SWANSEA
BUILDING SOCIETY
Established 1923

Swansea Online
Activate your
account

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 from a landline or receive a text message on a telephone number that you set during registration

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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:

T A E 9 Q h y D

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

SAMPLE

Swansea Online: Activate your account

Enter your Web User ID from the email received 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.
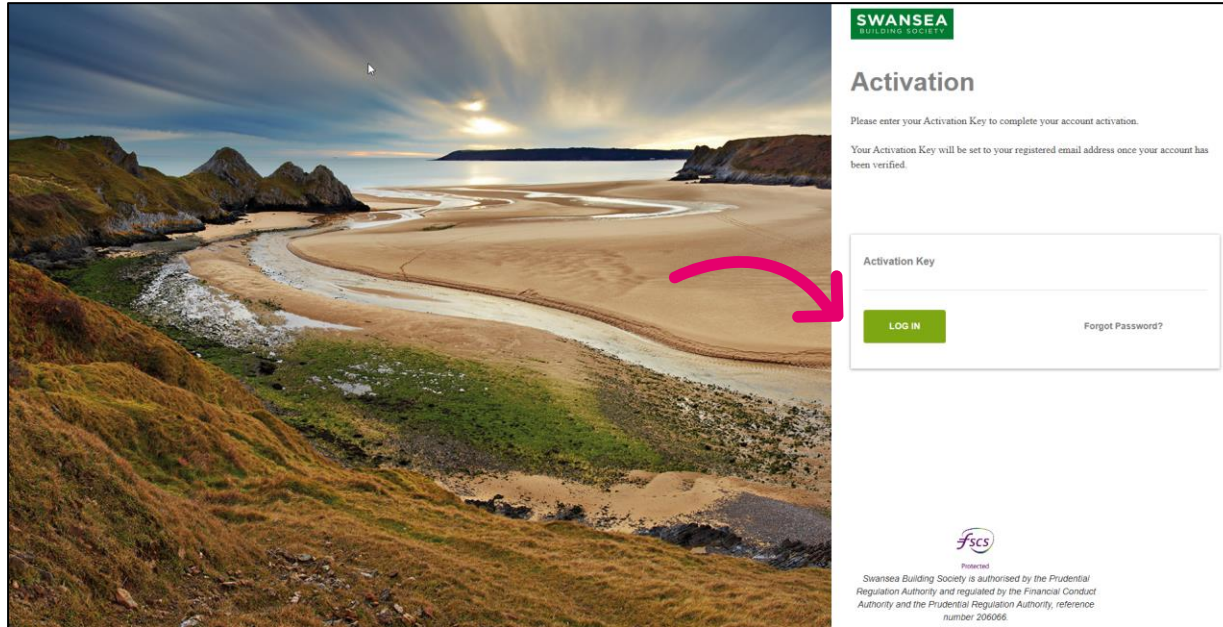
Click 'Log in' to proceed.

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Swansea Online

Log In   Register

User ID

Password

Log In   Forgotten Details?

fSCS
Protected
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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

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:

EF8n82dC

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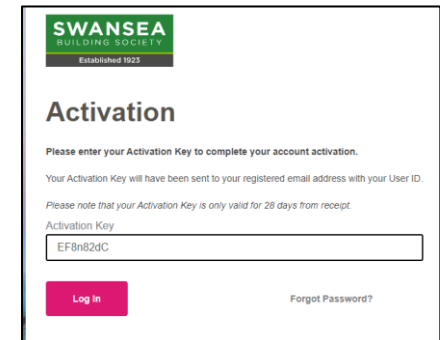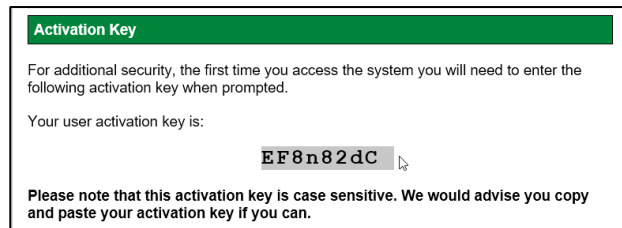
Swansea Online: Activate your account

