



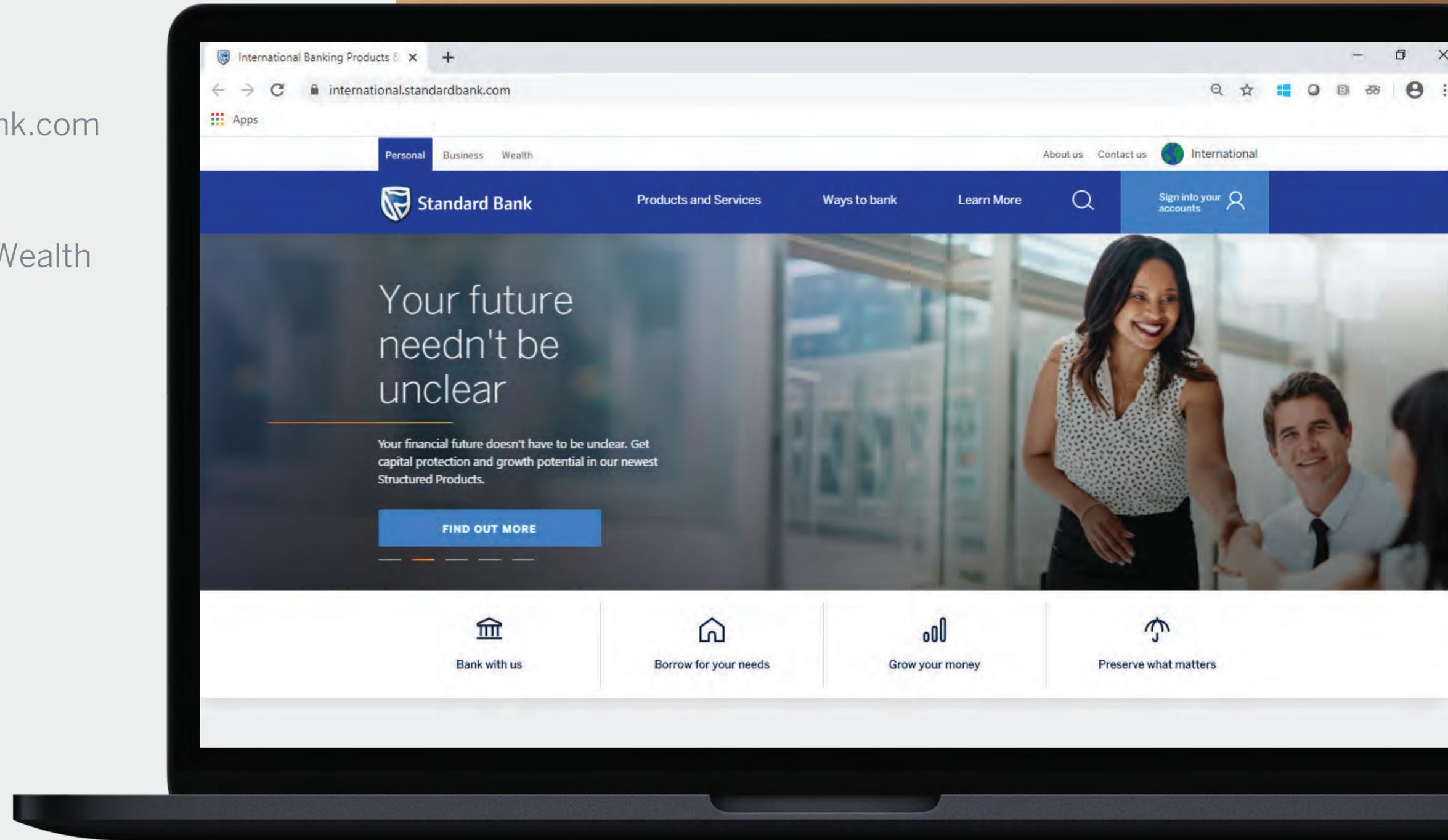
RESETTING A PASSWORD

Guide



STEP ONE

- **Go to** international.standardbank.com or **Go to** wealthandinvestment.standardbank.com if you are a Wealth and Investment client.



