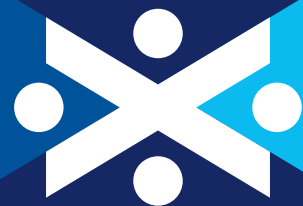# Getting started

Registration and Sign-in for Cardholders
and Programme Administrators

BANK OF SCOTLAND

Introduction

Welcome to the Bank of Scotland Commercial Card Internet Servicing (CCIS) Getting Started Guide.

CCIS is our online card management service that provides you with an easy way to manage your Corporate Card and Programme, giving you control of your finances 24 hours a day, 365 days a year.

This guide tells you how to register and sign-in as a Cardholder and as a Programme Administrator. It also provides guidance on retrieving your login details.

If you have any queries about registering or managing your account in CCIS, call our Customer Services Team on **0800 096 4496** (or **+44 1908 544 059** from outside the UK).

Registering your account

Cardholders

Here's what you need to do

You can register online as soon as you receive your Corporate Card. Follow the steps below to register:

1. Visit:
   https://www.commercialcards.co.uk/bankofscotland/

2. Click on the **"Register"** button under **"Your Account"**

> **Note:** If you've previously registered with CCIS, all your login information will remain the same.

In order to register your account you will need the following information:

▶ **Card Number:** The 16 digit number on the front of your card.

▶ **Card Expiry Date:** The expiration date on the front of your card. For example, 03/12

▶ **Date of Birth:** For example 30/01/1974

▶ **Credit Limit:** This is your current credit limit which can be found on your statement or by contacting your Programme Administrator if you haven't received your first statement yet. Enter numbers only without spaces, dots, commas or currency signs.

▶ **Password:** If you're a new customer this is the password provided as part of your application process. If you didn't setup a password it is possible your Programme Administrator may have assigned one to you, please contact them for more information. If you're an existing customer, this is the password you provide every time you contact our Customer Services Team. The password contains up to 25 characters. If you can't remember the password or are having problems with it, please contact our Customer Services Team.

The registration process consists of 3 simple steps:

Step 1

Entering your card details and personal information as noted to the left.

Step 2

Reading and agreeing our Online Terms and Conditions.

Step 3

Setting up your account login information: Internet ID, passcode, memorable word and memorable word hint. **Please note you will not receive any emails confirming your registration details so ensure you take note of them**.

> **Tip:** Read the rules on how to setup your sign in credentials at the top of the page on step 3. These instructions will guide you on how to setup secure and memorable sign in details.

Signing in for the first time

When you've created your Internet ID and passcode you will be prompted to sign in for the first time. As part of our security process we will require some additional information that will confirm your identity – this will be a combination of personal and card information. You will have three attempts to validate your information, after this your account will be locked. To unlock your account, please contact our Customer Services Team.

Signing in for cardholders

Signing in to your account

Visit: **https://www.commercialcards.co.uk/bankofscotland/**

Click on the **"Sign In"** button under **"Your Account"** and complete the following steps:

- ▶ **Step 1.** Enter your Internet ID (created upon registration) and your Date of Birth and click on **"Next"** to continue.

- ▶ **Step 2.** Enter your memorable word and the requested two digits from your passcode. These characters will be randomly selected every time you log in.

Once you have signed in you will be presented with a list of your Corporate Cards. Please note that any additional cards will need to be registered manually by clicking on the **"Register Another Card"** link.

Registering your programme

Programme Administrators

Registering your programme

You can register online as soon as you receive a welcome email from us containing your company name, Internet ID and credit limit.

1. Visit:
   https://www.commercialcards.co.uk/bankofscotland/

2. Click on the **"Register"** button under **"Your Programme"**

> **Note:** If you've already registered with CCIS, all your login information will remain the same.

3. In order to register your account you will need the following information:

▶ **Company Name:** This is your company name exactly as it appears on your statement or the subject line of your welcome email.

▶ **Company ID:** Also known as your Company Number, this is the 7 digit number as it appears on your welcome email. If you don't know the company ID, please contact our Customer Services Team.

▶ **Date of Birth:** For example 30/01/1974

▶ **Phone Number:** Enter your phone number without spaces or dashes, only numbers are accepted.

