

Forgotten Details

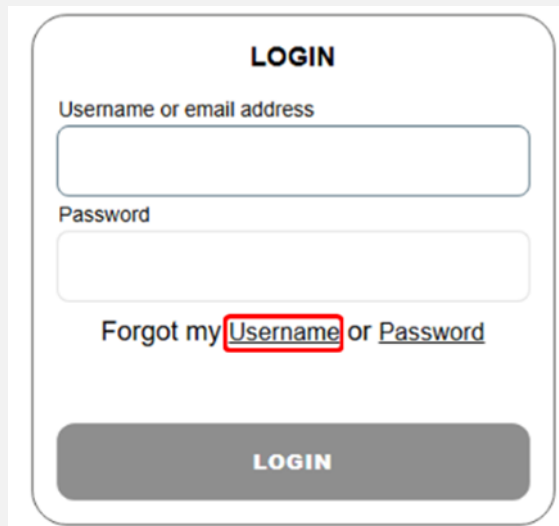
Username / Password / Memorable Word

You can request a reminder of your username and reset your password or memorable word if these have been forgotten. If any are forgotten, you will be prompted to contact the Customer Service team to reset these details.

Forgotten Username

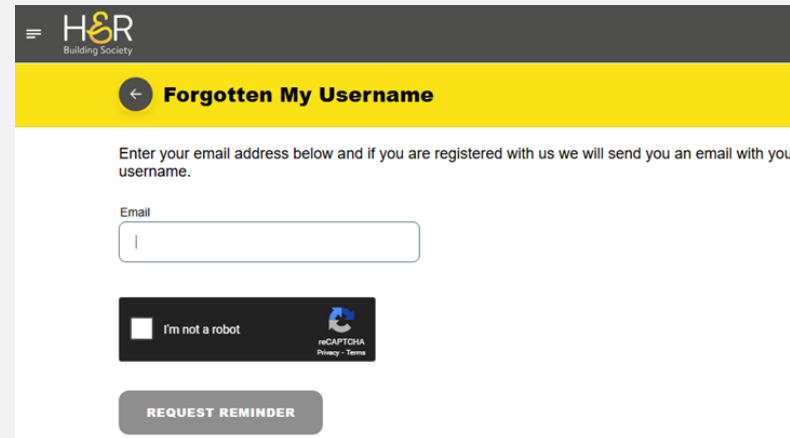
If you have forgotten your username, you can request a reminder to your registered email address.

You will need to click on Forgot my **“Username”** option from the Login screen.



The screenshot shows a login form titled "LOGIN". It has two input fields: "Username or email address" and "Password". Below the password field, there is a link that says "Forgot my **Username** or Password", where "Username" is highlighted with a red rectangular box. At the bottom of the form is a large grey button labeled "LOGIN".

You will be taken to the **“Forgotten My Username”** screen where you will need to enter your email address and complete the **“ReCAPTCHA”** and click **“Request Reminder”**.



The screenshot shows the "Forgotten My Username" screen. At the top, there is a yellow header with a back arrow and the text "Forgotten My Username". Below the header, there is a text prompt: "Enter your email address below and if you are registered with us we will send you an email with your username." This is followed by an "Email" input field. Below the input field is a reCAPTCHA widget with the text "I'm not a robot" and a reCAPTCHA logo. At the bottom of the screen is a grey button labeled "REQUEST REMINDER".

You will then receive a reminder of your Username via email.

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[Password Reset](#)

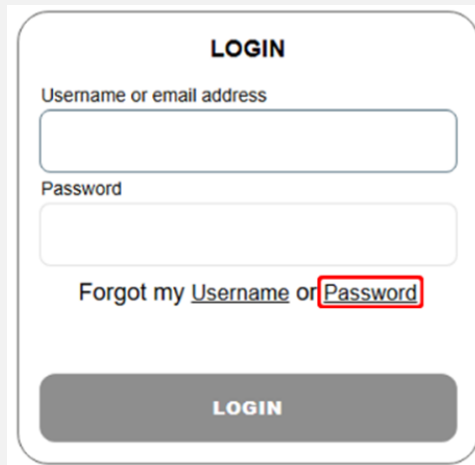
[Memorable Word Reset](#)

