

Help and Support



0800 169 6677

opening hours Monday to Friday 8am-9pm and Saturday 8am-2pm.



santander.co.uk/

onlinebusinessbanking

We also offer help and support in our Online Banking FAQs.

How to log on to Online Business Banking for the first time

Your screen-by-screen guide

You're ready to log on when you've received two letters from us that contain your:

- ID number
- Temporary Password
- Temporary Security Number

If you would like your employees to see your transactions within Online Business Banking with their own log on details, please complete the change of details form available from santander.co.uk/onlinebusinessbanking then return it to us at the address given on the form.

Please note, that although they'll be able to see the business' accounts, they won't be able to make any transactions.

If you have any questions, you can call 0800 731 6666. Our lines are open Monday to Friday 8am to 9pm and Saturday 8am to 2pm. For further information, please visit santander.co.uk/onlinebusinessbanking or visit your local branch.

Screen-by-screen guide

Screen 1

Go to santander.co.uk/business and click 'Log on' on the right hand side.



Screen 2

Enter your ID number and click 'Log on'. You can find your ID number on the letters you've been sent.

Screen 3

Enter the characters we ask for from your Password and Security Number, which can also be found on your letters, and click 'Submit'.

Screen 4

Create a new Password and Security Number.

You'll need to enter 3 characters from your existing Password again to do this.

Your new Password must:

- be 6-20 characters;
- contain a letter; and
- not use more than 4 consecutive numbers or letters e.g. 98765,ABCDE.

Your new Security Number must:

- be a 5 digit number; and
- not use three or more consecutive numbers, a sequence, the same number throughout or anything related to your date of birth or account.

When you've completed these details, please read and accept the Terms and Conditions, then click 'Accept and Continue'.


Screen 5

Set an image and phrase. You'll see these each time you log on in future, as soon as you click continue after entering your ID number. If you don't see them it may mean you're on a fraudulent site. In this case, you shouldn't enter your other log on details.

Your phrase

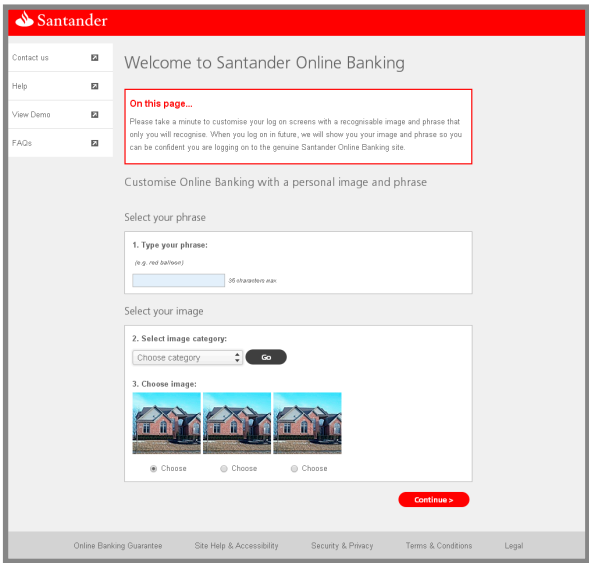
This can be one word or a sentence up to 35 characters. You could choose your favourite line from a book or catchphrase. It just needs to be something you'll recognise. For maximum security it shouldn't describe the image you choose.

When you've set your image and phrase, click 'Continue.'



Did you know?

Your image and phrase is unique to you, and is an added security measure so you can recognise that this is the genuine Santander Online site that you are logging on to.




Screen 6

Select three memorable questions and provide the answers. As an extra level of security, we'll ask you one of these questions when we need to confirm your identity, for instance, if you log on from a computer that our system doesn't recognise.

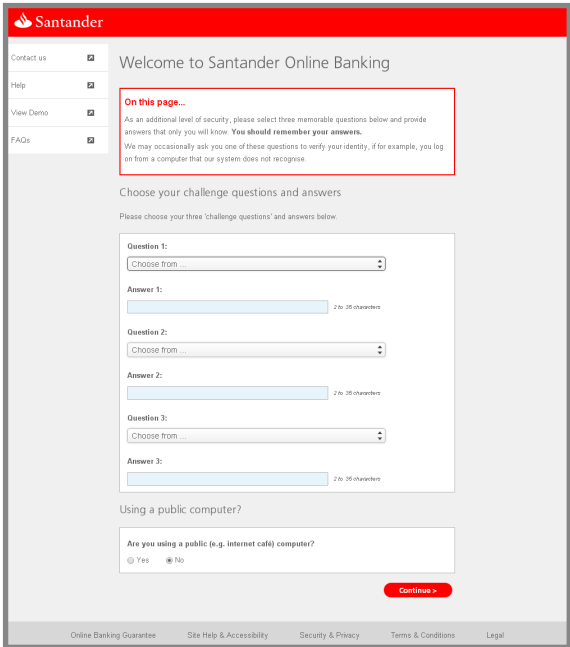
When you've set your questions and answers, click 'Continue'.

You will then be asked to confirm the details that you have entered. When you are happy click 'Continue'.



Did you know?

If you are using a public computer (e.g. at a library or in an internet cafe) make sure you select the 'Yes' button under 'Using a public computer?', so that none of your passwords and visited pages are recorded.



Screen 7

Enter your mobile number and email address.

We'll automatically register these details for our One Time Passcode (OTP) service which means you can make secure payments through Online Business Banking.

When you've entered your mobile phone number, click 'Complete registration and start using Santander Online Business Banking'.

If you don't have a mobile phone.

You can still continue – although for some transactions you'll either need to call us or visit a branch. Just click the link at the bottom of the screen.

Screen 8

You're in! This will be the page you see next time you log on. And next time you log on from the same computer it will be much faster – you'll just need to enter your ID number, Password and Security Number.

You can now see your business and your own personal accounts in one place.

In future, log on by visiting santander.co.uk/business

Santander is able to provide literature in alternative formats. The formats available are: large print, Braille and audio CD. If you would like to register to receive correspondence in an alternative format please visit santander.co.uk/alternativeformats for more information, ask us in branch or give us a call.