

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 Resetting your password", is written in a large, white, sans-serif font. It is positioned in the lower right quadrant of the page, with a vertical green bar to its right. The background of the entire page is a scenic photograph of a coastline at sunset or sunrise, with waves crashing against a rocky shore under a sky with soft, colorful clouds.

Swansea Online Resetting your password

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Swansea Online: Resetting your password

Before you begin

This document will guide you through the process of resetting your Password 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, you will need your Web User ID number and one of your Swansea Building Society account numbers.
- You must already know your password and be able to log into the service.



Swansea Online: Resetting your password

If you know your current password 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 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 and cannot access Swansea Building Society Online –
[skip to page 6](#)

SWANSEA BUILDING SOCIETY
Established 1923

Swansea Online

Log In [Register](#)

User ID

Password

[Log In](#) [Forgot Details?](#)

fscs
Protected

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](#) [Cancel Log In](#)

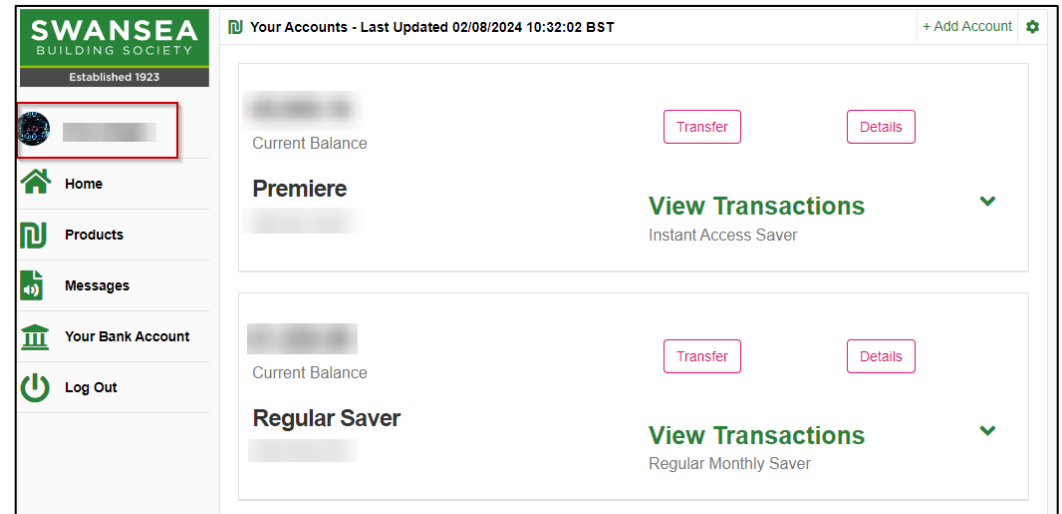
Have you received your authentication code? if not, click here to regenerate

fscs
Protected

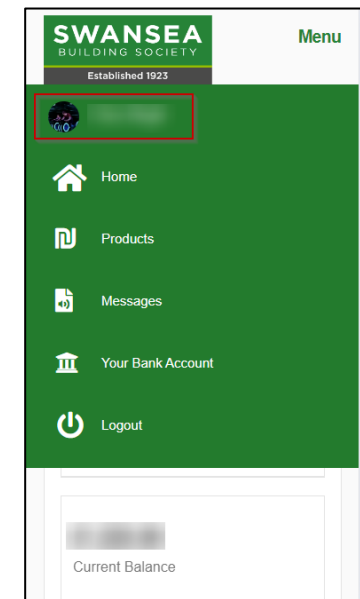
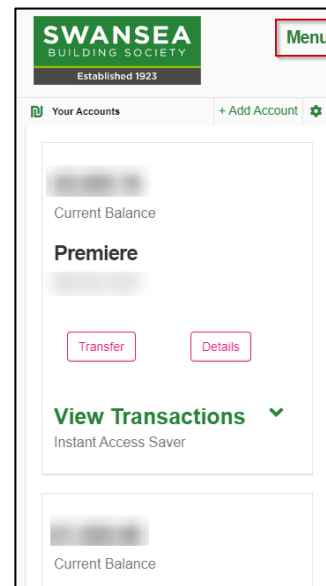
Swansea Online: Resetting your password

