

How to register for our Online Service



Click here to get started

Or enter this link into your web browser: <http://on-line.ecology.co.uk/register>

1. Enter your account details

- Enter your email address that you use for Ecology. This will be the email address you receive emails to, or that you have used to log on to our online system previously.
- If you share an email address with another Member only one of you can use it to re-register for the new Online Service.
- You'll receive an error message if your email is already registered on the new Online Service - please contact us and the team can add a new email address to your account.
- Enter one of your existing 10-digit Ecology Account numbers.
- Select if you have a savings account with Ecology, or a mortgage account only.
- Read and check the box to agree to our Digital Terms and Conditions.

2. Verification code

- We will send a verification code to your email address. Enter the code here.

1

This screenshot shows the registration page for the Ecology online service. It features a dark green header with navigation links: Savings, Mortgages, Customer projects, About, Ecology hub, and Careers. A yellow button labeled 'Log in your account' is in the top right. The main content area has the heading 'Welcome to your new Ecology online service' and instructions to enter email and account details. There are input fields for 'Email address *' and 'Account Number *'. Below these are radio buttons for 'Do you have a savings account with us?' (Yes/No) and a checkbox for 'I have read and agree to the Digital Terms and Conditions'. A green 'Continue' button is at the bottom.

2

This screenshot shows the verification page. It has the same dark green header. The main heading is 'We've sent a verification code to your email address'. It instructs the user to enter the code sent to their email. There are six empty square boxes for the code. Below the boxes, it says 'Code will expire in 2 minutes. [Resend code](#)'. A green 'Continue' button is at the bottom.

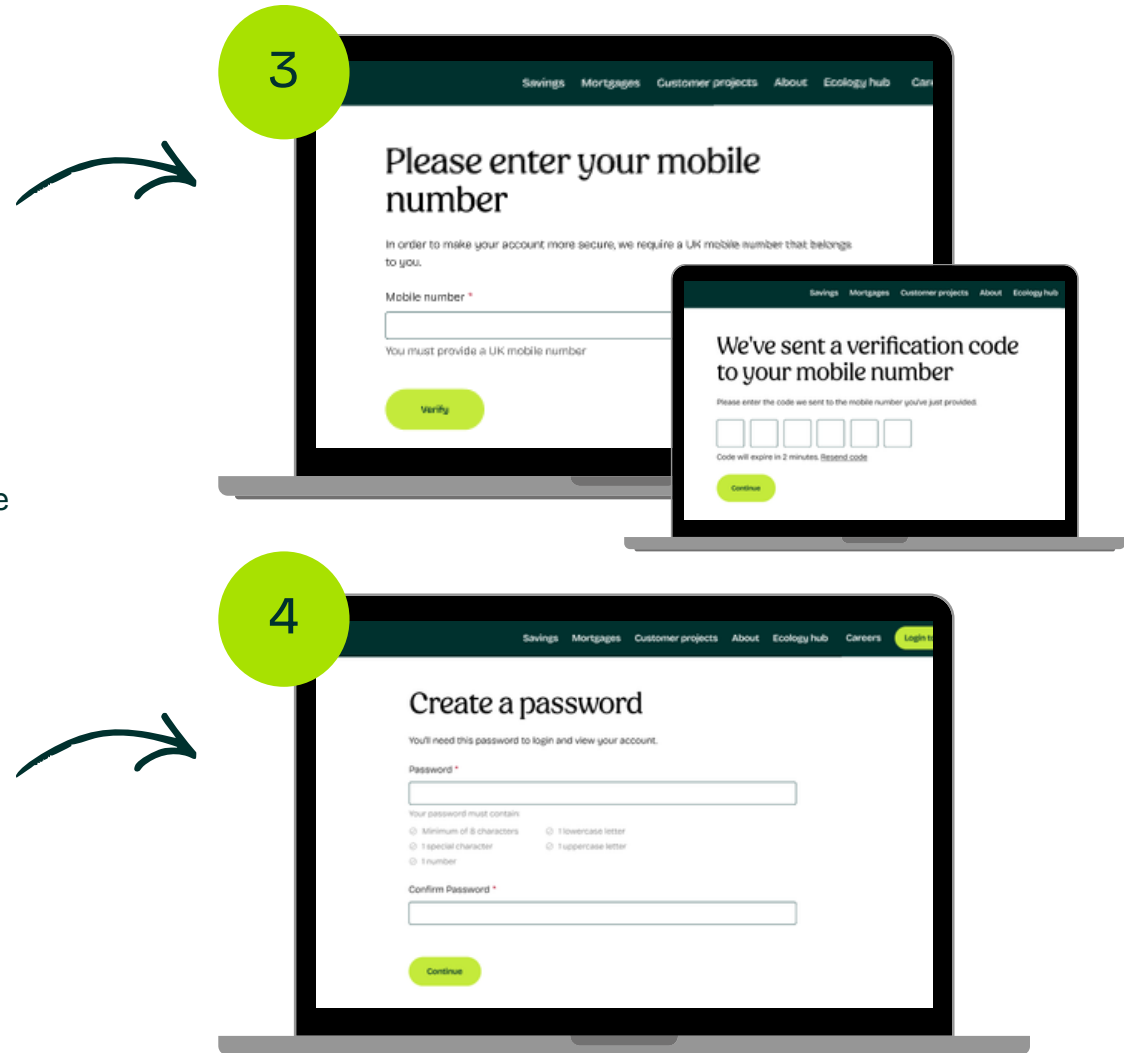
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3. Enter mobile number