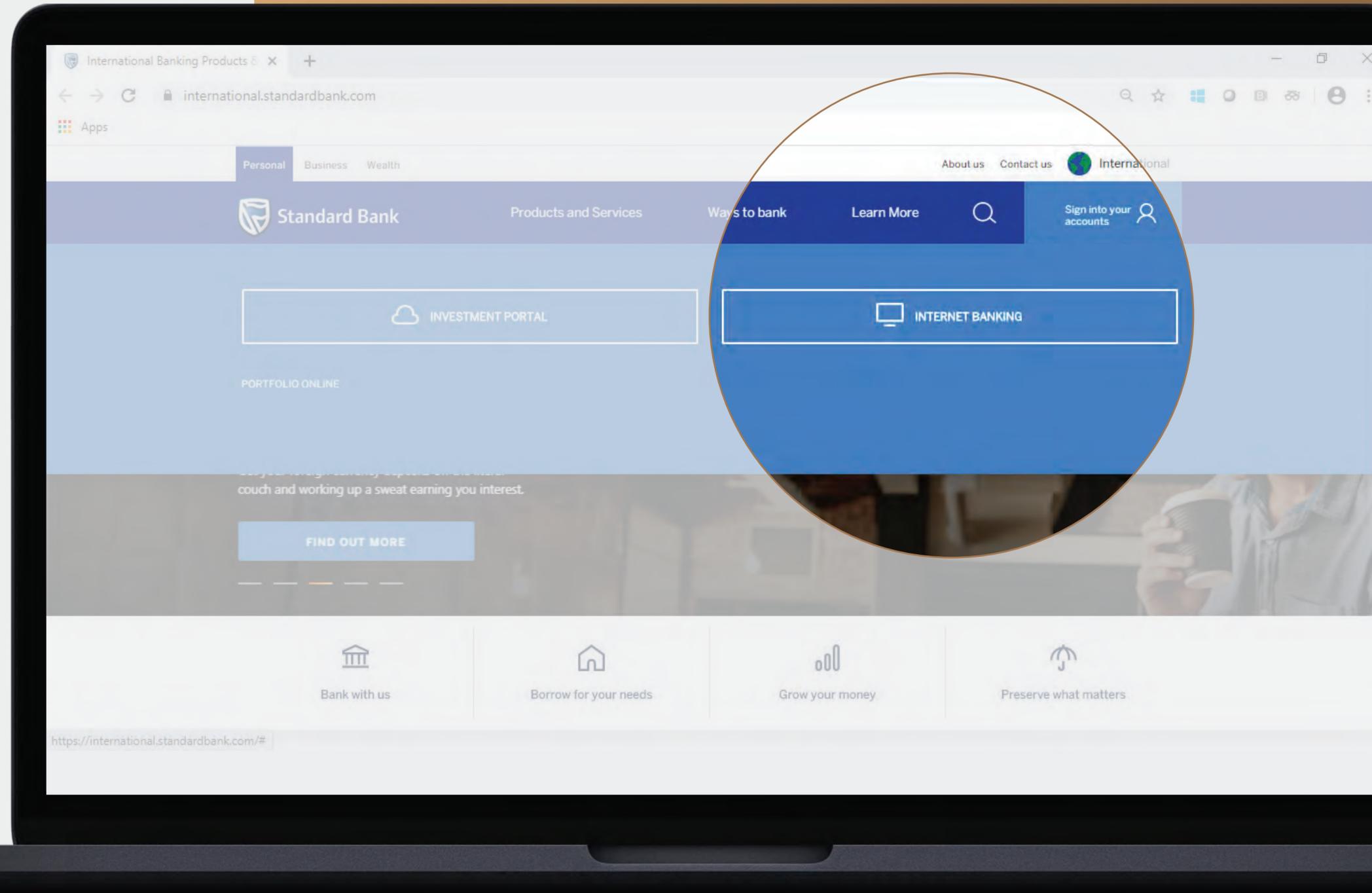


STEP TWO

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

Wealth and Investment clients should:

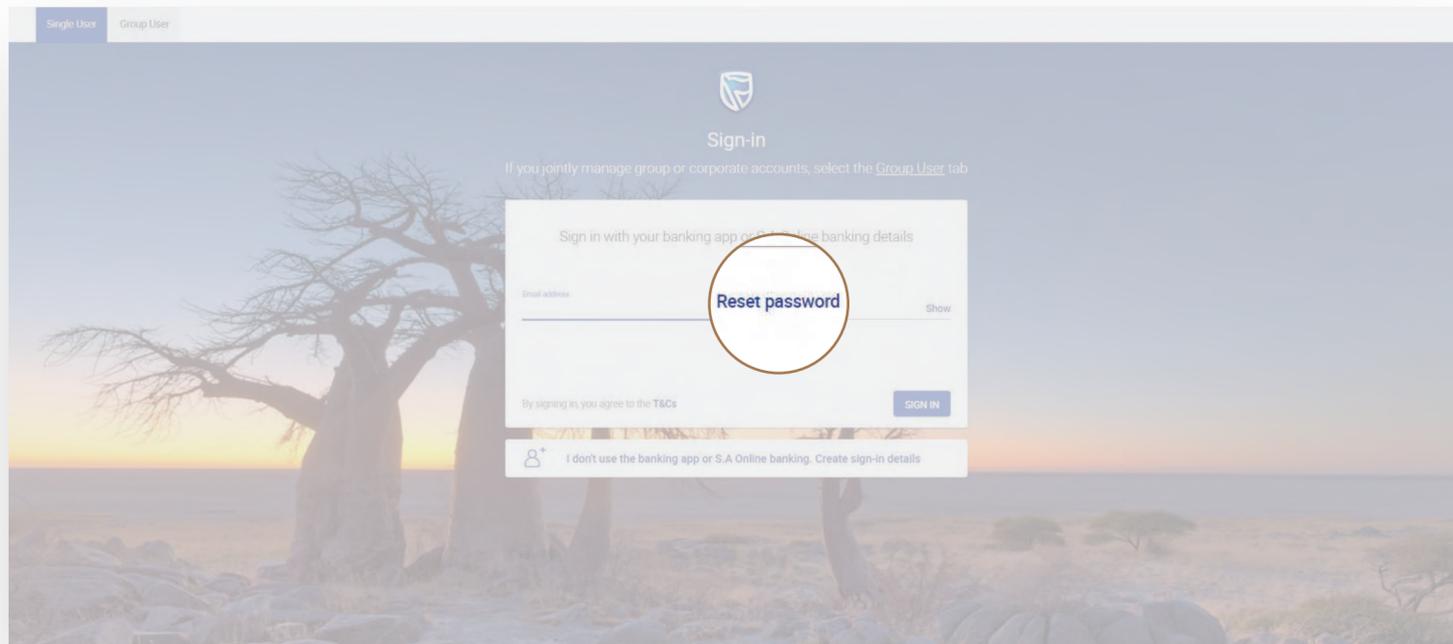
- **Click** on Login and transact.
- **Go to** International Online.





