

Protecting your account

User Guide



Royal Bank
of Scotland

TOMORROW BEGINS TODAY



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Introduction

Protecting your account

To make your account more secure, we've made some changes to how you log into Smart Data Online.

We'll now email you an authentication code to enter when you log in. That way, we know it's definitely you.

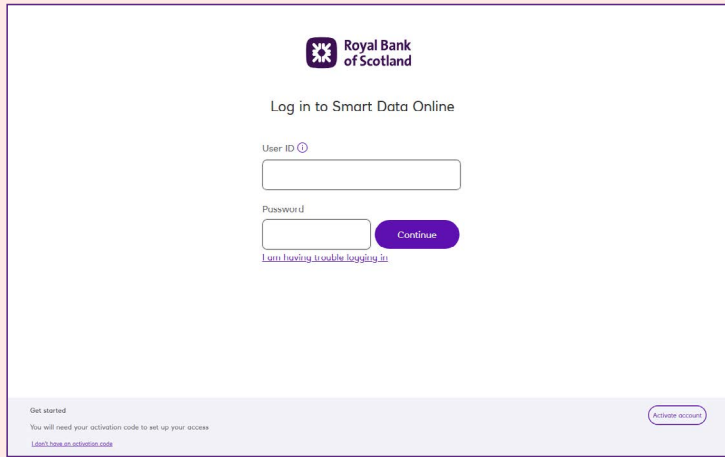
So that you can keep using Smart Data Online, we need you to activate your account.

Got your activation code?

If you've received an email with your activation code, you can activate your account now. To help you get started, we've put together a step-by-step guide that walks you through the process.

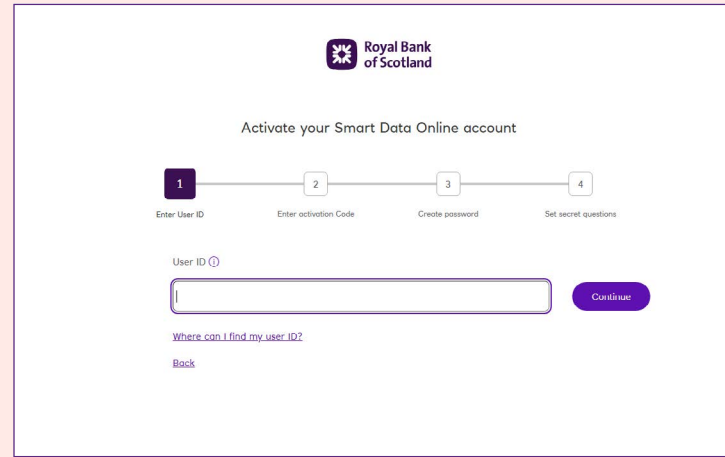


Registration: how to activate your account



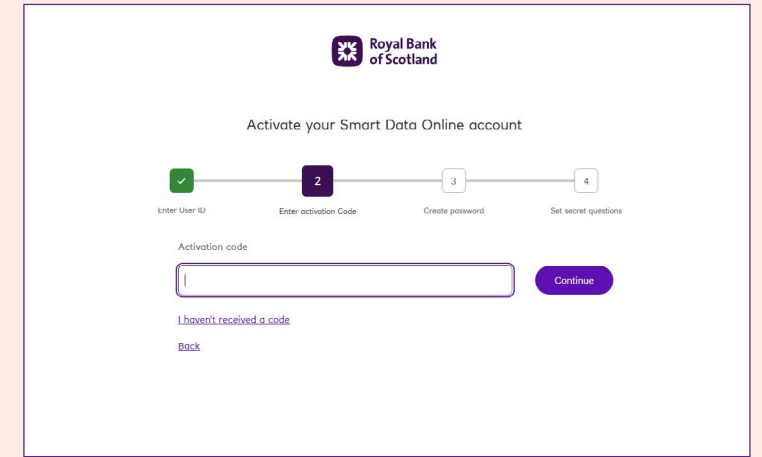
Step one

Start by going to the web address on the email we sent you with your activation code.



