

The logo for Swansea Building Society, featuring the word "SWANSEA" in large, bold, white capital letters above the words "BUILDING SOCIETY" in smaller, white capital letters, all set against a green rectangular background.

SWANSEA
BUILDING SOCIETY

Established 1923

The main title of the document, "Swansea Online Activate your account", written in white sans-serif font. A vertical green bar is positioned to the right of the text.

Swansea Online
Activate your
account

SBS Online: 3.5.0.17
Document Version: v1.1
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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 that you set during registration
- You can answer a call or receive a text message on a telephone number that you set during registration



Swansea Online: Activate your account

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 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.



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

User ID

Your User ID number is:

1 9 2 6 0 9 0

You will need this User ID every time you access SBS Online.

Password

You will need to enter the password that you chose when registering for this service. If you forget your password, please follow the instructions on the login screen.

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

Activation Key

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

Your user activation key is:

TAE9QhyD

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

Swansea Online: Activate your account

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.

This is case sensitive, so it will need to be entered exactly as you typed it when registering.



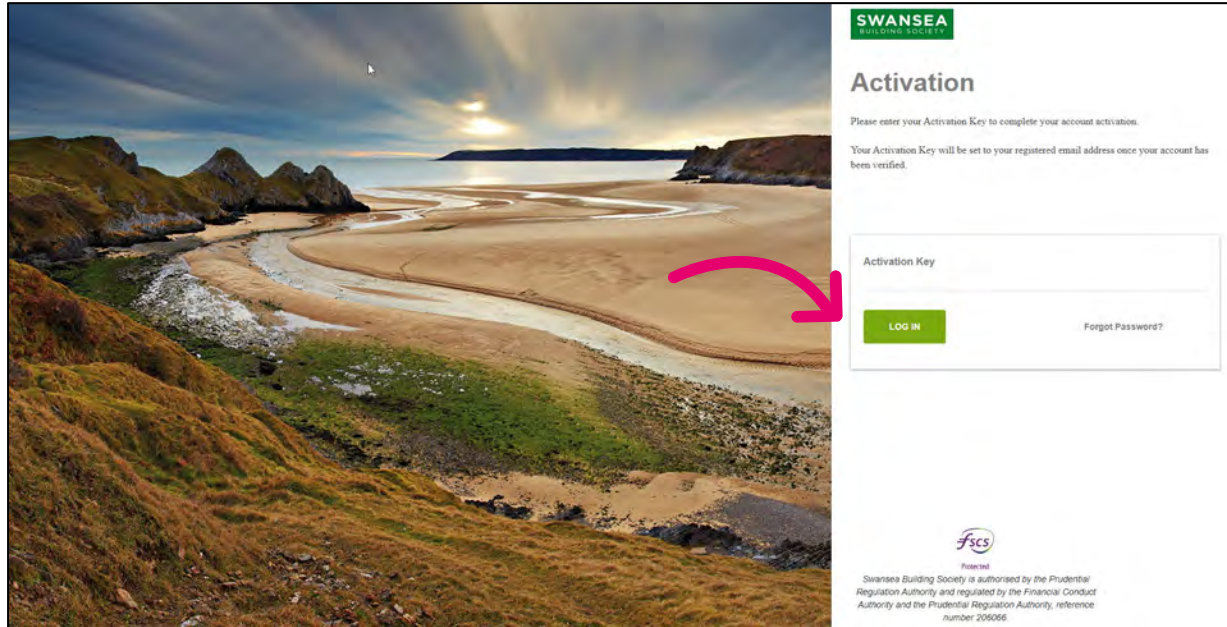
The image shows the Swansea Building Society Online login page. On the left is a banner for Swansea Building Society, established in 1923, featuring a group of football players in white kits celebrating on a green field. On the right is the login interface. At the top right is the Swansea Building Society logo with 'Established 1923' below it. Below the logo is the text 'Swansea Online'. There is a 'Log In' link and a 'Register' button. Below these are two input fields: 'User ID' and 'Password'. A pink arrow points from the 'Log In' button to the 'Password' field. At the bottom right of the login area is a 'Log In' button and a 'Forgotten Details?' link. At the very bottom of the page is the FSCS logo and a small text block: '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'.

Click 'Log in' to proceed.

