

RBS*Select*Online



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# How do I guide for RBSelectOnline

This guide provides information on your everyday questions about [RBSelectOnline](#).

RBSelect is the bank's flexible benefits programme; change your pension contributions, choose from a range of insurances, healthcare options and make savings on your everyday shopping.

Some benefits, like the RBSelect card or pension contributions, can be elected any month but things like insurances and holiday buy can only be elected or changed once a year during the Annual Election Window.

## How do I access RBSelectOnline?

You can access RBSelectOnline from home or work, anytime of the day.

Go to [www.rbspeople.com/rbselectonline](http://www.rbspeople.com/rbselectonline)

## I'm new, how do I login?

We'll send you your password once your [RBSelectOnline](#) account is set up.

We'll either send this to you by post to your home address or to your work email if we have it when we setup your [RBSelectOnline](#) access. You'll normally get it within the first 2 weeks of starting with the bank but it can take up to 4 weeks.

Once you've got your password go to [RBSelectOnline](#) and use your employee ID (7-digit number) and the password we've supplied to log in.



### Learn More (no need to log in!)

Easy access to information about the RBSelect benefits and how they work.



### What is RBSelectOnline?

RBSelectOnline gives you access to the bank's benefit choice programme.



### Personalised & Secure

When you log in you will see personalised benefits and options available to you.



### Anywhere Access

Manage your benefits using any mobile device from work or home.

### Login

Employee ID:

Password:

[Forgot Password?](#)

[Login](#)

### First Time User?

We'll have sent your login details by email or letter.

**When you're ready to login** Please type (not copy and paste) your password into the password field above. Sometimes we have access issues if you copy and paste the password. You'll need to change your password once you login.

**Password problems?** The password is case sensitive, so make sure you've typed it in correctly. But if you can't get your password to work you can request a password reset, but it may take up to **one hour** to get a new one sent to your email.

*This site is for RBSelect eligible employees in the UK, Northern Ireland, Republic of Ireland, Jersey, Guernsey & Isle of Man. If you are from any other country visit: [www.rbspeople.com](http://www.rbspeople.com)*

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You'll be prompted to answer five security questions – we'll use those to re-set your password if you ever forget it. And then you'll have to change your password.



1 Enter Employee ID    2 Confirm Identity

Please reset your Password.

Password should be at least 8 characters long and contain a combination of:

1. UPPER CASE
2. lower case
3. Must have at least one number (0 to 9)
4. Must have at least one special character (e.g. ! @ # \$ % ^ &)

New password:   
Confirm new password:

[Back to login](#)

[Set new password](#)

The password has to be at least 8 characters long have a combination of uppercase and lowercase, have a number and one of these seven special characters (! @ # \$ % ^ &) and click save. Once you've set a new password you'll be logged in.

If you've lost your password or are not new to the bank read 'How do I re-set my password?'

## I've used RBSelectOnline before how do I re-set my password?

Click on the "Forgot password?" link in the top right hand grey box.



# RBSelectOnline



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Click on the “reset” button



**RBS** **RBSelect**

**What to expect**

Resetting your password is a 3 step process:

- STEP 1: Enter your Employee ID
- STEP 2: Answer security questions to confirm your identity
- STEP 3: Specify a new password you would like to use

