



NatWest

Online Banking Registration

**Step by step
guide for mortgage customers**

January 2025





Click on the below link.

onlinebanking.natwest.com/enrolment

Select '**Mortgage**' if you have a mortgage account with us.

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Set up Online Banking

Things you'll need...

Setting up Online Banking will only take a few minutes. Having a mobile number will make this even quicker.

Before you start, let's just check:

- You're aged 11 and over
- You have your account number and sort code to hand. [See where I can find my account details](#)
- Have your mobile phone to hand, so we can send you an activation code by text.

If we don't have your mobile number, we'll need to post the activation code to you, which takes a little longer.

What type of customer are you?

- Personal**
For all current, savings and ISA account holders, and Premier customers. If you have more than one account, please choose based on your main account type.
- Business**
Online Banking is a free service suited to businesses managing lower payment volumes.
- Mortgage**
For mortgage customers.
- Credit card**
For credit card only account holders. We just need your long card number and expiry date.



Enter your details and **Mortgage account number**.
Sort code is already pre-filled.

Make a note of your **customer number** and confirm if mobile number is correct.
If the mobile number is incorrect, the activation code will be sent by post.

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Set up Online Banking

Let us know your banking details. You can use the account details for any of your NatWest accounts.

Mortgage customer

First name

Middle name (optional)

Last name

Date of birth
For example, 15 10 1972
Day Month Year

Home postcode
Leave blank if you don't live in the UK

Mortgage number Sort code

[+ Know how to find your account details](#)

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Set up Online Banking

Your customer number

You'll use this to login to Online Banking, Telephone Banking and when registering for the mobile app.

☐ I've made a note of my customer number

Confirm your mobile number

Check your mobile number is correct as it's where we'll send your activation code.

Your mobile number: **+4477****7777**

☐ Yes, my mobile number is correct

☐ No, this isn't my current mobile number or I'm not registered

Continue



Enter activation code when received.

Set up your Online Banking PIN and password.

 NatWest

Help us stop fraud

Enter your activation code

We've sent your activation code to your mobile device. You'll usually get it within a few seconds, but it can take up to a minute or two. Please enter it to access Online Banking.

We've sent it to:

+4478****8689

Enter your 6-digit activation code

[+ Not received your activation code?](#)

Continue

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Create your login details

1 Choose your Online Banking PIN

Your PIN should be 4-digits long. This can't be numbers in sequence e.g. 1234, or have numbers that repeat 3 times or more e.g. 1112.

Enter your new PIN

1st 2nd 3rd 4th

[Show](#)

Confirm your new PIN

1st 2nd 3rd 4th

[Show](#)



2 Choose your Online Banking password

Your password needs to be between 8 and 20 characters and a combination of letters and numbers, with no spaces, symbols or special characters.

Enter your new password

 [Show](#)

Re-enter your new password

 [Show](#)

⚠ We put your security first

Whether you're banking online or using our mobile app, you are protected by our secure banking promise.

1. We'll refund any money paid out of your account by a fraudster, as long as you've kept your security information safe.
2. We'll protect you 24/7 by monitoring your account and using the latest technology to keep you safe.
3. We'll help you protect yourself with tips on staying secure and free tools for extra protection.

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