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: Resetting your password

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

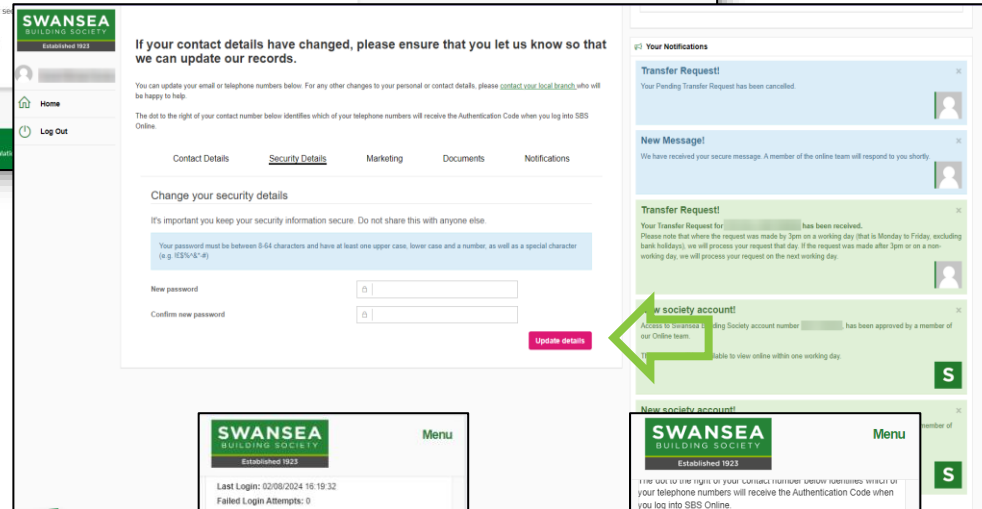
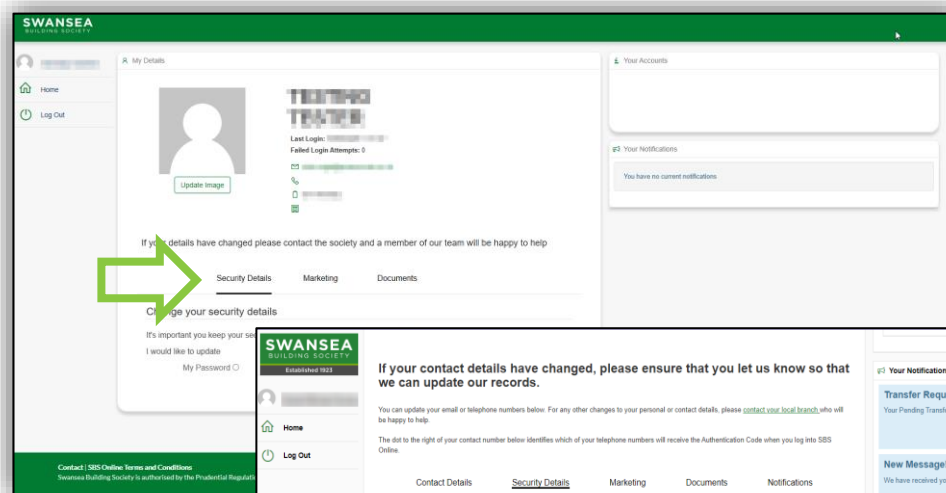
You can then select to update:

- Your Password

Type your new password, then click 'Update Details' to save.

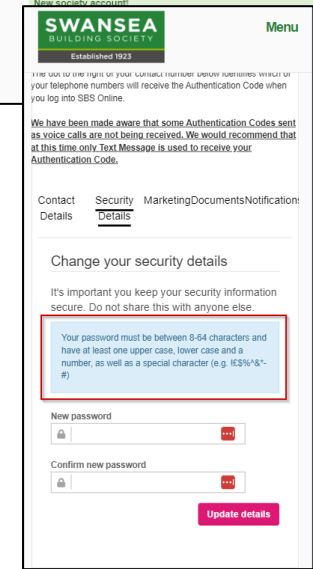
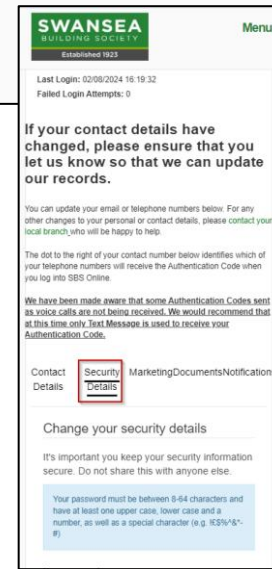
You will need to enter your existing password to complete the process.

