

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

SBS Online: 3.5.0.17
Document Version: v1.2
Effective: 08/03/2023

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:

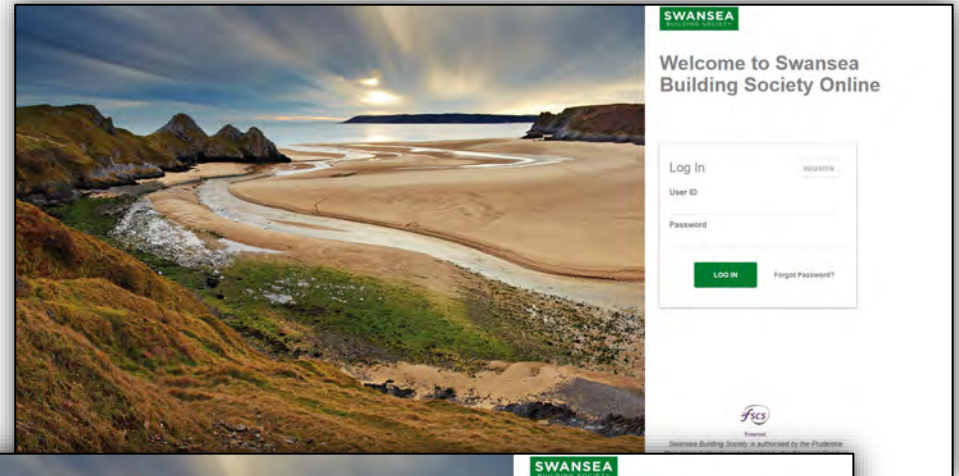
- You must be an existing member of Swansea Building Society and have previously registered to use our online service.
- If you have forgotten your password, you will need your Web User ID number and one of your Swansea Building Society account numbers.
- You must already know your password and be able to log into the service.



Swansea Online: Resetting your password

If you have forgotten your password and cannot access Swansea Building Society Online –

[skip to page 6](#)



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:

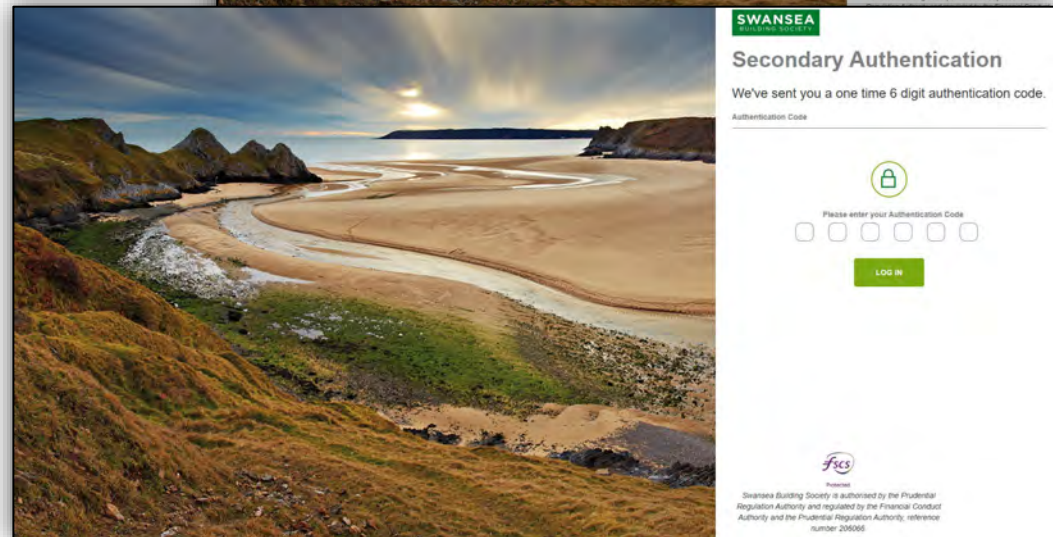
<https://online.Swansea-bs.co.uk>

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.