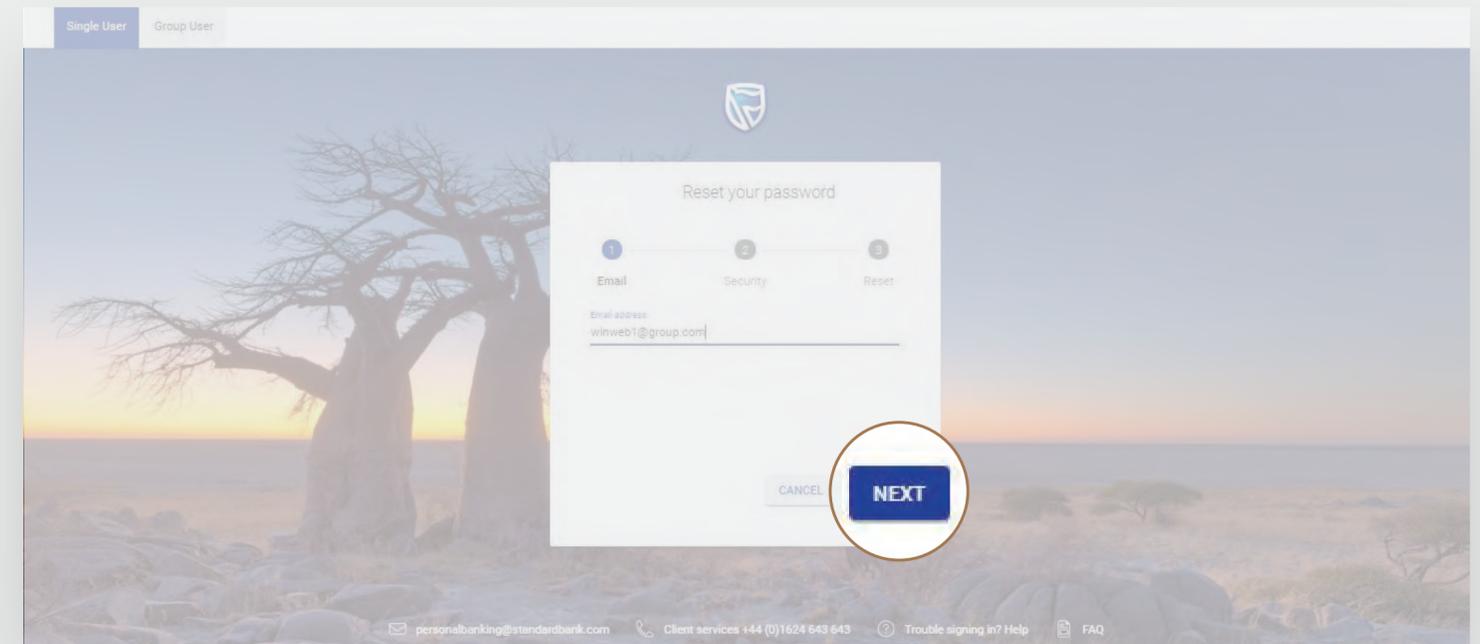
STEP THREE

- **Click** on Reset Password.



STEP FOUR

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





STEP FIVE

- **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.

