

THE
FAMILY
BUILDING
SOCIETY

GUIDE TO OUR
ONLINE SERVICE

GUIDE TO OUR ONLINE SERVICE

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REGISTER FOR OUR ONLINE SERVICE

If you have a savings or mortgage account with us you can register for our easy to use Online Service.

Once registered, on the welcome page you will be able to see your existing account(s) and/or open a new savings account by clicking 'apply for new savings account' or 'apply for new cash ISA'.

Our Online Service lets you access and operate most of your savings account(s) from the comfort of your own home and view your mortgage balance and transactions.

To register please follow the following steps:

Step 1 Type into your web browser – familybuildingsociety.co.uk/online-account-management

The screenshot shows the Family Building Society website's online account management page. The browser address bar displays the URL <https://familybuildingsociety.co.uk/savings/online-account-management>. The website header includes the Family Building Society logo, navigation links (Home, Savings, Mortgages, About us, Tips and guides, Help and extra support, Insurance), and a search bar. A 'Log in/Register' button is in the top right. Below the header, there are notices about UK homes, Bank of England rate changes, and mortgage updates. The main heading is 'Our Online Service', with a subtext 'A convenient and secure way to view your savings and mortgage accounts online.' and two buttons: 'Log in' and 'Register'. The page is divided into three main sections: 'Savings', 'Mortgages', and 'Online Banking Support'. The 'Savings' section lists features like viewing accounts, applying for new accounts, checking balances, making withdrawals, and transferring money. The 'Mortgages' section lists features like checking mortgage balance, sending secure messages, and receiving mortgage statements. The 'Online Banking Support' section mentions that users can call for help. On the right side, there are two call-to-action boxes: 'Log in to our Online Service' and 'Register for our Online Service', both with 'Log in' and 'Register here' buttons respectively. A large purple arrow points from the 'Register' button in the main section to the 'Register for our Online Service' box on the right.

Our Online Service
A convenient and secure way to view your savings and mortgage accounts online.

[Log in](#) [Register](#)

Savings

- View your savings accounts securely online
- Apply for new savings accounts online
- Check balances and latest transactions
- Make withdrawals to your pre-nominated bank account
- Transfer money between your Family Building Society accounts

You can also...

- Pay into your account using your pre-registered debit card
- Send and receive secure messages
- Check your current interest rates

Online Banking Support

If you are a savings customer and need help with our Online Service, please call our dedicated Online Banking

Mortgages

- Check your mortgage balance and latest transactions
- Send and receive secure messages

We'll send you a mortgage statement in January each year, showing your transactions in the previous calendar year and the total of interest charged.

Log in to our Online Service

If you have already registered for our Online Service you can log in here.

[Log in](#)

Register for our Online Service

If you are an existing customer registering for this service will allow you to view your accounts, apply for new accounts and more.

[Register here](#)

Frequently asked questions

Step 2 Next, click '**Register**'.

Step 3 This is our registration page. Please fill out your details then click **'Register Now'**.

https://online.familybuildingsociety.co.uk/Portal

Register for the Online Service

After you complete the initial registration below, we will send you two emails to enable you to set up your password and memorable word. Once you have done that, as a security measure, a single use verification code will be sent to you by email or post. When you receive this, please login and enter the code to complete access to your accounts.

Please read the Online Service Agreement: to see this please click [here](#).

Title *

First name *

Last name *

Date of birth *

DD/MM/YYYY

Current address *

House number or name

Postcode

Find address


Enter address manually

E-mail address *

Confirm e-mail address *

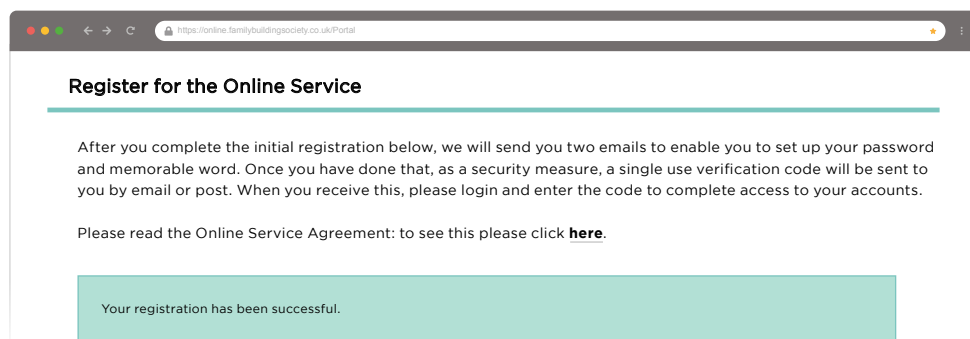
Before we finish we need to confirm that you are not a robot!