Next time you access Swansea Building Society Online, you will need to use your new password 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. !£\$%^&*~#)



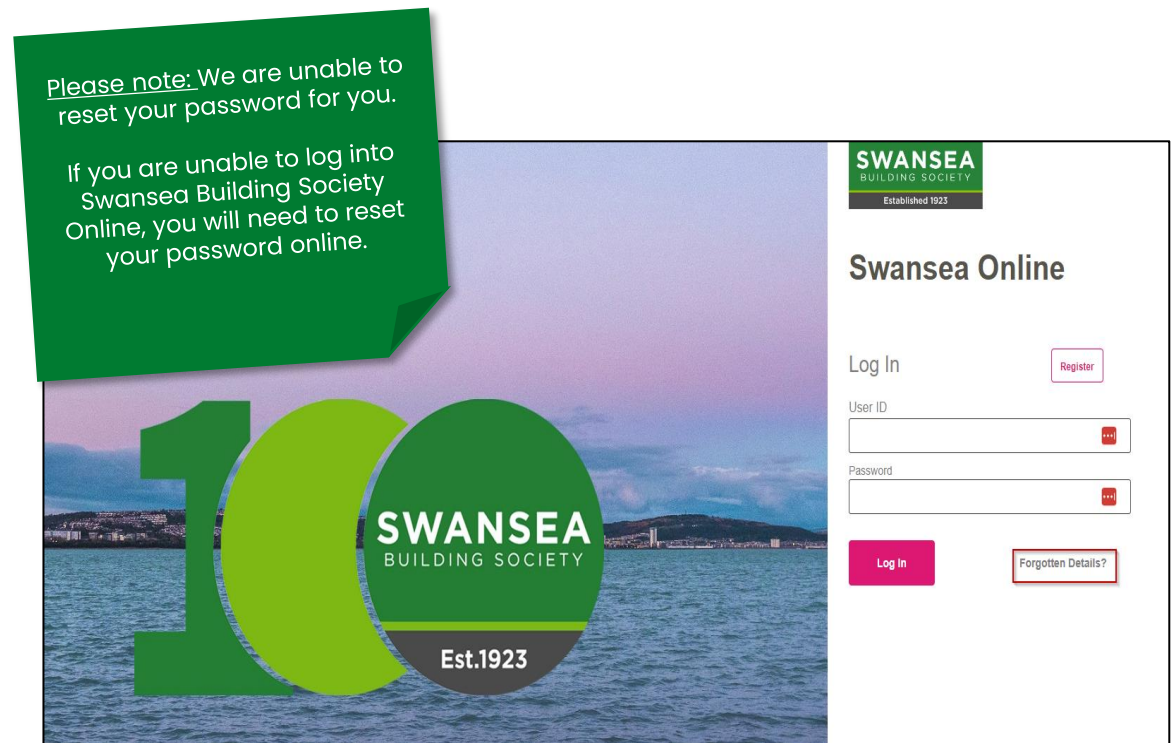
Swansea Online: Resetting your password

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

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

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

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



The image shows a screenshot of the Swansea Building Society Online login page. A green callout box is overlaid on the top left of the page, containing the following text: "Please note: We are unable to reset your password for you. If you are unable to log into Swansea Building Society Online, you will need to reset your password online." The login page itself features the Swansea Building Society logo at the top right, which includes the text "SWANSEA BUILDING SOCIETY" and "Established 1923". Below the logo, the heading "Swansea Online" is displayed. The login section includes a "Log In" button, a "Register" button, a "User ID" input field, a "Password" input field, a "Log In" button, and a "Forgotten Details?" button. The background of the page shows a large green "100" logo and the Swansea Building Society logo with "Est.1923" below it, set against a scenic view of Swansea.

Swansea Online: Resetting your password

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.

Click 'Reset Password' to proceed.

