

Welcome to your app activation guide

We're so glad you're here! This guide has been created to help you set up and activate your Nottingham Building Society mobile app quickly and easily.

Whether you're getting started at home or with the support of one of our colleagues in branch, this step-by-step guide will walk you through everything you need to do. It's designed to be simple, clear and easy to follow – so you can feel confident getting up and running at your own pace.

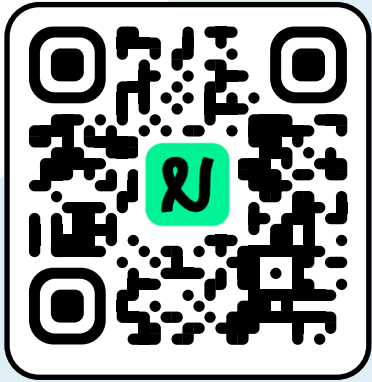
How it benefits you

Once your app is set up, you'll be able to:

- Manage your account anytime, anywhere
- Check your balance and transactions with ease
- Stay in control of your savings in a way that suits you

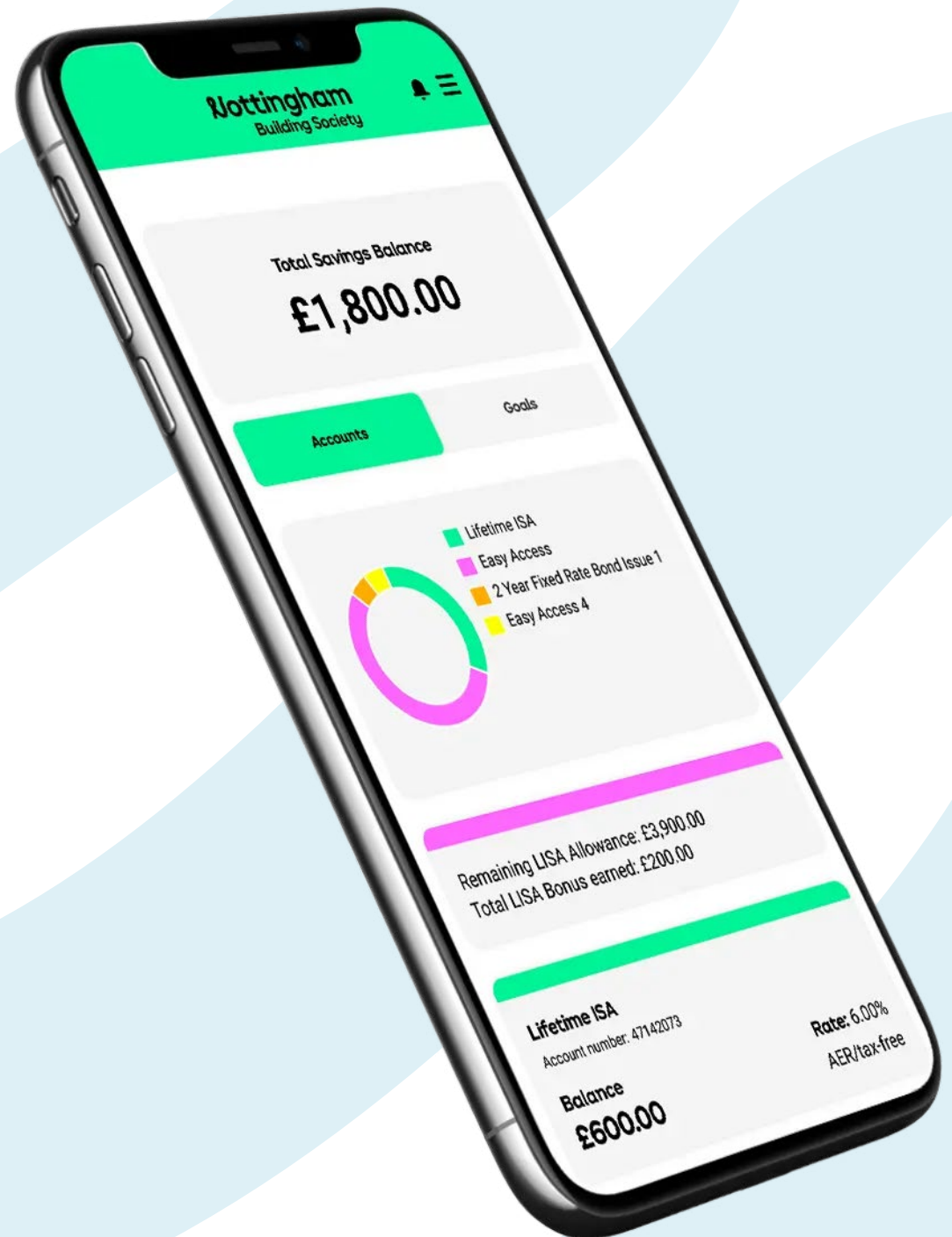
Getting started might feel like a big step, but we're here to make it as smooth as possible. And if you need a helping hand, our colleagues are always happy to support you.