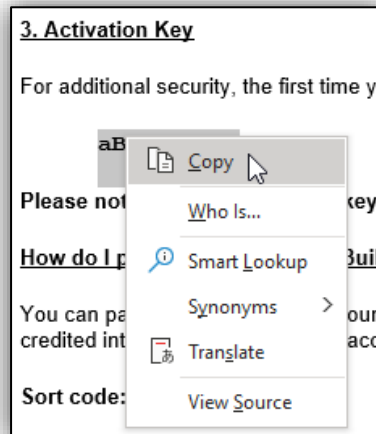
Swansea Online: Activate your account

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

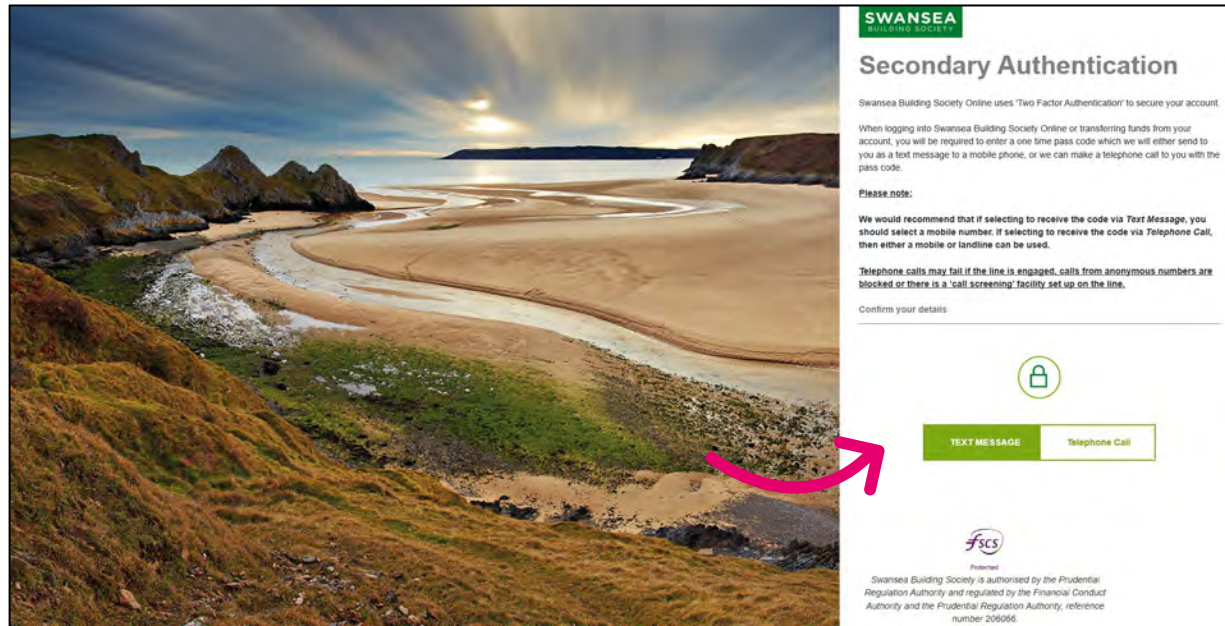


Swansea Online: Activate your account

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.



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.