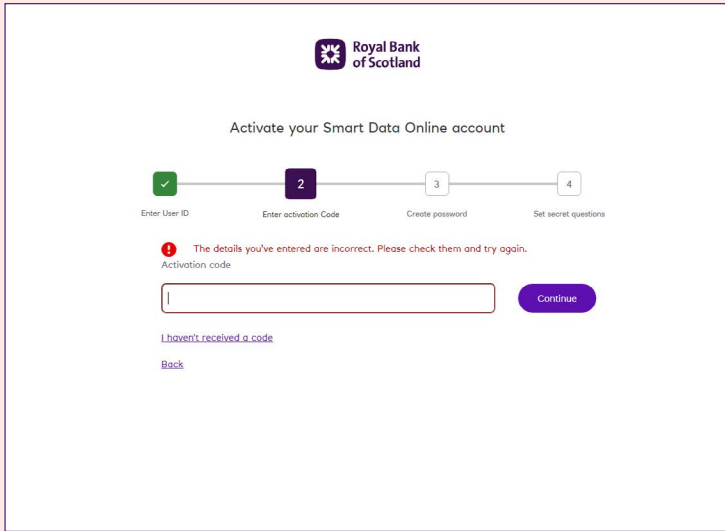
Step two

Click 'Activate account' at the bottom of the page. Enter your User ID and click 'Continue'.



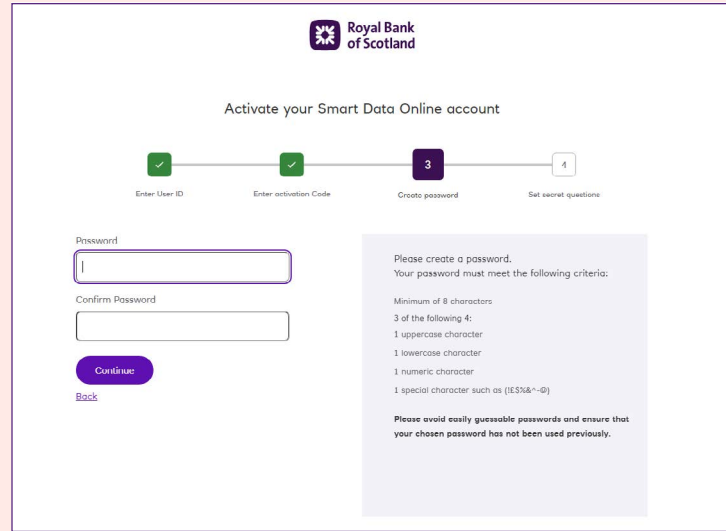
Step three

Enter the activation code we sent you and click 'Continue'.



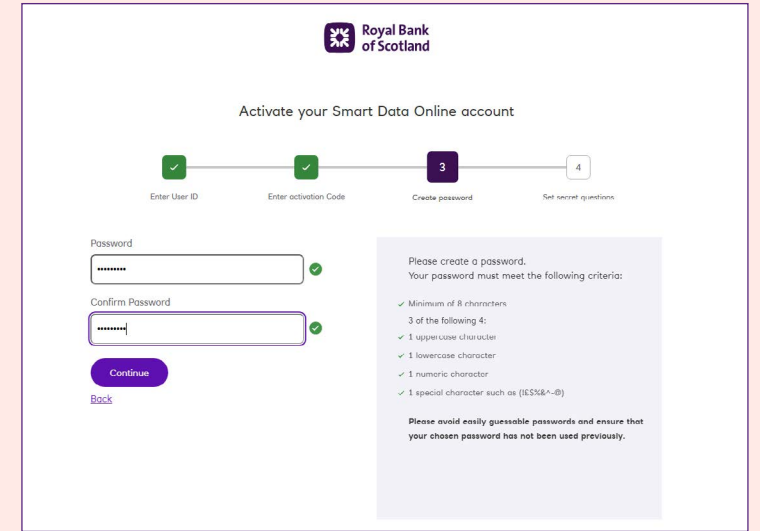
Step four

If you make a mistake, we'll ask you to check the details you've entered and try again. If you enter your activation code incorrectly multiple times, your account will be locked. To unlock it, you'll need to get in touch with your company admin or our help desk, who will send you a new activation code.