Let's get you set up!



Download our Savings app

Before you get started, you'll need to download our app, scan the QR code or head to the App Store on Apple devices or Google Play on Android devices on mobile.



Let's log in

Before you start using the app, you'll first need to complete your log in. We'll guide you through this and help you get started on the Nottingham Building Society app.

Before you start...



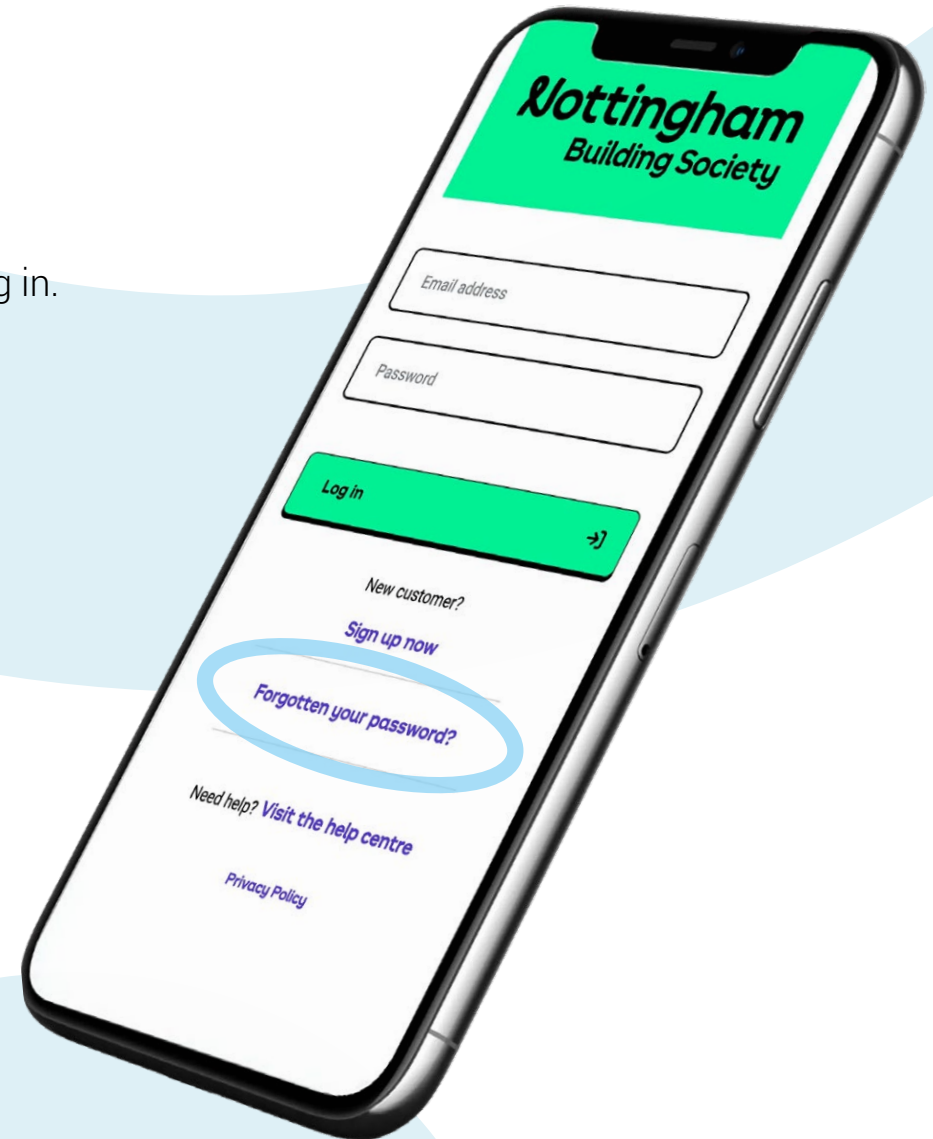
You'll need to log in using the same email address you gave us in branch. Your email address must be unique to you.

You'll need your temporary password from the email we've sent you. Once you're in, skip to page 6.

Been over 48 hours since registration?