☐ I'm not a robot


reCAPTCHA
Privacy - Terms

Register Now

Once you have successfully registered, you will receive **two emails** to enable you to set up your password and memorable word. As a security measure, we will send your **verification code by email or by post.**

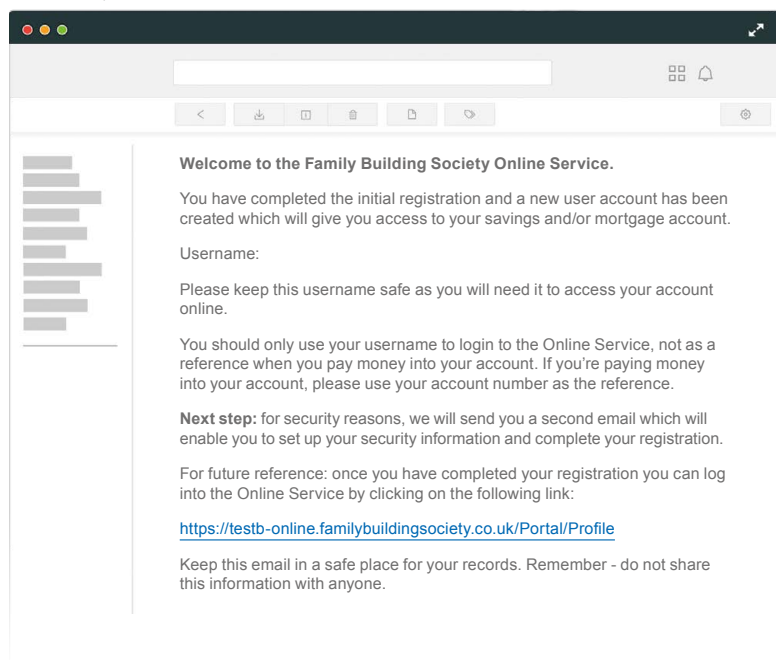


Step 4 Your two emails will be from savings.service@familybsoc.co.uk

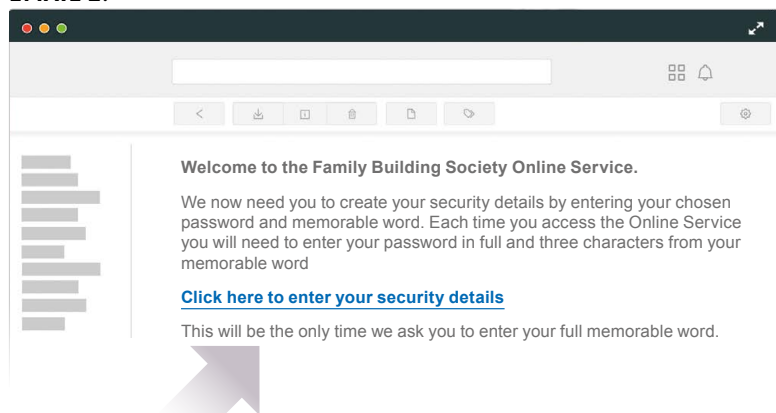
Email 1 contains your unique username.

Email 2 contains a link to set up your security details, i.e. your password and memorable word.

EMAIL 1:



EMAIL 2:

