

Help and Support



[santander.co.uk/onlinebanking](https://www.santander.co.uk/onlinebanking)



0800 917 9170

Open Monday to Saturday 7am to 11pm
and Sunday 9am to 9pm.

Logging on to Online Banking for the first time

Use this factsheet if you've recently signed up for Santander Online Banking and have received your temporary Password and Security Number in the post.

When you first log on we'll ask you to change your temporary Security Number and Password to something more memorable. It should take a couple of minutes to do this, and also set up your memorable image/phrase and security questions. **When you've set these details up online you'll be able to use them for Online, Mobile and Telephone Banking with Santander.**

If you haven't got your log on details you can sign up for Online Banking at [santander.co.uk](https://www.santander.co.uk). Alternatively, if you have an Android phone or iPhone, you can sign up for the first time through the Santander Mobile Banking app.

Your first log on – a screen-by-screen guide

1. The homepage – www.santander.co.uk

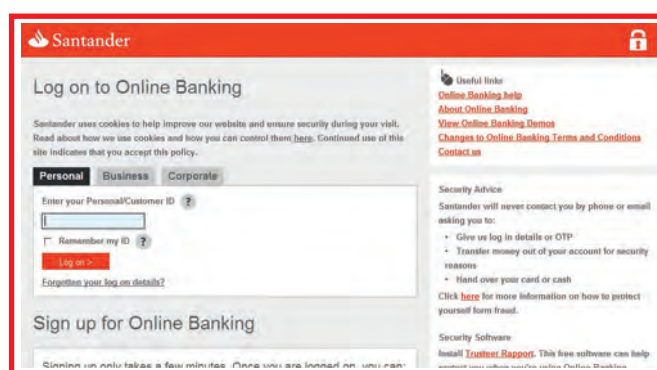
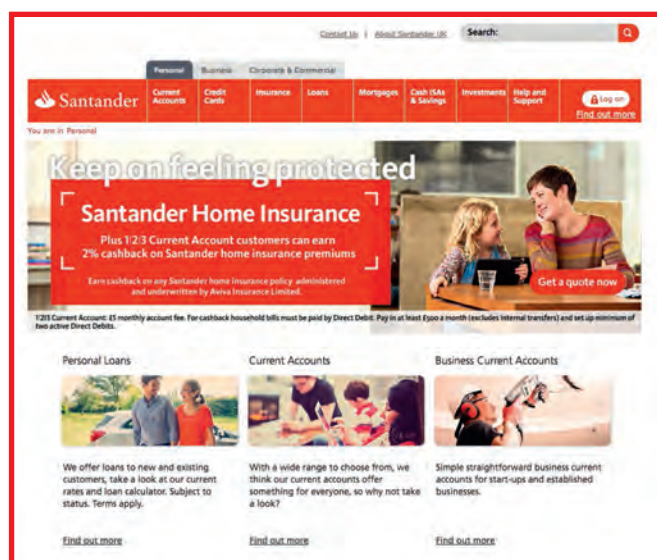
It's easy to log on to Online Banking. The first time you do it, you'll need a couple of things handy:

- The letter we sent you containing your temporary Password and Security Number
- Your new or current mobile phone and email details, in case you need to update us on them

To get started from the homepage, just click on the 'Log on' button that you'll see in the top right hand corner.

2. Log on

Enter your Personal ID from your 'letter 1' and click 'Log on'



3. Temporary Password and Security Number

On this screen we ask you for three characters from the temporary Password and Security Number we sent you in the post.

- Type in the requested characters from your temporary Password
- Type in the requested characters from your temporary Security Number
- Read our Terms & Conditions
- Click 'Continue'

4. Your Personal ID

If you want to, you can change your Personal ID to make it more memorable.

- You also have the option to 'Remember my ID', which you can tick if you're using a personal computer. Don't tick this box if you're using a public computer in an internet café or library for example
- Clicking the 'Continue' button will take you to the next screen

5. Creating your Password and Security Number

Now we'll ask you to create your own Password and Security Number. They should be easy for you to remember, as for security reasons you shouldn't write them down or let other people know what they are.

Your Password:

- must be made up of 8–16 letters and numbers
- must not contain special characters
- not use contain a sequence of five or more number or letters

Your Security number:

- must be 5 digits
- must not contain a sequence of three or more numbers
- must not be part of your date of birth or account details

- ✓ Type in your chosen new Password in the box provided (using the on-screen rules about what it may contain)
- ✓ Type it in again in the second box
- ✓ Now type in your new Security Number
- ✓ re-enter underneath
- ✓ Click 'Continue'

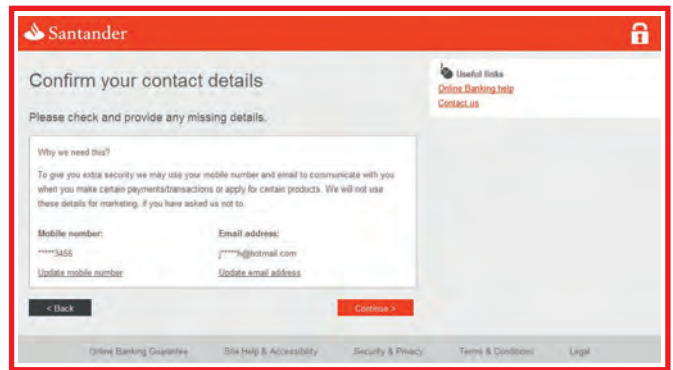
6. Confirm your contact details

Here we ask you to make sure the contact details we have for you are up-to-date.