- If we already have your mobile phone number on file, we'll send a code to that number. If we don't, you'll be asked to enter your mobile number first and then we'll send you a code.
- Enter code and click continue.

4. Create password

- Create a new password, that is unique to you - this will be the password you use to log in to your account.
- Your password must contain:
 - Minimum of 8 characters
 - 1 special character
 - 1 number
 - 1 lowercase letter
 - 1 uppercase letter
- Repeat the password in the second box to confirm.
- Click Continue.



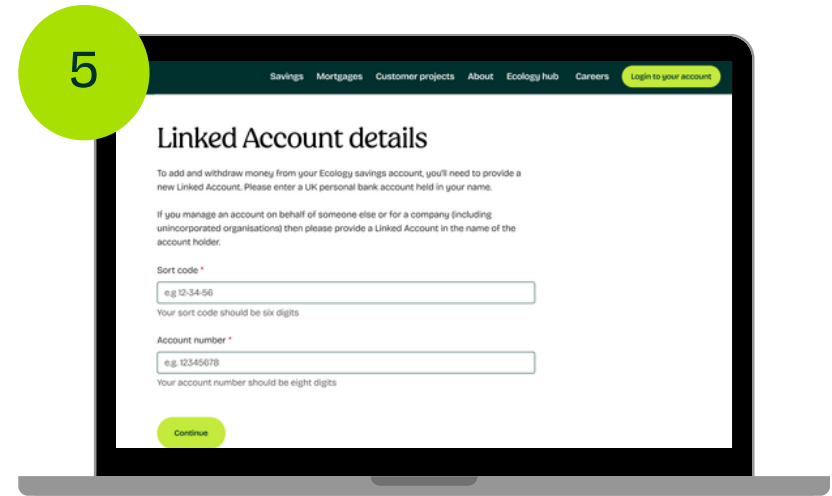
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5. Linked Account details

- If you only have a mortgage account with us you won't see this screen.
- If you have an Ecology savings account you'll need to enter details of a Linked Account.
- This needs to be a UK personal bank account held in your name.
- Click Continue.



5



Savings Mortgages Customer projects About Ecology hub Careers [Login to your account](#)

Linked Account details

To add and withdraw money from your Ecology savings account, you'll need to provide a new Linked Account. Please enter a UK personal bank account held in your name.

If you manage an account on behalf of someone else or for a company (including unincorporated organisations) then please provide a Linked Account in the name of the account holder.

Sort code *

Your sort code should be six digits

Account number *

Your account number should be eight digits

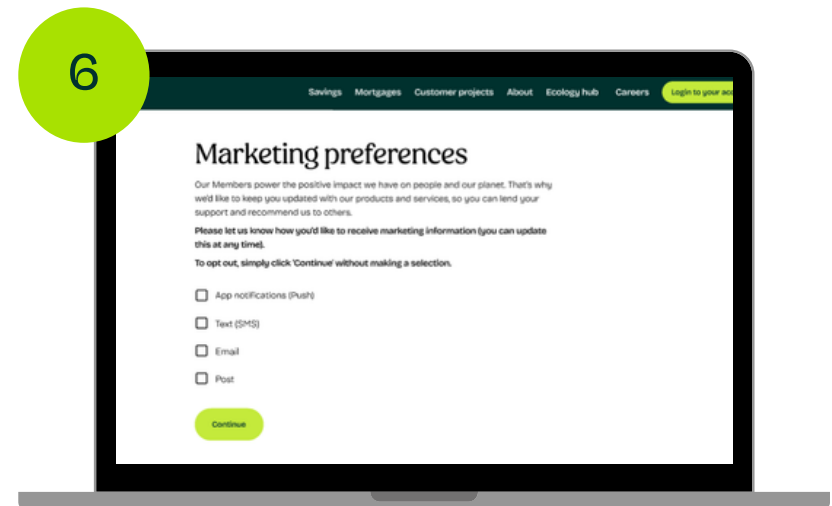
[Continue](#)