International Banking Products 8 x +

← → ↻ international.standardbank.com

Apps

Single User Group User

Reset your password

1 2 3

Email Security Reset

Enter your Internet Client Number
50562685

Enter your Internet Banking Password
***** Show

Memorable date
Day: 01 Month: 01 Year: 00

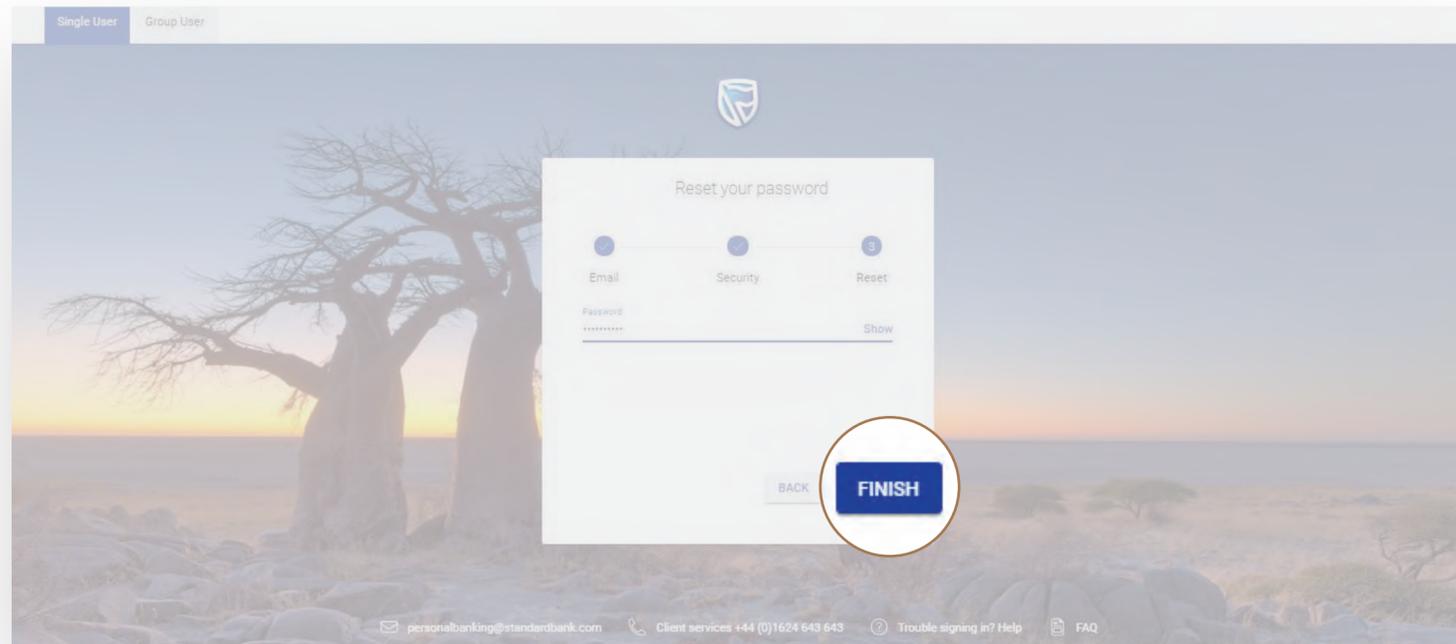
Forgotten password or memorable date

BACK NEXT

personalbanking@standardbank.com Client services +44 (0)1624 643 643 ? Trouble signing in? Help FAQ

