



Skipton International's Online Mortgage Portal

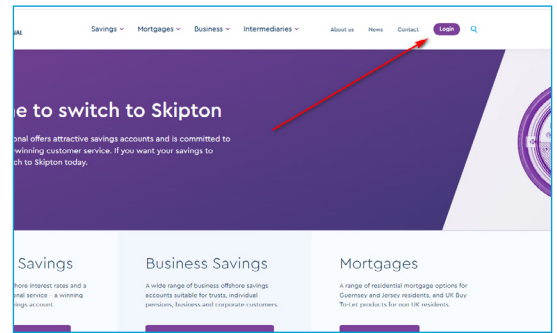
Logging in for the first time as an existing customer

Before you begin you will need the following:

- Your mortgage account number
- A smart device (phone or tablet)
- An authentication app e.g. Google/ Microsoft Authenticator or Duo

Step 1 - Getting started

To get started visit, the Skipton International website: skiptoninternational.com and click the 'Login' button at the top right corner of the homepage. Now click on 'Register' under the Mortgages section.



Step 2 - Security questions

Enter the email address associated with your mortgage account and click 'Next'. If you cannot remember the email address associated with your mortgage account, please contact our Mortgage Services Team on +44 (0)1481 712279.

Now enter the following details:

First Name

Last Name

Date of Birth

Email address

Mortgage account number

(This is a 9-digit number which can be found on any previous annual statements from Skipton)

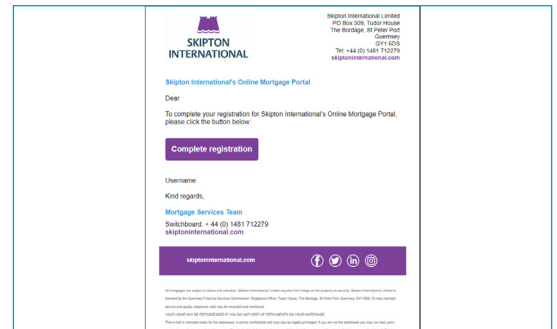
Post Code

(This is the post code of the mortgaged property linked to the mortgage account provided above)

Tick the box to confirm you have read and understand our Terms and Conditions. Click Verify

Step 3 - Check email

You will receive an email asking you to complete your registration. Click on the 'Complete registration' button in the email. If you do not receive this email, please check your spam/junk folder.



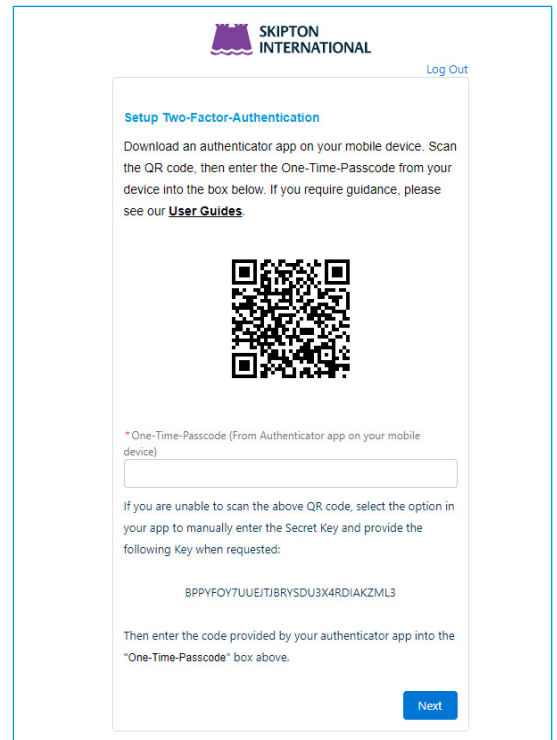
Step 4 - Setup Two Factor Authentication

The link in the email will take you to a new web-page where you will be asked to set up your two factor authentication (2FA). To complete this step you will need to have a 2FA app downloaded onto your device e.g Duo, Microsoft Authenticator, Google Authenticator, etc.

Skipton International's Online Mortgage Portal uses two layers of security – 2FA and a password.

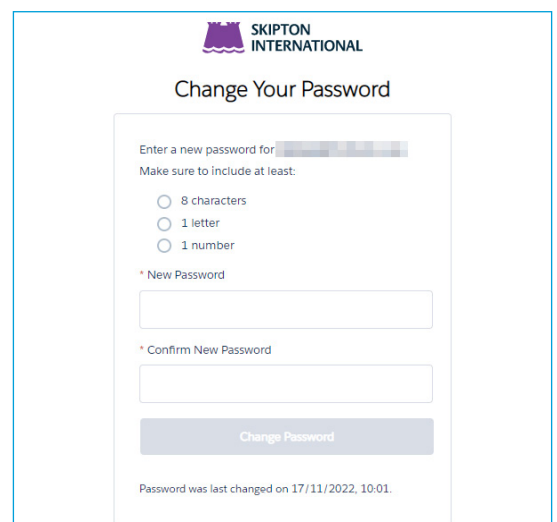
Firstly you need to set up your 2FA. Using your authenticator app on your device, scan the QR code on screen and enter the six digit code from the app into the box below the QR code.

If you are unable to scan the QR code, enter the secret key displayed on screen into your authenticator app and then enter the six digit code into the box below the QR code. Click 'Next'



Step 5 - Create password

You will then be asked to set a password. Please ensure this password is at least 8 characters long and includes an uppercase letter, a lowercase letter and at least 1 number. Enter the password twice and click Set Password. You will automatically be logged into the portal.



Step 6 - Registration complete

You will also receive an email confirming your 2FA has been set up successfully.

Next time you log into the portal, you will be required to enter in the six digit code from your authenticator app and your password.