

Bankline support guides:

Automated PIN/Password Reset

In this guide

- Learn about what to do if you have forgotten your PIN/Password.
- Learn how to order an activation code to reset your PIN/Password.

You will need the Administration preference for [Automated PIN/Password reset](#) on the Customer Details screen set to YES to take advantage of this process. (See our [Customise your Bankline service](#) guide for more information.)

Security Reminder

We will never ask you for:

- full PIN/Password, or Smartcard codes, to log on;
- full or partial PIN/Password, or Smartcard codes, to change or reset your PIN/Password;
- full or partial PIN/Password, or Smartcard codes, over the telephone.

If you see anything unusual when logging on **STOP** and call the Bankline Helpdesk immediately.

Forgotten my PIN/Password

If you have forgotten your PIN/Password, the quickest way to regain access to Bankline is to contact your local administrator who can instantly order you an activation code online.

If this is not possible and your administrator has turned on the automated PIN/Password reset functionality, please follow the steps below.

How to use automated PIN/Password reset

- 1 On the Bankline log on screen, enter your Customer ID and User ID and select [Continue](#).

Bankline


▶ Help
▶ Close window

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Log On

* Indicates a mandatory field

Please complete the fields below and select 'Continue' to log on to Bankline

<small>* Customer ID</small>	<input style="width: 60%;" type="text"/>
<small>* User ID</small>	<input style="width: 60%;" type="text"/>


▶ Continue

Security warning:

We will **never** ask for PINS, passwords or smartcard security codes over the telephone in any circumstances.

If in doubt, call the Bankline Helpdesk.

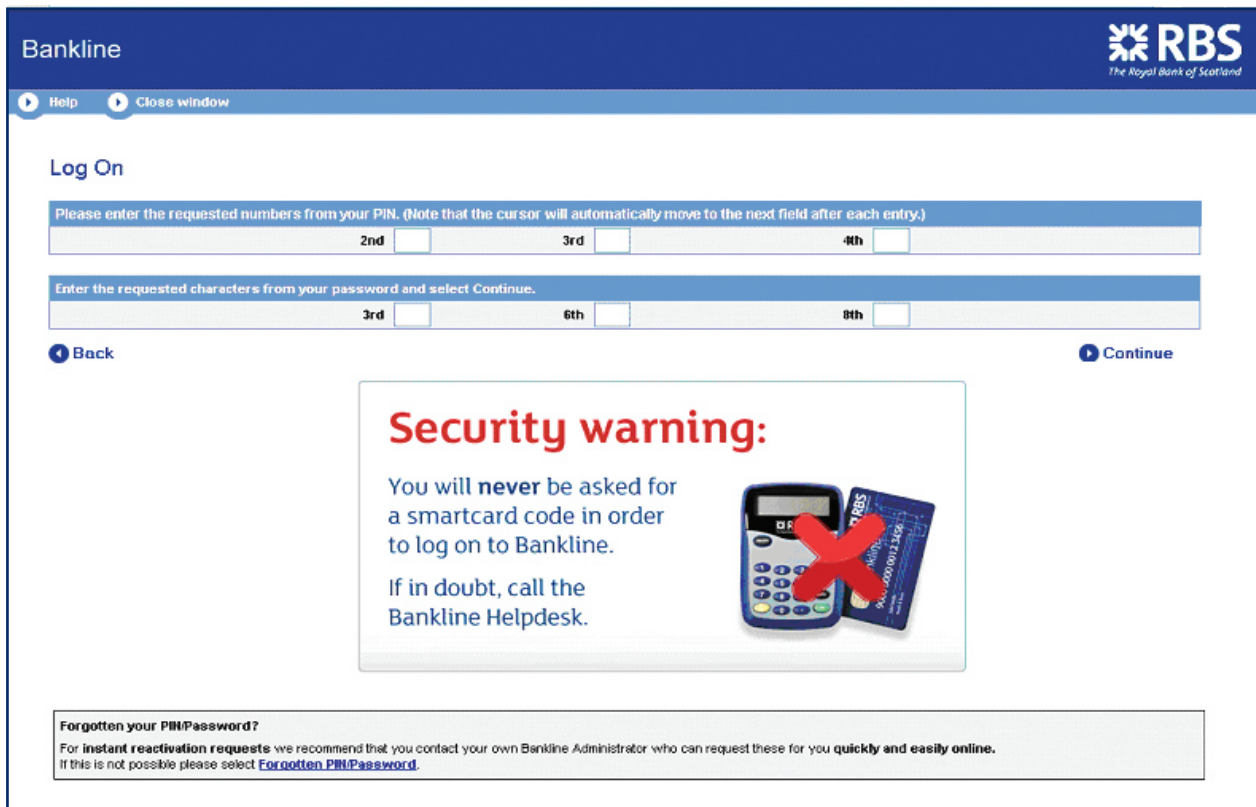
Only individuals who have authorised access to Royal Bank of Scotland Bankline should proceed beyond this point. For the security of customers, any unauthorised attempt to access customer bank information will be monitored and may be subject to legal action.




