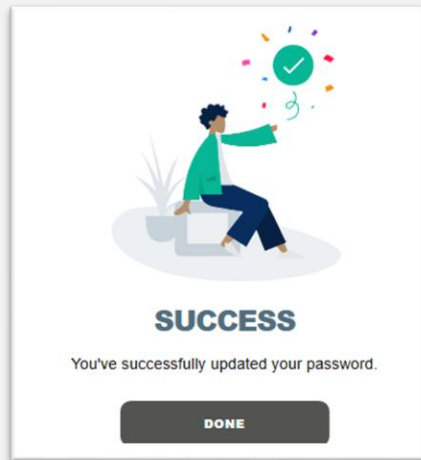


Updating Your Personal Information

Confirmation Message:

What to Expect After Submitting

Once you've successfully submitted your updates, you'll see the following confirmation screen:



This confirms your changes have been received and saved.

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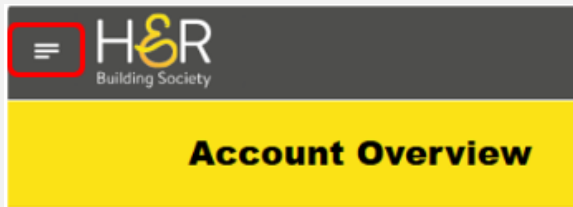
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Accessing your personal details

To update any of your personal details you must first access your existing information.

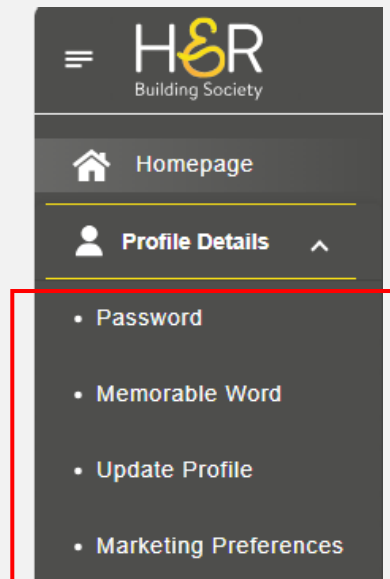
Step 1

Select the burger menu (the three lines) on the left-hand side of the screen



Step 2

Select from the following options the information you would like to update



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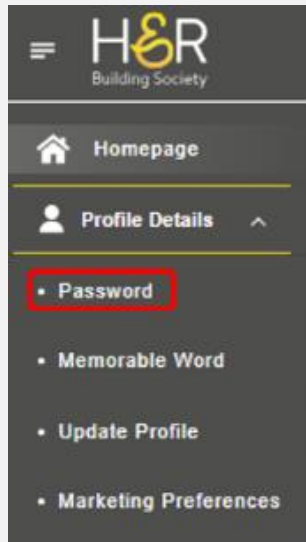
[Updating you profile](#)

Updating your password

Once you've completed the three steps below, your password will be updated for future logins.

Step 1

To update your password, click on "Password" from the menu.



Step 2

Create a new password (8–20 characters, with at least 1 uppercase, 1 lowercase, 1 number, 1 special character, and no spaces), then click "Next".

A screenshot of the 'Change Password' screen in the H&R Building Society mobile app. The screen has a yellow header with a back arrow and the text 'Change Password'. Below the header, there is a text prompt: '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: 'Enter Password' and 'Confirm Password'. At the bottom, there are two buttons: 'NEXT' (grey) and 'CANCEL' (yellow).

Step 3

Enter the requested characters from the memorable word and click 'Next'

A screenshot of the 'Memorable word' screen in the H&R Building Society mobile app. The screen has a yellow header with a back arrow and the text 'Memorable word'. Below the header, there is a text prompt: 'Please enter the following characters from your memorable word'. Underneath, it says 'Your hint is:' followed by three boxes labeled '4th', '6th', and '10th'. At the bottom, there are two buttons: 'NEXT' (grey) and 'CANCEL' (yellow).

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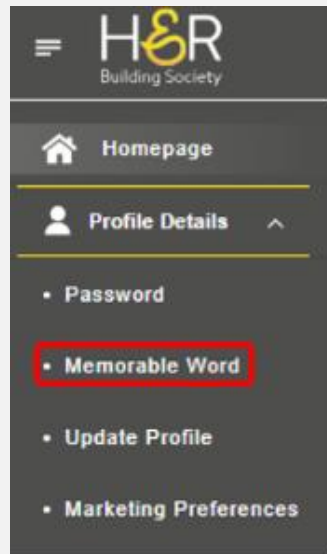
[Updating you profile](#)

Updating your memorable word

Once you've completed the three steps below, your memorable word will be updated for future logins.

Step 1

To update your memorable word, click on “Memorable Word” from the menu.



Step 2

Create a new memorable word (between 8-20 characters, no spaces or special characters) and a hint and click “Submit”.

A screenshot of the 'Change Memorable Word' form in the H&R Building Society app. The form has a yellow header with the title 'Change Memorable Word'. Below the header, there is a text box for 'New Memorable Word' and a text box for 'Confirm New Memorable Word'. Below these, there is a section for 'New Hint' with a text box. At the bottom, there are 'SUBMIT' and 'CANCEL' buttons.

Step 3

Enter the requested characters from the memorable word and click 'Next'.