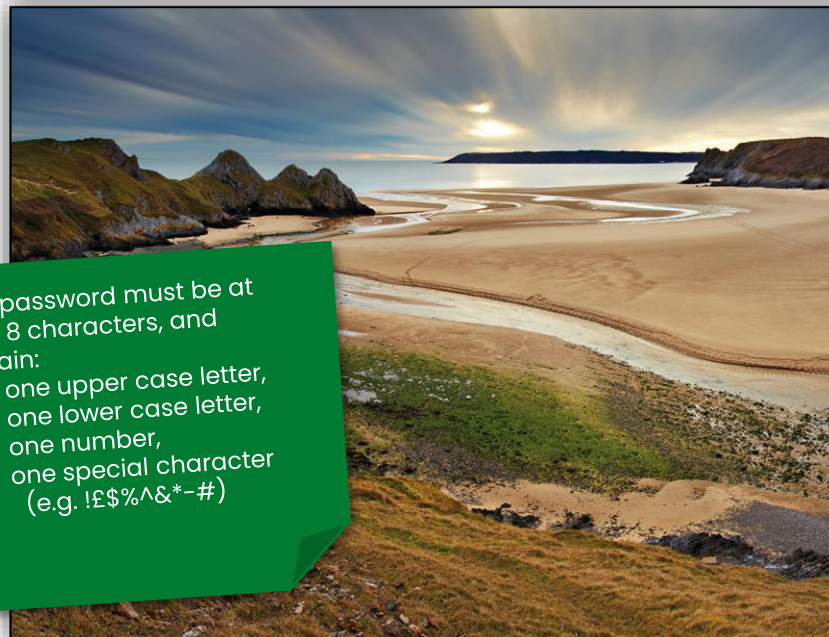
Enter your six-digit authentication code, which will be sent to you by text message, or voice call.

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. !£\$%^&*~#)

This is a screenshot of the 'Forgotten Details' form on the Swansea Building Society website. The form is titled 'Forgotten Details' and includes the Swansea Building Society logo and 'Established 1923' text. The form contains the following fields and instructions:

- A heading: 'Resets your security details'
- Text: 'If you have forgotten your user id, please contact the Society.'
- Text: 'If you have forgotten your password or memorable information please complete the details below.'
- Text: 'To protect your information your account will be locked and you will be sent a new activation key in the post to unlock it.'
- Text: 'Something in bold:'
- Field: '* User ID' (with a search icon)
- Field: '* Account Number'
- Text: 'Please provide your new password.'
- Field: '* New Password' (with a strength indicator)
- Field: '* Confirm New Password' (with a strength indicator)
- Buttons: 'Reset Password' (in pink) and 'Cancel' (in white)
- Footer: Swansea Building Society logo, 'Protected', and regulatory information: '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.'

This is a screenshot of the 'Secondary Authentication' form on the Swansea Building Society website. The form is titled 'Secondary Authentication' and includes the Swansea Building Society logo and 'Established 1923' text. The form contains the following fields and instructions:

- Text: 'We've sent you a one time 6 digit authentication code.'
- Text: 'Authentication Code'
- Field: A lock icon and the text 'Please enter your Authentication Code'
- Field: Six empty boxes for entering the authentication code
- Button: 'LOG IN' (in green)
- Footer: Swansea Building Society logo, 'Protected', and regulatory information: '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.'

Swansea Online: Resetting your password

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.



Web User ID

Your Web User Identification Number is: [REDACTED]

Password

You will need to enter the new password that you chose when reporting your forgotten security details.

For security reasons never write down or electronically record your password, and do not disclose it to anyone, including Society staff, at any time.

Activation Key

For additional security, the next time you access the system you will need to enter the following activation key when prompted: [REDACTED]

Please note that this activation key is case sensitive.

SWANSEA
BUILDING SOCIETY
Established 1923

Swansea Online

Log In

User ID

Password

[Forgotten Details?](#)

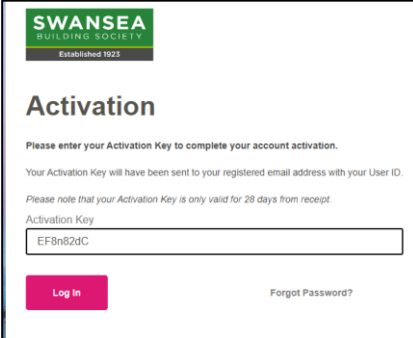
Protected
Swansea Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, reference number 206068.