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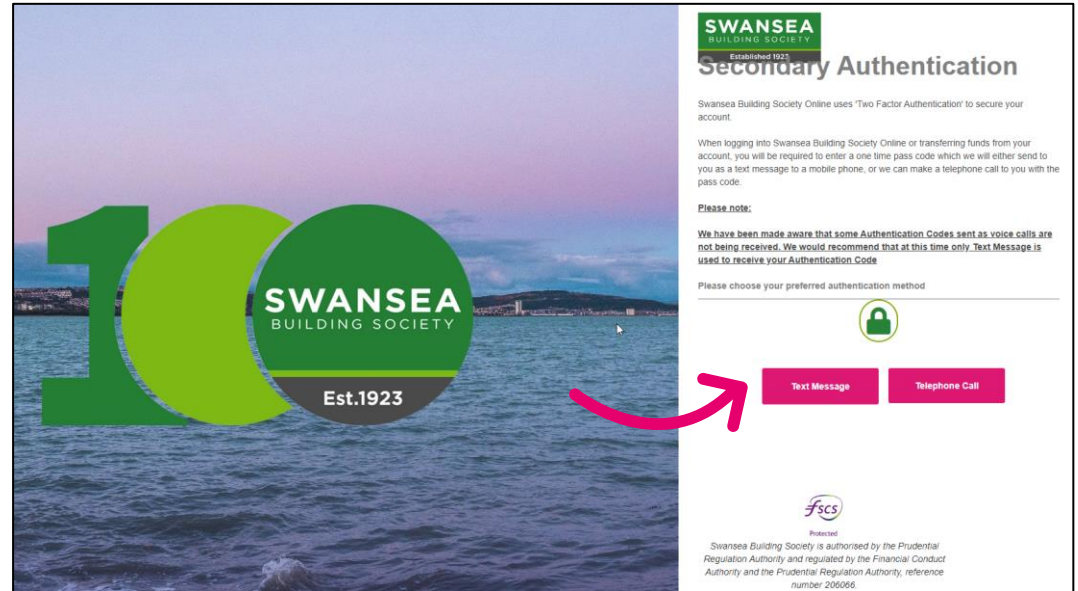
To proceed, select how you would like to receive your code by selecting either:

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.

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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.

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Secondary Authentication

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

Confirm your telephone number

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

○ 07******771

[Confirm]

Do you want to receive your authentication code by text message?

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Secondary Authentication

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

You will receive your code via Text Message or Telephone call to your chosen telephone number.

We have been made aware of some voice calls not being received. If you are experiencing trouble receiving your authentication code by voice, please contact the society at online@swansea-bs.co.uk to have your code sent via text message.

Authentication Code

Please enter your Authentication Code

[ ][ ][ ][ ][ ][ ]

[Log In]

