



Business

Protecting **your** account

User Guide



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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.

The screenshot shows the NatWest logo at the top. Below it, the text "Log in to Smart Data Online" is displayed. There are two input fields: "User ID" and "Password". A "Continue" button is positioned to the right of the password field. A link "[I am having trouble logging in](#)" is located below the password field. At the bottom of the page, there is a grey box containing the text "Get started", "You will need your activation code to set up your access", and a button labeled "Activate account". A link "[I don't have an activation code](#)" is also present at the bottom left.

Step two

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

The screenshot shows the NatWest logo and the heading "Activate your Smart Data Online account". A progress bar at the top has four steps: 1 (highlighted in purple), 2, 3, and 4. Below the progress bar, the steps are labeled: "Enter User ID", "Enter activation Code", "Create password", and "Set secret questions". The "Enter User ID" step is active, showing an input field with a "Continue" button to its right. A link "[Where can I find my user ID?](#)" is located below the input field, and a "Back" link is at the bottom left.

Step three

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

The screenshot shows the NatWest logo and the heading "Activate your Smart Data Online account". The progress bar at the top has four steps: 1 (with a green checkmark), 2 (highlighted in purple), 3, and 4. Below the progress bar, the steps are labeled: "Enter User ID", "Enter activation Code", "Create password", and "Set secret questions". The "Enter activation Code" step is active, showing an input field containing the code "4f8Mm2t4VSy" and a "Continue" button to its right. A link "[I haven't received a code](#)" is located below the input field, and a "Back" link is at the bottom left.

Step four

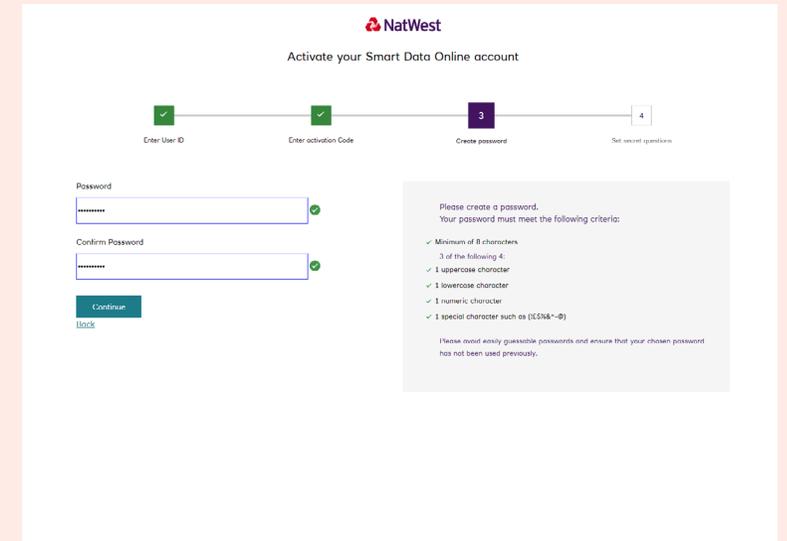
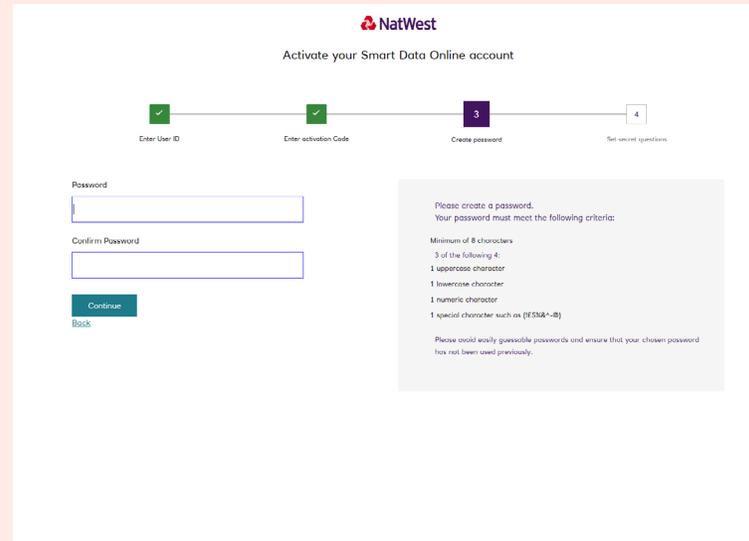
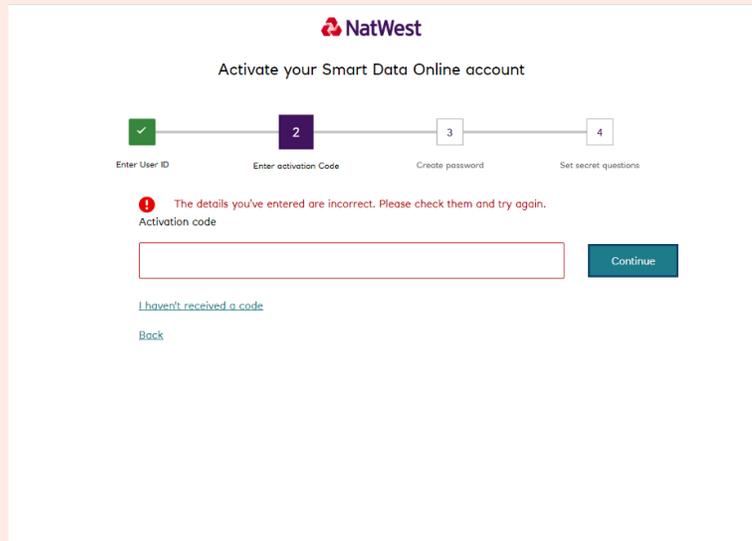
If you make a mistake, we'll ask you to check the details you've entered and try again. If you enter your activation code incorrectly multiple times, your account will be locked. To unlock it, you'll need to get in touch with your company admin or our help desk, who will send you a new activation code.