Swansea Online: Activate your account

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

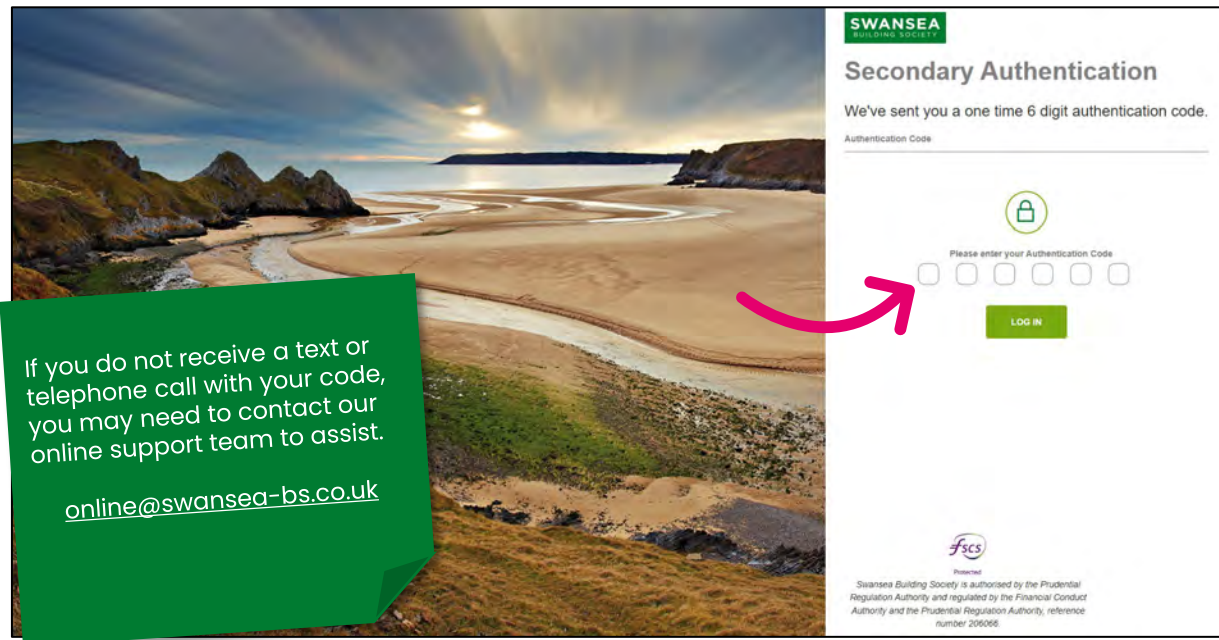
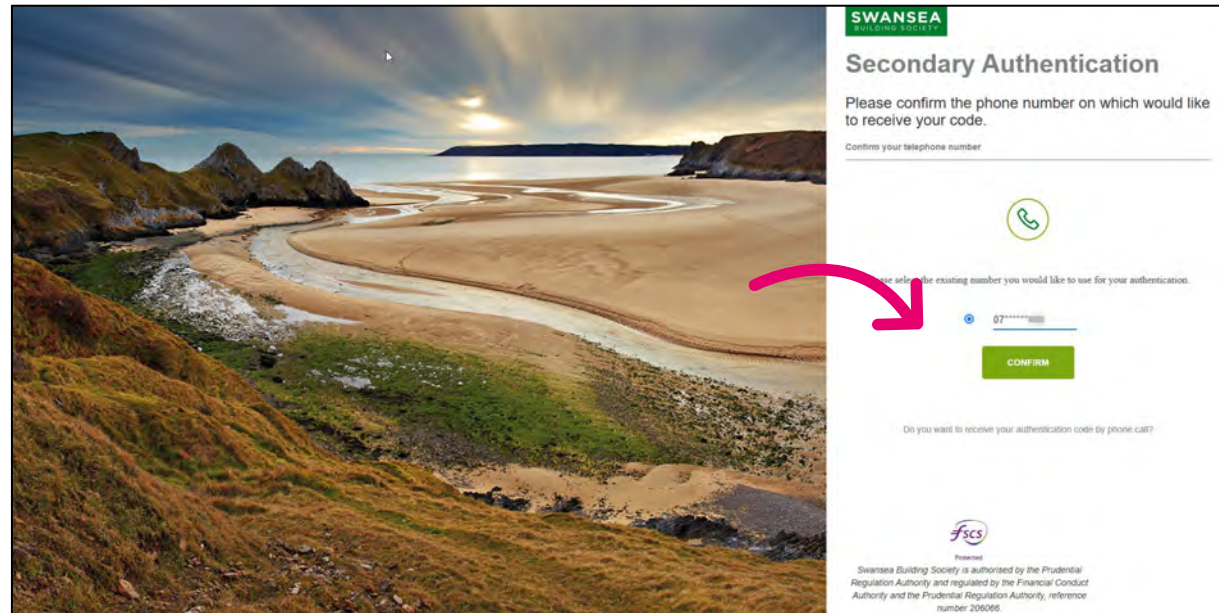
If you selected to receive a text message, we would advise that a mobile telephone number is selected.

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 Online: Activate your account

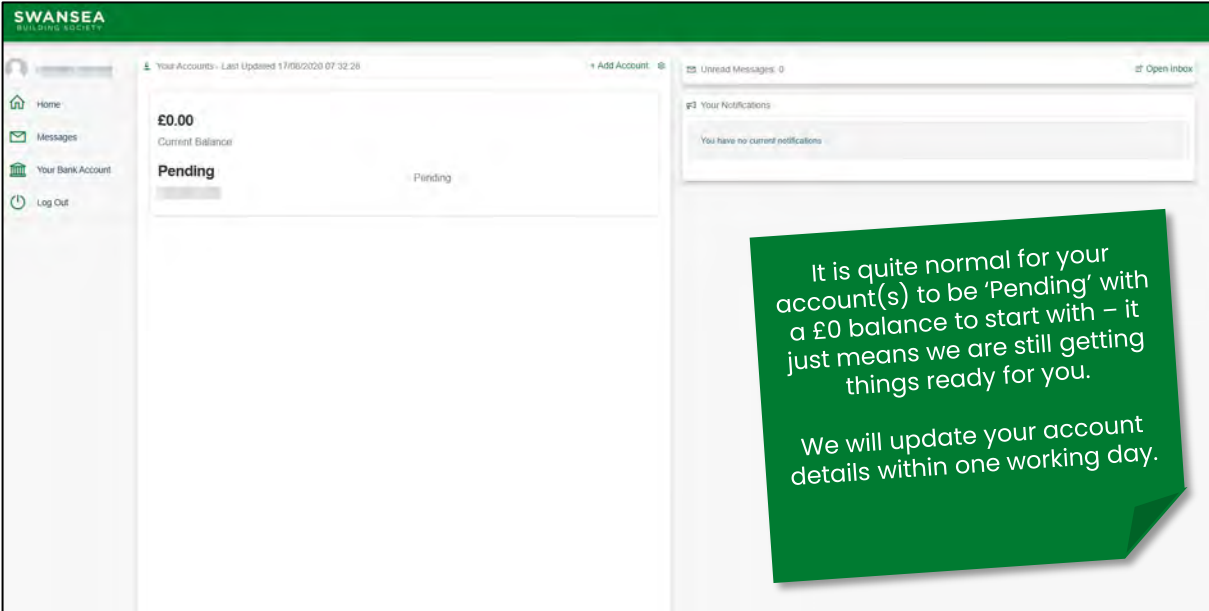
If all details have been entered correctly – Congratulations! You have successfully activated your Swansea Building Society Online Account and you will now be logged into your account.

