



SWIFT

# swift.com Registration User Guide

This document provides information about the registration procedure, the login procedure, and password reset procedures for user accounts on [www.swift.com](http://www.swift.com).

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# 1 User Profiles

## User profiles on [www.swift.com](http://www.swift.com)

When you register on [swift.com](http://swift.com), you create a user profile (account) that contains the following personal information.

- your contact information
- your e-mail address, which will be your user name
- a password

When you link your user profile to a Business Identifier Code (BIC), Partner Identifier Code (PIC), or Customer number, your user profile contains the following extra information:

- the password's expiration period
- the Business Identifier Code (BIC), Partner Identifier Code (PIC), or Customer number. These codes are assigned by SWIFT to an institution or SWIFT-registered vendor
- the applications and services you are authorised to use on behalf of this institution, possibly defined as a standard profile

## One user profile for multiple institutions

You can register for multiple institutions using the same e-mail address as login name. For each institution (BIC, PIC, or Customer number) you will have a user profile that defines which applications you can use on behalf of that institution.

If you have multiple profiles linked to your e-mail address, then you must specify the profile for which you want to log in. You must log out of the profile you are logged in with before you can log in and work on [swift.com](http://swift.com) under a different profile. Your password is linked to your e-mail address. So for each institution you have registered against, you can use the same password.

## 2 Create an Account on swift.com

### About this task

To be able to use swift.com, you must register and create an account. Click [here](#) to see a video of the registration process. Alternatively, the registration process is described below.

### Procedure

1. Click [here](#) to see a video of the registration process.
2. Navigate to [www.swift.com](http://www.swift.com).
3. Click . The Sign in with your swift.com credentials window appears.
4. Click  on top of the page.
5. Click .

The swift.com user registration request form appears.

6. Complete all fields:
  - Mandatory fields are marked with \*.
  - **Telephone Country Code:** Select the dial code for your country from the dropdown menu.
7. Provide your e-mail address and create a password for your swift.com account.
8. Click .

The swift.com account creation confirmation message appears.



**Your request for swift.com account creation has been received.**

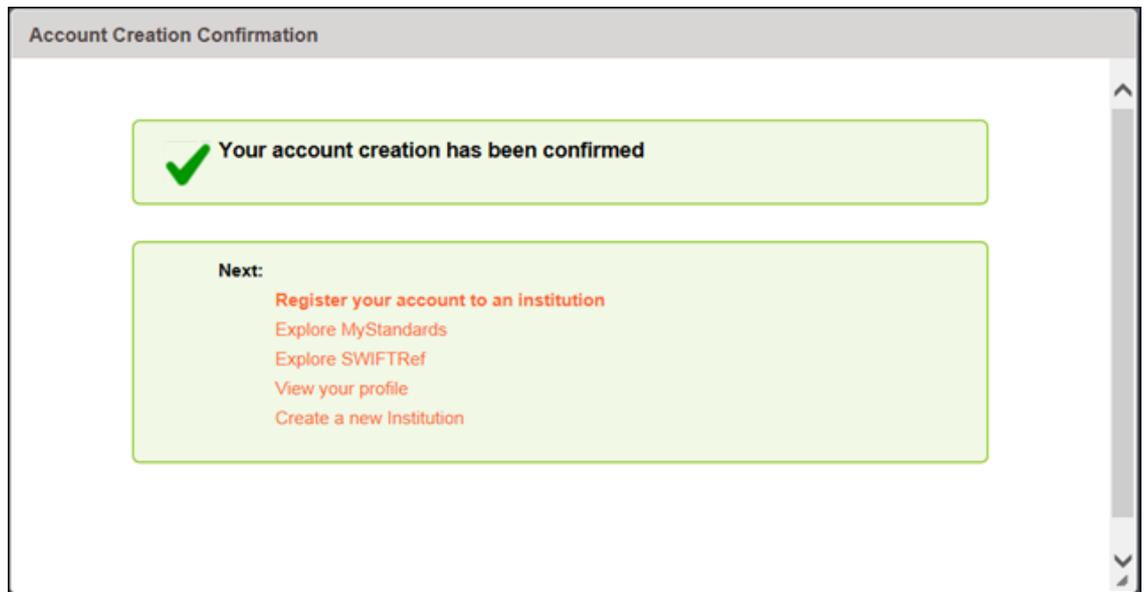
An e-mail will be sent to you. You must open this e-mail and click on the link that it contains in order to confirm your account creation request. IMPORTANT: your account creation request will not be handled if you do not use this e-mail to confirm

9. Open the email sent to the account provided during account creation and click the link to confirm the creation of the account.