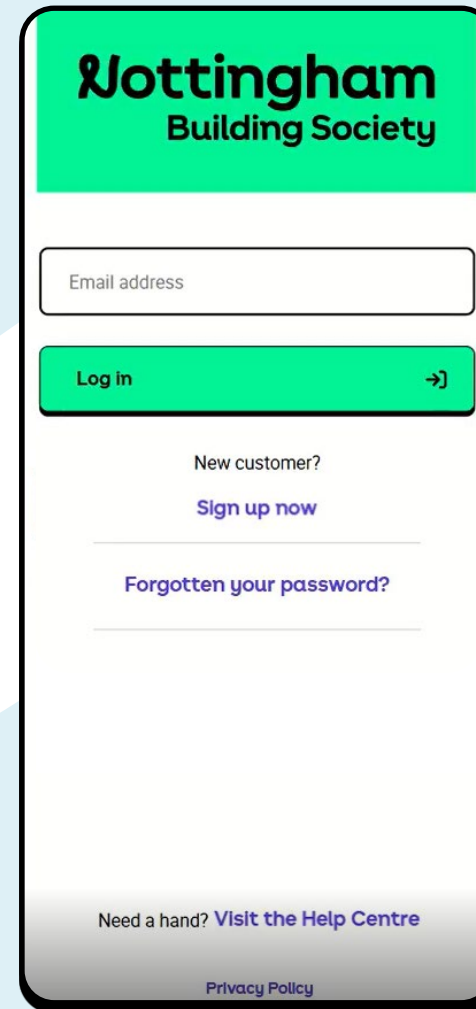
From the login screen, tap 'Forgotten password'.

If it's been over 48 hours since registering in branch, you'll need to reset your password - turn to the next page.



Enter your details and one-time passcode

- Enter the email address linked to your Nottingham Building Society Account. We'll send a one-time code to your email to confirm it's you.
- We'll then ask you to enter your one-time passcode into the app. Check your email, go back to the app and enter the code.
- You may now need to also enter your mobile number as part of our 2-factor authentication. follow the prompts on the app to do this.



The login screen features a green header with the Nottingham Building Society logo. Below the header is a white input field for the email address. A green 'Log in' button with a right arrow is positioned below the input field. Further down, there are links for 'New customer? Sign up now' and 'Forgotten your password?'. At the bottom, there is a link for 'Need a hand? Visit the Help Centre' and a 'Privacy Policy' link.

Nottingham
Building Society

Email address

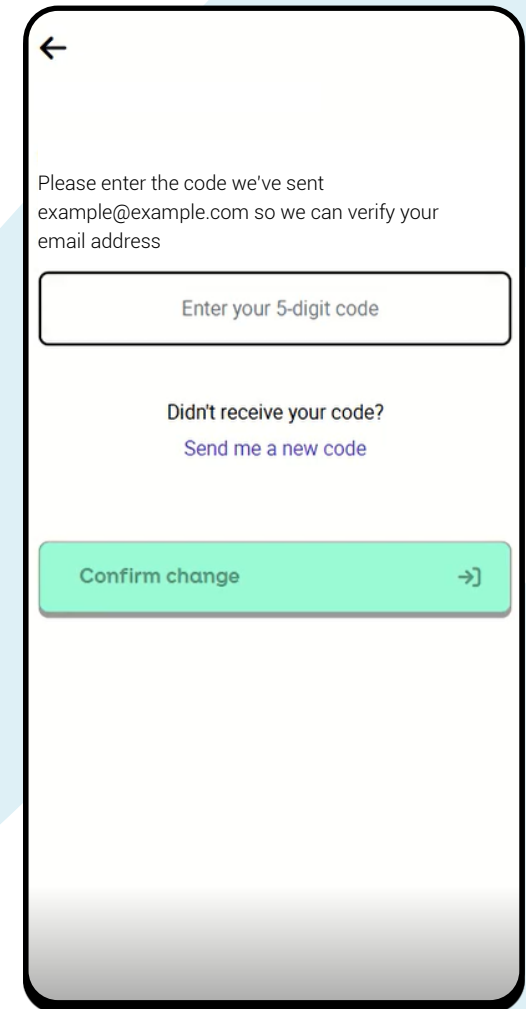
Log in →]

New customer?
[Sign up now](#)

[Forgotten your password?](#)

Need a hand? [Visit the Help Centre](#)

[Privacy Policy](#)



The verification screen has a white background with a back arrow in the top left. It prompts the user to enter a 5-digit code sent to their email. Below the input field, there is a link for 'Didn't receive your code? Send me a new code'. A green 'Confirm change' button with a right arrow is at the bottom.

