



RESETTING A PASSBOORD Guide

Standard Bank IT CANBE



• Go to international.standardbank.com or

Go to wealthandinvestment. standardbank.com if you are a Wealth and Investment client.





- **Click** on Sign into your account.
- Go to INTERNET BANKING.

Wealth and Investment clients should:

- **Click** on Login and transact.
- **Go to** International Online.







• Click on Reset Password.





- Enter the email address you used to create your Digital ID.
- Click NEXT.

Single User Group User					
she detailed					
		Reset your passwo	ord		
	1 Email	2 Security	(3) Reset		
	Email address winweb1@group	.com	_		
		CANCE	NEXT		
personalbanking@standardbar	nk.com 📞 Clie	ent services +44 (0)1624 64	43 643 ⑦ Trouble si	gning in? Help 🔒 FAQ	





- Enter your Internet Client Number (ICN), ICN Password and Memorable date.
- Click NEXT.
- If you have forgotten any of these details, **click** on Forgotten password or memorable date.
- You will then be redirected to a different site to reset these credentials. For more information on how to do this, please go to page 8.





- Enter your new password.
- Click FINISH.





- You may be asked to check your email for a verification code.
- Please **enter** this and **click** SUBMIT.

	Verify your em	nail					×
Ema			A verificatio	on code has	been sent to *.c**		NA.6.
pau		1	2	3	4	5	JVV
			Your code y	will be valid fo	r 15 minutes		
By : Las						RESEND	SUBMIT
	Help						





• You will be returned to the Sign-In page.







RESETTING YOUR ICN PASSWORD AND MEMORABLE DATE

Standard Bank *IT CAN BE*...



• To reset your ICN credentials **click** on FORGOTTEN PASSWORD OR MEMORABLE DATE.





- The below pop up will be displayed, if you wish to continue **click** RESET.
- You will then be directed to the old website.





- Enter your Internet Client Number (ICN) and Customer/Group Number.
- If you are unsure what these are, please **contact** the bank.
- Click Confirm.

Standard Bank		
Forgotten Your Password		Sunday, 23 August 2020 13:28:33
User Verification Internet Client Number Customer / Group Number	50562565 30142926	
11		



- Enable the tick boxes for which you wish to change.
- **Enter** the new credentials which will be associated to your Internet Client Number (Note this will not change your Digital ID password).
- You can check the criteria for the password by **clicking** on the question mark symbol.
- Click Confirm.

Chan	nge my Password		
Passv	Password		
	Change my Memorable Date		
	Memorable Date Confirm Memorable Date	Day 01 Var 00 V Day 01 Var 00 V	





- Your request will be submitted to the Internet Admin Unit for review and you will be contacted by telephone to complete the password change request.
- If you require urgent access, please contact our service centre directly on +44 1624 643643 or contact your relationship manager quoting your 6-digit reference number.
- Click FINISH.

Standard Bank International Online		
Password TUESI NAS Desarge Confirmation		Sunday, 23 August 2020 13:39:31
You require urgent accommorable date inistration team, who will be in contact with you as soon as possible to validate this change and re-activate your account.		
Our lines are open Monday ontact our Service Centre directly on +44 1624 643643. Please ensure you have your reference number available at the time of time, excluding UK bank holidays.	of calling.	
Reference number 276504		



- Once your change request has been successfully completed, you will receive an email from the bank confirming this.
- You can then **restart** your Digital ID password reset.

From: "iau@standardbank.com" <iau@standardbank.com>
Date: 23 August 2020 at 13:50:36 GMT+1
To: "winweb1@group.com" winweb1@group.com

Subject: Change Password Request

Your password change request has been activated. Standard Bank email disclaimer and confidentiality note Please go to <u>www.standardbank.co.za</u> (no content or subject line-necessary) if you cannot view that page and we will email disclaimer and confidentiality note to you.

Click here to report this email as spam.





Standard Bank IT CANBE