The CONFIRM ACCOUNT CREATION window appears.

10. Click .

The Account Creation Confirmation window appears.



11. Your account has been created. Now click one of the following links:

- **Register your account to an institution:** To access applications and Support information, you must link your account to a BIC, PIC, or Customer number. [Log in to mySWIFT](#) on page 7, then follow the steps in [Link Your Account to an Institution](#) on page 9.
- **Explore MyStandards:** No extra steps are required. You can now log in to the <https://mystandards.swift.com/> website.
- **Explore SWIFTRef:** No extra steps are required. You can now explore the <https://swiftref.swift.com/> website and log in to the <https://www.swiftrefdata.com/> website.
- **View your profile:** No extra steps are required. You can now [Log in to mySWIFT](#) on page 7 and review your profile details.
- **Enable 2-step verification - setup**

## 2.1 What are the password rules?

### What are the password rules?

We recommend that you create a strong password. Use the following guidelines when creating a password.

- at least 8 characters long
- at least 1 uppercase letter
- at least 1 lowercase letter
- at least 1 non-alphabetic character such as + - ( ) ! =

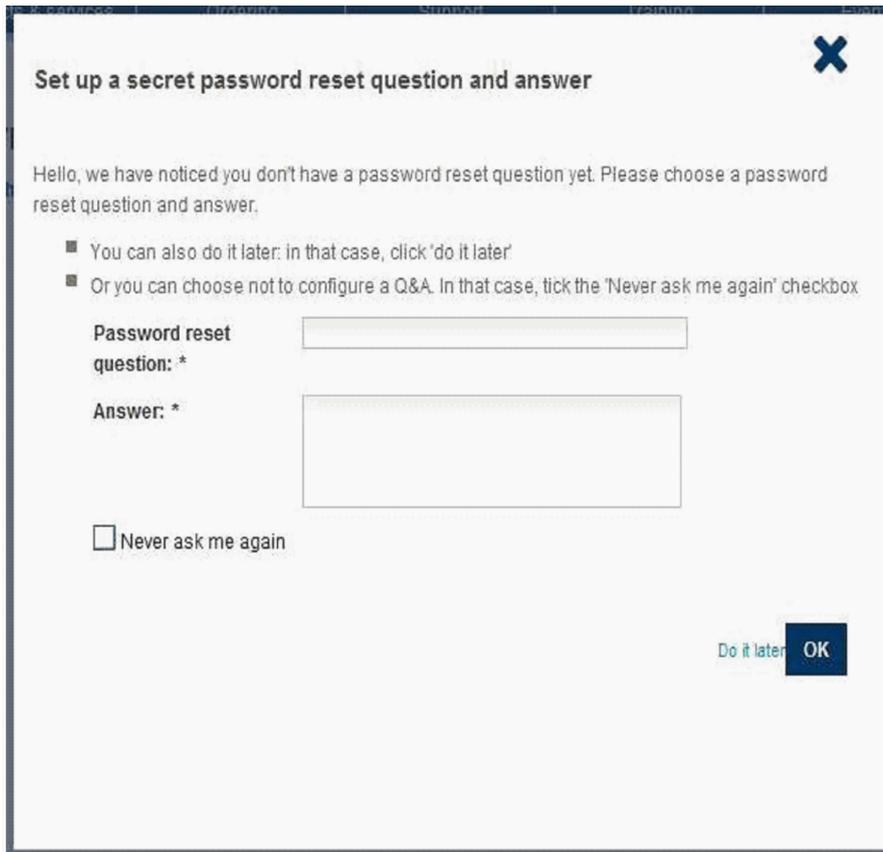
### 3 Log in to mySWIFT

#### Procedure

1. Navigate to [www.swift.com](http://www.swift.com).
2. Click  on top of the page.
3. Click .
4. On the login page, enter the e-mail address and password that you registered with. If you have registered more than one BIC, PIC, or customer number against this e-mail address, then also select the correct profile from the drop-down that lists all your registered profiles.