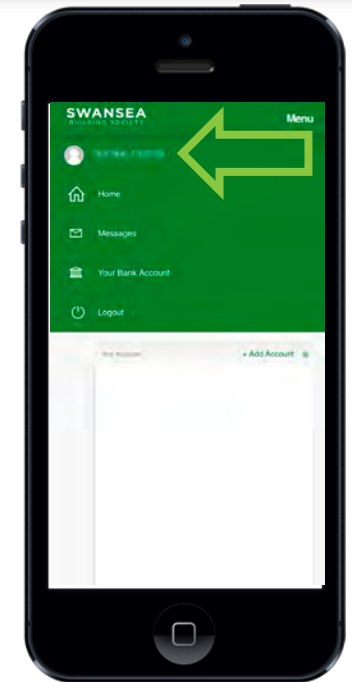
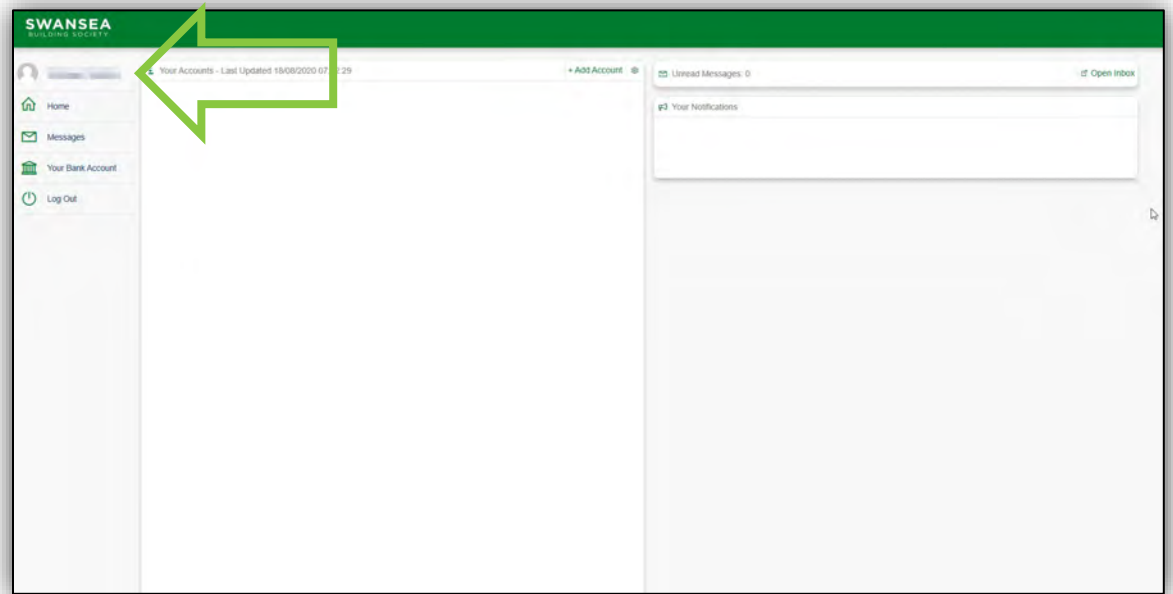


Swansea Online: Resetting your password

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'.