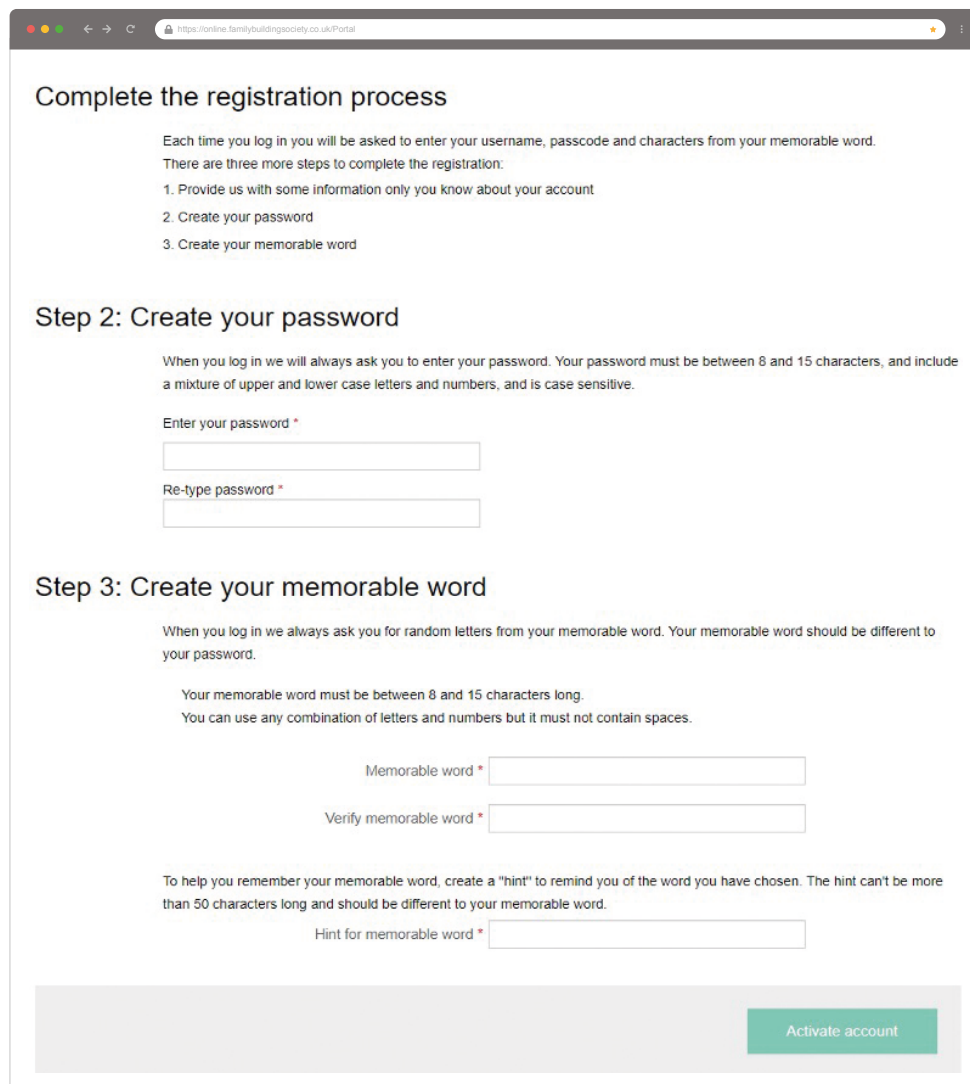


Step 5 Click on '**Click here to enter your security details**' on email 2. It may ask for some personal information such as date of birth to continue. Then click '**Progress to steps 2 and 3**'.

A screenshot of a web browser showing the 'COMPLETE YOUR REGISTRATION' page. The URL bar shows 'https://online.familybuildingsociety.co.uk/Portal'. The page content includes: a welcome message, a note about login requirements, a 'Your username is' field, a 'Complete the registration process' section with three steps, and a 'Step 1: Personal Information' section. In the 'Step 1' section, there is a date of birth input field, a reCAPTCHA checkbox labeled 'I'm not a robot', and a reCAPTCHA logo. At the bottom right, a large green button labeled 'Progress to steps 2 and 3' is highlighted with a large purple arrow pointing down to it.

Step 6 Your chosen password must be between 8 and 15 characters and include a mixture of upper and lower case letters and numbers.

Your memorable word must be between 8 and 15 characters and must not contain spaces. Lastly, click '**Activate account**'.



The screenshot shows a web browser window with the address bar displaying "https://online.familybuildingsociety.co.uk/Portal". The page title is "Complete the registration process".

Each time you log in you will be asked to enter your username, passcode and characters from your memorable word. There are three more steps to complete the registration:

1. Provide us with some information only you know about your account
2. Create your password
3. Create your memorable word

Step 2: Create your password

When you log in we will always ask you to enter your password. Your password must be between 8 and 15 characters, and include a mixture of upper and lower case letters and numbers, and is case sensitive.

Enter your password *

Re-type password *

Step 3: Create your memorable word

When you log in we always ask you for random letters from your memorable word. Your memorable word should be different to your password.

Your memorable word must be between 8 and 15 characters long.

You can use any combination of letters and numbers but it must not contain spaces.

