SCOTTISH WIDOWS PLATFORM

Managing your account
including set-up & password reset

SCOTTISH WIDOWS

Setting up your account

Welcome

First, please verify your account by entering the username we sent you by email.

Username

A

Thank you.

Now let's set your password.

Your new password

Please enter your new password

Confirm new password

Please re-enter your new password

Save and continue

B

To protect your account,

please set a memorable PIN

Memorable PIN

· · · · ·

Show PIN

Memorable pin must

✓ Must be exactly five numerals
✓ Cannot be "12345" or "54321"
✓ Cannot be five identical numerals

Confirm memorable PIN

· · · · ·

Show PIN

Save and continue

C

Setting up your account is something you must do straight away. Once you've done this, you'll be able to log in and view your products whenever you like.

When your account is created by us, we will send you two emails. The first email will contain your username, and the second will provide a link for you to create your password. **This link expires after 72 hours.**

A Once you click the link, you will be taken to Scottish Widows Platform login page, where you will be asked to enter the Username we sent to you separately by email. Next, you will be asked to confirm your date of birth.

B Now you will be asked to create a password. As you start to type your password a box will appear to guide you in creating a password that meets our criteria. The password can be no longer than 50 characters,

C Lastly, you will need to create a memorable pin.

Resetting your password

As you start to type your password, this box will appear to help you ensure any password you create meets our password criteria. The password can be no longer than 50 characters.

If you have forgotten your password, or didn't set-up your username & password within 72 hours of receiving the email from us, you will need to reset your password.

You can do this online by following these steps:

1. Visit **www.scottishwidows-platform.com**

2. Click **Forgot Password** from the login screen page

3. You should then be directed to the **Having trouble logging in** page shown in the picture to the left.

   Enter Username & Email

4. Click on the **Captcha** to confirm you're not a robot

5. Click **Submit**

Within twenty minutes, you should receive an email with a link to rest your password. This will expire after 72 hours.

When you click on the link in the email, if you have logged in to the platform before, you will be asked to confirm three numbers from your memorable PIN and then be asked to set a new password. If you have never logged in before, you will also be asked to confirm your date of birth and set up memorable pin as part of the process.

This will not work if you have locked your account. This happens when you have entered your password incorrectly three times. Please call us so we can support you with unlocking your account.

Important information

To help ensure you get the support you need, as quickly as possible, below we've listed some common scenarios that relate to logging in to your account, and how you can resolve these.

Scenario	Action you should take to resolve
I've locked myself out by entering my password incorrectly three times	Please call us for support
I've forgotten my memorable pin	Please use the forgotten memorable pin link on the page and we will send you an email to help you reset this.
I've forgotten my password	Please reset your password using guidance on Page 3
I've forgotten my username	Please call us for support

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scottishwidows.co.uk/platform

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