6. Marketing preferences

- Select how you would like us to keep you informed about our products and services.
- Click Continue.



6



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Marketing preferences

Our Members power the positive impact we have on people and our planet. That's why we'd like to keep you updated with our products and services, so you can lend your support and recommend us to others.

Please let us know how you'd like to receive marketing information (you can update this at any time).

To opt out, simply click 'Continue' without making a selection.

☐ App notifications (Push)

☐ Text (SMS)

☐ Email

☐ Post

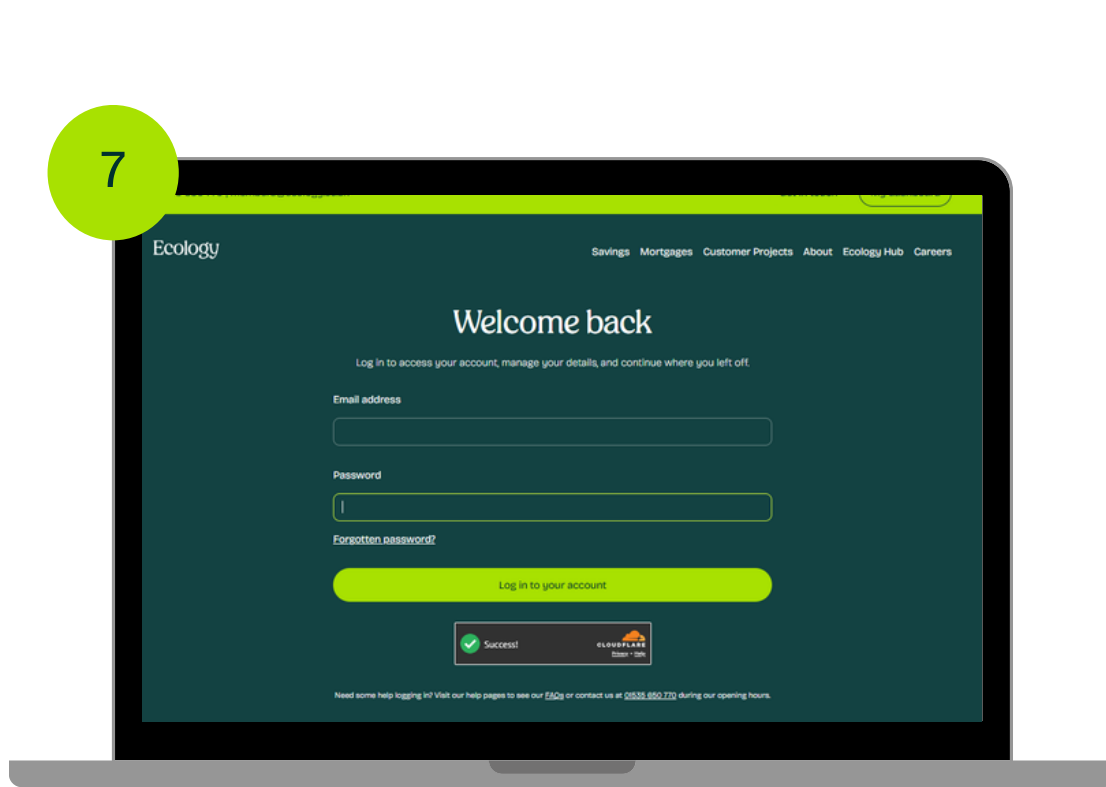
[Continue](#)

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7. You're good to go! You can now access your Ecology account(s)

- You're now registered for Ecology's new Online Service.
- You can log in to your account(s) at any time using the button in the top right hand corner of our homepage ecology.co.uk.



Struggling to register your account?

We're here to help! If you need any assistance from our team, please don't hesitate to get in touch:

 01535 650 770

 members@ecology.co.uk