**Tip** *To set up a login seal, click the **Setup a Login-seal to protect yourself against phishing attacks** link. For more information, see [Set Up a Login Seal](#) on page 11.*

5. If the **ENABLE 2-STEP VERIFICATION** page appears, then you must set up 2-step verification. See [Set Up 2-step Verification](#) on page 8.  
After you have set up 2-step verification, the **2-STEP VERIFICATION** window appears. Enter the verification code and click .
6. If you have not yet set up your secret password reset question and answer, then the following window appears.



The screenshot shows a dialog box titled "Set up a secret password reset question and answer" with a close button (X) in the top right corner. The text inside reads: "Hello, we have noticed you don't have a password reset question yet. Please choose a password reset question and answer." Below this are two radio button options: "You can also do it later: in that case, click 'do it later'" and "Or you can choose not to configure a Q&A. In that case, tick the 'Never ask me again' checkbox". There are two input fields: "Password reset question: \*" and "Answer: \*". At the bottom left is the "Never ask me again" checkbox. At the bottom right are two buttons: "Do it later" and "OK".

7. Set up your secret password reset question and answer.  
You are logged in to mySWIFT, also known as myProfile.

# 4 Set Up 2-step Verification

## Prerequisites

To set up security code delivery to your mobile phone, you must set up at least one mobile phone number in your personal info.

## Procedure

1. If you have not set up the 2-step verification feature, then the **Enable 2-step verification** window appears after log-in. Click [Set up 2-step verification](#). Alternatively, navigate to the **Personal Info > Identity** page and click [Set up 2-step verification](#).

The **ENABLE 2-STEP VERIFICATION** window appears.

2. To enable a security code delivery channel, click the **Enable** link of the channel that you want to enable.

Delivery channel	Description
Email address	Enable this channel to receive verification codes as email messages to your e-mail inbox.
SMS	Enable this channel to receive verification codes as SMS messages to your mobile phone.
Voice message to mobile phone	Enable this channel to receive verification codes as voice messages to your mobile phone.
Voice message to landline	Enable this channel to receive verification codes as voicemail messages to your landline.

You receive a confirmation email for each channel that you enable.

3. If prompted, then follow the procedure to confirm the mobile number used for delivery of the verification codes.
4. If you enable multiple delivery channels, then you must indicate your preferred channel.

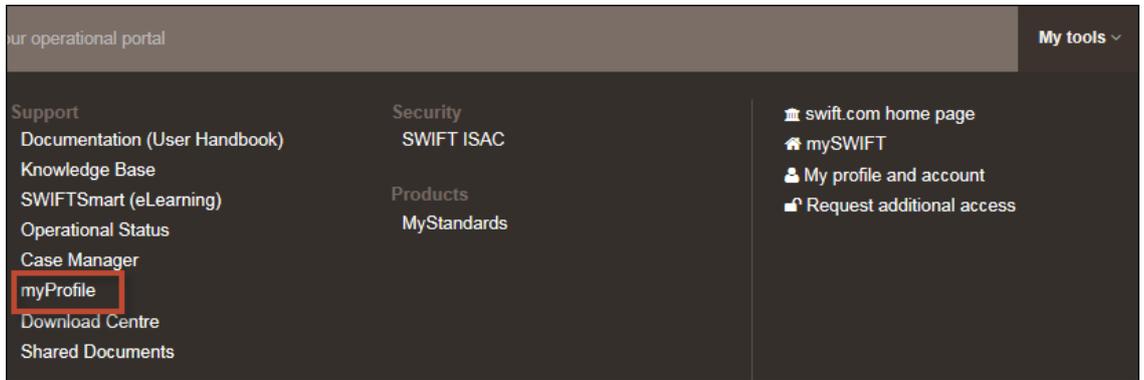
**Note** *SWIFT always uses the preferred delivery channel, unless you specify another channel when you log on. The alternate channel is used only for that session: the next time you log on, you will receive your security code via the preferred channel again.*

# 5 Link Your Account to an Institution

To access applications and Support information for an institution, you must link its BIC, PIC, or customer number to your account.