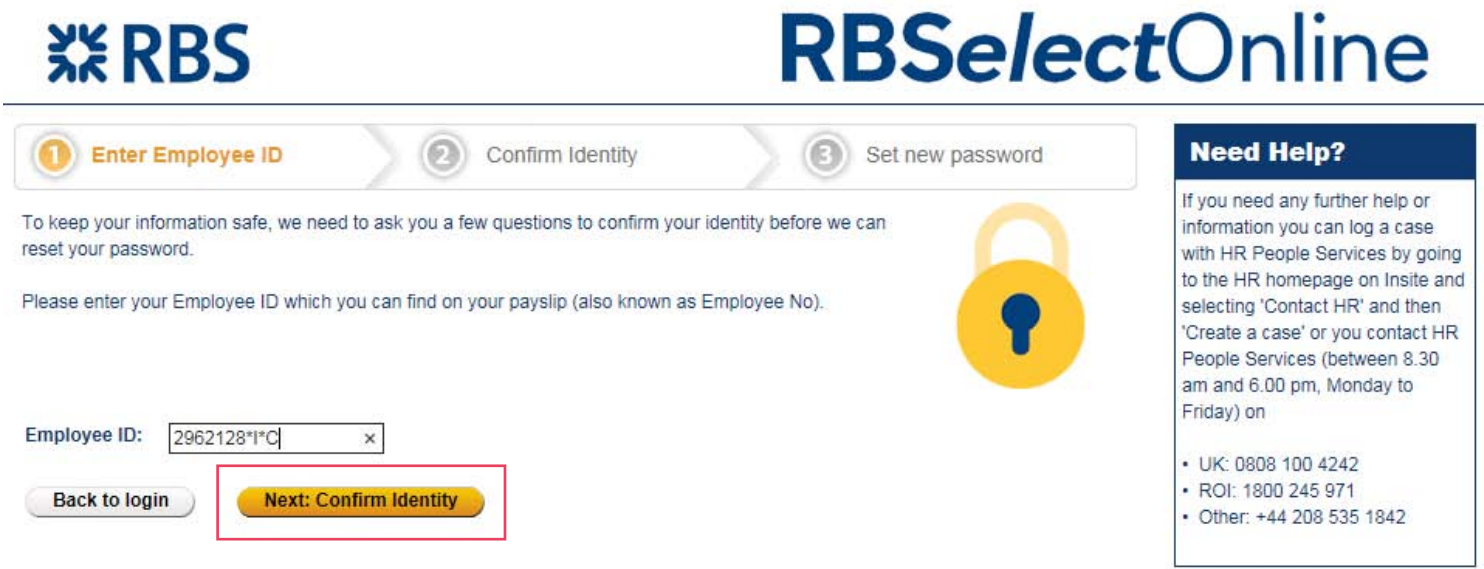
**RESET** ▶

OR

Back to login

**Note:** If you remember your Password, click on 'Back to Login' to return to the Login page.  
However if your account is locked you cannot request a Password reset.  
Your account will be unlocked within 24 hours and a new password sent to you.

Enter your 7-digit employee ID and select “confirm identity”



**RBS** **RBSelectOnline**

1 Enter Employee ID 2 Confirm Identity 3 Set new password

To keep your information safe, we need to ask you a few questions to confirm your identity before we can reset your password.

Please enter your Employee ID which you can find on your payslip (also known as Employee No).

Employee ID:

Back to login **Next: Confirm Identity**


**Need Help?**

If you need any further help or information you can log a case with HR People Services by going to the HR homepage on Insite and selecting 'Contact HR' and then 'Create a case' or you contact HR People Services (between 8.30 am and 6.00 pm, Monday to Friday) on

- UK: 0808 100 4242
- ROI: 1800 245 971
- Other: +44 208 535 1842

And then answer your security questions.

**Hint:** The answers must be four digits long.



1 Enter Employee ID > 2 **Confirm Identity** > 3 Set

Please enter the correct information below, to allow us to confirm your identity.


Please note: You have 3 attempts to answer questions correctly before your account will be locked. Answers are NOT case sensitive.

In what month is your Mother's birthday?

What was the name of your first school?

[Forgot security questions](#) [Back to login](#) [Next: Set new password](#)

Choose a new password. The password has to be at least 8 characters long have a combination of uppercase and lowercase, have a number and one of these seven special characters (! @ # \$ % ^ &).



1 Enter Employee ID > 2 **Confirm Identity** > 3 Set

Please reset your Password.

Password should be at least 8 characters long and contain a combination of:


1. UPPER CASE
2. lower case
3. Must have at least one number (0 to 9)
4. Must have at least one special character (e.g. ! @ # \$ % ^ &)

New password:

Confirm new password:

[Back to login](#) [Set new password](#)

Once you've set a new password you'll be logged in.




[Profile](#) [Logout](#)

[Home](#) [RBSelect](#) [Your Retirement](#) [Your Other Benefits](#)

### Welcome to RBSelectOnline

Your personalised benefits system where you can review & amend your pension and benefit choices.

Click [here](#) to find out more about making Anytime elections.



[Click here to make your elections.](#)

#### New Joiner

New to the bank? Find out how RBSelect can help you tailor your benefits

[New Joiner Information](#)

#### RBSelect Anytime

You can make RBSelect Anytime elections now

[RBSelect Anytime](#)

#### Retirement Planning

Manage your RBS pension online.

[Pension Information](#)

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## What can I elect and when?

You can make elections as a, New Joiner, Anytime and the Annual Election Window. On RBS*elect*Online in the Learn More section if you click on your location at the bottom of the page there is a handy table that shows what you can elect, when you can elect it and also if there are any Tax savings.

Here are the benefits you can choose from

	Do I save money on income tax or National Insurance?		When can I change my election?		
	Income tax saving	NI saving	New Joiner Window	Annual Election Window	Anytime Election
<b>Pension &amp; Protection</b>					
<a href="#">Defined Benefit Pension Plan</a>	Yes	Yes	N/A	✓	✓
<a href="#">Additional Pension Contributions</a>	Yes	Yes	N/A	✓	✓
<a href="#">Retirement Savings Plan</a>	Yes	Yes	✓	✓	✓
<a href="#">Disability Cover</a>	Yes	Yes	✓	✓	x
<a href="#">Life Cover</a>	Yes	Yes	✓	✓	x
<a href="#">Life Assurance Spouse/Partner</a>	No	Yes	✓	✓	x
<a href="#">Critical Illness Insurance</a>	No	Yes	✓	✓	x
<a href="#">Personal Accident Insurance</a>	Yes	Yes	✓	✓	x
<b>Healthcare</b>					
<a href="#">Private Medical Cover</a>	No	Yes	✓	✓	x
<a href="#">Dental Insurance</a>	No	Yes	✓	✓	x
<a href="#">Health Assessment</a>	Yes	Yes	✓	✓	✓
<b>Lifestyle</b>					
<a href="#">Holiday - Buy</a>	Yes	Yes	x	✓	x
<a href="#">Company Car</a>	Yes	Yes	✓	✓	✓
<a href="#">Childcare Vouchers</a>	Yes	Yes	✓	✓	✓
<a href="#">Bike for Work</a>	Yes	Yes	✓	✓	✓
<a href="#">Shopping Vouchers</a>	No	No	✓	✓	✓
<a href="#">RBS<i>elect</i> Card</a>	No	No	✓	✓	✓