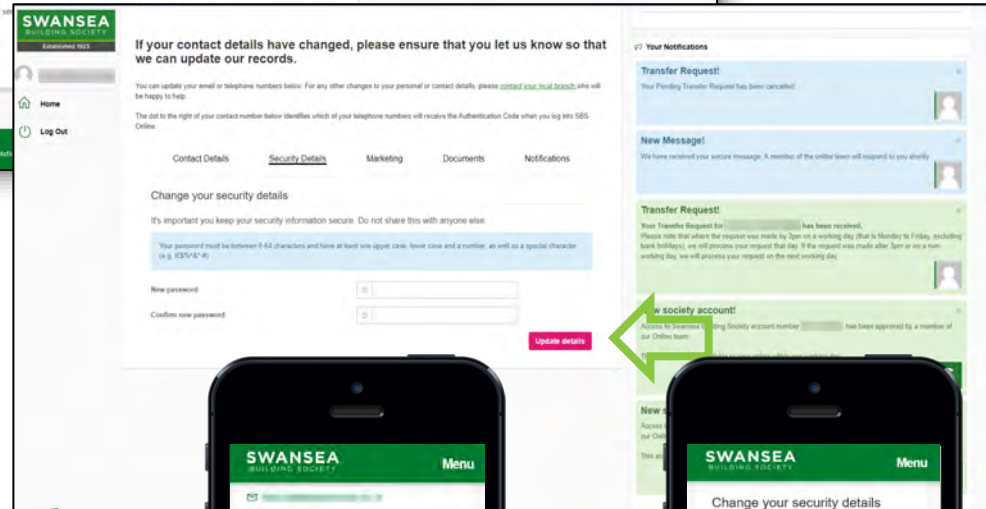
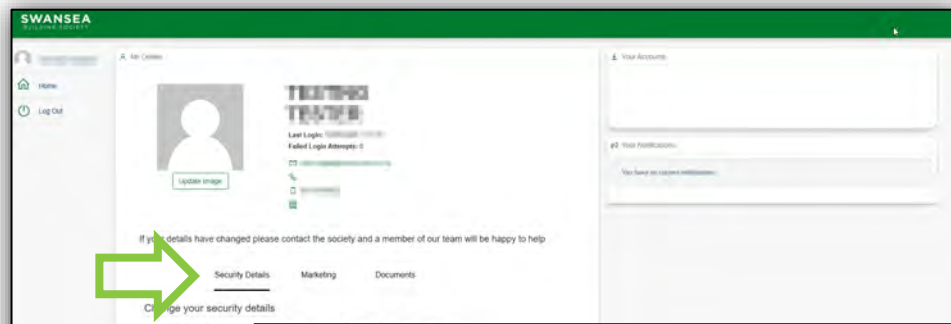
You can then select to update:

- Your Password

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

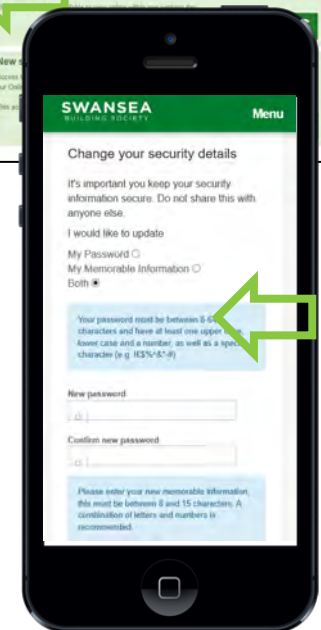
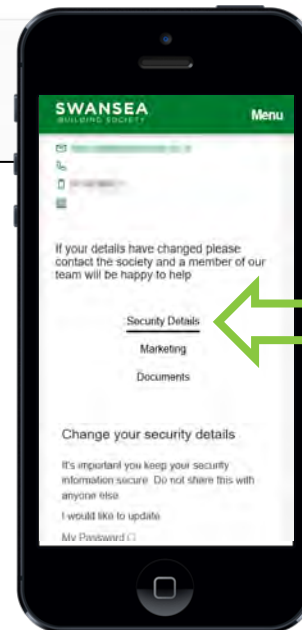
You will need to enter your existing to complete the process.

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 suspended due to too many failed login attempts, you will need to reset your password.