Forgotten your PIN/Password?

Advice on how to reset your PIN and Password is available on the next screen, please enter your Customer ID and User ID and select Continue.

- 2 On the Bankline PIN/Password log on screen, if you have forgotten these details, select the [Forgotten PIN/Password](#) hyperlink within the grey box shown below.



Bankline 

Help Close window

Log On

Please enter the requested numbers from your PIN. (Note that the cursor will automatically move to the next field after each entry.)

2nd 3rd 4th

Enter the requested characters from your password and select Continue.

3rd 6th 8th

Back Continue

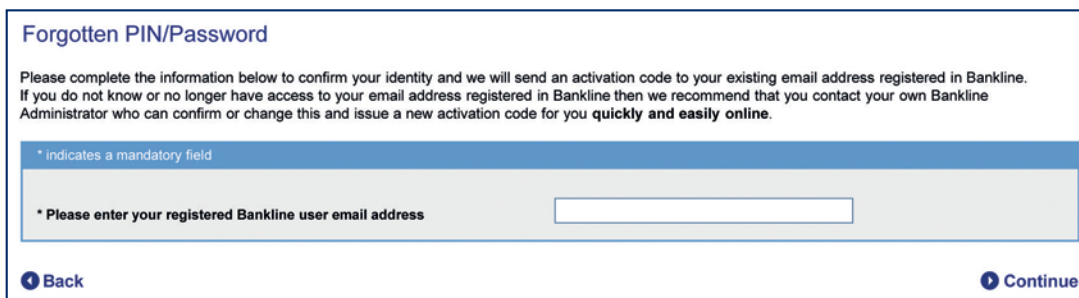
Security warning:

You will **never** be asked for a smartcard code in order to log on to Bankline.

If in doubt, call the Bankline Helpdesk.

Forgotten your PIN/Password?
For instant reactivation requests we recommend that you contact your own Bankline Administrator who can request these for you **quickly and easily online**. If this is not possible please select [Forgotten PIN/Password](#).

- 3 Enter your registered Bankline user email address on the Forgotten PIN/Password screen and select [Continue](#) to request an activation code.



Forgotten PIN/Password

Please complete the information below to confirm your identity and we will send an activation code to your existing email address registered in Bankline. If you do not know or no longer have access to your email address registered in Bankline then we recommend that you contact your own Bankline Administrator who can confirm or change this and issue a new activation code for you **quickly and easily online**.

* indicates a mandatory field

* Please enter your registered Bankline user email address

Back Continue

If you are not sure of your user email address, we recommend that you ask your local administrator to check and update it if required, before an activation code is requested.

- 4 We will validate your details and, if accepted, you will receive an acknowledgement on screen and via email. A copy of this acknowledgement will be sent to your Bankline Administrator(s).
- 5 Your activation code will then be sent within 30 minutes. Once received you can use it to log back in to Bankline and reset your PIN/Password.

Remember

You should check the details you have entered carefully. The automated reset process will be temporarily suspended if you continue to enter incorrect details, and you will be directed to your local administrator to order the activation code for you on this occasion.

To ensure you are able to use this next time, ask your local administrator to check your registered Bankline email address and update it if required.

Warning

If you receive an acknowledgement email or an activation code that you have **NOT** requested, **DO NOT** use it and contact the Bankline Helpdesk immediately.