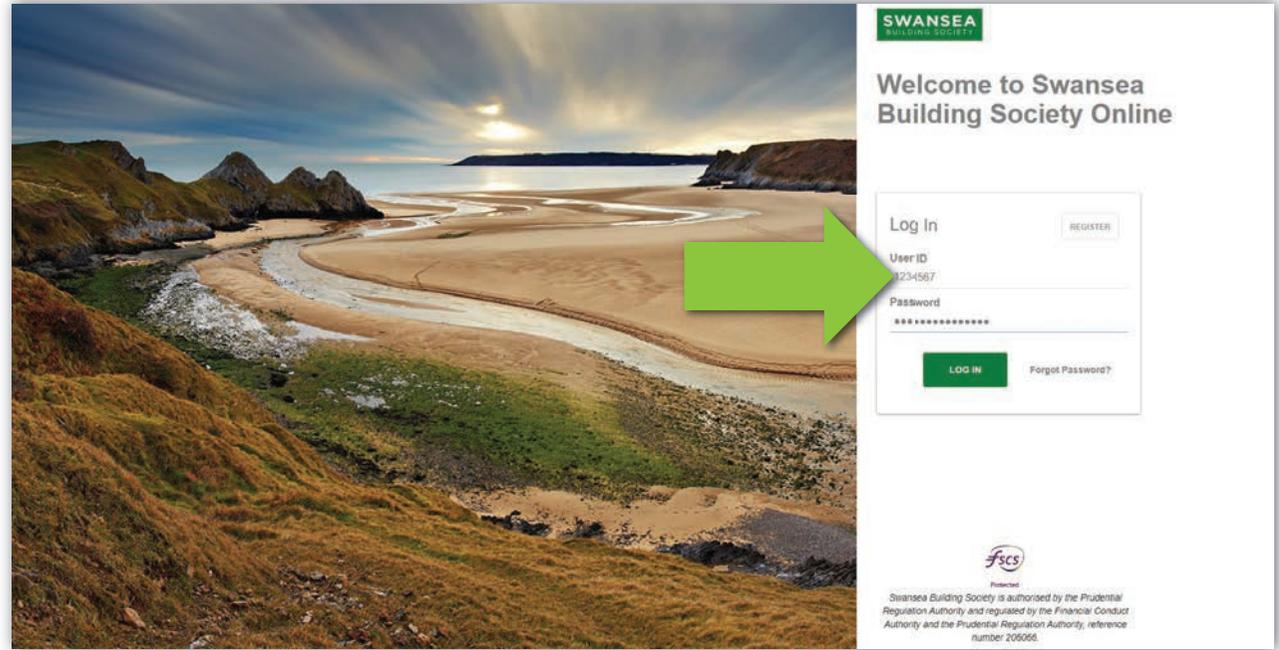
Click 'Log in' to proceed.

Enter the requested characters from your memorable information.

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.



