

The image features a green banner at the top left with the Swansea Building Society logo. Below the logo is a dark grey banner with the text 'Established 1923'. The background is a wide-angle photograph of a beach at sunset or sunrise, with golden grass in the foreground, a pebbly beach, and a blue sea under a blue sky with scattered clouds.

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## Swansea Building Society Online

# How to reset your password or memorable information

SBS Online: v3.0.2.1  
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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.

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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.

*If you have forgotten your password or memorable information and cannot access Swansea Building Society Online:*

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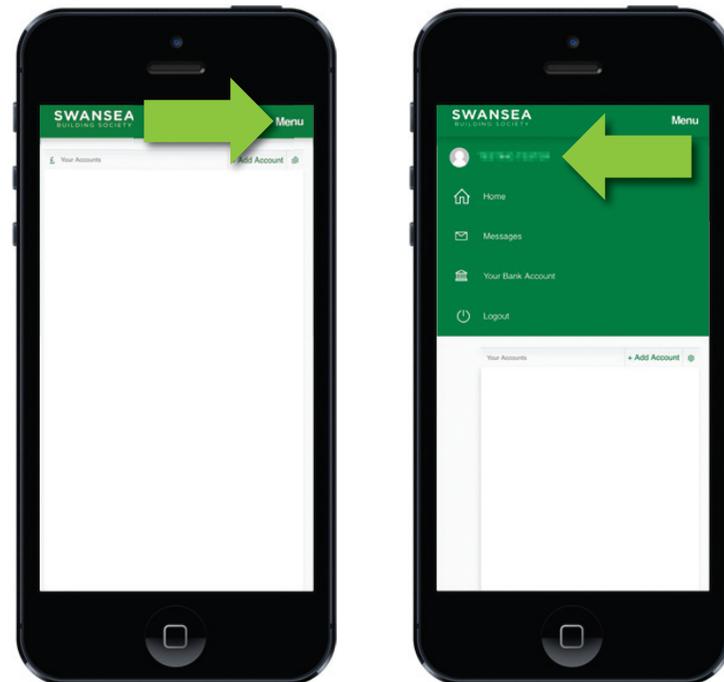
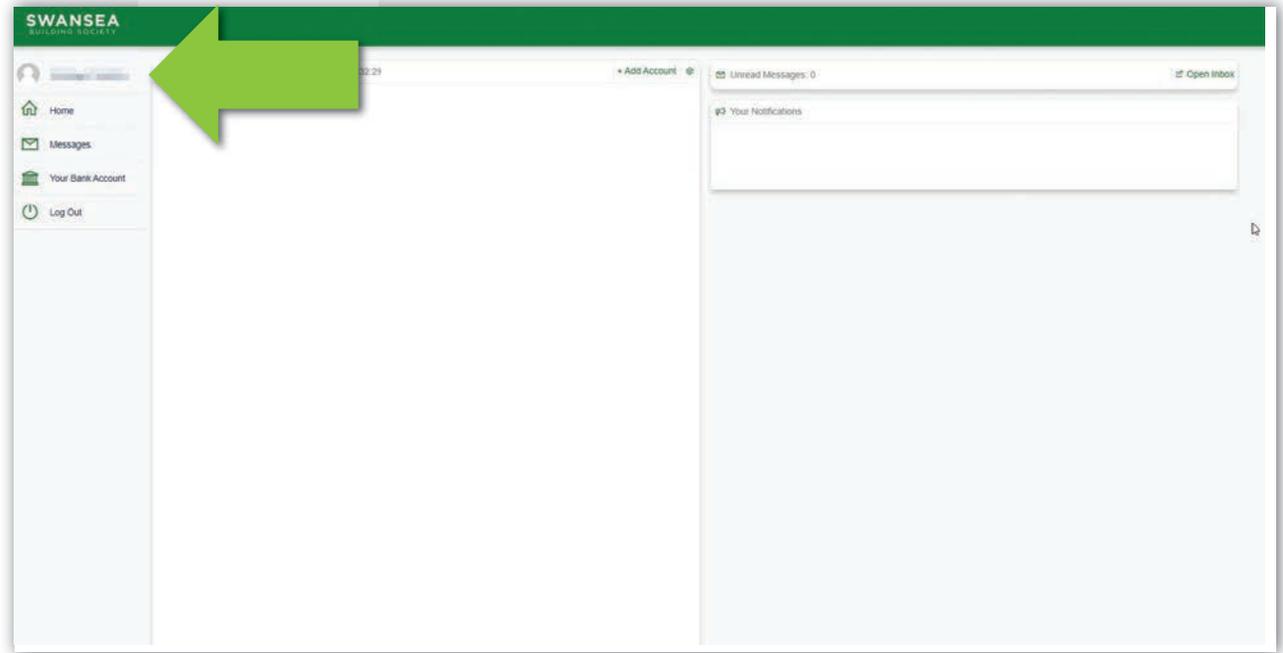
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Once you have successfully signed into Swansea Building Society Online, click your own name from the top of the menu to take you to the 'My Details' page.