## How do I find out more about the benefits available?

Click on Learn More in the top left hand side of the page. Choose your location and the guide will provide high level information or you can click on each benefit individually to read all the details.



### [Learn More \(no need to log in!\)](#)

Easy access to information about the RBS*elect* benefits and how they work.

# Can I change my security questions?

Yes, you login to RBSelectOnline and click on Profile in the top right hand corner it'll take you to your profile page. Choose 'Online Security' from the left hand menu. There you can change your password and security questions.

The screenshot shows the 'Your Profile' page on the RBSelect website. At the top right, there are links for 'Profile' and 'Logout'. The main navigation bar includes 'RBSelect', 'Your Retirement', and 'Your Other Benefits'. The 'Your Profile' section has a left-hand menu with 'Personal', 'Contact', 'Dependants', and 'Online Security' (highlighted in a red box). The 'Online Security' section contains a 'Change Password' form with fields for 'Current password', 'New password', and 'Confirm new password', and a 'Change password' button. Below this is the 'Security Questions' section with a 'View questions' button (highlighted in a red box). A 'Need Help?' box on the right provides contact information for HR People Services.

The screenshot shows the 'Welcome to RBSelect - Great Britain' page. The main heading is 'Welcome to RBSelect - Great Britain'. Below this, the text says 'You'll get an overview of your choices in the RBSelect [guide](#)' (the 'RBSelect guide' is highlighted in a red box). There is also a link to 'View questions' from the previous page. The page includes sections for 'When can I elect or change my benefits?' and 'Our key to when you can elect or change benefits'. The 'Our key to when you can elect or change benefits' section lists three options: 'Annual Election Window - effective 1 October', 'Anytime election - available for you to elect all year round', and 'New Joiner Window - available to all new joiners within three months of joining us'.



## How do I know who is covered by each benefit?

It's detailed in Learn More – each benefit is different so be sure to check.

## How do I check my dependant information?

Once you've logged in to RBS*elect*Online. You'll be prompted to check your dependant details – update them to suit your situation.

## How do I find my monthly charges?

Once you've logged in to RBS*elect*Online click on your confirmation statement.

## If I want to make changes to my RBS*elect* how do I know what the new monthly charge will be?

During the Annual Election Window to see what your new monthly charge will be all you need to do is review what you've got and make any updates to the benefits you want to and click submit. When you hit submit your confirmation statement will appear and it'll show you what you charges will be next month. You can update and change them (except for Bike for Work) as many times as you'd like up until 5pm 30 September. So, if you submit a change and check your confirmation statement and then decide you don't want something or you want to add something – you can!

## How do I make an election during the Annual Election Window?

Once you log-in to RBS*elect*Online, on the left hand side of the screen is the list of benefits available to you. Then you can read the summary of the benefit and then click on 'Elect this option' or 'Save your choices'.

Once you've reviewed all your elections remember to click 'Elect this option' or 'Save your Choices' then click submit and then 'Confirm Elections'. If it's all worked correctly a confirmation statement will appear.

## How do I make an election outside of the Annual Election Window?

Yes, elections outside of the Annual Election Window are called Anytime elections. Changes can be made up until the last day of the month and take effect the following month. Once you log-in to *RBSselectOnline*, click on *RBSselect* Anytime elections and follow the steps above to my your election.

## How does it work if I'm new to the bank?

We'll have set you up with some things automatically and you've got three months to update these and make your elections, we call this the New Joiner Window. To find out more information about the benefits click on Learn More in the top left hand side of *RBSselectOnline*.



### [Learn More \(no need to log in!\)](#)

Easy access to information about the *RBSselect* benefits and how they work.



Choose your location and the guide will provide high level information or you can click on each benefit individually to read all the details. The only exception is if you're looking to buy extra holiday. Holiday Buy can only be elected during the Annual Election Window.

## How long am I signed up for when I make an election?

You're signed up until you tell us to stop for most benefits. Some, like Private Medical Cover and Bike for Work are longer agreements and some Health Assessment and Holiday Buy will stop each year. You'll need to look at the charges and the details before making your changes. You can do this in Learn More on *RBSselectOnline*.

For things like the *RBSselect* Card, vouchers or contributions to the Retirement Savings Plan you can vary the amount from month to month as well. We call these "Anytime" benefits.