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 Smart Data Online login page that says: 'Your registration has been successful. Please log in.' You can now log into your account using the details you've set up.

The screenshot shows the 'Set your secret questions' step of the registration process. At the top, the NatWest logo is displayed. Below it, the text 'Activate your Smart Data Online account' is centered. A progress bar shows four steps: 'Enter User ID', 'Enter activation Code', 'Create password', and 'Set secret questions'. The first three steps are marked with green checkmarks, and the fourth step is marked with a purple square containing the number '4'. Below the progress bar, there is a heading 'Set your secret questions' followed by a help icon and a tooltip that reads: 'Set up your secret questions. This will allow you to reset your SDOL password if you need to.' There are three input fields, each with a dropdown menu and a text box. The first dropdown is empty, and the text box contains 'Enter your answer'. The second dropdown is empty, and the text box contains 'Enter your answer'. The third dropdown is empty, and the text box contains 'Enter your answer'. At the bottom left, there is a 'Register' button and a 'Back' link.

The screenshot shows the 'Set your secret questions' step of the registration process. At the top, the NatWest logo is displayed. Below it, the text 'Activate your Smart Data Online account' is centered. A progress bar shows four steps: 'Enter User ID', 'Enter activation Code', 'Create password', and 'Set secret questions'. The first three steps are marked with green checkmarks, and the fourth step is marked with a purple square containing the number '4'. Below the progress bar, there is a heading 'Set your secret questions' followed by a help icon. There are three input fields, each with a dropdown menu and a text box. The first dropdown is 'What is the name of your first school?' with 'One' selected in the text box. The second dropdown is 'Which is your favourite vacation destination?' with 'Two' selected in the text box. The third dropdown is 'What is your mother's maiden name?' with 'Three' selected in the text box. At the bottom left, there is a 'Register' button and a 'Back' link.

The screenshot shows the login page of the Smart Data Online account. At the top, a green banner with a checkmark icon contains the text: 'Your activation has been successful. Please log in.' Below the banner, the NatWest logo is displayed. The heading 'Log in to Smart Data Online' is centered. There are two input fields: 'User ID' and 'Password'. The 'User ID' field is empty, and the 'Password' field is empty. To the right of the 'Password' field is a 'Continue' button. Below the 'Password' field, there is a link: 'I am having trouble logging in'. At the bottom left, there is a 'Get started' link and a text box: 'You will need your activation code to set up your access'. At the bottom right, there is an 'Activate account' button. At the very bottom, there is a link: 'I don't have an activation code'.

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. You'll be able to see the last section of the email address we have for you on screen.

The screenshot shows the NatWest login page for Smart Data Online. At the top is the NatWest logo. Below it is the heading "Log in to Smart Data Online". There are two input fields: "User ID" and "Password". To the right of the password field is a teal "Continue" button. Below the password field is a link that says "I am having trouble logging in". At the bottom of the page, there is a light grey footer area with the text "Get started" and "You will need your activation code to set up your access", followed by an "Activate account" button. A link "I don't have an activation code" is also present in the footer.