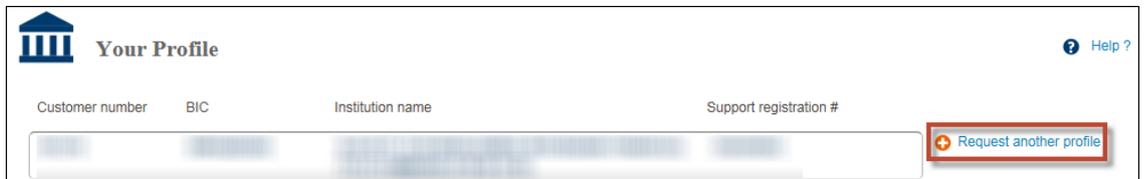
### Procedure

1. Log in to swift.com. See [Log in to mySWIFT](#) on page 7.
2. Go to **My tools** and select **myProfile** from the drop-down list.

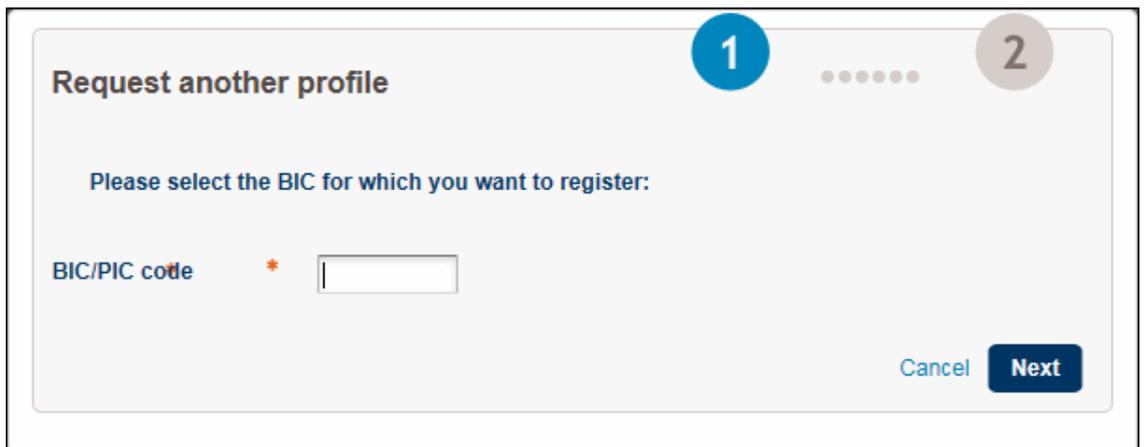


The **MANAGE YOUR PROFILE** page appears.

3. Click the link **Request another profile** that appears to the right of your customer details.



The **Request another profile** page appears.



4. Enter the BIC, or PIC, then click **Next**.
5. If the institution name displayed in the **Your selected institution** field is correct, then click **Next**.

The second page of the swift.com user registration request form appears.

6. Complete the user registration. If the institution for which you want to register has defined standard profiles, then select a standard profile from the drop-down list. If no standard profiles are defined, then provide a business justification, select the password expiration, then select the applications you want to subscribe to.
  - **E-mail address:** Verify your e-mail address, which will be the user name of the profile.
  - **Password expiration period:** If the institution has not specified a mandatory password expiration time, then select the time that your password will be valid. Once the password has expired you must use the **Forgot your password** link on the login window to define a new password.
7. Click .

The system displays a confirmation message.

A swift.com administrator of the selected BIC, PIC, or customer number will approve or reject your request for registration and you will receive an e-mail with the status of your registration. Once your request for registration is approved you will be able to access the requested applications.

## 6 Set Up a Login Seal

A login seal is a private image or text that you can upload to swift.com, and that is displayed on the login page. Set up a login seal to assure yourself that the login page comes from swift.com.

SWIFT will set a cookie on your computer with a reference number to the login seal to be displayed. Only swift.com knows which login seal corresponds to this reference number, so only swift.com will be able to display the correct image or text that you have defined. Anybody who uses your PC will see the login seal. Therefore, do not use confidential data as your login seal.

If you have set up a login seal, and you do NOT see it on the login page, then this indicates that the login page does not come from swift.com, or that your local PC or browser configuration has changed. If you delete your browser cookies, then the seal will not appear.