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.



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

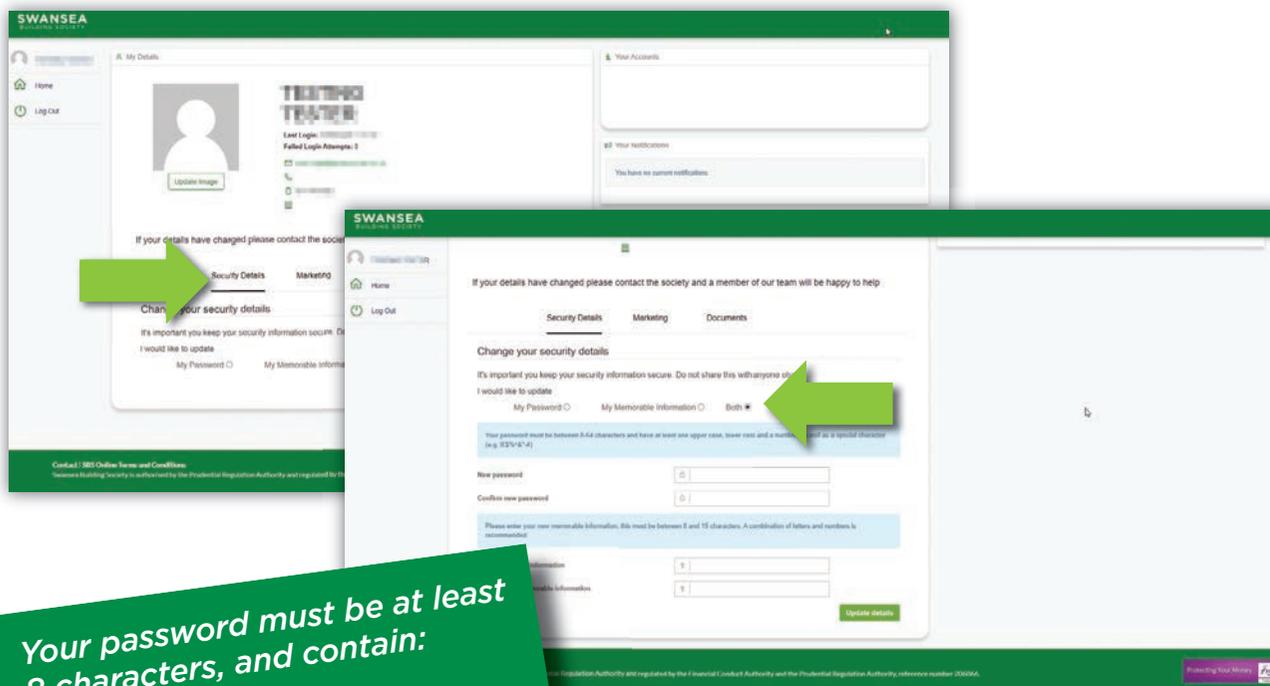
You can then select to update:

