

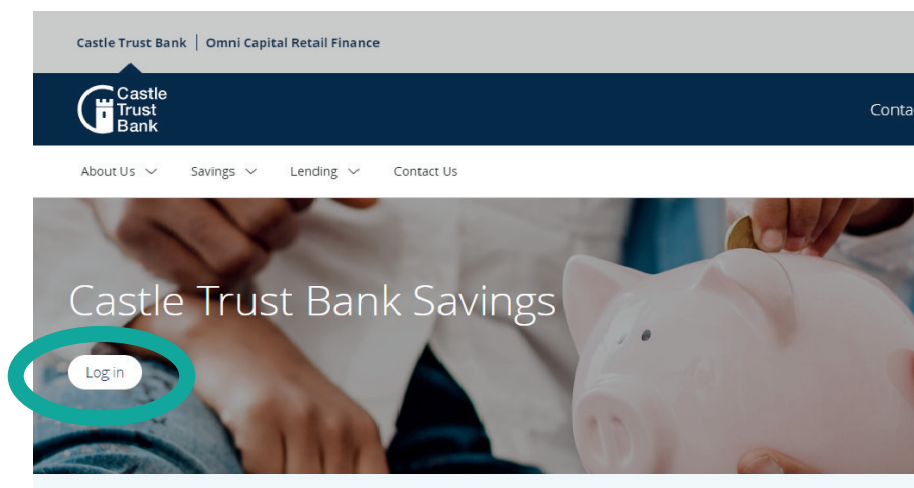
## Logging in to the Self Service Portal for the first time

The first time that you log in to our Self Service Portal is a bit different to our usual log in process as we complete the set up of your account. Here's our guide to logging in for the first time:

When you open your account, we'll send you your User ID in the post and a temporary password by email. You'll need both of these to hand when you log in for the first time.

### Step 1

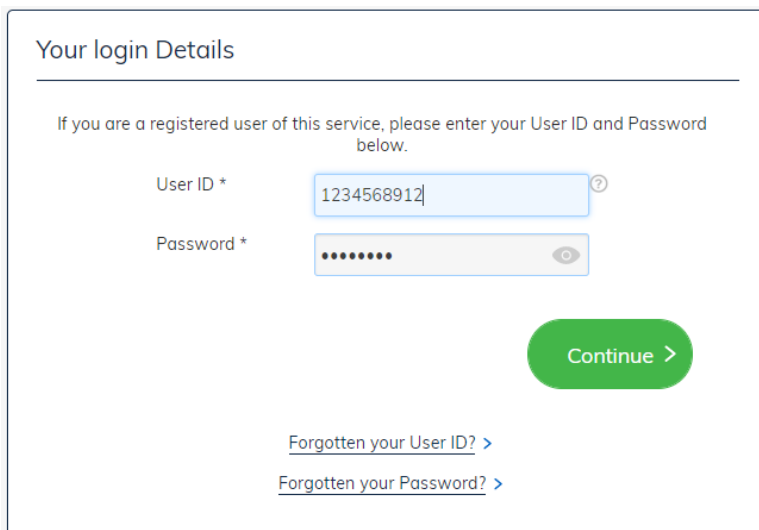
Click the 'Log in' link on the Savings pages of our our website.



**TIP:**  
You'll also find the log in button at the bottom of our Savings pages and in the menu

### Step 2

Enter your user ID and temporary password and click 'Continue'.

A screenshot of the 'Your login Details' form. The form is titled 'Your login Details' and contains the following elements: a heading 'Your login Details', a sub-heading 'If you are a registered user of this service, please enter your User ID and Password below.', two input fields: 'User ID \*' with the value '1234568912' and a help icon, and 'Password \*' with masked characters and an eye icon to toggle visibility, and a green 'Continue >' button. At the bottom, there are two links: 'Forgotten your User ID? >' and 'Forgotten your Password? >'.

**TIP:**  
Clicking the eye icon in the password field shows you what you're typing as you go.

### Step 3

Choose your own password to replace the temporary one we sent you.

#### Change password

As this is the first time you have logged in or you have been issued a temporary password, please provide a new password and password hint. You will need to remember your new password when you next log on to this service.

After you have successfully reset your security information you will be taken to your accounts summary.

Temporary Password \*

Your password should be a minimum length of 8 characters and at least one numerical character.

New Password \*

Confirm New Password \*

Password hint \*

[Cancel](#) [OK](#)

**TIP:**  
Clicking the eye icon in the password fields shows you what you're typing as you go.

Enter the temporary password that we sent you.

Enter your chosen password and then repeat it on the next line.

Enter a password hint. We'll use this to help remind you what your password is if you ever forget it.

Then click 'OK' to confirm your choices.

### Step 4

Choose your memorable question and answer and pick a new user ID.

#### Account Login

Manage your login details

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#### Set memorable details

As this is the first time you have logged in, please enter a memorable question and answer. You will need also to remember your memorable answer when you next log on to this service.

Memorable question\*

Memorable answer\*

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#### Set login details

Please choose a new User ID for logging onto your account.

When choosing a new User ID it must be a minimum of 10 and maximum of 20 characters long and contain letters and numbers only with no spaces.

New User ID\*

[Save](#)

Your memorable answer should be between 6 - 16 characters long, contain letters and numbers only, and not contain any spaces or punctuation. You'll be asked to provide characters from your memorable answer each time you log in.

You'll use your new User ID each time you log in.

Click 'Save' to confirm your new details.

## Step 5

You'll see confirmation that your set up is complete. Click on the link at the bottom to be taken to your account.



**Account Login**  
Manage your login details

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**Set login details confirmation**

Thank you and welcome Karen Ailsop

You have successfully updated your login details.

[Click here to view your accounts.](#)

The next time that you log in to the Self Service Portal, you will need to use the new user ID, password and memorable answer that you have just set up. Your temporary user ID and password will no longer be needed.

Now that your Self Service Portal log in details are fully set up, you'll be taken straight to your account the next time that you log in.

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