Memorable word *

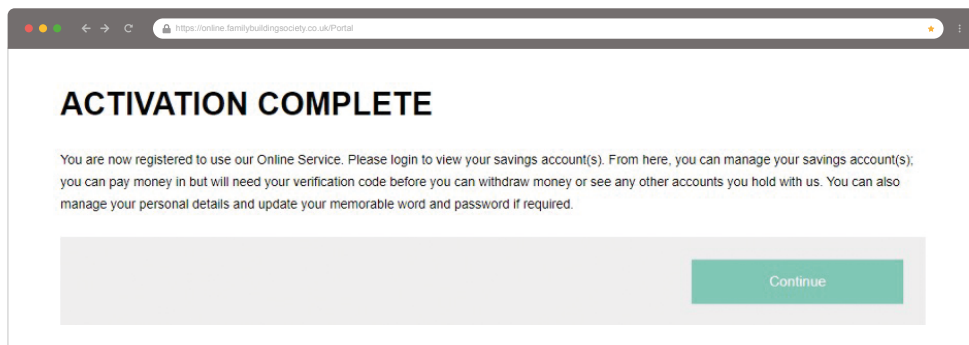
Verify memorable word *

To help you remember your memorable word, create a "hint" to remind you of the word you have chosen. The hint can't be more than 50 characters long and should be different to your memorable word.

Hint for memorable word *

Activate account

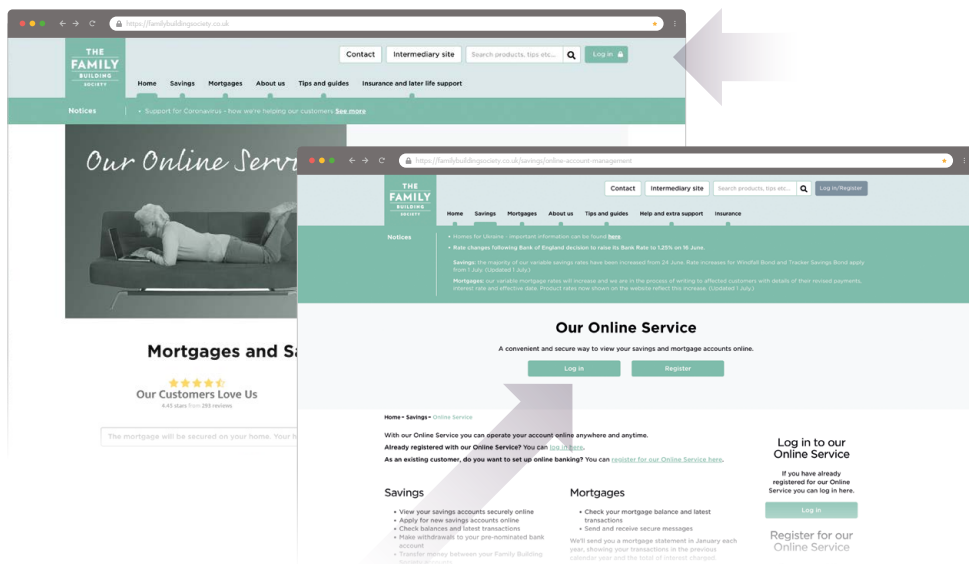
- Step 7** You are now registered for our Online Service. If you have an existing account you will need to wait until you receive your verification code by email or by post before you can see your existing accounts and withdraw money. For new customers your account will be visible when you first log in and you will receive your verification code in the post.



LOG IN TO OUR ONLINE SERVICE

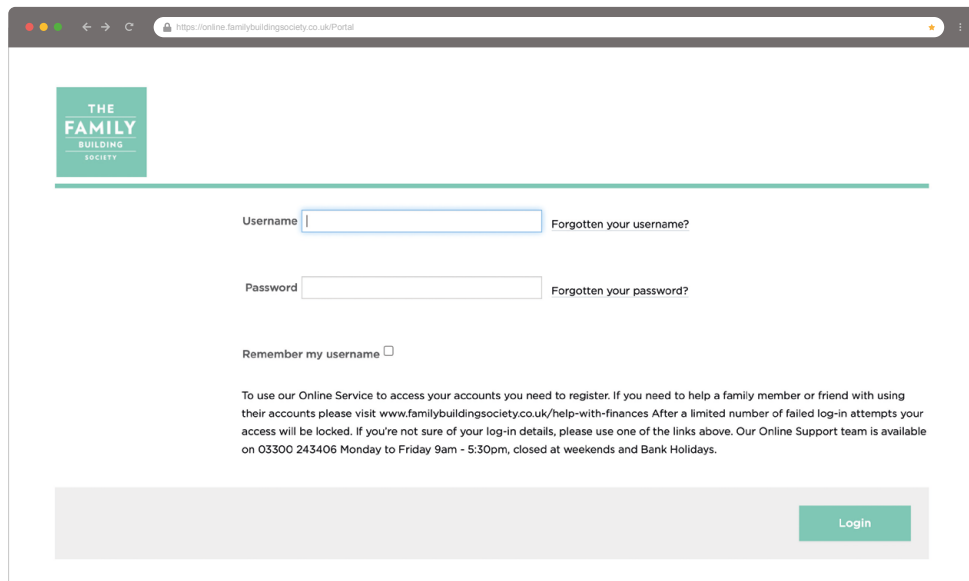
There are two ways to log in to our Online Service:

1. From our website, click **'Log in'**.



2. Type into your web browser: familybuildingsociety.co.uk/online-account-management then click **'Log in'**.

3. Enter your username, which was emailed to you when you registered, and your password. Please remember your password is case sensitive. Then click **'Login'**.