[Forgotten Both Password & Memorable Word](#)

Password Reset

Step 1

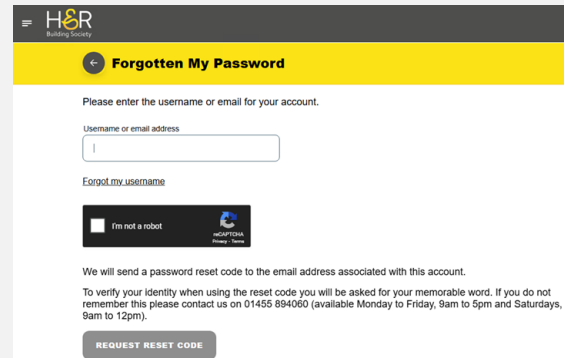
If you have forgotten your password, you will need to click on the Forgot my **“Password”** option from the Login screen.



The screenshot shows a login form with the title 'LOGIN'. It has two input fields: 'Username or email address' and 'Password'. Below these fields is a link that says 'Forgot my Username or Password', where the word 'Password' is enclosed in a red rectangular box. At the bottom of the form is a large grey button labeled 'LOGIN'.

Step 2

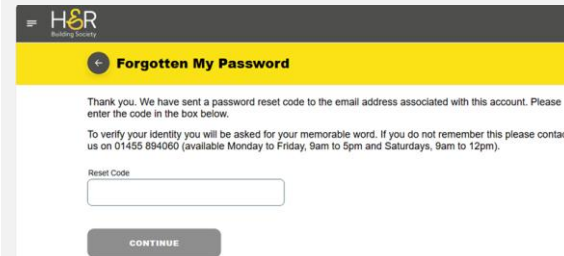
You will be taken to the **“Forgotten My Password”** screen where you will be asked to enter either your username or email address, complete the **“ReCAPTCHA”** and click **“Request Reset Code”**.



The screenshot shows the 'Forgotten My Password' screen. It has a yellow header with the H&R Building Society logo and the title 'Forgotten My Password'. Below the header, it says 'Please enter the username or email for your account.' and has an input field. There is a link 'Forgot my username' and a ReCAPTCHA widget. At the bottom, there is a button labeled 'REQUEST RESET CODE'.

Step 3

An email should be sent to your registered email address with a reset code. Enter this code into the **“Reset Code”** field and click **“Continue”**.



The screenshot shows the 'Forgotten My Password' screen. It has a yellow header with the H&R Building Society logo and the title 'Forgotten My Password'. Below the header, it says 'Thank you. We have sent a password reset code to the email address associated with this account. Please enter the code in the box below.' and has an input field. There is a link 'To verify your identity you will be asked for your memorable word. If you do not remember this please contact us on 01455 894060 (available Monday to Friday, 9am to 5pm and Saturdays, 9am to 12pm).' At the bottom, there is a button labeled 'CONTINUE'.

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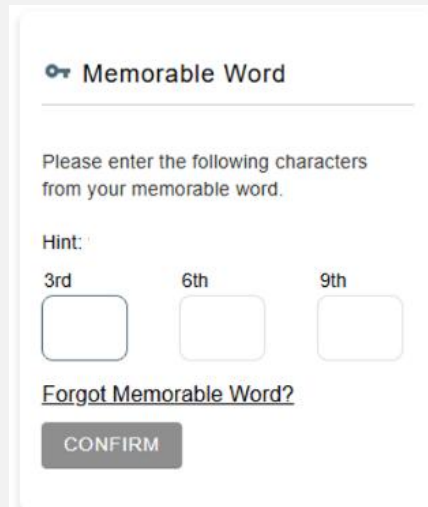
[Memorable Word Reset](#)

[Forgotten Both Password & Memorable Word](#)

Password Reset

Step 4

Enter the requested characters from your memorable word and click “**Confirm**”.