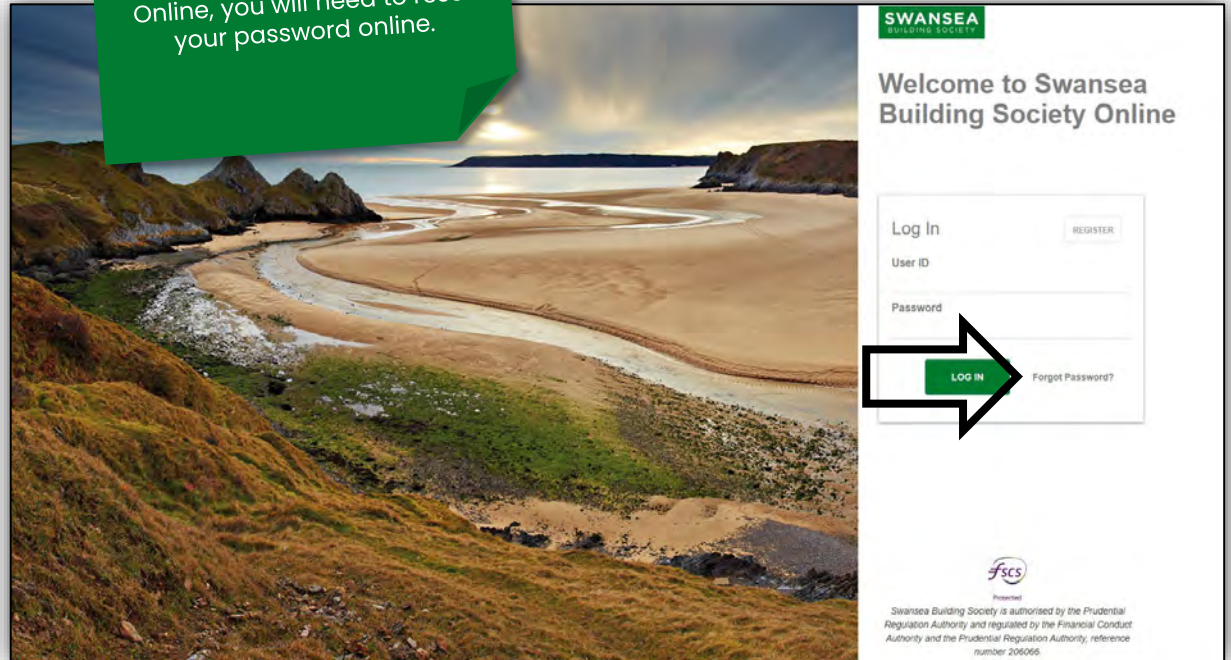
Visit Swansea Building Society Online, by visiting the following link:

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

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

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.



SWANSEA
BUILDING SOCIETY


Welcome to Swansea Building Society Online

Log In REGISTER

User ID

Password

LOG IN Forgot 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: 206056

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.

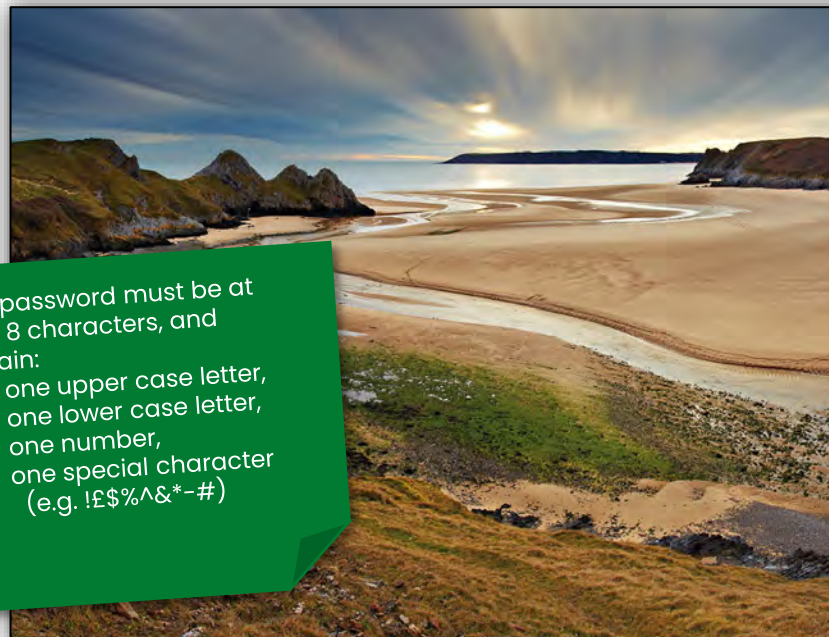
Enter your six-digit authentication code, which will be sent to you by text message, or voice call.