- 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



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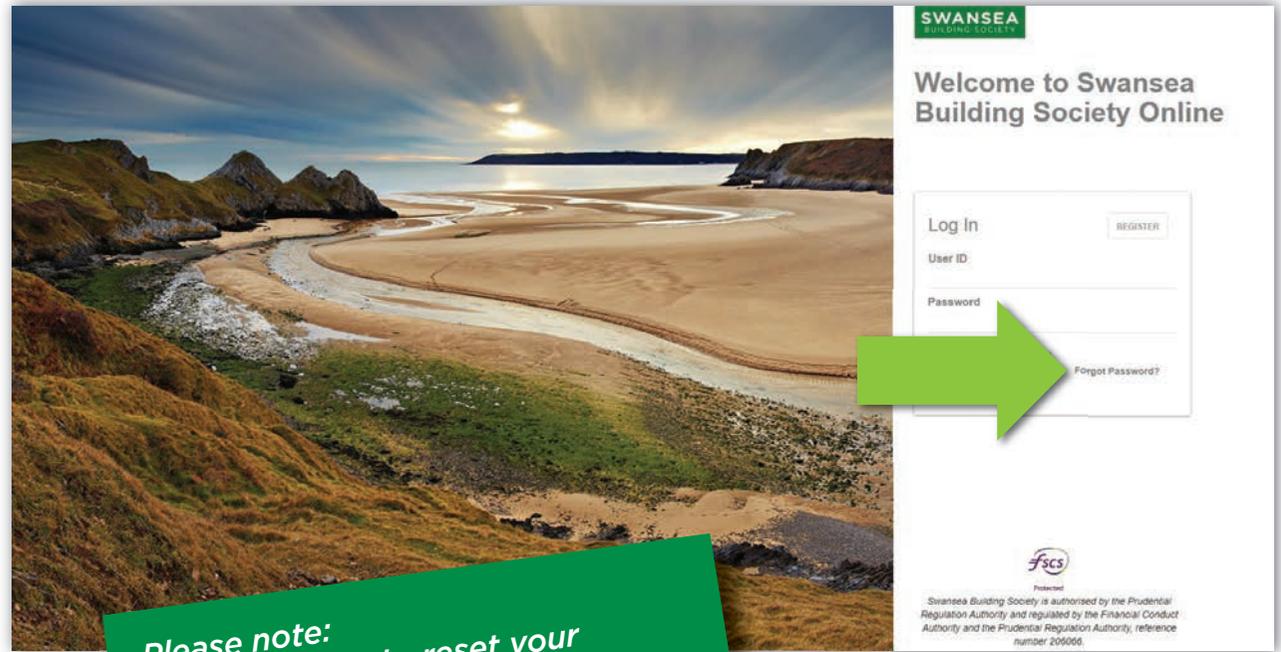
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If you have forgotten your password or memorable information, or if your account has been suspended due to too many failed login attempts, you will need to reset your password and memorable information.

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 information for you.*

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

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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.

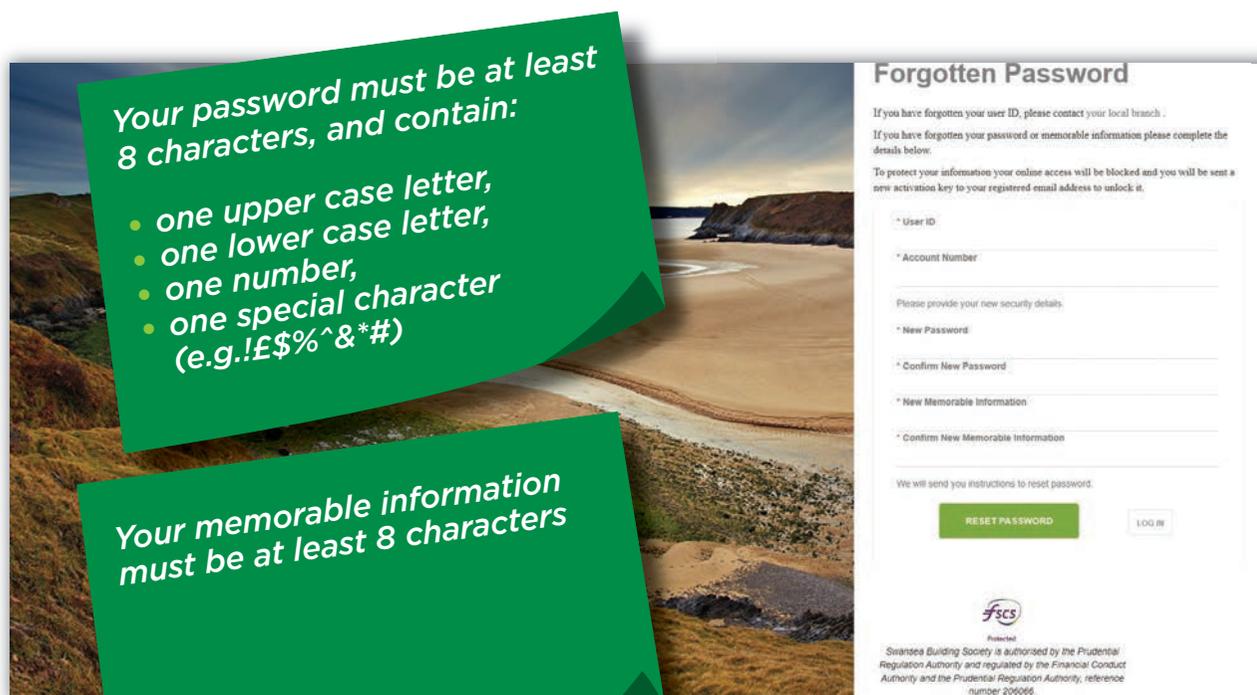
Click 'Reset Password' to proceed. Enter your six-digit authentication code, which will be sent to you by text message, or voice call.