SWANSEA BUILDING SOCIETY

Welcome to Swansea Building Society Online

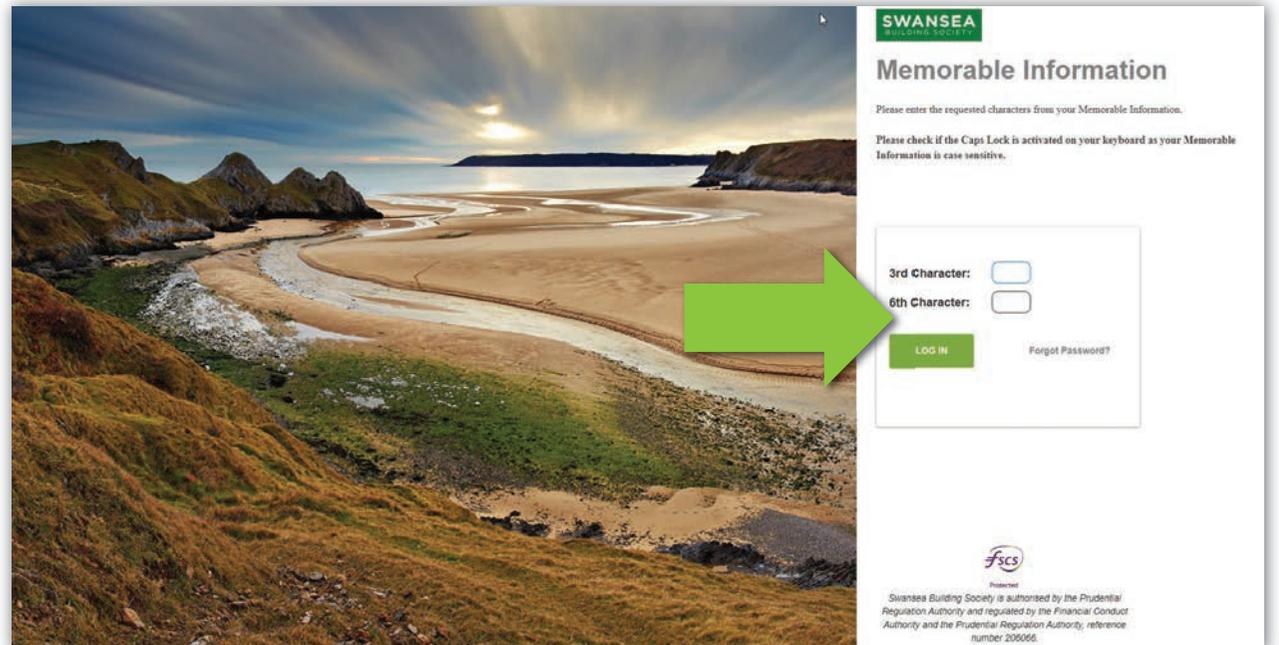
Log In

User ID
1234567

Password

[Forgot Password?](#)


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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:

6th Character:

[Forgot Password?](#)


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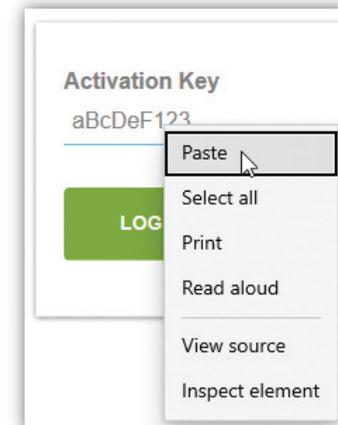
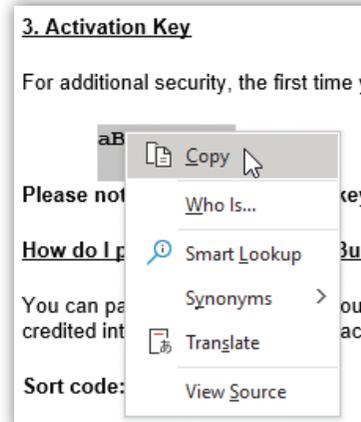
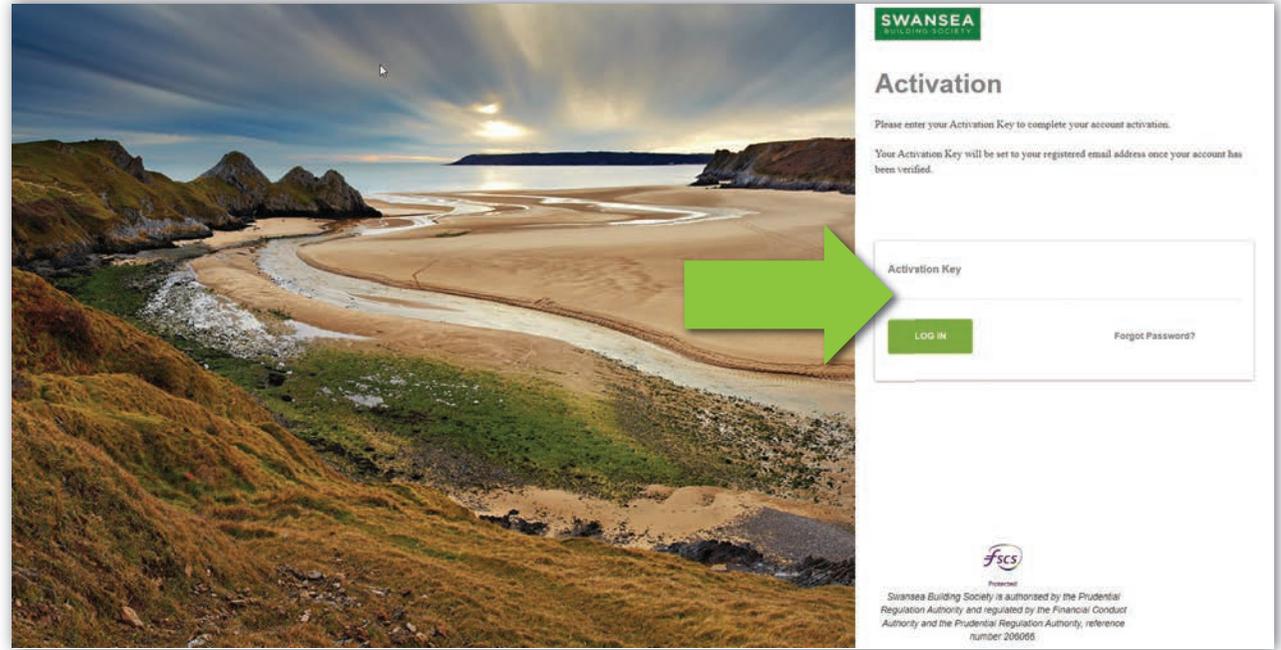
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Enter the Activation Code from your email.