### Procedure

1. On the home page, click **mySWIFT > Access mySWIFT**.  
The **Sign in with your swift.com credentials** page appears.
2. Click the **Setup a Login-seal to protect yourself against phishing attacks** link.  
The **Manage login seal** page appears.



3. Retype the characters that are displayed as challenge. They are NOT case sensitive.
4. Select the type of seal you want to use:
  - **Text seal:** Type a text phrase that will appear on the login page.
  - **Image seal:** Click the **Browse** button to upload an image that will appear on the login page. You can upload image files of type GIF or JPEG with a maximum file size of 5 Mb.

**Tip** Click the **Preview** button to see how the picture or text will look on the login screen.
5. When you are happy with the result, click **Save Login seal**.

From now on your login seal appears on the login page.

The seal expires after one year. The login screen displays the date on which the login seal will expire.

**Tip** To change the login seal, click the image or text on the screen.

## 7 Reset Your Password

If your password has expired or if you forgot your password, then you must reset your password.

**Tip** *If you have registered multiple BICs with the same e-mail address, you must reset your password only once.*

### Procedure

1. Navigate to [www.swift.com](http://www.swift.com).
2. Click  on top of the page.
3. On the login page, click the **Forgot your password?** link.

The **CHANGE YOUR PASSWORD** window appears.

4. Enter your email address and click .

You will receive an email with further instructions.

5. Follow the instructions in the email to change your password. These instructions may include providing the answer to your password reset question.

**Note** *If you forgot the answer to your password reset question, then you must contact your swift.com administrator to remove your password reset question.*

## 8 Frequently Asked Questions

### 8.1 Is registering for www.swift.com free of charge?

#### Is registering for www.swift.com free of charge?

Yes, creation of a user account is free of charge. You can link your user account to an 8-character BIC, partner identifier code (PIC) or customer number, then request access to a series of online applications.

### 8.2 Which applications can I access if I register for Support?

#### Which applications can I access if I register for Support?

When you register for Support, you can access the following online services:

- knowledge base
- case manager
- myConfig
- operational status
- download centre
- documentation (User Handbook Online)
- leased line usage report
- billing and shipping addresses (view mode)

### 8.3 What is the role of the swift.com administrator?

#### What is the role of the swift.com administrator?

The role of the swift.com administrator is to approve registration requests, to control the access rights, and to manage the profile of all registered users in your institution. More specifically, the tasks of the swift.com administrator are: to verify the identity of the user that registers, to approve or to reject the registration request, to grant or to reject access to specific applications, to deactivate or to reactivate a swift.com account, and to delete a swift.com account.

### 8.4 How are swift.com administrators selected?

#### How are swift.com administrators selected?

If an institution has only one registered user on swift.com, then this user must become the swift.com administrator.

If an institution has no registered users on swift.com, then the swift.com administrator role must be delegated to the swift.com administrator of another institution within the same traffic aggregation tree. If no delegation has been set up, then the swift.com administrator role is delegated to SWIFT.

## 8.5 Who are the swift.com administrators for my institution?

### Who are the swift.com administrators for my institution?

Your user profile displays the list of swift.com administrators for your institution, under **Profiles > Registration Info**.

## 8.6 How can a swift.com administrator see which institutions are under their scope of control?

### How can a swift.com administrator see which institutions are under their scope of control?

A swift.com administrator can use the delegation screen to see the list of BICs that delegated the swift.com administration. To view the list of all registered users that are under their scope of control, the swift.com administrator can use the search feature in the **Manage your profile** page.

## 8.7 How are the swift.com administrators notified of registration requests?

### How are the swift.com administrators notified of registration requests?

When a new user submits a registration request or when a user changes his profile, an e-mail is sent to all swift.com administrators. The e-mail provides a link to the user's request. The swift.com administrator must click on the link, in order to access the swift.com administration tool and to view the details of the user's request.

The swift.com administrator must then approve or reject the user's request. Only one swift.com administrator is sufficient to process a request. Alternatively, the swift.com administrators can log on to the swift.com administration tool and search on pending requests.

