**I am unable to access We Are Santander with my normal Username and Password**

You username is your E Number, which starts with a Capital E followed by the first 7 digits of your staff number (e.g. E1234567). Your password is created during registration and should not be the same password you use to access any other systems (e.g. The Local Intranet).

If you have forgotten password, you can use the "Forgot Password" link to reset this before your account is locked. ***Please note, your password is case sensitive.***

After 10 unsuccessful attempts, your account will be locked. If this happens, you will need to email **wearesantander@bhnetwork.com** to unlock your account.

**Using the Forgotten Password Tool:**



- Once you have clicked submit, the system will prompt you to create a new password. Your password should be a minimum of 8 characters and must contain a number.

**I am unable to login, even after using the forgotten password link:**

- We Are Santander access is not available to Contractors or Jersey Employees.
- If you are a new starter, you will need to Register for the site before using the site for the first time.
- Similarly, if you were a Contractor and have now been made Permanent, you will need to Register for the Site using your new E Number.
- Please note that if you are a new starter or have been made Permanent, you will not be able to access/register for the site until your official start date (in some cases, you may not be able to access the site until 48 hours after your start date).
- If you have previously worked for Santander and have re-joined the company with a new staff number, this may prevent you from re-registering for the site. If this is the case, please email **wearesantander@bhnetwork.com** for further assistance.
- You will need to ensure that your address details are complete in HR Online via the following path:

HR Online > Employee Self Service > My Information > Home and Mailing Address > Edit

(At least the following fields must be completed: Address 1, City, PostCode). Please note that it may take 24 hours before you can access We Are Santander after this update.

- If you have a temporary National Insurance number, you will not be able to access the site until your Permanent NI number has been updated on the system. If this is the case and you have been issued with a permanent NI number, please provide evidence of this (which has been signed and certified by your line manager as a true copy of the original document) on **Ask HR clicking on Get Dedicated Support (Intranet > One HR > Ask HR)** and if you don't have access to Ask HR, email (HRServiceCentre@santander.co.uk) or via fax 01908 347587 so this can be updated. Once this has been updated, you should be able to register for the site in 48 hours.
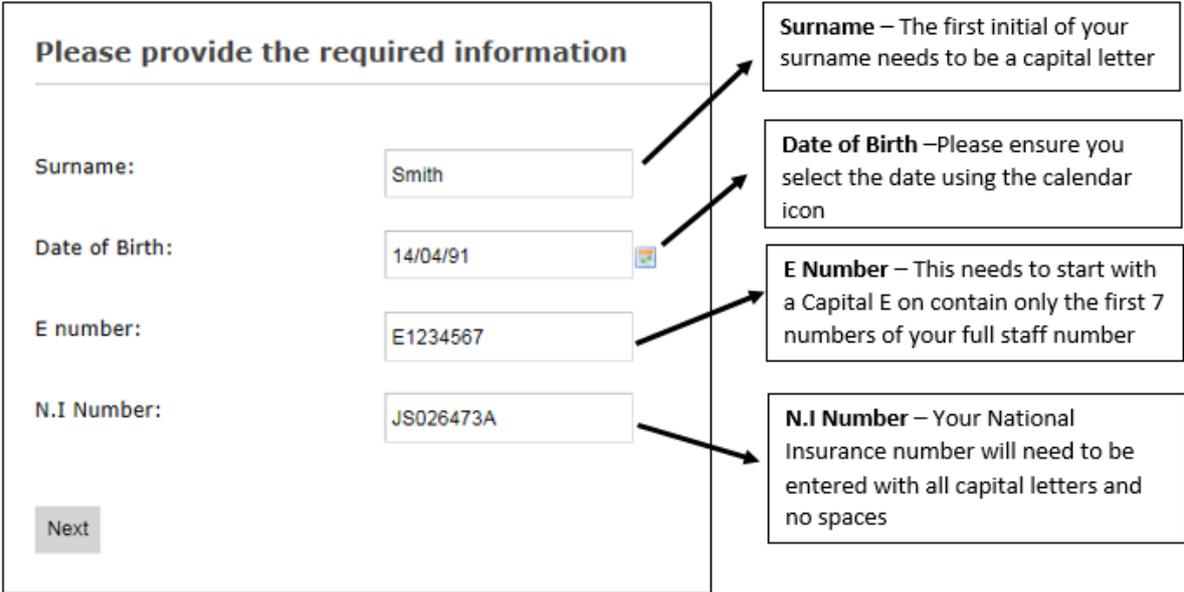
**Registering for the Site for the First Time**