The screenshot shows a web browser window with the address bar displaying <https://online.familybuildingsociety.co.uk/Portal>. The page features the Family Building Society logo in the top left corner. Below the logo, there is a login form with two input fields: 'Username' and 'Password'. To the right of the 'Username' field is a link that says 'Forgotten your username?'. To the right of the 'Password' field is a link that says 'Forgotten your password?'. Below these fields is a checkbox labeled 'Remember my username'. At the bottom right of the form is a green 'Login' button. Below the form, there is a block of text providing information about the online service and support.

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Username Forgotten your username?

Password Forgotten your password?

Remember my username ☐

To use our Online Service to access your accounts you need to register. If you need to help a family member or friend with using their accounts please visit www.familybuildingsociety.co.uk/help-with-finances After a limited number of failed log-in attempts your access will be locked. If you're not sure of your log-in details, please use one of the links above. Our Online Support team is available on 03300 243406 Monday to Friday 9am - 5.30pm, closed at weekends and Bank Holidays.

Login

If you have forgotten your username, please click **'Forgotten your username?'** and this will send you an email containing your username.

If you have forgotten your password, please click **'Forgotten your password?'** which will send you an email to reset your password.

Please note, it is important to use these if you have forgotten your login details, otherwise you will be locked out of your account and will need to call us.

4. Next you will be asked to enter specific characters in your memorable word. The letters you input will be different each time. Once you have input your characters, click **‘Login’**.
- If you have forgotten your memorable word, please click **‘Forgotten your memorable word?’**. This will send you an email to change your memorable word.

← → ↺

https://online.familybuildingsociety.co.uk/Portal

★

Username *

Please specify particular characters from your memorable word. Note that the characters we ask you to specify are chosen at random for each login and are case sensitive.

Forgotten your memorable word?