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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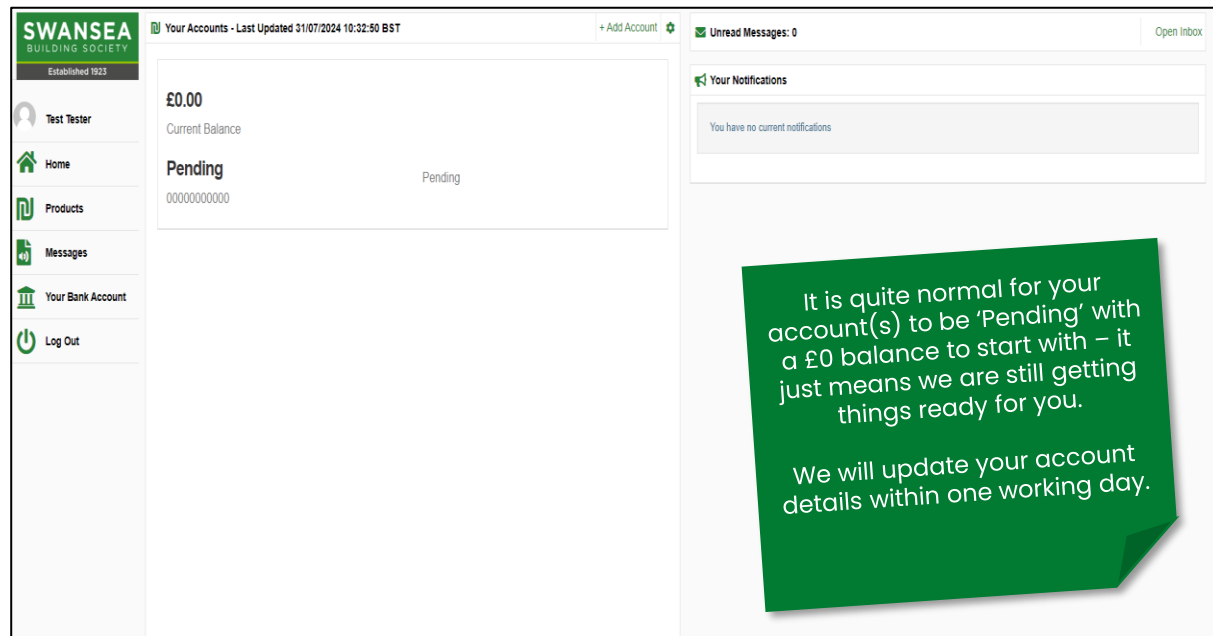## Swansea Online: Activate your account

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 locked.
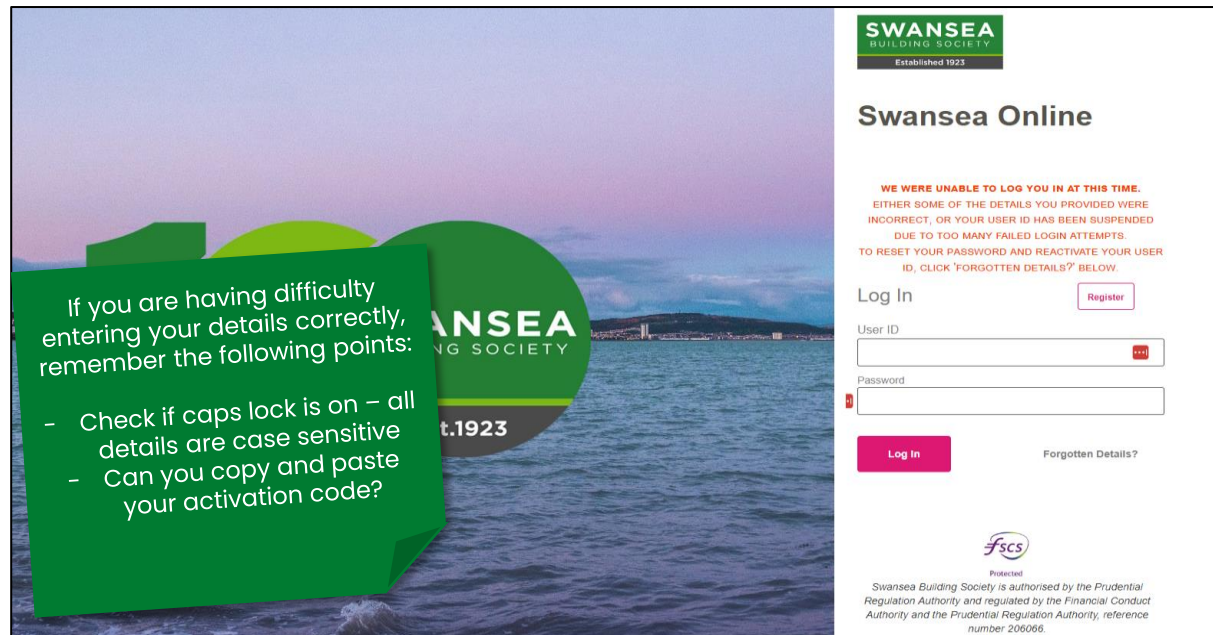
If you believe that your account has been locked, you can reset your password.

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

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

swansea-bs.co.uk