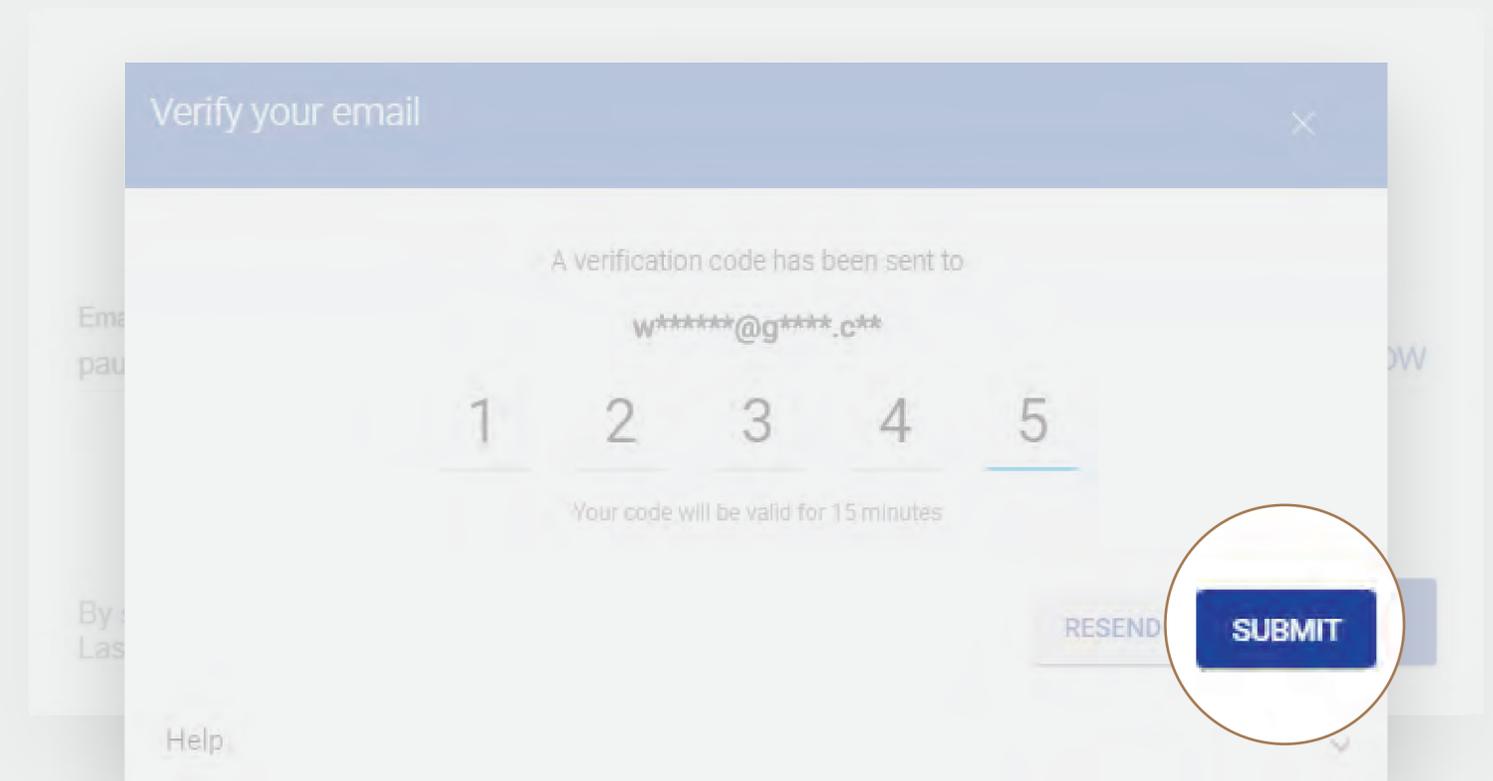
STEP SIX

- **Enter** your new password.
- **Click** FINISH.



STEP SEVEN

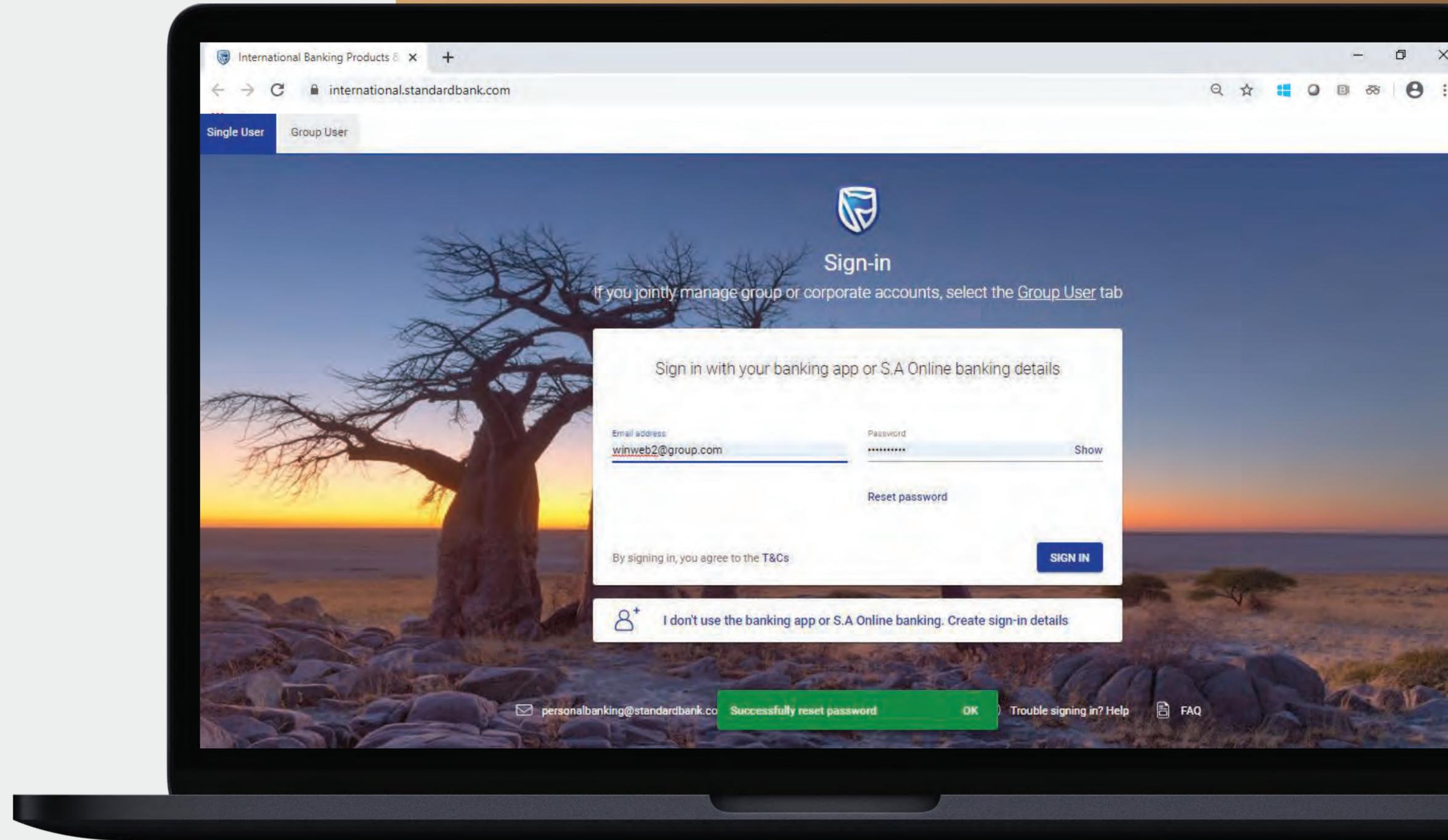
- You may be asked to check your email for a verification code.
- Please **enter** this and **click** SUBMIT.