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 following sections:

- Resets your security details**: A heading for the form.
- If you have forgotten your user id, please contact the Society.**: A note for users who have lost their user ID.
- If you have forgotten your password or memorable information please complete the details below.**: A note for users who have forgotten their password or other security information.
- To protect your information your account will be locked and you will be sent a new activation key in the post to unlock it.**: A warning about account security.
- Something in bold!**: A note indicating that required fields are bolded.
- * User ID**: A text input field with a search icon on the right.
- * Account Number**: A text input field.
- Please provide your new password.**: A heading for the password section.
- * New Password**: A text input field with a strength indicator icon on the right.
- * Confirm New Password**: A text input field with a strength indicator icon on the right.
- Reset Password**: A pink button.
- Cancel**: A white button with a pink border.
- fscs**: The Financial Conduct Authority logo.
- Protected**: A small text label.

This is a screenshot of the 'Secondary Authentication' form on the Swansea Building Society website. The form is titled 'Secondary Authentication' and includes the following sections:

- SWANSEA BUILDING SOCIETY**: The logo at the top left.
- Secondary Authentication**: The main heading.
- We've sent you a one time 6 digit authentication code.**: A message indicating that a code has been sent.
- Authentication Code**: A heading for the code input section.
- Please enter your Authentication Code**: A heading for the code input section.
- LOG IN**: A green button.
- fscs**: The Financial Conduct Authority logo.
- Protected**: A small text label.
- 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**: A small text label at the bottom.

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 BUILDING SOCIETY
Established 1923

Swansea Online

Log In

User ID

Password

FSCS
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 206066.

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.

SWANSEA
ONLINE

Activation

Please enter your Activation Key to complete your account activation.
Your Activation Key will be sent to your registered email address once your account has been verified.

Activation Key

LOG IN Forgot Password?

Swansea Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, reference number 200566

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.

online@swansea-bs.co.uk

SWANSEA
ONLINE

Secondary Authentication

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

Authentication Code

Please enter your Authentication Code

LOG IN Forgot Password?

Swansea Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, reference number 200566

Swansea Online: Resetting your password

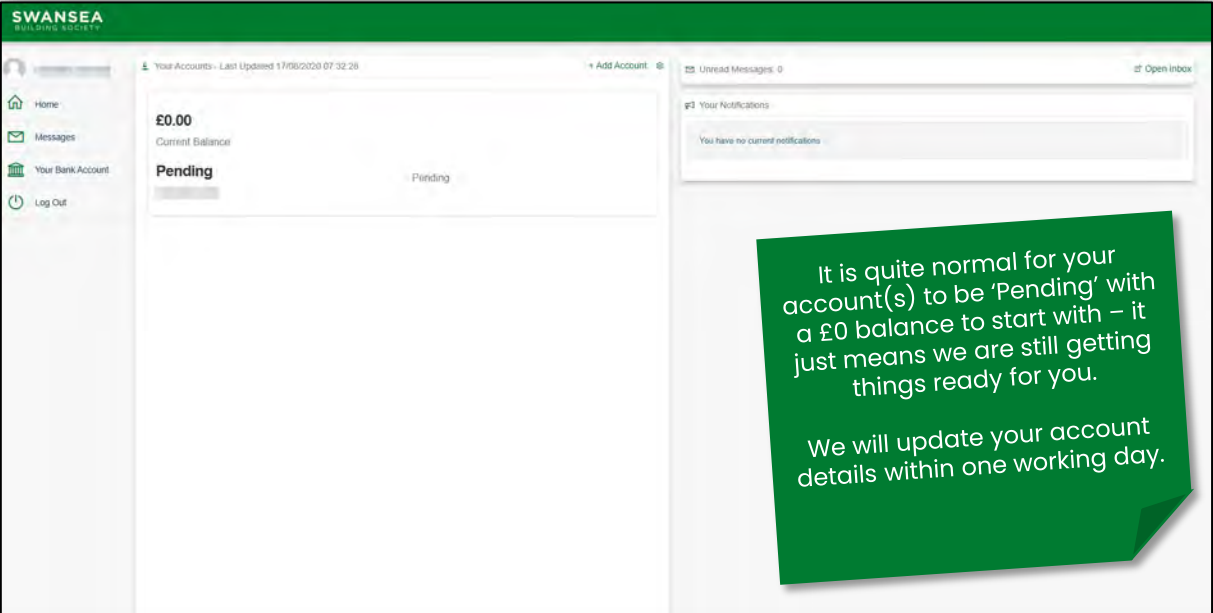
If all details have been entered correctly – Congratulations! You have successfully reset your password and re-activated your Swansea Building Society Online Account. You will now be logged into your account.

