

Registering for H&ROnline

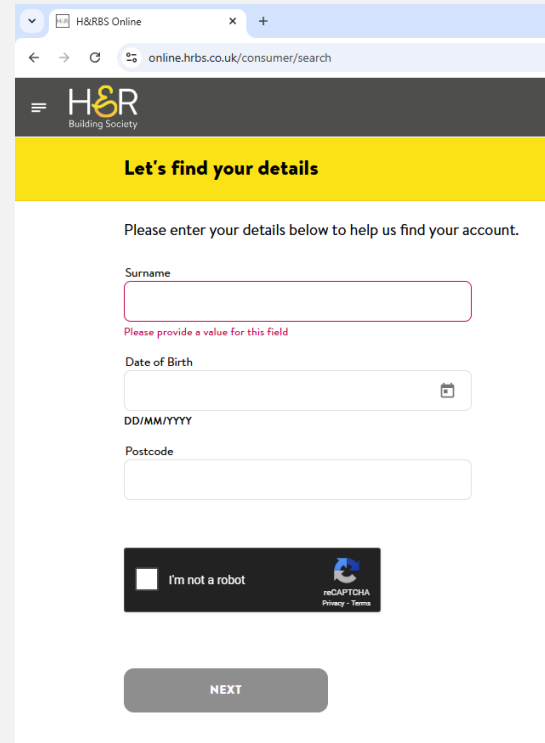


Hinckley & Rugby
Building Society

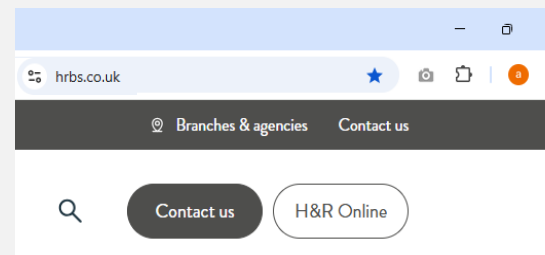
Registering for H&ROnline

The registration page for H&ROnline can be accessed via <https://online.hrbs.co.uk/consumer/search> or via clicking '**H&ROnline**' from the Society website.

To register for H&R Online, you will need to click on '**Register**' and complete the following steps on the next pages.



A screenshot of a web browser showing the H&R Online registration page. The browser's address bar displays 'online.hrbs.co.uk/consumer/search'. The page features the H&R Building Society logo at the top. Below the logo is a yellow banner with the text 'Let's find your details'. Underneath the banner, a message reads 'Please enter your details below to help us find your account.' The form contains three input fields: 'Surname' (with a red border and a message 'Please provide a value for this field'), 'Date of Birth' (with a calendar icon and the format 'DD/MM/YYYY'), and 'Postcode'. Below these fields is a reCAPTCHA 'I'm not a robot' checkbox. At the bottom of the form is a grey 'NEXT' button.



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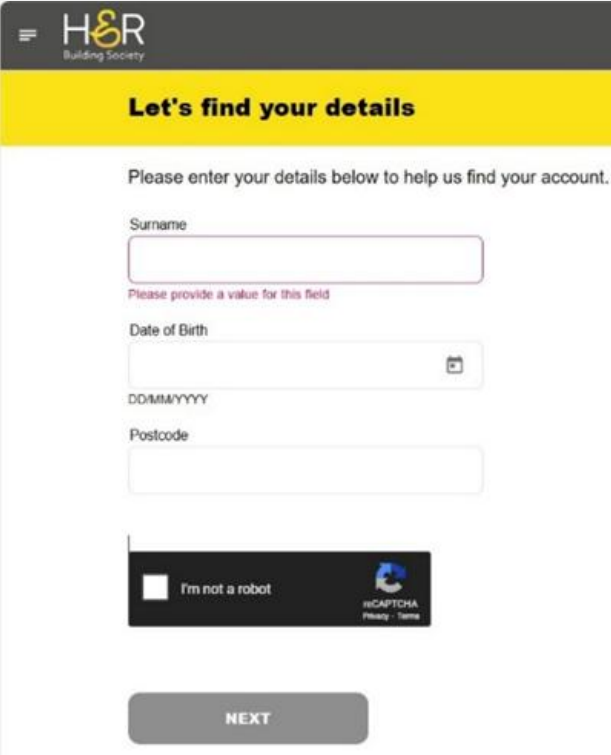
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Let's find your details

Step 1

You will need to input your Surname, Date of Birth & Postcode on the “**Let's Find Your Details**” screen. Click through the “**ReCAPTCHA**” and click “**Next**”.