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.

  
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 200666.



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**Secondary Authentication**

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

Authentication Code: \_\_\_\_\_



Please enter your Authentication Code

  
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Swansea Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, reference number 200666.

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]

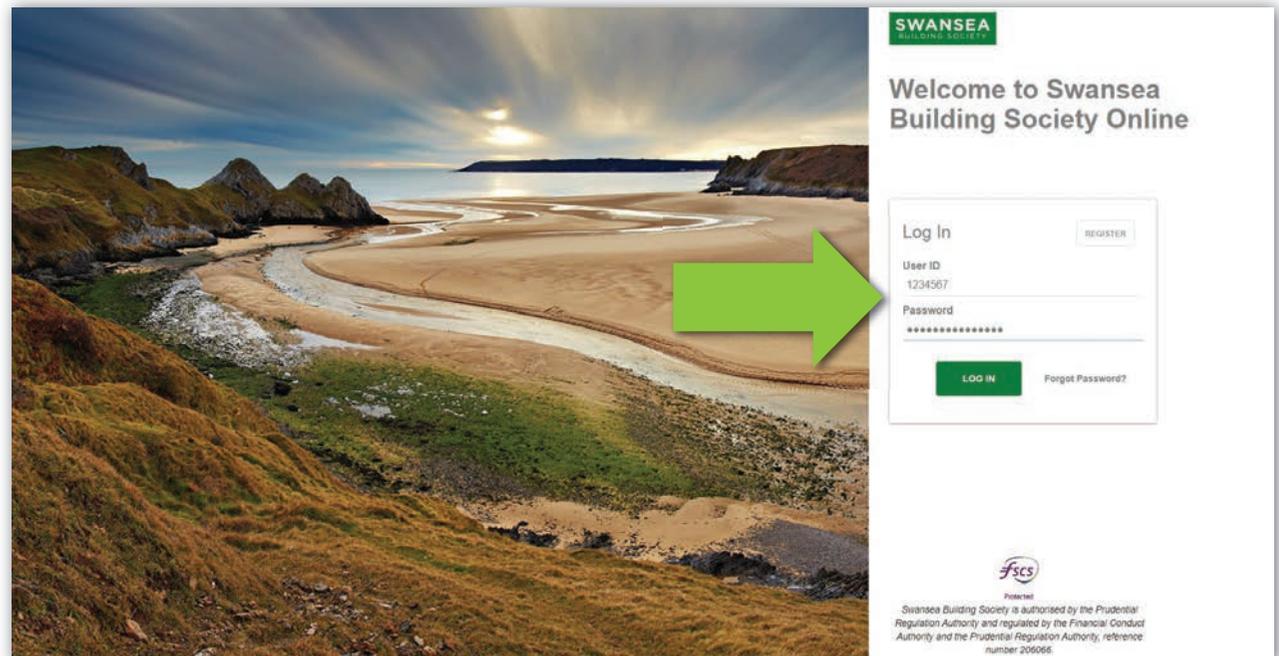
#### Password & Memorable Information

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.**



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Enter the requested characters from your new memorable information. Click 'Log in' to proceed.