Step four

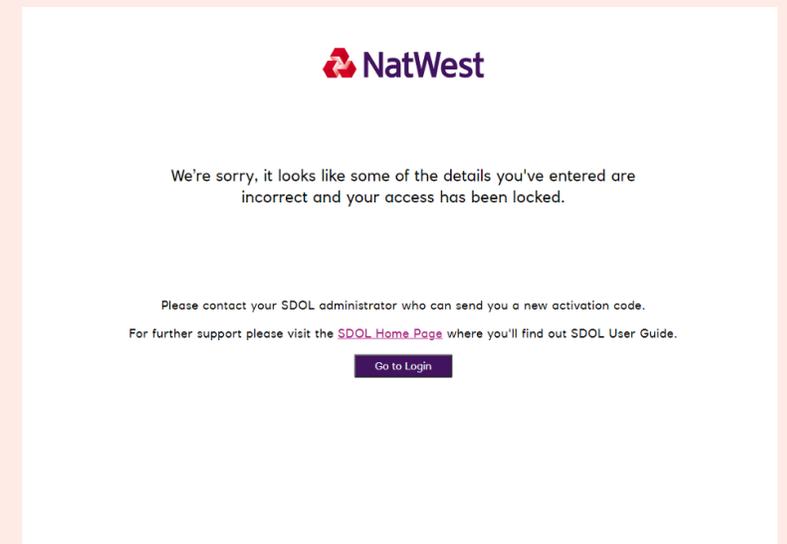
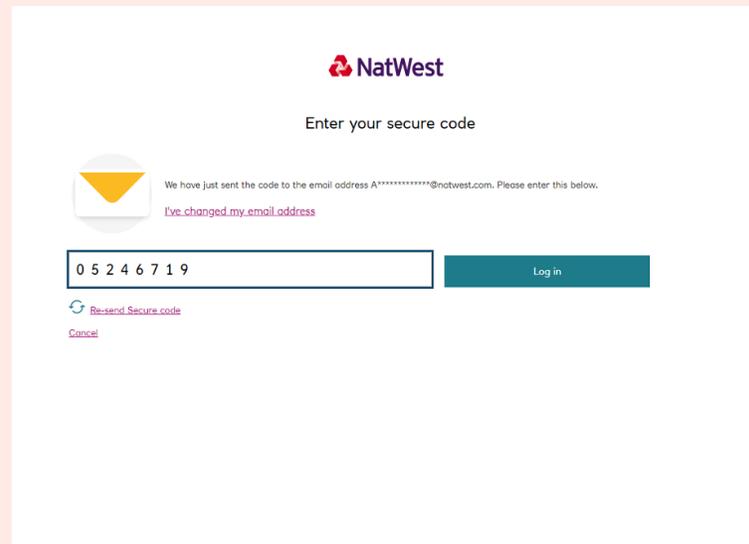
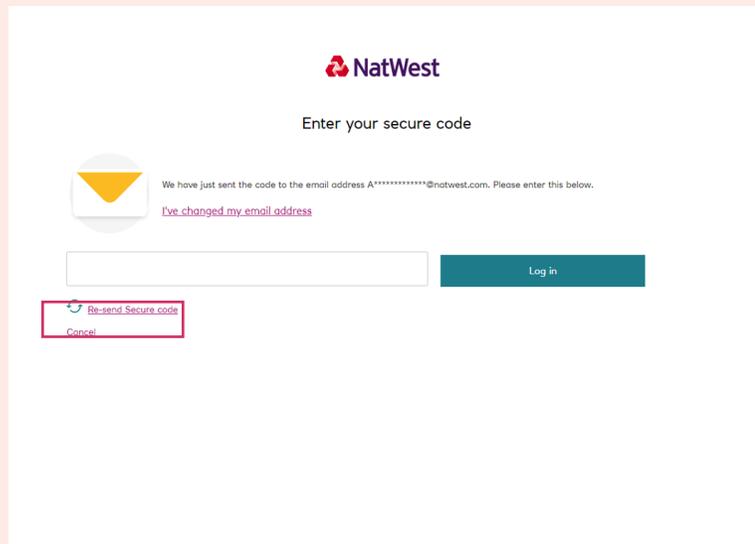
If you don't get an email from us, you can click 'Resend secure code' after 30 seconds.

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

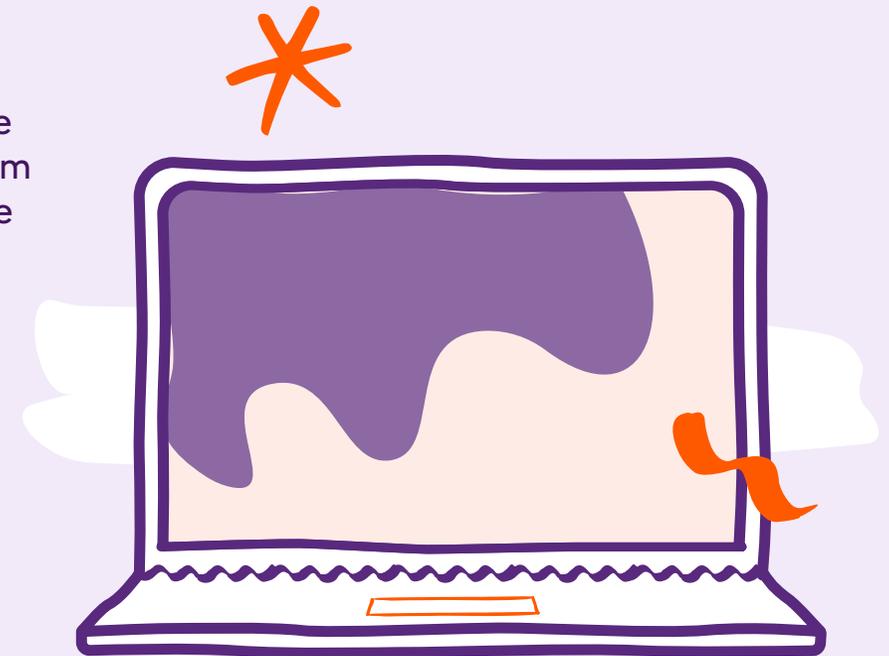
Non-admin users

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 reactivate your access. Please 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. How to do this can be found on page 6. 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.

Business

Thank you



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