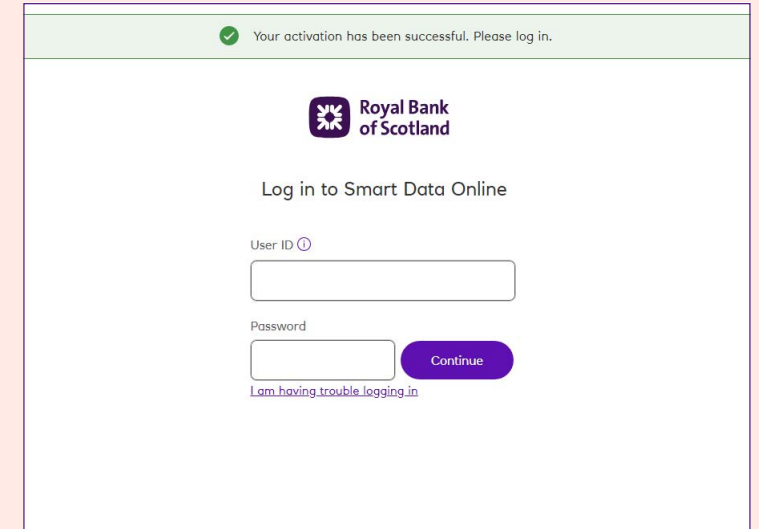
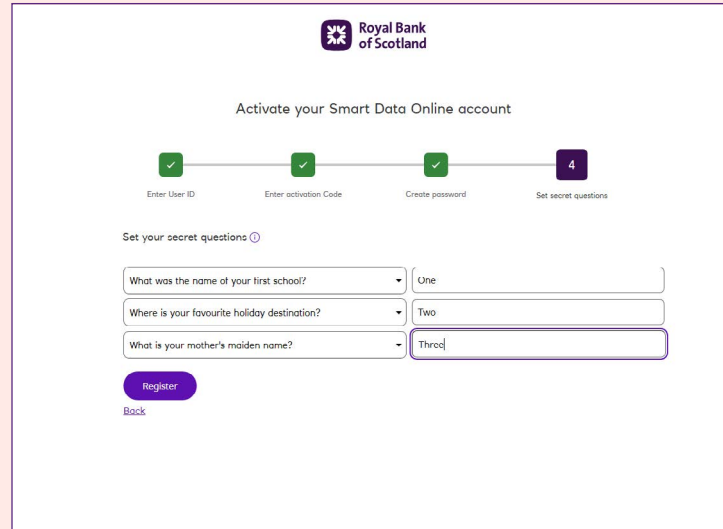
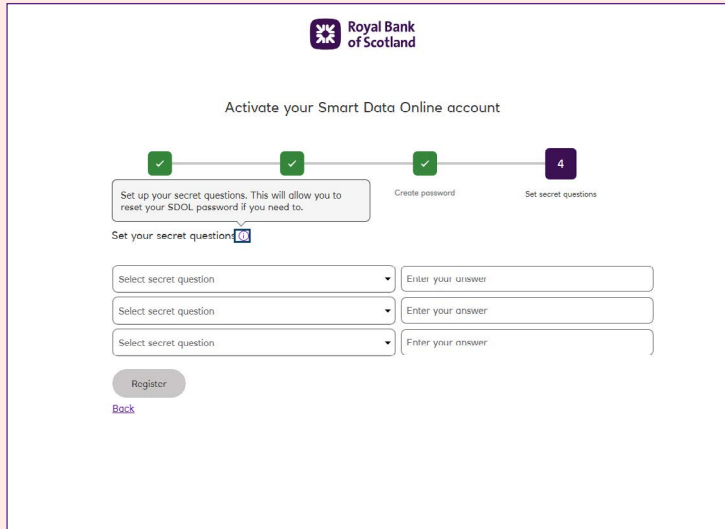
Step five

Once you've entered your activation code correctly, we'll ask you to create a password. Your password must have at least eight characters and three of the following: one upper case character, one lower case character, one numeric character or one special character (!£\$%&^~@).



Step six

Make sure your passwords match then click 'Continue'.



Step seven

We'll ask you to set up three secret questions and answers so you can reset your password if you forget it. To keep your account secure, you can't use the same answer for all three questions. Keep your answers safe and remember they are case sensitive.