To register for We Are Santander you need to select the "Register Now!" link on the login page:

You then need to follow the instructions on screen. Entering your details as shown below:



| | |
|---|---|
| **Please provide the required information** | **Surname** – The first initial of your surname needs to be a capital letter |
| Surname: Smith | **Date of Birth** –Please ensure you select the date using the calendar icon |
| Date of Birth: 14/04/91 | **E Number** – This needs to start with a Capital E on contain only the first 7 numbers of your full staff number |
| E number: E1234567 | |
| N.I Number: JS026473A | **N.I Number** – Your National Insurance number will need to be entered with all capital letters and no spaces |
| Next | |

Once you have completed this and clicked "Next", you will be required to enter your email address which can be either your work or personal email address. You will also be required to enter a password which should be a minimum of 8 characters and must contain a numeric.

You will be asked to confirm these details and then click "confirm details". The system will confirm if your registration has been successful and will prompt you to login using the details you have provided during registration.

**I have registered for the site successfully but I am still unable to login for the first time**

You may need to clear you internet cache (history and cookies).

1. Close all open internet windows and re-open a new page
2. In Internet Explorer select "Tools"
3. Select "Internet Options"
4. Select "Delete" under Browsing History
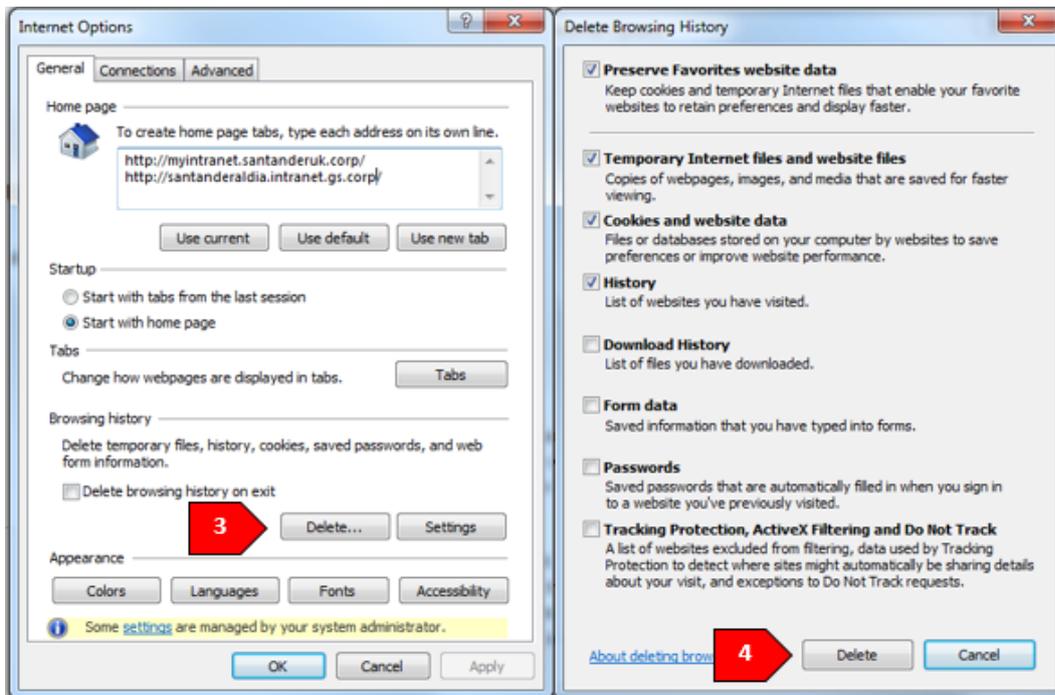


5. Leave the options on the next screen as they are and select "Delete"
6. Close the window once the system has finished loading.
7. Re-open internet explorer and attempt to login to We Are Santander.

Please ensure you are using Internet Explorer as the site is often incompatible with other Internet Browsers i.e. Google Chrome, Firefox Mozilla.

**If you have read the above troubleshooting guide and are still unable to login to We Are Santander, please email wearesantander@bhnetwork.com**