- If the details you see aren't your current mobile number and/or email address click on the relevant update link
- If we don't have them, here is the opportunity to add them in

We'll use your mobile number to send you a text message with a One Time Passcode which you'll need to enter to make certain online changes or confirm transactions.

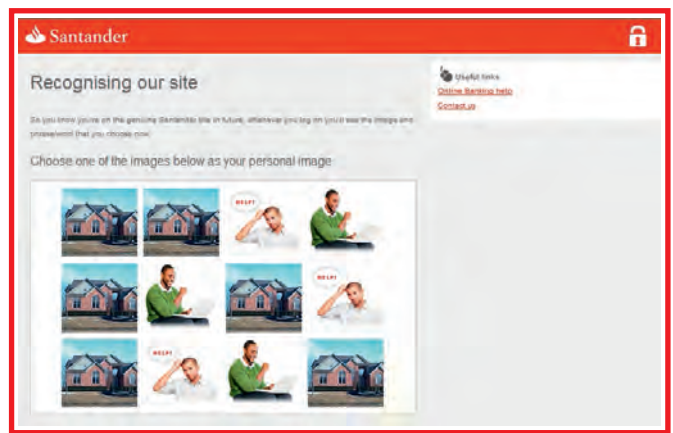
- Click 'Continue' then follow the instructions on the next screen



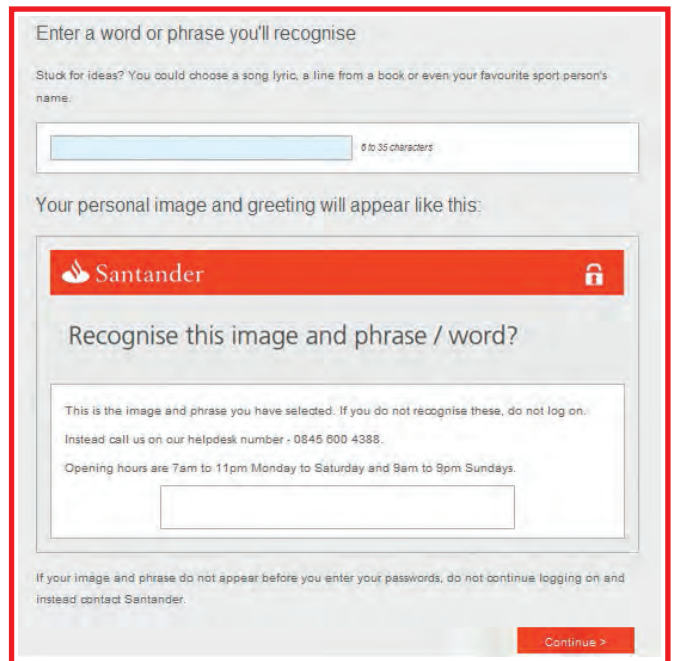
7. Recognising our site

For extra security, you'll need to set up a unique image and phrase which you'll see every time you log on to Online Banking. On this screen choose from a range of images we show to you, and create a memorable phrase only you know. This can be one word or a sentence up to 35 characters. For maximum security it shouldn't describe the image you choose.

- Click on the image you'd like to choose from those you see on the screen



- Now enter a memorable 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. If you don't see them, you shouldn't enter your other log on details. Instead, exit your browser and let us know on 0800 917 9170.

8. Memorable questions and answers

The last security measure we ask you to complete is creating memorable questions and answers for when you log on from a computer we don't recognise, or you may have not logged on from before. Providing the right answers to your questions lets us know it's you and not a fraudster.

- Choose a 'Question 1' from the drop-down list
- Type in the answer
- Repeat with question 2 and 3
- 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 the computer doesn't automatically populate your personal details next time.

9. You're in!

You've now finished setting up your log on details for Online, Mobile and Telephone Banking. This screen is just a reminder of your Personal ID and what you'll need to type in and check each time you log on to Online Banking.

- Clicking on 'See your accounts' will take you to Online Banking
- Don't forget to click the 'Log out' button every time you've finished an Online Banking session

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 www.santander.co.uk/alternativeformats for more information, ask us in branch or give us a call.