STEP EIGHT

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





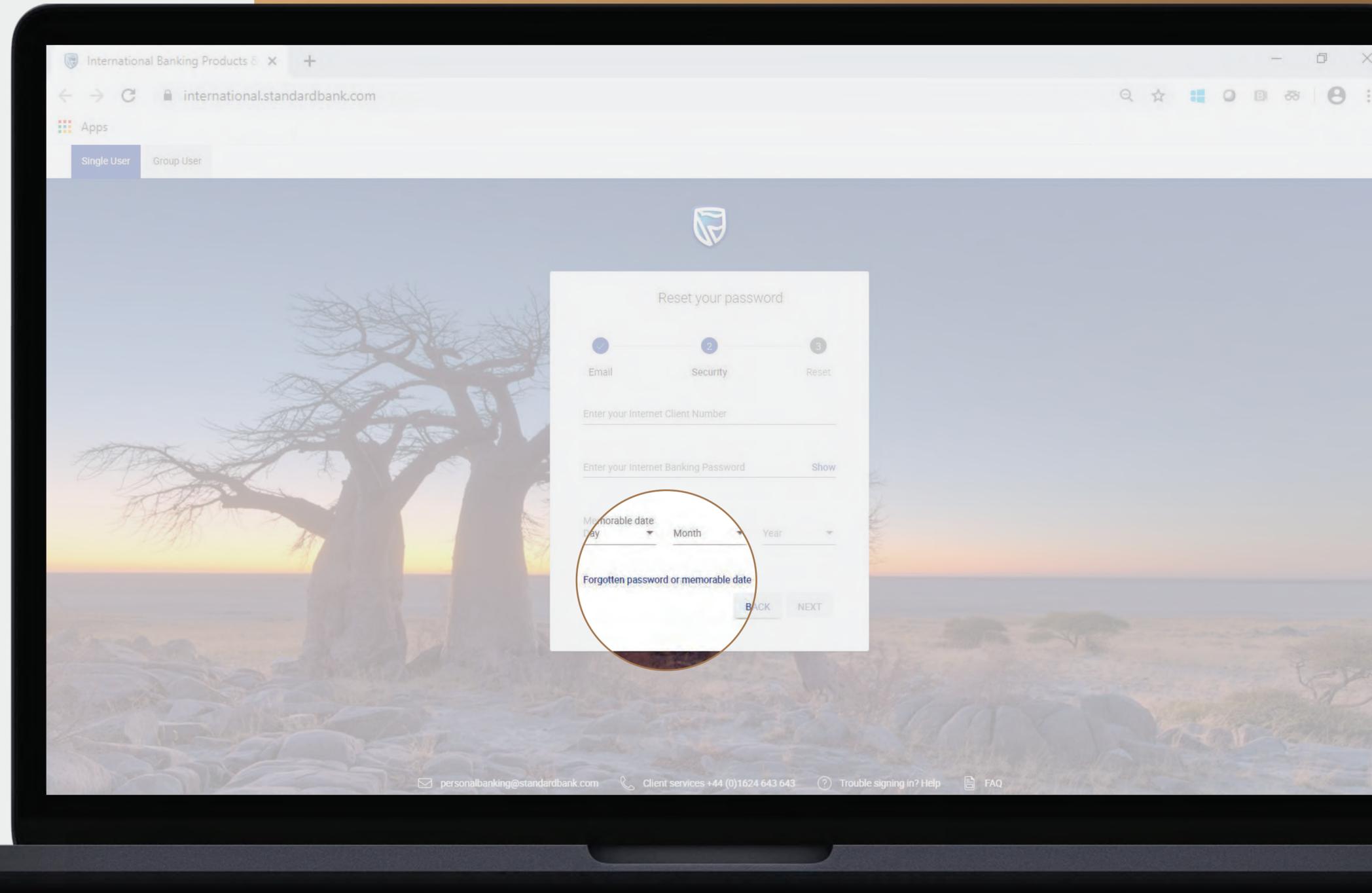
RESETTING YOUR ICN PASSWORD AND MEMORABLE DATE