If you have moved address, please contact us to update this before trying to register for H&ROnline.



The screenshot shows the H&R Building Society website's registration page. At the top is the H&R logo. Below it is a yellow header with the text "Let's find your details". The main content area has a heading "Please enter your details below to help us find your account." followed by three input fields: "Surname" (with a red error message "Please provide a value for this field"), "Date of Birth" (with a calendar icon and the format "DD/MM/YYYY"), and "Postcode". Below these fields is a reCAPTCHA widget with the text "I'm not a robot" and a "NEXT" button at the bottom.

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Account Setup

Step 2

You will then be taken to the “**Account Setup**” screen where you will be asked to input an email address, password and memorable word and a memorable word hint.

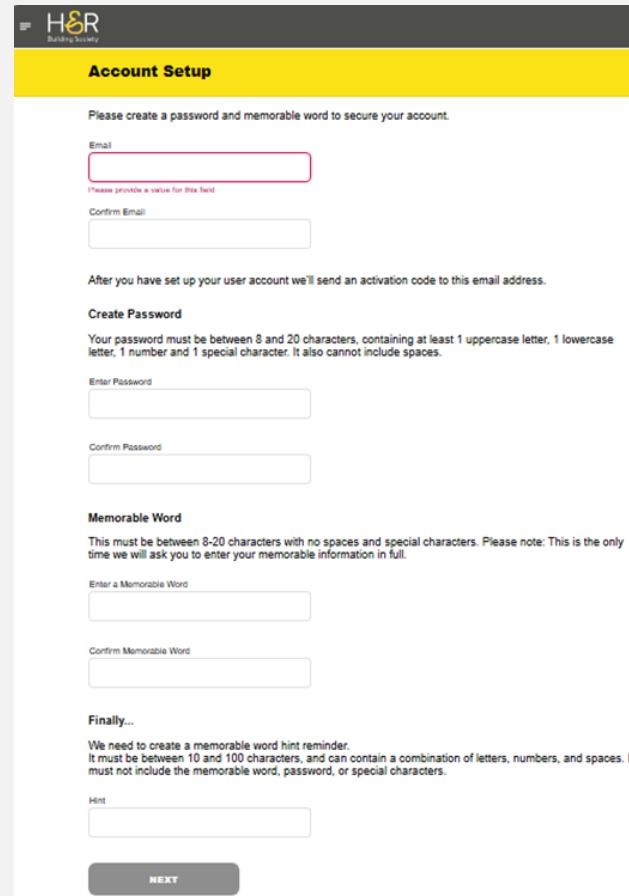
Please note that you must use a unique email address. If an email address has been used before you will not be able to proceed with the registration.

You will need to meet the criteria for your password:

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

You will also need to do this for your memorable word

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



The screenshot shows the 'Account Setup' page for H&R Building Society. The page has a yellow header with the H&R logo and the title 'Account Setup'. Below the header, there is a section titled 'Please create a password and memorable word to secure your account.' This section contains several input fields: 'Email' (with a red border and a note 'Please provide a value for this field'), 'Confirm Email', 'Enter Password', 'Confirm Password', 'Enter a Memorable Word', 'Confirm Memorable Word', and 'Hint'. There are instructions for each field: the password must be 8-20 characters with specific requirements, and the memorable word must be 8-20 characters with no spaces or special characters. At the bottom, there is a 'NEXT' button.

