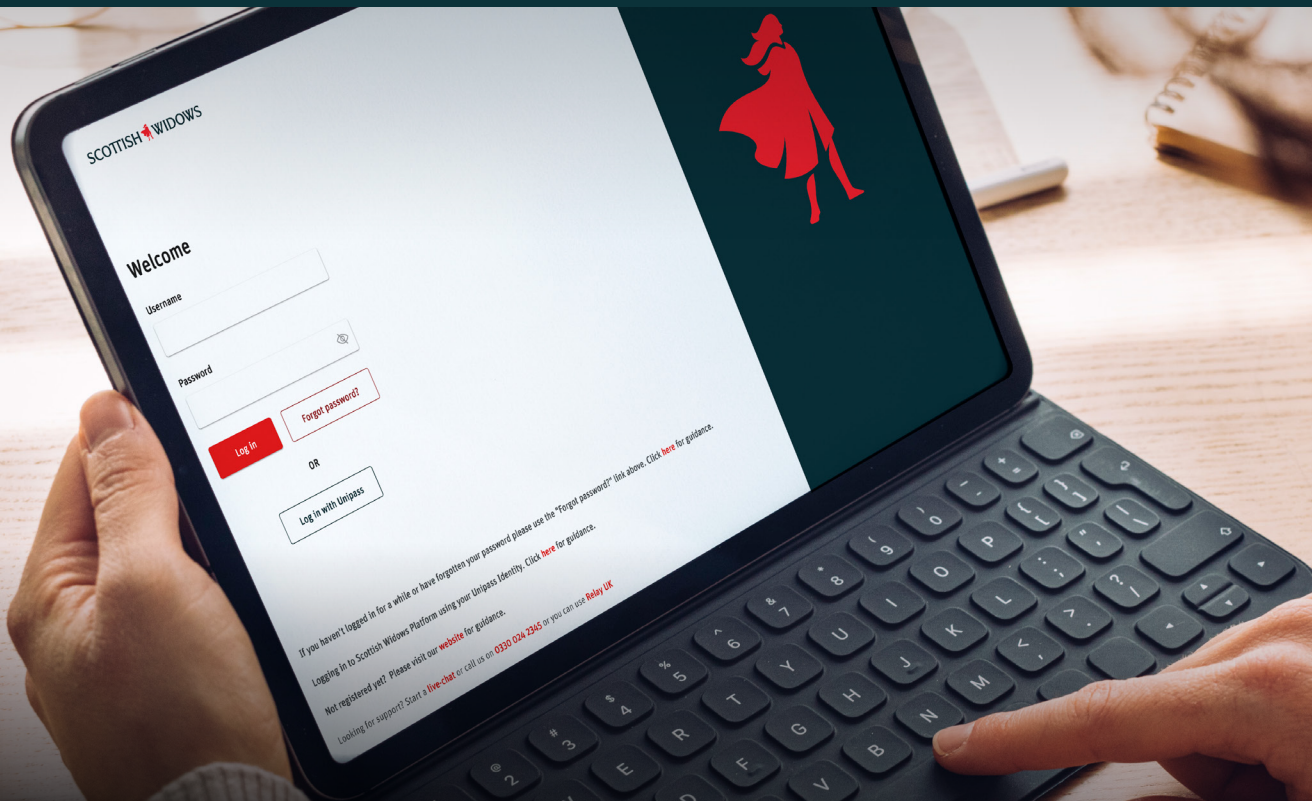


# Scottish Widows Platform

Resetting your password



# Resetting your password on the Scottish Widows Platform




SCOTTISH WIDOWS

## Having trouble logging in?

Please enter your username and email address. Click [here](#) for guidance.

**Username**

**Email**

I'm not a robot 

Send

or return to [login](#)

Looking for support? Start a [live-chat](#) or call us on [0330 024 2345](#) or you can use [Relay UK](#)

To reset your password please follow these simple steps below. Once complete, you will be able to view your account on the Scottish Widows Platform again.

**This will not work if you have locked your account.** This happens when you have entered your password incorrectly three times.

You can reset your password without the need for your Financial Adviser to be involved. To do this, simply follow these steps:

1. Visit [www.scottishwidows-platform.com](http://www.scottishwidows-platform.com)
2. Click “Forgot Password” from the login screen page
3. You should then be directed to the ‘Having trouble logging in’ page shown in the picture to the left. Enter Username & Email
4. Click on the ‘Captcha’ to confirm you’re not a robot
5. Click submit

Within twenty minutes, you should receive an email with a link to reset your password. **This will expire after 72 hours.**

When you click on the link in the email, you will be asked to confirm 3 numbers from your memorable PIN and then be asked to set a new password.

**New password**

**Confirm new password**

**Save and continue** **Cancel**

**Password must**

- ✓ Be a minimum of 8 characters
- ✓ Not repeat the same character 3 times in a row
- ✓ Contain an uppercase letter
- ✓ Contain a lowercase letter
- ✓ Contain a number
- ✓ Excluding any special characters

As you start to type your password, this box will appear to help you ensure any password you create meets our password criteria. The password can be no longer than 50 characters.



0330 024 2345



[service@scottishwidowsplatform.co.uk](mailto:service@scottishwidowsplatform.co.uk)



[scottishwidows.co.uk/platform](https://scottishwidows.co.uk/platform)

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