## 8.8 Who approves registration requests if there is no swift.com administrator?

### Who approves registration requests if there is no swift.com administrator?

If there is no assigned swift.com administrator in your institution, then the request is sent by e-mail to the delegated swift.com administrators, if configured. Otherwise, the request is sent by e-mail to SWIFT.

## 8.9 I am the only swift.com administrator for my institution. Can I remove the swift.com administrator role from my profile?

**I am the only swift.com administrator for my institution. Can I remove the swift.com administrator role from my profile?**

The system always ensures that there are at least two swift.com administrators. The system does not allow removing the swift.com administrator role from your profile if you are the only swift.com administrator in your institution. To remove the swift.com administrator role you must first assign the swift.com administrator role to two additional registered users. Alternatively, delegate the administration to another customer within the same traffic group. This other customer will become the swift.com administrator parent. You can only delegate to a customer who has at least two swift.com administrators defined.

## 8.10 What changes to my profile need to be approved by the swift.com administrator?

**What changes to my profile need to be approved by the swift.com administrator?**

The following changes are done in real time and do not require approval by your swift.com administrator: change of password and telephone number, and request for deactivation. However, if you change your e-mail address, your first name or your last name, or if you request access to specific free online services, then your request must be approved by your swift.com administrator.

**Note** *If you are a security officer and if you want to change your name, then you must notify SWIFT through the appropriate online order form.*

## 8.11 Can I register with my private e-mail address?

**Can I register with my private e-mail address?**

SWIFT does not recommend that you register with your private e-mail address. The swift.com administrator of your institution can place restrictions on the domain names that can be registered.

## 8.12 Can two users register with the same e-mail address?

No. The e-mail address must be unique.

## 8.13 Are Support registration cards still sent to new users?

### Are Support registration cards still sent to new users?

No. We no longer provide Support registration cards.

## 8.14 My account is locked. How can I unlock it?

### My account is locked. How can I unlock it?

An account is locked after 10 consecutive failed login attempts. If your account is locked, then you receive an error on the screen and you are invited to reset your password by means of the forgot your password feature.

## 8.15 Will my swift.com account expire if I do not log on for a long time?

### Will my swift.com account expire if I do not log on for a long time?

Yes, your profile's expiration date is listed in **Profiles > Registration Info**.

The procedure to prolong your registration is described in the *Identity Management Online Help* available after you have registered to swift.com.

## 8.16 I submitted a request, but I did not receive any confirmation. What happened?

### I submitted a request, but I did not receive any confirmation. What happened?

As soon as a request is processed, you receive a confirmation by e-mail. If you did not receive any confirmation, then this means that the swift.com administrators did not process your request. You must contact your swift.com administrators.

## 8.17 What happens if my swift.com administrators are not available?

### What happens if my swift.com administrators are not available?

Requests expire after 30 days. Within this time, your request remains pending until your swift.com administrators process the request. SWIFT does not act on behalf of the institution. It is the responsibility of the institution to ensure that there is always minimum one swift.com administrator available to handle the requests. To ensure that there are sufficient swift.com administrators available, a swift.com administrator can assign more swift.com administrators, by assigning the swift.com administrator role to other registered users in the institution.

## **8.18 When a swift.com administrator makes changes to a user's profile, is the user notified? Are the other swift.com administrators notified?**

**When a swift.com administrator makes changes to a user's profile, is the user notified? Are the other swift.com administrators notified?**

The user is notified of the changes by e-mail. The other swift.com administrators are however not notified.

## **8.19 When a swift.com administrator makes changes to his own profile, must these changes be approved by another swift.com administrator?**

**When a swift.com administrator makes changes to his own profile, must these changes be approved by another swift.com administrator?**

Yes.

## **8.20 Can swift.com administrators monitor changes to a user's profile?**

**Can swift.com administrators monitor changes to a user's profile?**

Yes. The swift.com administrators can view the list of pending requests, that is, requests that still need to be processed, as well as the list of requests that were already processed for a particular user.

## **8.21 Can swift.com administrators delegate the swift.com administrator role to another institution?**

**Can swift.com administrators delegate the swift.com administrator role to another institution?**

Yes. An institution can delegate the approval of registration requests and the control of access rights too another institution that has at least two swift.com admins within the same traffic group. This other institution will become the swift.com administrator parent.. The initial swift.com administrators can however keep their local swift.com administration rights. All swift.com administrators, that is, the local administrators and the administrators of the parent institution, will then receive user notification requests. Approval by one swift.com administrator is sufficient to process a user request.