Guide



STEP ONE

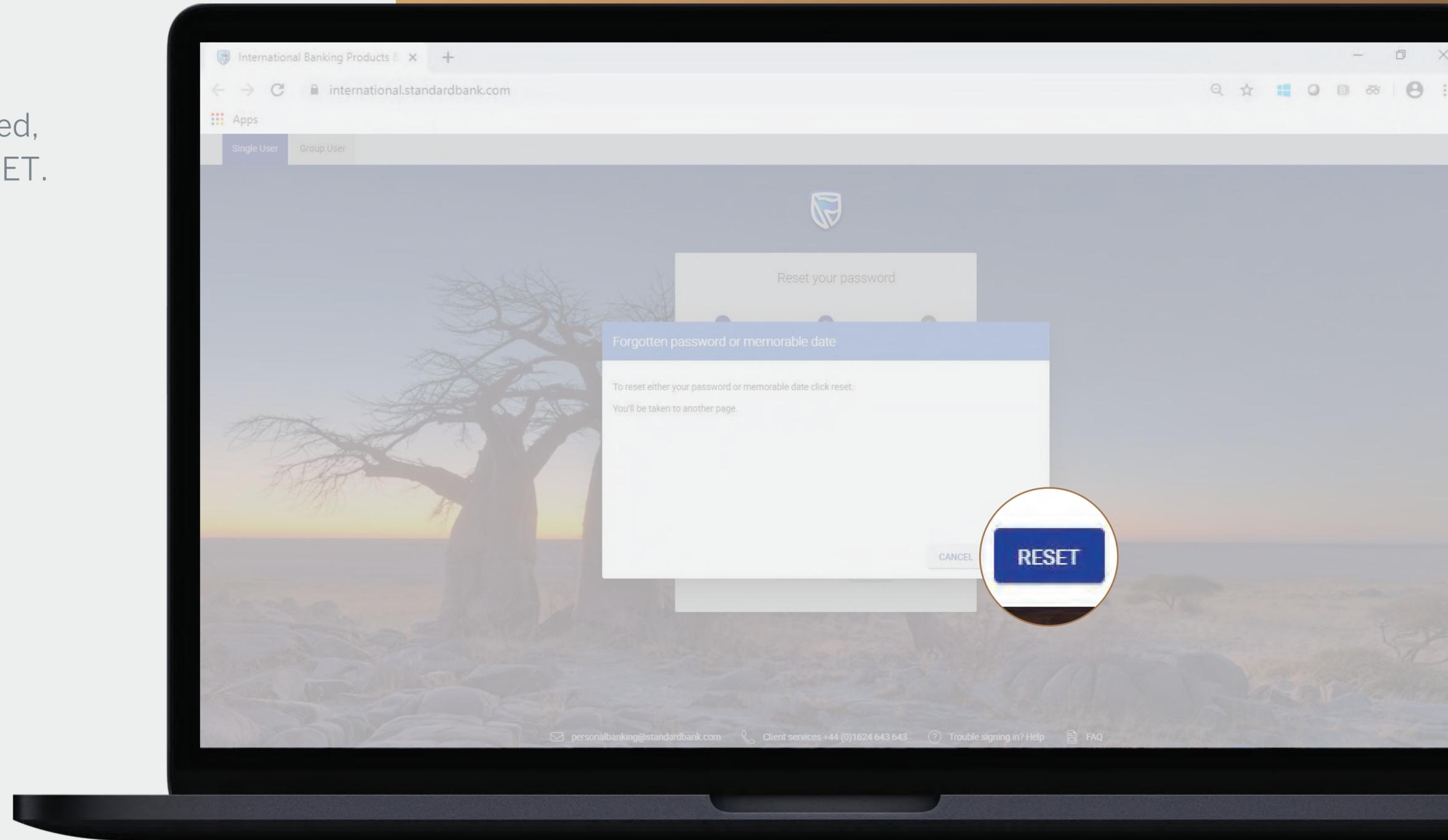
- To reset your ICN credentials **click** on FORGOTTEN PASSWORD OR MEMORABLE DATE.





STEP TWO

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





STEP THREE

- **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 International Online

Forgotten Your Password

Sunday, 23 August 2020 13:28:33

User Verification

Internet Client Number	50502685
Customer / Group Number	90142929

Confirm Cancel



STEP FOUR

- 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.