Step eight

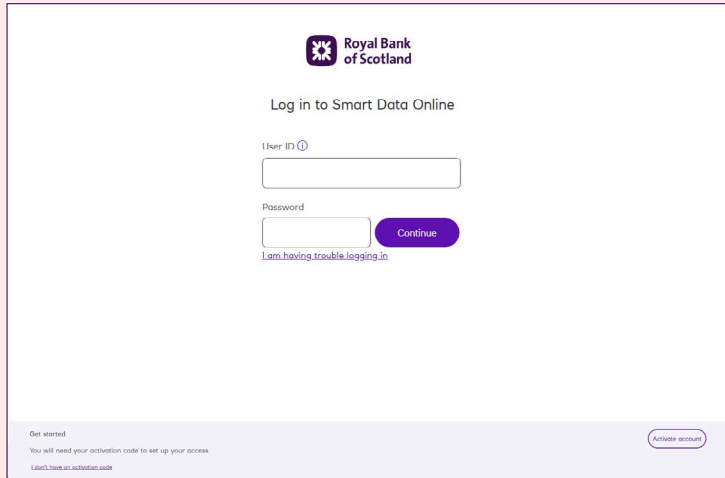
Once you've picked your secret questions and answers, click 'Register'.

Step nine

That's it – you're registered. You'll see a green banner at the top of the SDOL login page that says: 'Your activation has been successful. Please login.' You can now log into your account using the details you've set up.



Login journey: how to log in



Step one

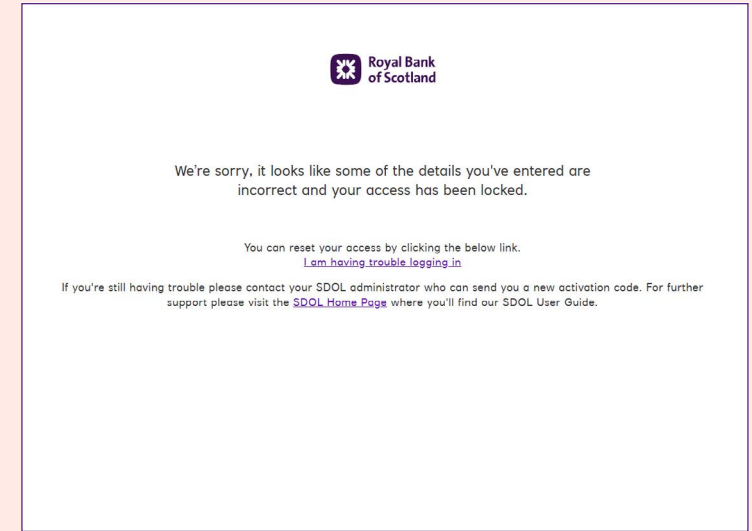
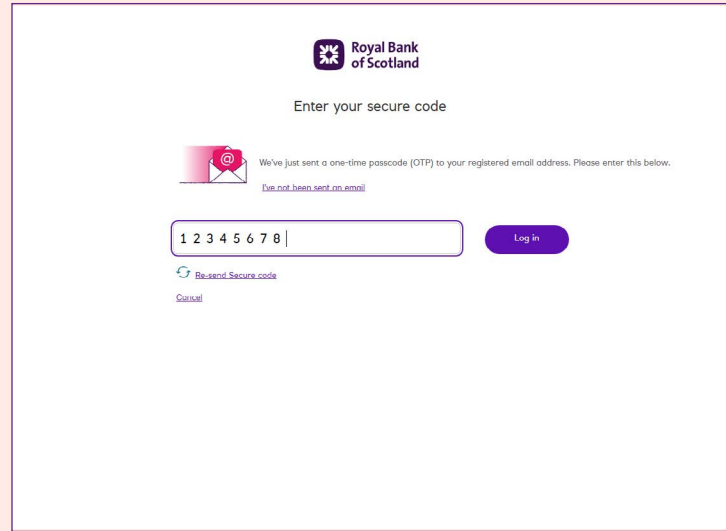
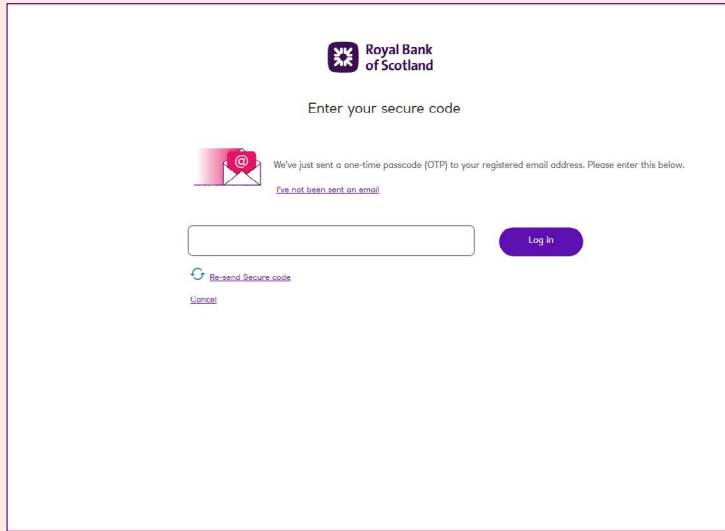
Go to the Smart Data Online [login portal](#).