A screenshot of the 'Enter Password' form in the H&R Building Society app. The form has a yellow header with the title 'Enter Password'. Below the header, there is a text box for 'Enter Password'. Below the text box, there are 'SUBMIT' and 'CANCEL' buttons.

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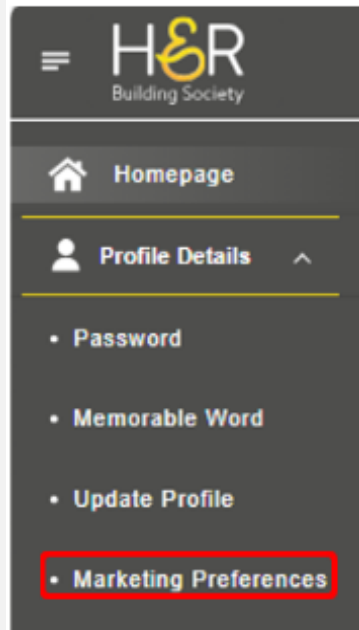
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Updating your marketing preferences

Once you have completed the 2 steps below your marketing preferences will update immediately

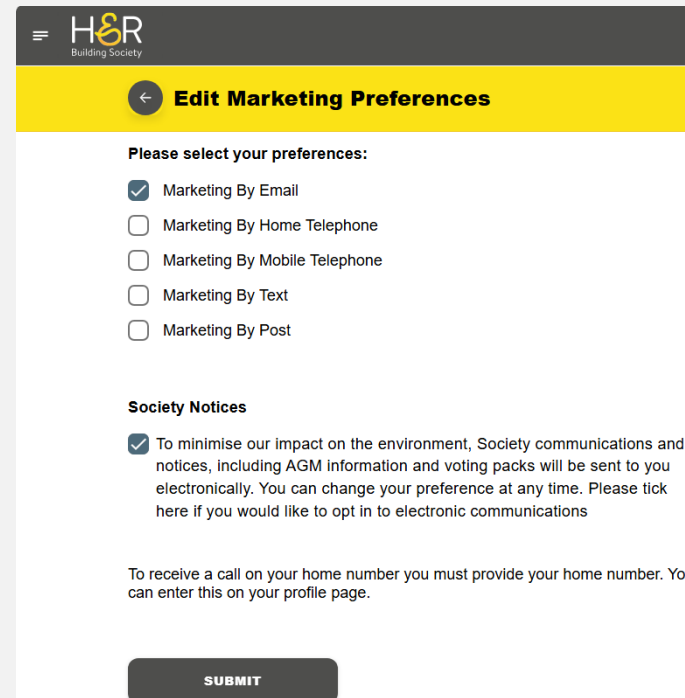
Step 1

You can update marketing preferences and consents at any time by clicking on “Marketing Preferences”.



Step 2

Tick or untick your marketing preferences and click “Submit”.

A screenshot of the 'Edit Marketing Preferences' form in the H&R Building Society app. The form has a yellow header bar with a back arrow and the title 'Edit Marketing Preferences'. Below the header, it says 'Please select your preferences:'. There are five checkboxes: 'Marketing By Email' (checked), 'Marketing By Home Telephone' (unchecked), 'Marketing By Mobile Telephone' (unchecked), 'Marketing By Text' (unchecked), and 'Marketing By Post' (unchecked). Below these is a section titled 'Society Notices' with a checked checkbox and text: 'To minimise our impact on the environment, Society communications and notices, including AGM information and voting packs will be sent to you electronically. You can change your preference at any time. Please tick here if you would like to opt in to electronic communications'. At the bottom, there is a note: 'To receive a call on your home number you must provide your home number. You can enter this on your profile page.' and a dark grey 'SUBMIT' button.

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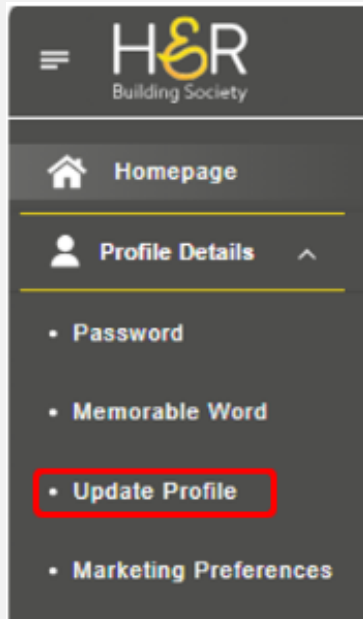
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Updating your profile

Please note: You are unable to amend your name or address through H&ROnline. You must contact us if you wish to do so.

Step 1

You can update your contact details and some personal details through clicking 'Update Profile'.



Step 2

Amend your contact details as required and click 'Confirm Details'. Any amended details will automatically be updated.

A screenshot of the 'Edit Profile' form in the H&R Building Society app. The form has a yellow header bar with a back arrow and the text 'Edit Profile'. Below the header are several sections: 'Personal details' with a 'Home Address' field (orange background) and an 'Occupation' field (with 'Savings Assistant' entered); 'Contact Details' with fields for 'Mobile Number', 'Landline Number', 'Email', and 'Confirm email'; 'Tax Residency' with a question 'Are you responsible for taxes in the UK only?' and radio buttons for 'Yes' and 'No'; and 'Statements' with a note about viewing transactions online. At the bottom are 'NEXT' and 'CANCEL' buttons. A yellow line from the right side of the page points to the 'Update Profile' button in the previous screenshot.

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