Swansea Online: Resetting your password

Enter the Activation key from your password reset email.

Click 'Log in' to proceed.

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



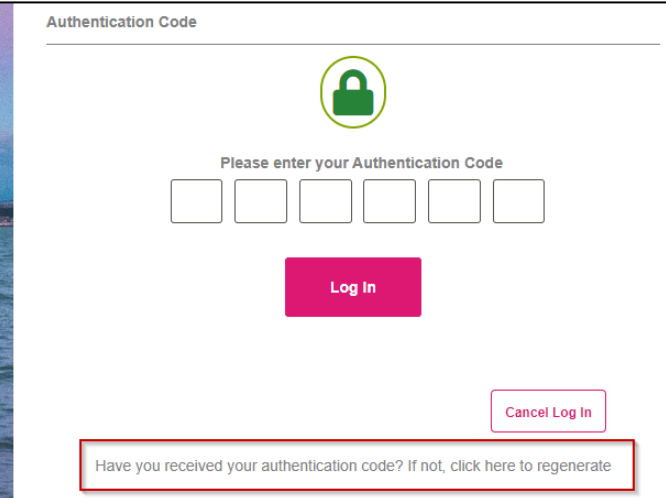
The screenshot shows the 'Activation' page for the Swansea Building Society. At the top left is the logo with 'SWANSEA BUILDING SOCIETY' and 'Established 1923'. The main heading is 'Activation'. Below it, instructions state: 'Please enter your Activation Key to complete your account activation. Your Activation Key will have been sent to your registered email address with your User ID. Please note that your Activation Key is only valid for 28 days from receipt.' There is a text input field labeled 'Activation Key' containing the text 'EF8n82dC'. At the bottom, there is a pink 'Log In' button and a link for 'Forgot Password?'.

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 do not receive a text or telephone call with your code, you may need to contact our online support team to assist or click on the resend button at the bottom.

online@swansea-bs.co.uk



The screenshot shows the 'Authentication Code' page. At the top, there is a green padlock icon. Below it, the text says 'Please enter your Authentication Code'. There are six empty input boxes for the code. A pink 'Log In' button is centered below the boxes. At the bottom right, there is a 'Cancel Log In' button. At the bottom, there is a red-bordered box containing the text: 'Have you received your authentication code? If not, click here to regenerate'.

Swansea Online: Resetting your password

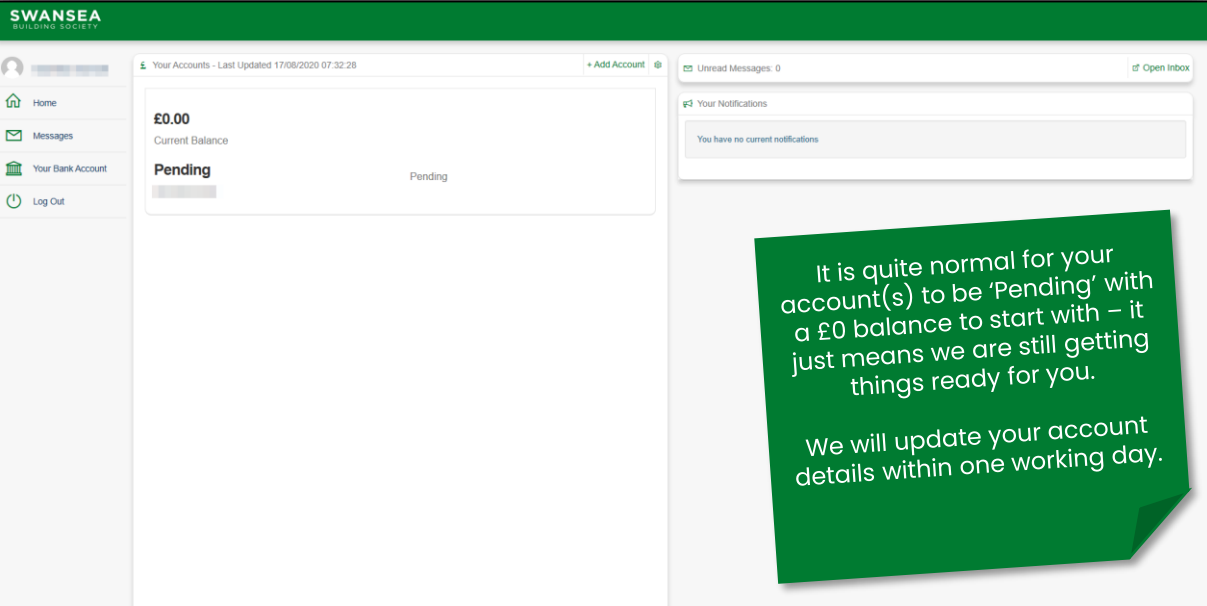
If all details have been entered correctly – Congratulations! You have successfully reset your password and re-activated your Swansea Building Society Online Account. You will now be logged into your account.