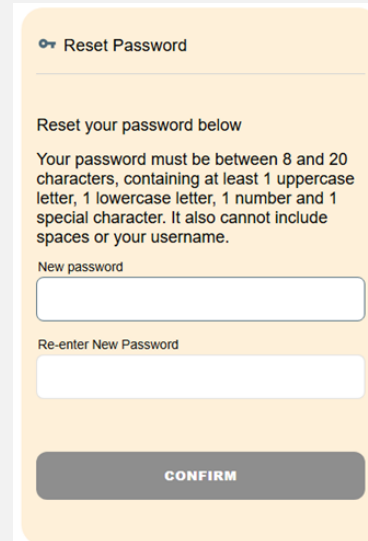
The screenshot shows a white card with a key icon and the title 'Memorable Word'. Below the title, it says 'Please enter the following characters from your memorable word.' There is a 'Hint:' label followed by three input boxes labeled '3rd', '6th', and '9th'. At the bottom, there is a link 'Forgot Memorable Word?' and a grey 'CONFIRM' button.

Step 5

Enter and re-enter a new password that fits the criteria:

- Between 8-20 characters
- Containing at least 1 uppercase, one lowercase, 1 number & 1 special character
- No spaces

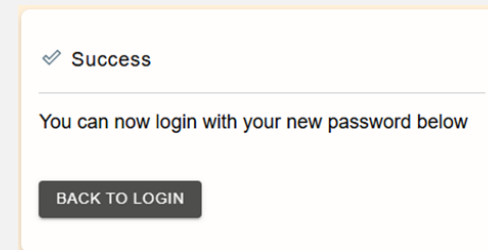
And click “**Confirm**”.



The screenshot shows a white card with a key icon and the title 'Reset Password'. Below the title, it says 'Reset your password below'. There is a paragraph of criteria: 'Your password must be between 8 and 20 characters, containing at least 1 uppercase letter, 1 lowercase letter, 1 number and 1 special character. It also cannot include spaces or your username.' There are two input fields labeled 'New password' and 'Re-enter New Password'. At the bottom, there is a grey 'CONFIRM' button.

Step 6

When you see the ‘**Success**’ message, your password has been changed.



The screenshot shows a white card with a checkmark icon and the title 'Success'. Below the title, it says 'You can now login with your new password below'. At the bottom, there is a grey 'BACK TO LOGIN' button.

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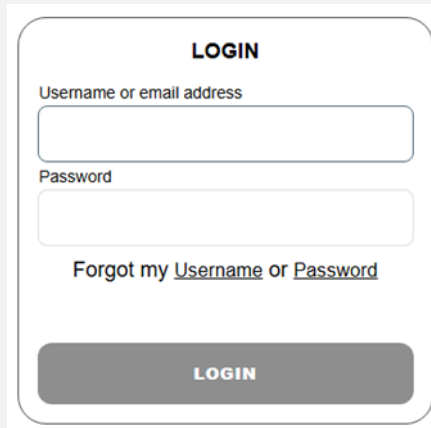
[Memorable Word Reset](#)

[Forgotten Both Password & Memorable Word](#)

Memorable Word Reset

Step 1

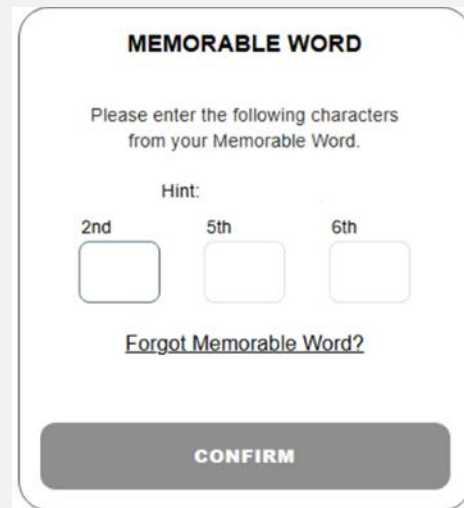
If you have forgotten your memorable word, you will need to follow the Login process and enter either your username or registered email address and password before clicking “**Login**”.



A screenshot of the LOGIN form. It has a title "LOGIN" at the top. Below it are two input fields: "Username or email address" and "Password". Below the password field is a link "Forgot my [Username](#) or [Password](#)". At the bottom is a large grey button labeled "LOGIN".