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.



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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 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.



Please note:

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 text or call to your preferred telephone number giving you a six-digit code.

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



The screenshot shows the 'Secondary Authentication' page with the SWANSEA logo at the top. The main heading is 'Secondary Authentication'. Below it, the text reads: 'Please confirm the phone number on which you would like to receive your code.' There is a field for 'Confirm your telephone number' with a telephone icon. A green arrow points to the 'CONFIRM' button. At the bottom, there is a small 'fscs' logo and a disclaimer: '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.'



The screenshot shows the 'Secondary Authentication' page with the SWANSEA logo at the top. The main heading is 'Secondary Authentication'. Below it, the text reads: 'We've sent you a one time 6 digit authentication code.' There is a field for 'Authentication Code' with a lock icon and six input boxes. A green arrow points to the 'LOG IN' button. At the bottom, there is a small 'fscs' logo and a disclaimer: '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.'

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

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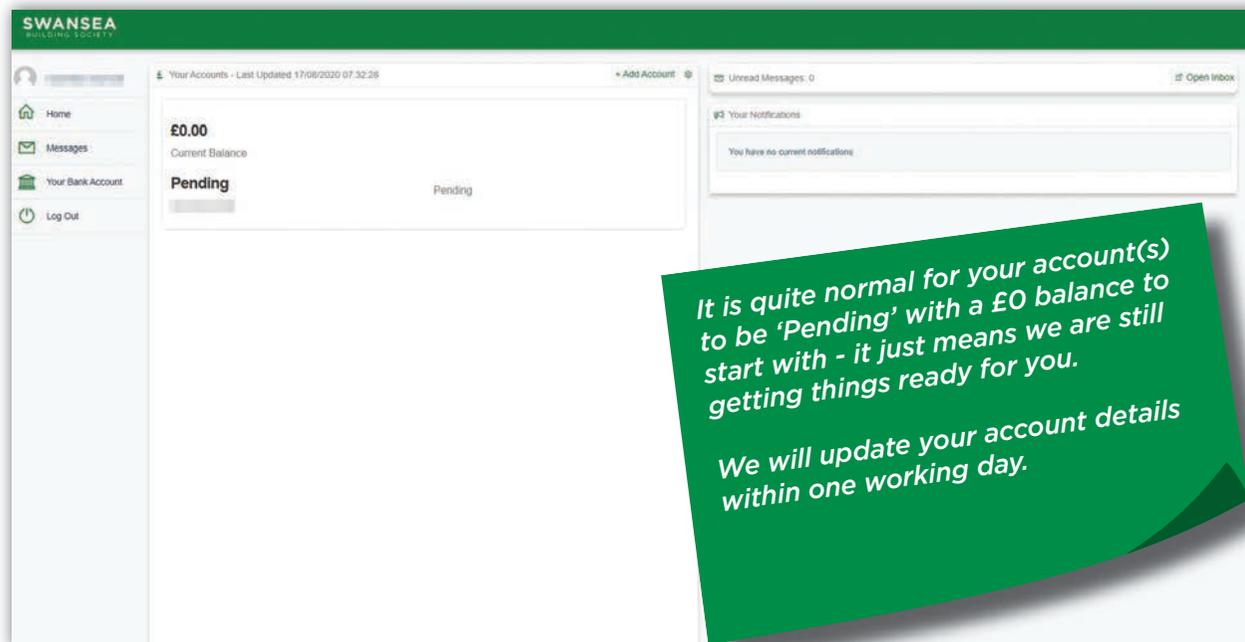
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If all details have been entered correctly – Congratulations! You have successfully activated your Swansea Building Society Online Account and you will now be logged into your account.