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 suspended, you can reset your password.

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

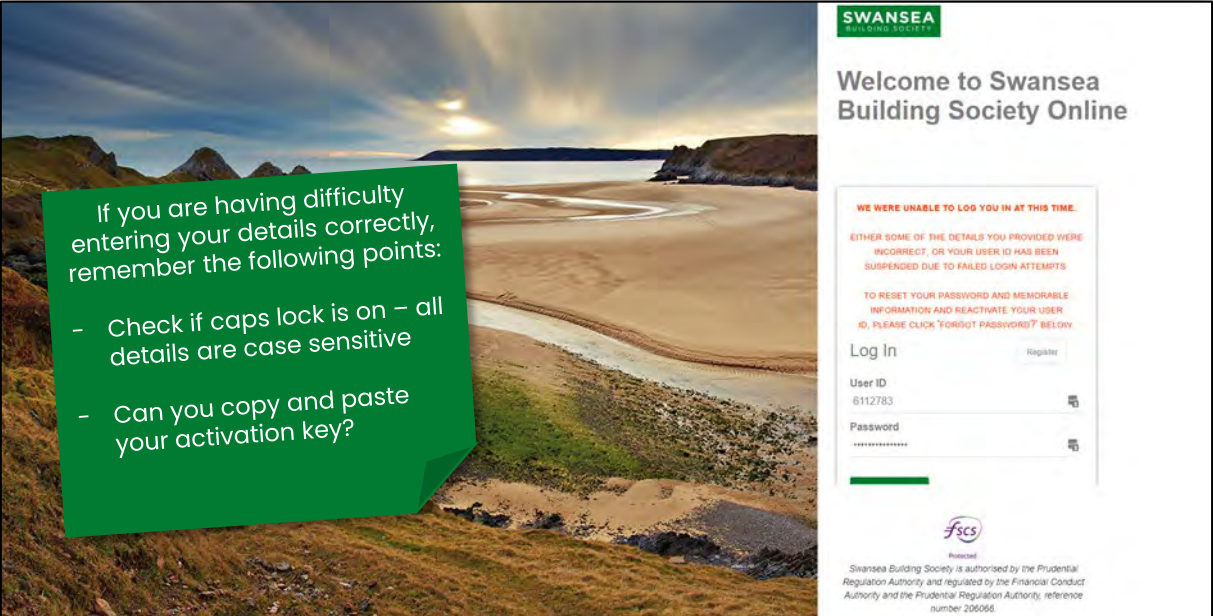
If you are still having trouble activating your account, you can contact the online team at online@swansea-bs.co.uk



The screenshot shows the Swansea Building Society Online Account dashboard. The top navigation bar includes 'Home', 'Messages', 'Your Bank Account', and 'Log Out'. The main content area displays 'Your Accounts - Last Updated 17/05/2020 07:32:26' with a current balance of '£0.00' and a status of '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 top navigation bar includes 'SWANSEA BUILDING SOCIETY'. The main content area displays 'Welcome to Swansea Building Society Online'. 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 'FORGOTTEN PASSWORD?' BELOW.' The login form includes fields for 'User ID' (6112783) and 'Password' (masked with dots). 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 key?

The footer includes the FSCS logo and the text: '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 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