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.

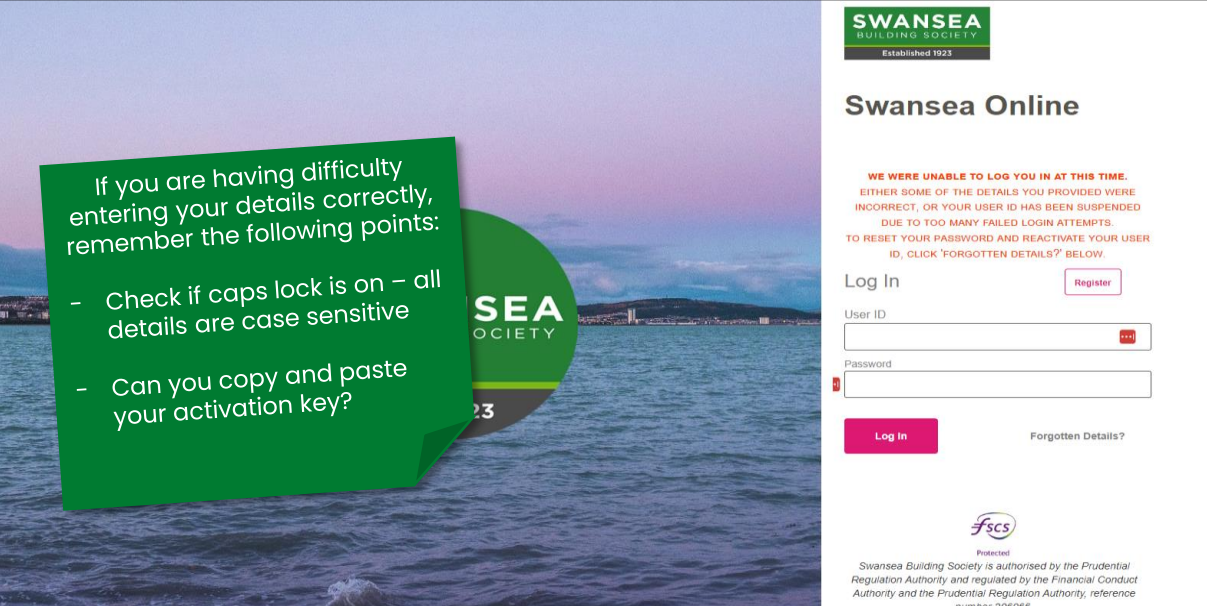
If you believe that your account has been locked, you can reset your password.

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



The screenshot shows the Swansea Building Society online account dashboard. The header includes the Swansea Building Society logo and the text 'Established 1923'. The main content area displays 'Your Accounts - Last Updated 17/05/2020 07:32:28' and '+ Add Account'. Below this, the current balance is shown as '£0.00' and the account status is 'Pending'. A green callout box on the right side of the dashboard 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 'Established 1923'. The main content area displays 'Swansea Online' and a message: '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 TOO MANY FAILED LOGIN ATTEMPTS. TO RESET YOUR PASSWORD AND REACTIVATE YOUR USER ID, CLICK 'FORGOTTEN DETAILS?' BELOW.' Below this message, there are input fields for 'User ID' and 'Password', a 'Log In' button, and a 'Forgotten Details?' link. A green callout box on the left side of the page 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