

Logging in to Bankline

A guide for all Bankline users

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NatWest

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In this guide we'll tell you what items you need to log in for the first time and how to do this. We'll also explain how log in works after the first time and how you could use the Bankline Mobile App to approve logging in.

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5 things you'll need to get started

1	Your customer ID and user ID
	You'll get these from the person in your organisation that set you up on Bankline. Or, if you're the first person setting up Bankline for your organisation, we'll send you these in an email. You'll use these every time you log in.
2	An email containing your activation code
	You'll have 21 days to use it before it expires.
3	Your Bankline smartcard
	This should only be used by the user who's named on the card. They're used to log in and approve payments and some administrative changes. If you're the first person setting up Bankline we'll send this to your organisations address. After this, the user who has placed the order will have chosen which address to send the smartcard to.
4	Your smartcard PIN – sent to your user address
	You'll use this PIN once to set up your own smartcard PIN. Your user address could be a personal or business one, depending on which was provided by the user who created you.
5	A Bankline smartcard reader
	You'll use this with your smartcard to log in, approve payments and some other functions. If you're the first person setting up Bankline we'll send this to your organisations address. After this, the user who has placed the order will have chosen which address to send the smartcard reader to.

Setting up your smartcard

Now you have everything you need, the first step is to set up your smartcard:

- Insert your smartcard into the reader, chip first and facing towards you.
- The reader will prompt you to enter the PIN from your letter (see no 4 above) and press the 'OK' button.
- If this has been entered correctly, you'll then be asked to 'enter new PIN' and press 'OK'. This needs to be something memorable, different from the PIN sent to you and between four and eight digits long.
- Re-enter the new PIN when 'repeat new PIN' appears on the display.
- If all is correct, the reader will display 'PIN change successful' and the card is now ready to use. If you see an error message, press 'OK' and try again.

Logging in for the first time or when using an activation code

Before you log in, make sure your device is up-to-date with security protection, such as anti-virus software, you can check with your IT team if you're not sure.

1

Go to www.natwest.com/bankline If you want to save or bookmark Bankline, use this page only, if you choose a page after this, you may encounter issues in the future. **Always** log in from here.

2

Enter your customer ID and user ID* and 'Continue'.

*You can tick a box to remember these details for 14 days (if you tick this each time, the 14 days will keep rolling over).

3

Enter the 10-digit activation code, sent to you in another email.

4

You'll then be asked to scan a QR code with your smartcard reader, following the instructions on the screen for how to do this.

5

You'll then be prompted to set a log in password and a PIN for some additional Bankline services. This PIN is **not** connected to the smartcard PIN you've already chosen.

6

Pick a memorable but difficult to guess, secure password and PIN and keep these secret. You'll only ever be asked for certain characters from your password when using Bankline, not the whole thing.

Important note for
**unincorporated
clubs & societies
and sole traders**

If you're new to Bankline, you'll need to complete an ID check the first time you log in. This is to keep you and your organisation safe. You'll need to provide photo ID (e.g. an image of your passport) and proof of address (e.g. a bank statement).

[Why do I need to complete an ID check?](#)

Future logins & using the Bankline Mobile App to approve logging in

1

Go to www.natwest.com/bankline If you want to save or bookmark Bankline, use this page only, if you choose a page after this, you may encounter issues in the future. **Always** log in from here.

2

Enter your customer ID and user ID* and 'Continue'.

*You can tick a box to remember these details for 14 days (if you tick this each time, the 14 days will keep rolling over).

If you're registered with our **Bankline Mobile App**, at this point you will be offered 2 options:

1. Use your smartcard and reader to continue with the log in.
2. Approve your web log in via the Bankline Mobile App.

Follow the corresponding steps below:

Use your smartcard and reader to continue with the log in

3

You'll then be asked to scan a QR code with your smartcard reader, following the instructions on the screen for how to do this.

4

Now enter the response code from the card reader.

5

Now enter the 3 characters requested from your password.

You'll only ever be asked for certain characters from your password when using Bankline, not the whole thing.

OR

Approve your web log in via the Bankline Mobile App

3

You'll need to log into the Bankline Mobile App and go to 'Bankline web approval requests' above the list of your accounts.

4

Now select 'yes it's me'. You'll be prompted to scan a QR code from Bankline web, then your biometrics will be checked.

5

You'll have the option to remember the browser. For your security, you'll need to scan the QR code again every 14 days. You might also need to scan the code again if you clear your browser data.

Logging in trouble shooting

Here are some tips if you are experiencing issues with logging in, also take a look at [I'm having problems logging in and using Bankline, what should I do?](#)

- Are you logging in from the right URL?
- Do you have the right log in details?
- Are you having trouble with your smartcard or scanning a QR code?
- Have you tried clearing your temporary internet files?
- Is your web browser up to date?
- Try logging in from a different browser, device or network.

You can also find more help with Bankline in our [Bankline Help and Support hub](#)

Staying safe when using Bankline



- **Always** log in from www.natwest.com/bankline
- We'll **never** ask for your **full** password when logging in (we'll only ask for certain characters).
- We'll **never** ask for **any** part of your password or smartcard codes over the phone.
- We'll **never** text, email or WhatsApp you a QR code to scan to approve an action.
- **Never** share passwords, PINs or smartcard codes with anyone. Each user should have their own to log in.