←

Please enter the code we've sent
example@example.com so we can verify your
email address

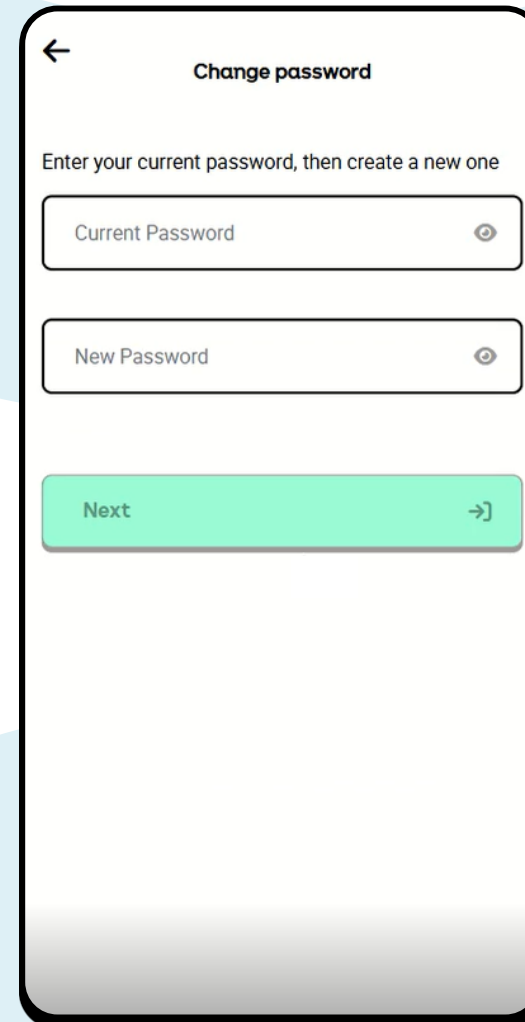
Enter your 5-digit code

Didn't receive your code?
[Send me a new code](#)

Confirm change →]

Password reset

- Now you'll have to create a new password. Choose something strong, but easy for you to remember. You'll have to enter this twice to confirm it.
- Press "Confirm" and that's it - your password is updated and you're now all ready to log in and use the app.
- When you sign back in, you can turn on Face ID or fingerprint if you'd like. You can always change this later.



← Change password

Enter your current password, then create a new one

Current Password 

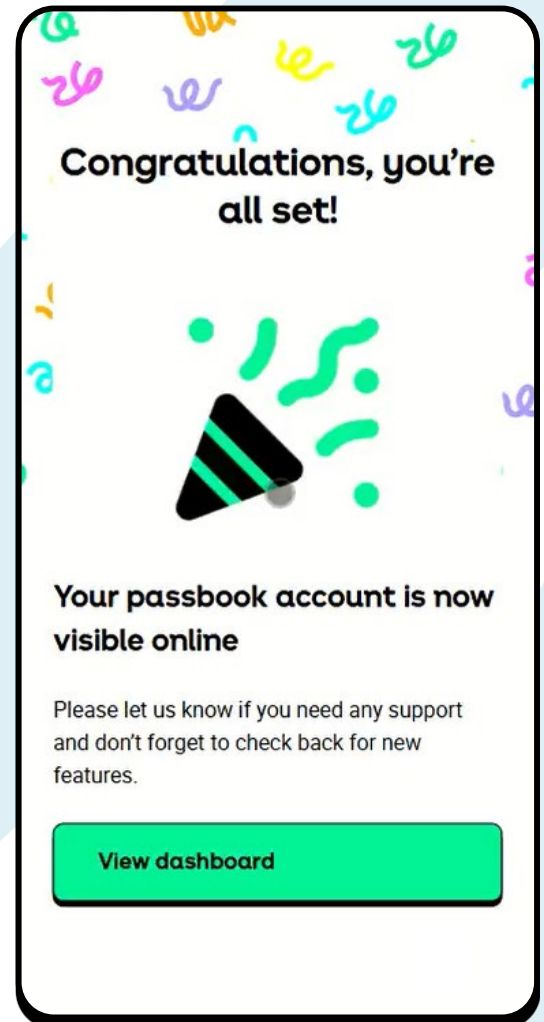
New Password 

Next →

Let's keep your account safe:

- Now that you're in the app. To help protect your account, choose and answer three security questions. If we ever need to double check it's really you trying to log in, we'll use these answers.
- Press "next"
- When you reach the screen asking for your preferences, make sure these are 'active' so you can get updates about your account, additional products, services and latest app features.
- Select your preferences and press "Next"

That's it - you're all set. You can now use the app to view your branch-based savings account balance and recent transactions.



Additional tips

❗ Copy your temporary password carefully

- Make sure you copy the entire temporary password from the email.
- Double-check that no characters have been missed, especially any punctuation at the beginning or end of the password and no additional space has been added to the end of the password.
- If you're typing it manually, take your time and enter it exactly as shown.

❗ Use the same email address you gave us in branch

- You'll need to log in using the email address registered on your account.
- Make sure you're checking that same inbox for your verification codes and temporary password.

❗ Don't close the app when checking your email

- You'll need to switch between the app and your email to retrieve verification codes and your temporary password.
- Try opening your email in a separate browser tab or simply switch between apps rather than closing the NBS app completely.
- If you close the app, you may need to restart some steps.