Your hint

Memorable word

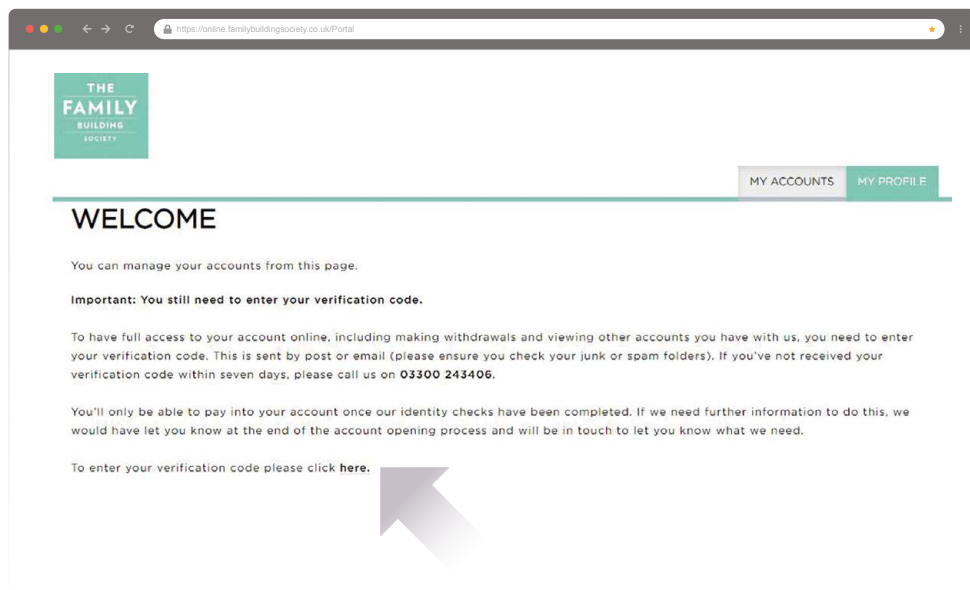
Character 5

Character 9

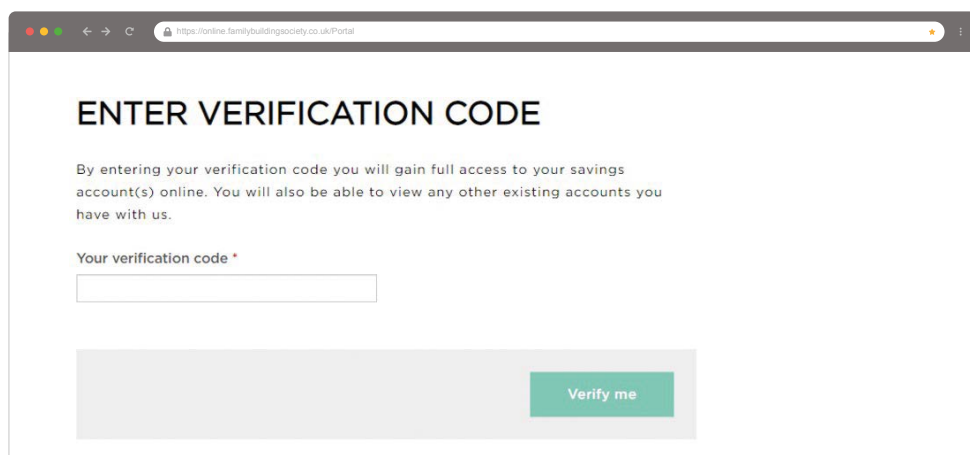
Character 11

Login

5. You should now see a Welcome page, with an overview of your accounts. You are now successfully logged in.
6. If you are logging in for the first time you will need to input your verification code by clicking on the link where it says ***'To enter your verification code please click here'***.



7. Then enter your verification code and click ***'Verify me'***. Please note, your verification code is case sensitive.



8. Lastly, you will be asked to confirm your contact preferences. Please complete and then click **‘Confirm contact preferences’**.

MANAGE MY PROFILE

MY DETAILS

CHANGE MY PASSWORD

CHANGE MY MEMORABLE WORD

ENTER VERIFICATION CODE

CONFIRM CONTACT PREFERENCES

Congratulations you have verified your account, you are now able to use all the facilities offered by our Online Service.

It is very important that we have the correct contact information for you.

Check the details below and amend where necessary. You will need to 'Confirm contact preferences' before continuing.

Home telephone number

Mobile telephone number

How do you want to be notified that we have sent you a secure message? *

Email

SMS text message

You will need to enter a mobile telephone number to receive text alerts.

You can view statements online do you also want to receive postal statements? *

Yes

No

Occasionally we would like to contact you for marketing

Can we use your mobile telephone for marketing purposes?

Yes

No

Can we use your mobile for SMS marketing purposes?

Yes

No

Can we use your home telephone for marketing purposes?

Yes

No

Can we use your current address for marketing purposes?

Yes

No

For security reasons we will ask you to log in again after you have confirmed your contact details.

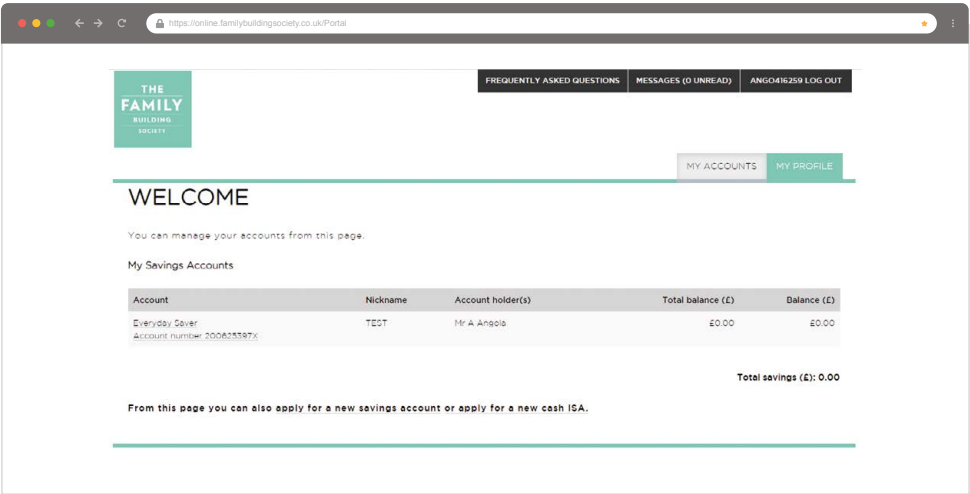
Confirm contact preferences

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FAMILY BUILDING SOCIETY | GUIDE TO OUR ONLINE SERVICE

OPENING A NEW SAVINGS ACCOUNT

Once registered, on the welcome page you will be able to see your existing account(s) and / or open a new savings account by clicking ‘apply for new savings account’ or ‘apply for new cash ISA’



SAVINGS ACCOUNT:

Account overview

- 1. Once logged in, on the welcome page, select the account you want to see an overview of from the list under **'My Savings Accounts'**.
- 2. Here you will see an overview of your account. You can see the name of the account holder(s), the account name, account number, total balance in the account, available balance in the account and the current interest rate.