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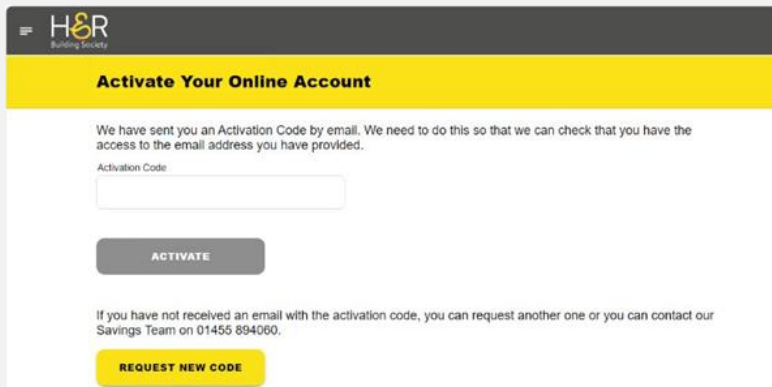
Activate Your Online Account

Step 3

You will receive two emails from us.

1. An email with your username. You can use this or your email address to log into H&ROnline in the future.
2. An email with an Activation Code. This will expire after 24 hours.

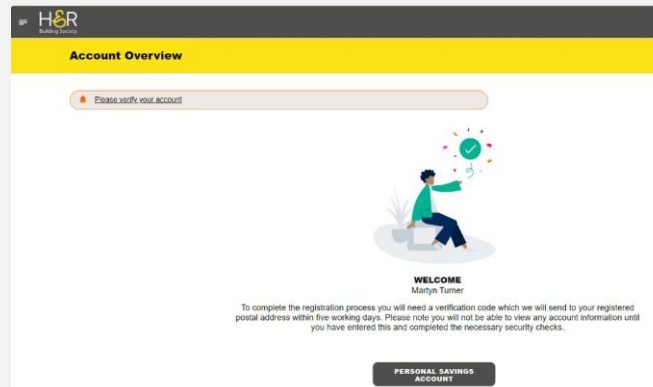
Enter the code as requested and click **“Activate”**.



The screenshot shows the 'Activate Your Online Account' page. At the top is the H&R Building Society logo. Below it is a yellow header with the title 'Activate Your Online Account'. The main content area has a message: 'We have sent you an Activation Code by email. We need to do this so that we can check that you have the access to the email address you have provided.' Below this is a text input field labeled 'Activation Code'. Underneath the field is a grey button labeled 'ACTIVATE'. At the bottom, there is a note: 'If you have not received an email with the activation code, you can request another one or you can contact our Savings Team on 01455 894060.' and a yellow button labeled 'REQUEST NEW CODE'.

If you have not received an Activation Code by email or it has been over 24 hours, you can request a new one by clicking **“Request New Code”**. Please bear in mind that any previous codes will no longer work.

You will be taken to the **“Account Overview”** screen where you will then await your verification code in the post. This may take up to 5 working days.



The screenshot shows the 'Account Overview' page. At the top is the H&R Building Society logo. Below it is a yellow header with the title 'Account Overview'. The main content area has a message: 'Please verify your account'. Below this is an illustration of a person sitting at a desk with a laptop, with a green checkmark and confetti above them. Underneath the illustration is a 'WELCOME' message for 'Marilyn Turner'. Below that is a note: 'To complete the registration process you will need a verification code which we will send to your registered postal address within five working days. Please note you will not be able to view any account information until you have entered this and completed the necessary security checks.' At the bottom is a grey button labeled 'PERSONAL SAVINGS ACCOUNT'.