Enter the Activation key from your password reset email.

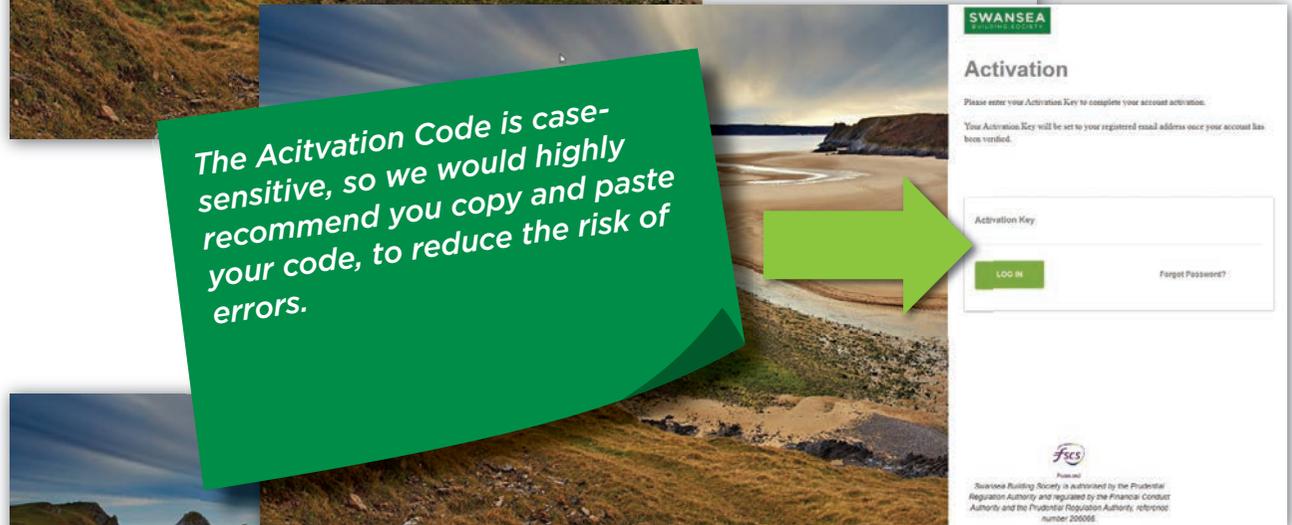
Click 'Log in' to proceed.

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

Click 'Log In' to proceed.



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



*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](mailto:online@swansea-bs.co.uk)



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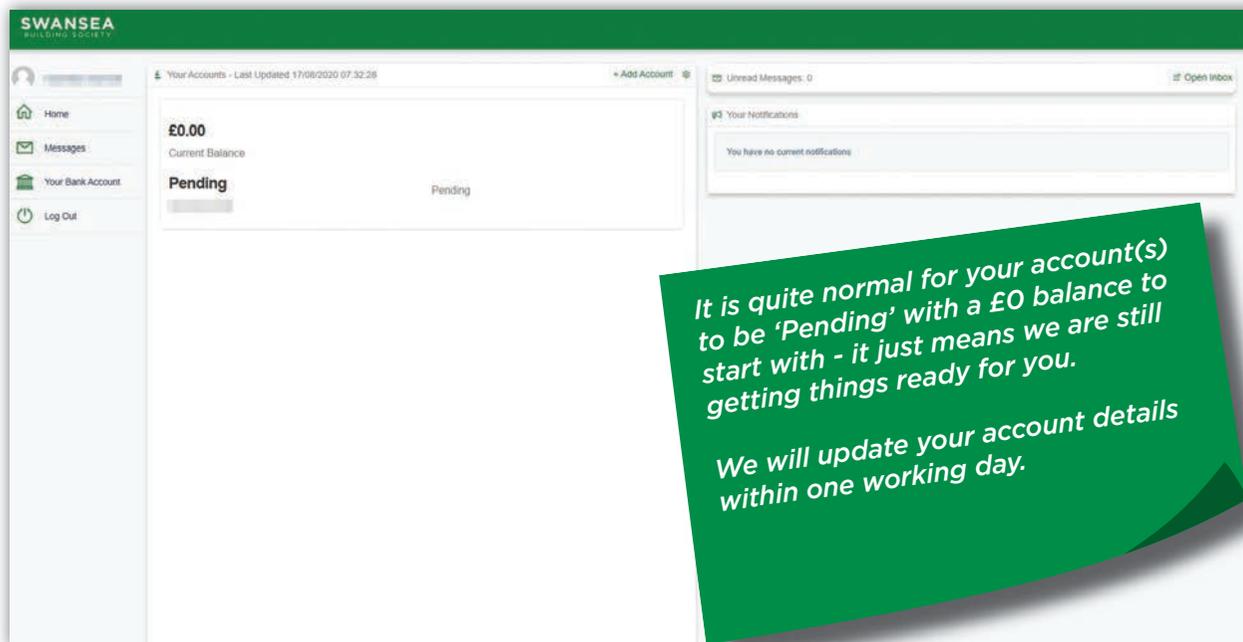
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**If all details have been entered correctly – Congratulations! You have successfully reset your password and memorable information and re-activated your Swansea Building Society Online Account. You will now be logged into your account.**