▶ **Company Credit Limit:** This is your programme's current credit limit which can be found on your Corporate Card statement or by contacting us. Enter the credit limit without dots, commas, spaces, and currency signs.

▶ **Password:** If you're a new customer this is the password provided as part of your application process. If you're an existing customer, this is the password you provide every time you contact our Customer Services Team. The password contains up to 25 characters. If you can't remember the password or are having problems with it, please contact our Customer Services Team.

The registration process consists of 3 simple steps:

Step 1

Entering your programme and personal information.

Step 2

Reading and agreeing our Online Terms and Conditions.

Step 3

Setting up your account login information: Internet ID, passcode, memorable word and memorable word hint. **Please note you will not receive any emails confirming your registration details so ensure you take note of them**.

> **Tip:** If you are also a cardholder, read the rules on how to setup your account information at the top of the page on step 3. These instructions will help you set up secure and memorable sign in details.

Signing into your programme

Programme Administrators

Signing in for the first time

After creating your Internet ID and passcode you will be prompted to sign in. For security we require some additional information that will authenticate your programme details, this will be a combination of personal and company administration information. **You will have three attempts to validate this information before your account is locked**. To unlock your account please contact our Customer Services Team (contact details displayed at the bottom of this document).

Signing into your programme

1. Enter your Internet ID (created upon registering) and your Date of Birth in the format DD/MM/YYYY, then click **"Next"** to continue.

2. Enter your memorable word (chosen at set up) and two characters that form your passcode. These characters will be randomly selected every time you log in.

Once you sign in you will be presented with a list of your programmes. Please note that any additional programmes will need to be registered manually by clicking on the **"Register Another Programme"** link.

Forgotten your sign in details?

Programme Administrators and Cardholders

You can retrieve your login details by clicking on the **"sign in"** button for your role (either Cardholder or Programme Administrator).

Retrieve your Internet ID

In order to retrieve your Internet ID follow these steps:

Step 1

Click on the **"Forgotten your Internet ID?"** link on the Sign In step 1 of 2 page.

Step 2

Enter your personal and card/programme information as requested.

Step 3

Enter your memorable word.

Step 4

There is also an option to reset your passcode. If you don't want to change your passcode just leave all the fields blank and click on **"Next"**.

Once you've successfully entered your information you will be reminded of your Internet ID and given full access to your account. **No emails will be sent to you so please make a note of it, you can also print the page and keep for future reference**.

Passcode Reset

Click on the **"Forgotten your passcode?"** link on the Sign In step 2 of 2 page and follow the instructions on the screen, you will need your memorable word, personal and card/programme information in order to reset your passcode.

Once you've successfully entered your information you will be prompted to setup a new passcode. Changes to your passcode will be confirmed upon submission and updated real time.

Forgot your memorable word?

You can click on the **"Memorable Word Hint"** for a reminder of your memorable word.

If you are still unable to remember your memorable word you will need to contact us. (Contact details displayed on the back page of this document).

Get in touch

🖱 bankofscotland.co.uk/cardsolutions

☎ Customer Services Team
on 0800 096 4496
(or +44 1908 544 059 from outside the UK).

Lines open between 8am-8pm Monday to Friday, 9am-4.30pm
on Saturday, closed on Sunday and all public holidays.

Please contact us if you'd like this information in an alternative format such as Braille, large print or audio.

If you have a hearing or speech impairment you can use the Next Generation Text (NGT) Service (previously Text Relay/Typetalk) or if you would prefer to use a Textphone, please feel free to call us on **0345 300 2755** (lines open 7am-8pm, Monday to Friday and 9am-2pm Saturday)

Our service promise

If you experience a problem, we will always try to resolve it as quickly as possible. Please bring it to the attention of any member of staff. Our complaints procedures are published at **bankofscotland.co.uk/business/contactus**

Important information

Calls may be monitored or recorded in case we need to check we have carried out your instructions correctly and to help improve our quality of service. Call charges will apply. Please check with your service provider.

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Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under Registration number 169628.

We adhere to The Standards of Lending Practice which are monitored and enforced by the LSB: **www.lendingstandardsboard.org.uk** and apply to businesses which have an annual turnover of no more than £25 million.

Lloyds Banking Group is a financial services group that incorporates a number of brands including Bank of Scotland. More information on Lloyds Banking Group can be found at **lloydsbankinggroup.com**

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