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.

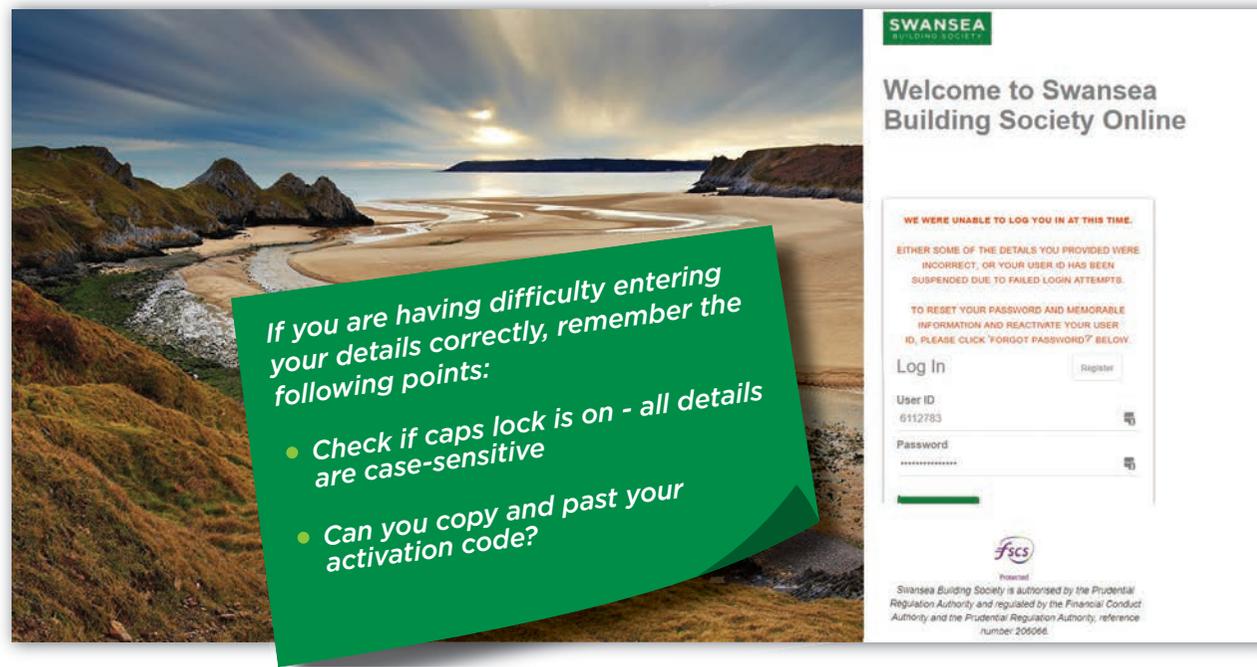
If you believe that your account has been suspended, you can reset your password and memorable information. Click 'Forgot Password?' on the login page to begin this process.

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



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.



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 past your activation code?

SWANSEA BUILDING SOCIETY
Welcome to Swansea Building Society Online

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.

Log In

User ID

6112783

Password



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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