## **8.22 My institution delegated the swift.com administrator role to another institution. Can I still see who are the swift.com administrators?**

**My institution delegated the swift.com administrator role to another institution. Can I still see who are the swift.com administrators?**

You can see in your user profile the e-mail address of the swift.com administrators in your own institution, but also the swift.com administrators of your parent institution, in case a delegation is in place.

## **8.23 How can I see to whom the swift.com administration is delegated?**

**How can I see to whom the swift.com administration is delegated?**

Only the swift.com administrator can see to whom the swift.com administration is delegated, in the appropriate delegation screen.

## **8.24 Is there a reporting feature that allows to export a list of users to a file, with details about their access rights?**

**Is there a reporting feature that allows to export a list of users to a file, with details about their access rights?**

Yes. The reporting feature allows swift.com administrators to generate three types of reports for the organisations that are in their scope of control: user report, last login time report, and processed requests report.

## **8.25 What to do when you see the following error message on the registration screen: the domain name of your e-mail address is not allowed for the BIC that you entered on the registration screen ?**

**What to do when you see the following error message on the registration screen: the domain name of your e-mail address is not allowed for the BIC that you entered on the registration screen ?**

This message means that the local administrator, or the administrators of the group parent (parent of traffic aggregation tree) created a list of allowed domain names, and the e-mail address used by this person is not in this list.

A person who sees this message must contact the swift.com administrator who is responsible for the BIC he entered. He must ask his colleagues in the bank which are these administrators. Otherwise he must call the local SWIFT Customer Support Centre. If the business e-mail address of this person would not be in this list yet, then the administrator can then update the list of allowed domain names.

## **8.26 I registered for multiple BICs, PICs, or customer numbers. Can I now edit all my profiles without the need to login for each of them?**

**I registered for multiple BICs, PICs, or customer numbers. Can I now edit all my profiles without the need to login for each of them?**

No, you can only edit the profile for the BIC for which you logged on. You can however view all profiles without the need to log on for each of them.

## **8.27 How can a swift.com administrator see a list of all persons who have a specific operational role?**

**How can a swift.com administrator see a list of all persons who have a specific operational role?**

The Administrator can generate a user report that includes operational roles. To run this report, go to the **User Administration** page and select the **Reports** tab. There you will find the **User Report** button.

## **8.28 What is the business role "principal Business contact" that is shown in the Notifications tab of my profile?**

**What is the business role "principal Business contact" that is shown in the Notifications tab of my profile?**

This role is used when SWIFT needs to contact someone in your institution for legal or shareholding matters. Only ONE person per institution can have this role. This role is assigned, or approved, by the swift.com administrator. This role can be assigned for EVERY institution. For shareholding banks, this role gives this person also access to the e-AGM application that is needed to delegate votes for the yearly General Assembly of SWIFT.

## 8.29 Can only the principal Business contact have access to the e-AGM application?

### Can only the principal Business contact have access to the e-AGM application?

No, for shareholding banks, the swift.com administrator can grant access to the e-AGM application to as many persons as wanted, provided they have one of the following roles:

- Board member
- Chair person
- Chair person secretary

## 8.30 What if you do NOT see the login seal?

You may be looking at a page that is a phishing attempt if you did set up a login seal from this PC before. Therefore, you should NOT log in with this page and instead contact your local SWIFT support centre.

You may report the phishing attempt to [support@swift.com](mailto:support@swift.com).

You are using a PC that is different from the PC on which you have set up the login seal. In this case, you need to set up a login-seal also on this PC.

You have deleted all cookies on your PC. In this case, you need to set up a login seal again.

You are using a different type of browser on the same PC. In this case, you need to set up a login seal again with this type of browser.

You are using a different user account on the same PC. If you use different Windows accounts on the PC, your login-seal cookie may not be found by the browser. In this case, you need to set up a login seal also with this user account.

## 8.31 How can I deregister from swift.com?

### How can I deregister from swift.com?

Navigate to **Manage your profile > Personal profile**. At the bottom click **Deactivate this profile**.

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