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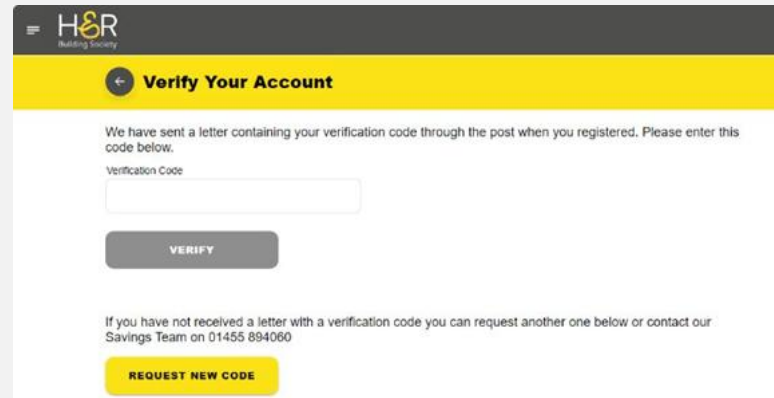
Verify Your Account

Step 4

You will receive a verification letter in the post to your registered address. Once you have received this, you will need to log back into H&ROnline using the credentials you set up previously.

Click on “**Please verify your account**” and enter the verification code from the letter and click “**Verify**”.

Your verification code will last for 30 days. Should you require a new one, click “**Request New Code**” and a new code will be sent out in the post for you.

The screenshot shows the 'Verify Your Account' page of the H&R Building Society. At the top, there is a dark grey header with the H&R logo and a yellow navigation bar with a back arrow and the title 'Verify Your Account'. The main content area is white and contains the following text: 'We have sent a letter containing your verification code through the post when you registered. Please enter this code below.' Below this is a label 'Verification Code' and a text input field. A grey button labeled 'VERIFY' is positioned below the input field. At the bottom, there is a note: 'If you have not received a letter with a verification code you can request another one below or contact our Savings Team on 01455 894060.' Below this note is a yellow button labeled 'REQUEST NEW CODE'.

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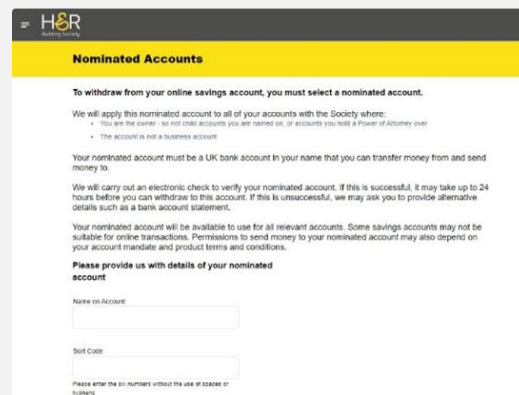
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Nominated Accounts

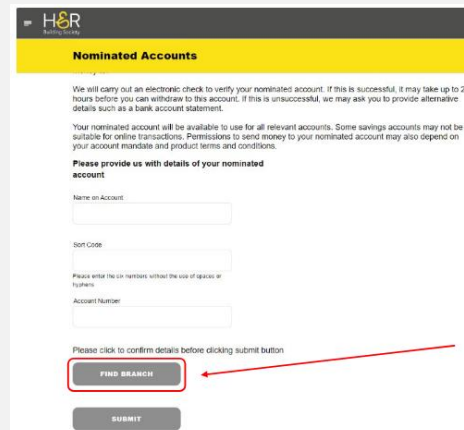
Step 5

You will then be asked to enter a nominated bank account to send funds to. This must be a UK bank account held in your name (this can include joint accounts).

We will complete an electronic check to verify your nominated bank account. We will be in touch should we require anything further from you.

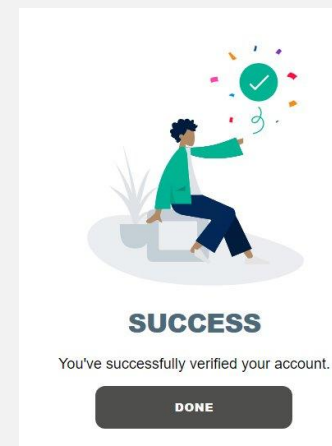


You must click **'Find Branch'** before proceeding to submit



You will then be asked to confirm all your profile details, enter any information that may be missing and notify us of your marketing preferences.

Once this has been completed, you should then have full access to your dashboard and account/s.



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