Step two

As long as you're registered and your account isn't locked, you can log in by entering your User ID and password and clicking 'Continue'.

Step three

Once you've entered your User ID and password, we'll email you a code to verify it's you.



Step four

If you don't get an email from us, you can click 'Resend secure code' after 120 seconds.

Step five

Once you've got the email, enter the code and click 'Log In'.

Step six

If you enter the code incorrectly multiple times your account will be locked, and you'll need to get in touch with your company admin or our help desk to unlock it.



Step seven

Once you've entered the code correctly, you'll be able to use your Smart Data Online account.

Not sure what your login details are?

Your User ID was on the email we sent to you with your activation code. If you're not sure what it is, speak to your company admin or our help desk.

You created your password when you activated your account. If you're not sure what it is, you can reset it by clicking 'I am having trouble logging in' underneath the User ID and Password boxes.



FAQs

Why do we need a One-Time Passcode to log in?

When it comes to making transactions online or with an app, security is key.

Using One-Time Passcodes allows us to keep you safe and is in line with the Payment Services Directive (PSD2).

I've been shown a blocked out message, what do I do now?

This can happen when details have been entered incorrectly too many times and, for security reasons, we need you to reset your access. To do this navigate to the log in page and click “I am having trouble logging in” and follow the steps to enter in your secret answers. Alternatively you can contact your company administrator who will be able to send you a new activation code. When you receive this, you will need to complete the activation process which can be found on page 4.

I can't remember my password. What should I do?

Don't worry, you can answer the secret questions that you set up during activation to reset it. To do this navigate to the log in page and click “I am having trouble logging in” and follow the steps to enter in your secret answers. If you can't remember these, you'll need to ask your company administrator to send you out a new activation code so you can reactive your access. When you have your code, you can follow the process on page 4.



I can still get to the old log in website, why is this?

This is a Mastercard-hosted website and some of their other customers need to log in this way. Make sure you update any of your saved URLs to the new one we sent you in your activation email.

I used to be able to use a mobile version of Smart Data Online, where has this gone?

For security reasons, we have had to remove this service. Don't worry, you can still access Smart Data Online via your mobile, it will just look like the online version.

I'm entering my activation code correctly, but I'm getting an error message. Why?

Activation codes are only valid for a certain length of time from when it was sent you to. Check the email you were sent and if it's gone past the expiry, you'll need to contact your company administrator to send you a new code. When you receive this, you will need to complete the activation process which can be found on page 4. If you're a company administrator and need a new activation code, please contact the Smart Data Helpdesk.

How can I update my contact details?

Log into Smart Data Online and you can amend your email there. This can take up to 24 hours to update. If you need an immediate update, you can ask your company administrator to do this for you in the log in portal. They can search for you in the admin screens and update your details.

I've got a sever error message, what does this mean?

This means that we've lost connection with you somehow, we're really sorry. If you close your browser and navigate to the log in portal, you shouldn't face this issue again. If you do, try deleting your cookies and loading the log in portal page again. If you're still experiencing this error, contact your company administrator who can give us a call so we can investigate.

I'm putting in the right secret answers to reset my password, but I'm getting a try again error. Why?

Remember these answers are case sensitive as they're like a password. Make sure you're entering them exactly as you set them up. If you block yourself out, don't worry. Contact your company administrator who will send you out a new activation code so you can reactivate your access. When you receive this, you will need to complete the activation process which can be found on page 4.



Thank you