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.

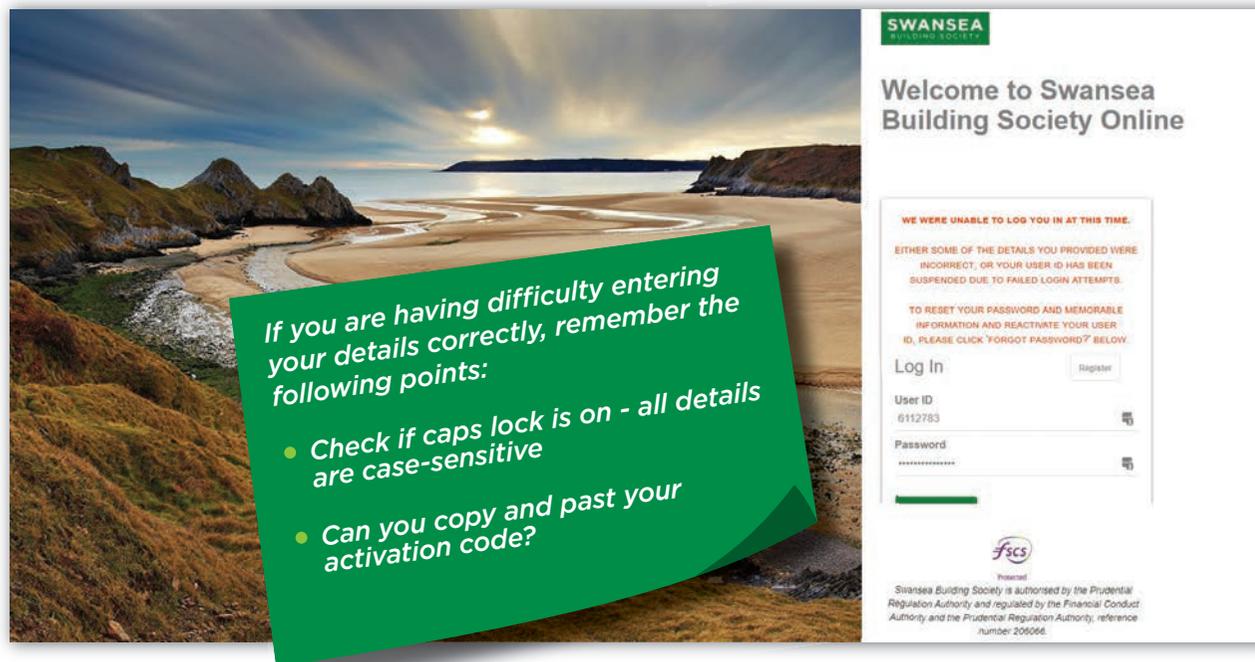
If you believe that your account has been suspended, you can reset your password and memorable information. Click 'Forgot Password' on the login page to begin this process.

If you are still having trouble activating your account, you can contact the online team at [online@swansea-bs.co.uk](mailto: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?

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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](mailto:online@swansea-bs.co.uk)**