See transactions / Payment history:

- 1. Once logged in and having selected an account, you can choose a from date and an until date. Once you have selected your dates, click **'Refresh list'**. This will show you any transaction during this period.

Payment History

The earliest transaction on this account is dated 01 April 2020.

Show transactions from  until 

Refresh list

Rate history:

1. Once logged in and having selected an account, click on '**Rate History**' on the side bar on the left hand side. You will then see the rate history of the account at the bottom of the page.

MANAGE ACCOUNT

> ACCOUNT OVERVIEW

> **RATE HISTORY**

> MANAGE ACCOUNT
NICKNAME

> PAY MONEY IN

> TAKE MONEY OUT

> MY PENDING
TRANSACTIONS

Pay money in:

1. Once logged in and having selected an account, click on '**Pay Money In**'.
2. Next choose your payment method.

method *

- ☒ Use a card now
☐ Details of how to make a payment to

3. By clicking '**use a card now**' you are choosing to use your debit card. Details of '**how to make a payment to**' can be; bank transfer, internal transfer and cheque (depending on T&Cs)

MANAGE ACCOUNT

> ACCOUNT OVERVIEW

> RATE HISTORY

> MANAGE ACCOUNT
NICKNAME

> **PAY MONEY IN**

> TAKE MONEY OUT

> MY PENDING
TRANSACTIONS

View pending transactions:

1. To view your recent transactions which are still being processed, simply choose the account you want to view on the welcome page and click '**My Pending Transactions**'. If you have any pending transactions, they will show at the bottom of the page.

MANAGE ACCOUNT

> ACCOUNT OVERVIEW

> RATE HISTORY

> MANAGE ACCOUNT
NICKNAME

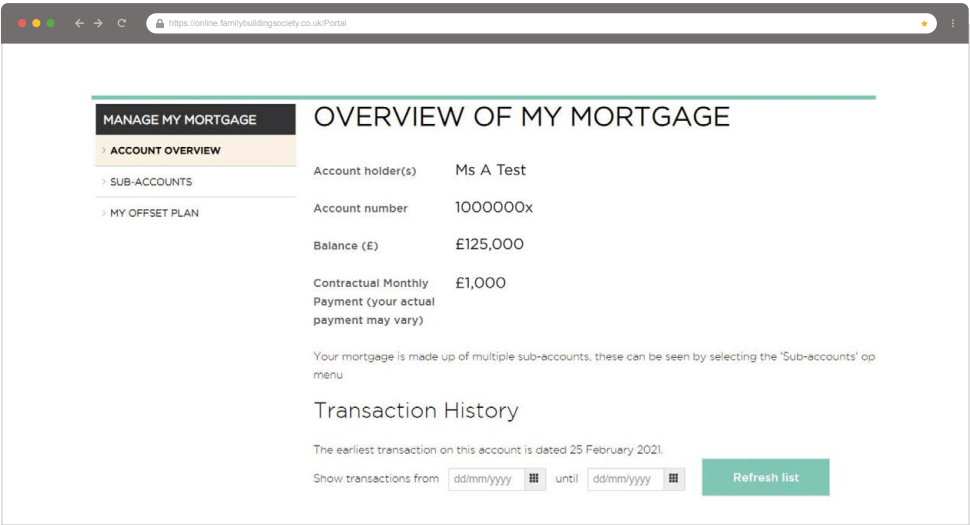
> PAY MONEY IN

> TAKE MONEY OUT

> **MY PENDING
TRANSACTIONS**

MORTGAGE ACCOUNT:

Once registered, you will be able to check your mortgage balance and latest transactions.



CHANGE YOUR DETAILS OR MARKETING PREFERENCES

Viewing and updating your details:

1. Once logged in, click on the **'My Profile'** tab in the top right hand corner of your screen. This will show you an overview of what details we hold for you. To change your details, click on **'Change My Details'** on the left.
2. On this page you will be able to amend the following:
 - email address
 - home and mobile phone number
 - the way we notify you if we send you a secure message
 - if you want to receive a monthly postal statement of your online transactions
 - your marketing preferences

MANAGE MY PROFILE

> MY DETAILS

> CHANGE MY DETAILS

> CHANGE MY PASSWORD

> CHANGE MY MEMORABLE WORD

Change your password:

1. Once you have logged in, click the **'My Profile'** tab in the top right hand corner of your screen. Next click **'Change My Password'**.
2. You will need to enter three specific letters in your memorable word overview of what details we hold for you. To change your details, click on **'Change My Details'** on the left.
3. Once you are happy with your password, click **'Save Changes'**. Your password is now successfully changed.