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.

Click 'Forgotten Details?' on the login page to begin this process.

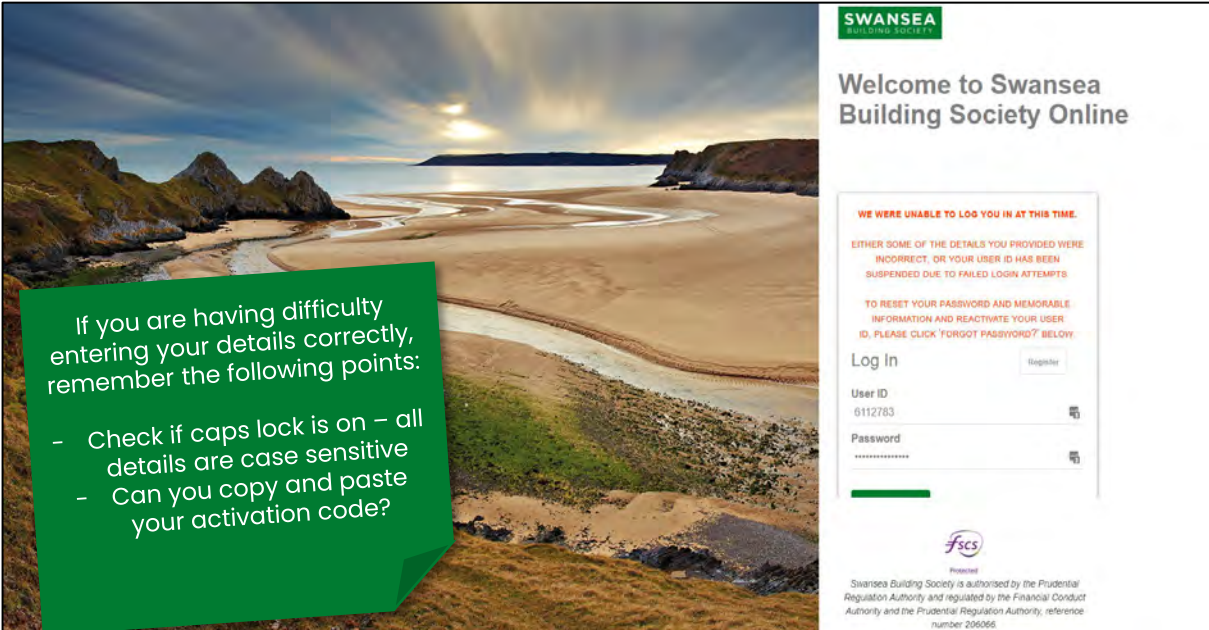
If you are still having trouble activating your account, you can contact the online team at online@swansea-bs.co.uk



The screenshot shows the Swansea Building Society online account dashboard. The header includes the Swansea Building Society logo and navigation links for Home, Messages, Your Bank Account, and Log Out. The main content area displays 'Your Accounts - Last Updated 17/06/2020 07:32:25' with a '+ Add Account' button. Below this, the 'Current Balance' is shown as '£0.00' and the account status is 'Pending'. 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 header includes the Swansea Building Society logo and the text 'Welcome to Swansea Building Society Online'. Below this, 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 login form with fields for 'User ID' (containing '6112783') and 'Password'. A 'Log In' button is visible. At the bottom, there is a logo for 'fcs' and text stating: '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'.

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 code?

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

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01792 739100 | swansea@swansea-bs.co.uk