

# Here's how to register for online banking

To register you'll need:

- your sort code and account number or credit card details
- to answer some security questions
- your phone or emails handy to receive a verification code.

The **co-operative** bank  
for people with **purpose**

Firstly, you'll need to enter your first and last name as they appear on your Co-operative Bank account, then click "Continue".

Next, enter your date of birth in day, month and year format, then click "Continue".

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Section 1 of 3

About you

## Your name

First name

Last name

Continue

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About you

## Your date of birth

Date of birth

For example, 06 12 1998

Day    Month    Year

  

Continue

You'll then need to select whether you have a Current/Savings account with us, or a Credit card, then click "Continue".

On the next screen, you'll need to enter your sort code and account number of your Current/Savings account or your credit card number and click "Continue".

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About you

### Account details

Which type of account do you hold with us?

- Current/Savings account
- Credit card

Continue

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About you

### Account details

Which type of account do you hold with us?

- Current/savings account
- Credit card

Sort code

6 digits

Account number

8 digits

- Credit card

Continue

We'll then ask you a few security questions.

Once you've answered the questions correctly, we'll need to send you a verification code.

Don't worry! Answering these questions won't affect your credit score. We'll only use this information for verification purposes – so we can check it's you registering.

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About you

### Verify your identity

 Our security questions are created by Experian from your credit file to verify your identity.

**What is your Mother's maiden name?**

Giving the wrong answer will not affect your credit score.

- 
- 
- 
- 
- 

[Continue](#)

We'll automatically send you a verification code to the mobile number we have on file for you.

When you've received the text, simply enter the verification code in the box and click "Verify code".

If you don't have your phone to hand, you can click "Verify by email instead", to get a verification code sent to your email address.

If you don't receive a code, you can click "Resend code" to resend the verification code if it doesn't arrive in 30 seconds.

The **co-operative** bank

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About you

### Mobile verification

Enter the code we've sent to you via the mobile number ending:

\*\*\*\*\*5423

[Resend code](#)

Verify code

Having trouble?

[Verify by email instead](#)

[Contact us](#)

Next, we'll ask you to confirm the email address we have for you is up to date. If we have an old one or you'd prefer to use a different email address, click "Change" to update it.

If we have the correct email address for you, click "Continue".

If we don't have an email address on our records for you, we'll ask you to enter your email address. At this point, enter your preferred email address you'd like us to use, and click "Continue".

Section 2 of 3

Your security

### Confirm your email

Check your email address is up to date.

**i Why's this important?**

- 🔑** It helps us quickly verify your identity for security purposes
- 📞** We can contact you with necessary updates

Ensure you're not using someone else's email address as this will cause problems if you need to reset your details later on.

**Email address**

example@gmail.com

[Change](#)

**Continue**

Section 2 of 3

Your security

### Enter your email

We don't have your email yet.

**i Why's this important?**

- 🔑** It helps us quickly verify your identity for security purposes
- 📞** We can contact you with necessary updates

Ensure you're not using someone else's email address as this will cause problems if you need to reset your details later on.

**Email address**

**Continue**

On the next screen, you'll need to "Create a username". You'll need this each time you log in to online banking, and you'll also need it to register for our mobile banking app. Please decide on a username, type it into the box, and click "Continue".

You'll then need to decide on a password. You'll need to enter your password each time you log in to online banking. Enter the password you'd like to use, and click "Continue".

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Your security

## Username

### Create a username

This must be at least 8 characters long. You can use numbers and special characters.

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Your security

## Password

### Create a password

Password strength:

#### Password requirements:

- At least 12 and no more than 20 characters
- At least one uppercase letter
- At least one lowercase letter
- At least one number
- No spaces
- None of these characters + , ' ; €

### Confirm password

Continue

#### Important information

What makes a strong password?	+
Why is having a strong password important?	+
How can I keep my password safe?	+
What else can I do to keep my accounts secure?	+

Next you'll need to decide on a security code. When you log on to online banking, you'll only be asked for two numbers from this.

Your security code needs to be 6 digits long and not contain any consecutive numbers e.g. 123456.

Enter the security code you'd like to use, confirm this in the "Confirm security code" box, and click "Continue".

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Reset security

### Change security code

Create a security code

[Show](#)

Your security code must:

- Only be numbers
- Be 6 digits long
- Not contain any consecutive numbers (e.g. 123456)
- Not contain more than two repeating numbers (e.g. 111452).

Confirm security code

[Show](#)

[Continue](#)

We'll then ask you for your marketing preferences. We'd like to keep you up to date with relevant products and services that may be available to you.

You can select "Yes" or "No" depending on if you'd like to be kept updated or not.

You'll then need to select "Yes" or "No" if you'd like to receive marketing information from our carefully selected third parties.

Select your choices, then click "Continue".

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**Final steps**

## Marketing preferences

We'd like to keep you up to date with relevant products and services that may be available to you.

**Would you like to keep updated with relevant products and services?**

- Yes
- No

**Are you happy to receive marketing information from our carefully selected third parties?**

[See a list of third parties](#)

- Yes
- No

**Continue**

Finally, by registering for online banking, we'll automatically issue you with paperless bank statements, which you can access online.

On screen you'll see the benefits of paperless statements and how to opt in to paper statements in the post, if you'd prefer.

Click "Continue", and you'll be registered for online banking! By clicking "Continue", you'll automatically be logged in, and you'll be able to see your accounts.

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**Final steps**

## Your bank statements

We'll automatically issue you with paperless bank statements, which you can access online.

The benefits of paperless statements:

- Receive reminders when your new statements are ready
- Declutter your space with less paper
- Debit card statements are stored virtually for seven years and credit card statements for six months
- Access and view your statements online or in the mobile app any time, any where.

### Want to switch to paper statements?

You can change your statement preferences by:

1. Logging into your online banking
2. Click 'View accounts', then select the account you wish to change to paper statements
3. Once you've selected the account, under 'Account actions' you can then select the 'Paper' option
4. A message will appear, once you've read this click 'Ok'
5. You'll then start receiving paper statements for this account.

[Continue](#)

# For more information, please visit our website

<https://www.co-operativebank.co.uk/help-and-support/ways-to-bank/online-banking/>

Need more help registering for online banking?

Get in touch via:

- Facebook **@TheCooperativeBank**
- Twitter **@CooperativeBank**

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