MANAGE MY PROFILE

> MY DETAILS

> CHANGE MY DETAILS

> **CHANGE MY PASSWORD**

> CHANGE MY MEMORABLE WORD

https://online.familybuildingsociety.co.uk/Portal

CHANGE YOUR PASSWORD

Your hint **Test**

Memorable word

Character 2

Character 5

Character 9

Please enter your new password.

1. The new password you create will take effect right away.

2. Please use your new password every time you log in

Your password:

1. Should be at least 8 characters in length

2. Length should be at most 15 character(s).

3. Your password must contain at least 1 lowercase letter

4. Your password must contain at least 1 uppercase letter

5. Your password must contain at least 1 number

6. May not contain the username.

Password

Verify password

Back

Save changes

Change your memorable word:

- 1. Once you have logged in, click the **'My Profile'** tab in the top right hand corner of your screen. Next click **'Change My Memorable Word'**.
- 2. You will need to enter your password, your new memorable word hint and your new memorable word.
- 3. Once you are happy with your new memorable word, click **'Save Changes'**.

MANAGE MY PROFILE

> MY DETAILS

> CHANGE MY DETAILS

> CHANGE MY PASSWORD

> **CHANGE MY MEMORABLE WORD**

https://online.familybuildingsociety.co.uk/Portal

CHANGE MEMORABLE WORD

Password

Change your memorable word here and create a new hint. Your memorable word should be 8 to 15 characters long and cannot contain spaces. Your hint can be between 15 and 50 characters long. We recommend that you don't set up your memorable word if you're in a public place such as an internet cafe. Please note: this is the only time we will ask you to enter your memorable word in full.

Hint for memorable word *

Memorable word *

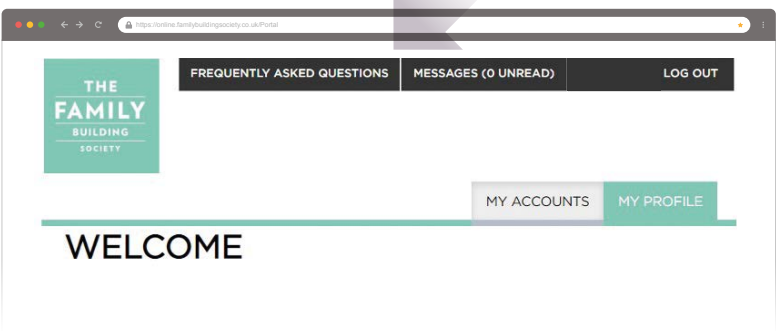
Verify memorable word *

Back

Save Changes

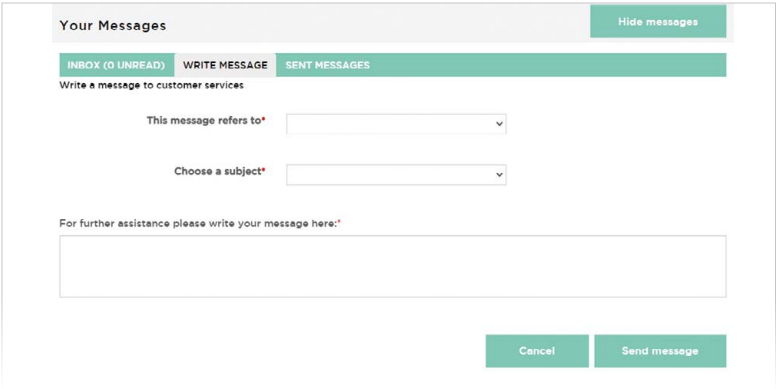
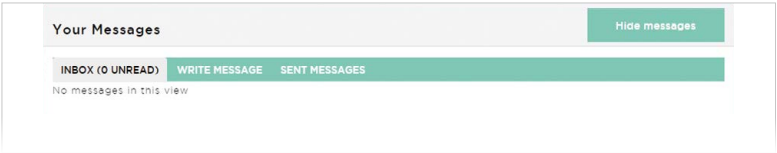
FREQUENTLY ASKED QUESTIONS

If you have any questions, you can find our frequently asked questions at the top of the page. This will take you to our website securely.



SECURE MESSAGING

If you want to contact us regarding your account you can do so by sending us a Secure Message.



If you need this guide in an alternative format please call us on 03330 140144.

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Family Building Society is a trading name of National Counties Building Society which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

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