

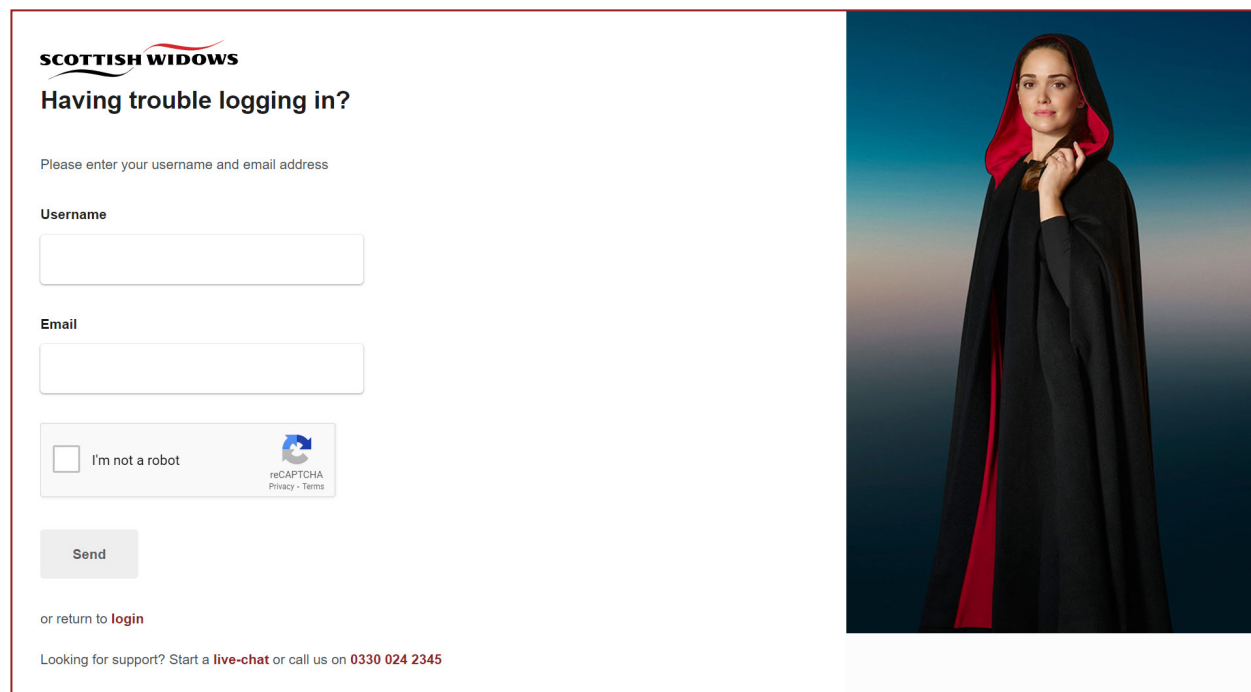
SCOTTISH WIDOWS PLATFORM

How to guide:
Resetting your password

SCOTTISH WIDOWS



Resetting your password on the Scottish Widows Platform



SCOTTISH WIDOWS

Having trouble logging in?

Please enter your username and email address

Username

Email

I'm not a robot

reCAPTCHA
Privacy - Terms

Send

or return to [login](#)

Looking for support? Start a [live-chat](#) or call us on **0330 024 2345**

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**
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 24 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.



0330 024 2345



service@scottishwidowsplatform.co.uk



scottishwidows.co.uk/platform