Standard Bank International Online

Password and/or Memorable Date Change

Sunday, 23 August 2020 14:40:32

Change my Password

Change my Memorable Date

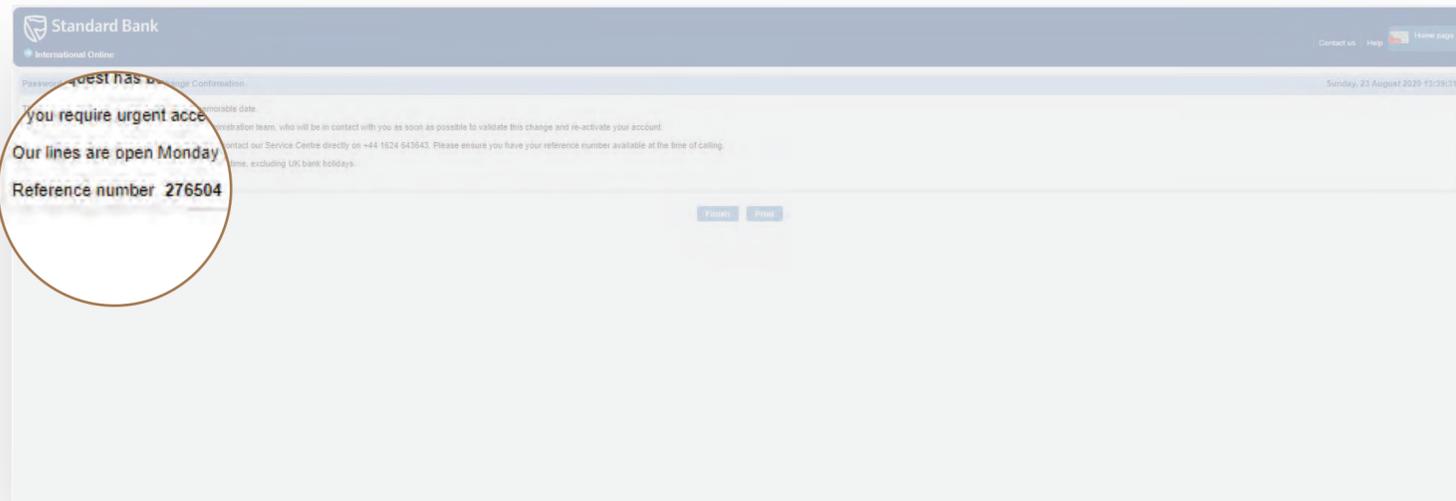
Memorable Date Day 01 Month 01 Year 00

Confirm Memorable Date Day 01 Month 01 Year 00

Confirm Cancel

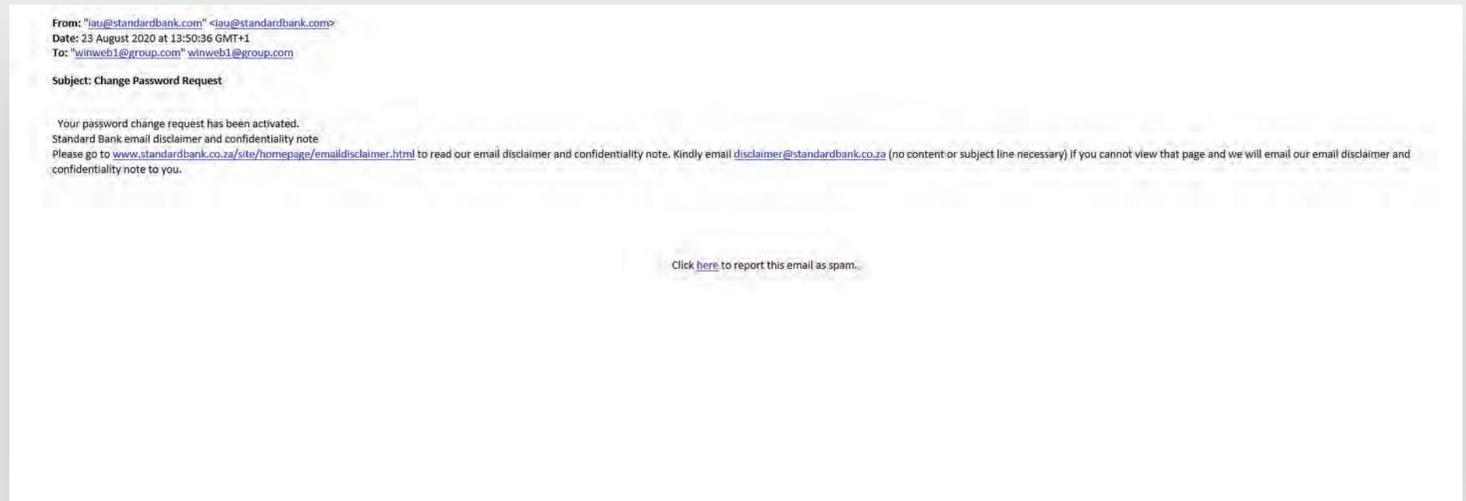
STEP FIVE

- 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.**



STEP SIX

- 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.





THANK YOU