Step 2

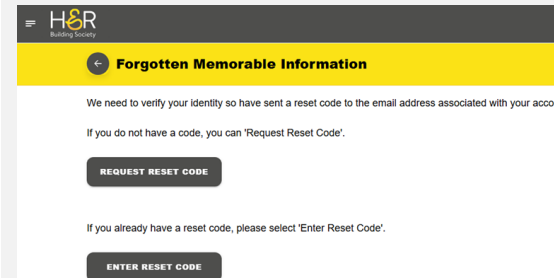
Once you are at the screen to enter characters from your memorable word, you will need to click the “**Forgot Memorable Word?**” button.



A screenshot of the MEMORABLE WORD screen. It has a title "MEMORABLE WORD" at the top. Below it is the text "Please enter the following characters from your Memorable Word." followed by a "Hint:" section. The hint section shows three input boxes labeled "2nd", "5th", and "6th". Below the hint section is a link "Forgot Memorable Word?". At the bottom is a large grey button labeled "CONFIRM".

Step 3

An email will be sent to your registered email address with a reset code.



A screenshot of the Forgotten Memorable Information screen. It has a header with the H&R Building Society logo and a yellow bar with the title "Forgotten Memorable Information". Below the title is the text "We need to verify your identity so have sent a reset code to the email address associated with your account." followed by a link "If you do not have a code, you can 'Request Reset Code'." Below this is a button "REQUEST RESET CODE". At the bottom is a button "ENTER RESET CODE".

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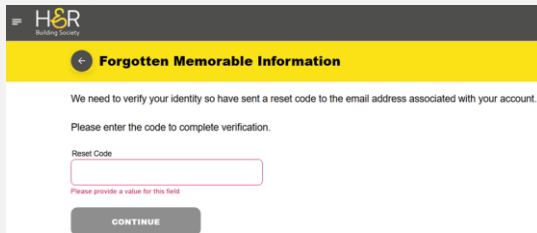
[Memorable Word Reset](#)

[Forgotten Both Password & Memorable Word](#)

Memorable Word Reset

Step 4

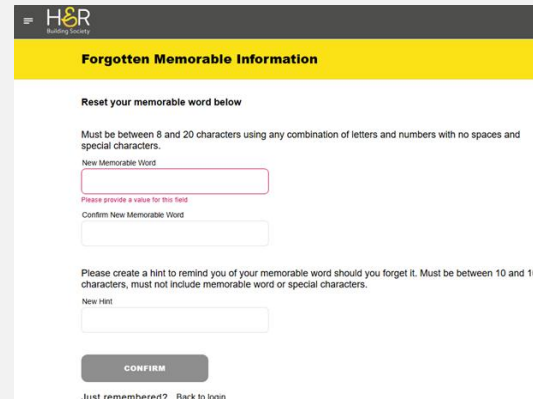
Input the requested reset code and click “**Continue**”.



Step 5

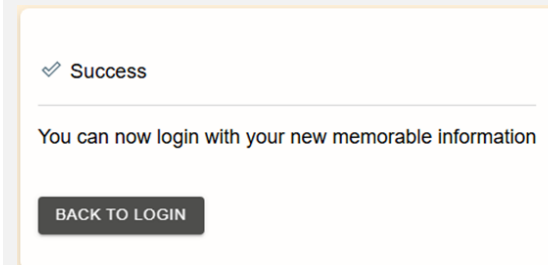
You will then be asked to create a new memorable word

- Between 8-20 characters
- No spaces
- No special characters



Step 6

When you see the ‘**Success**’ message, your memorable word has been changed.



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Forgotten Both Password & Memorable Word

Where you have forgotten both your password and memorable word, you will need to contact us either by telephone or secure message.

Our Customer Service Team can then provide you with a temporary password so you can re-gain access to your account.

It will be strongly advised that you change your temporary password once you have gained access to your Online account.

Please Contact Us

You have indicated that you have forgotten your password and memorable word. Unfortunately for security reasons you will have to contact us directly to get back into your account.

Please contact our Savings Team on 01455 894060.

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