



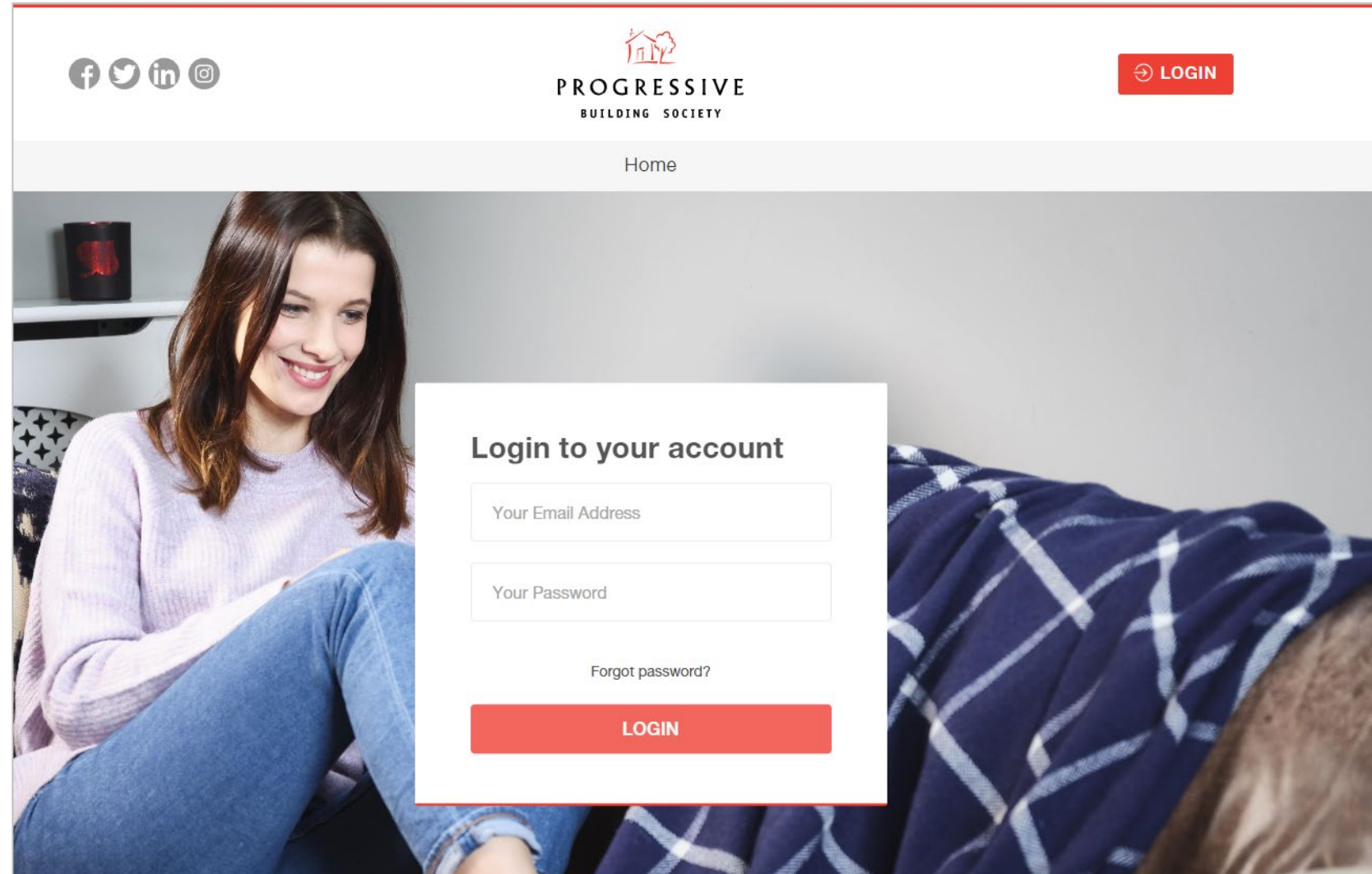
Progressive Online Login Guide

Follow these steps to login to our **new** online portal.

This guidance is for logging in on **www.service.theprogressive.com** only.

How to login – Step 1

Step 1 - Enter your email address and password. Click “login”.



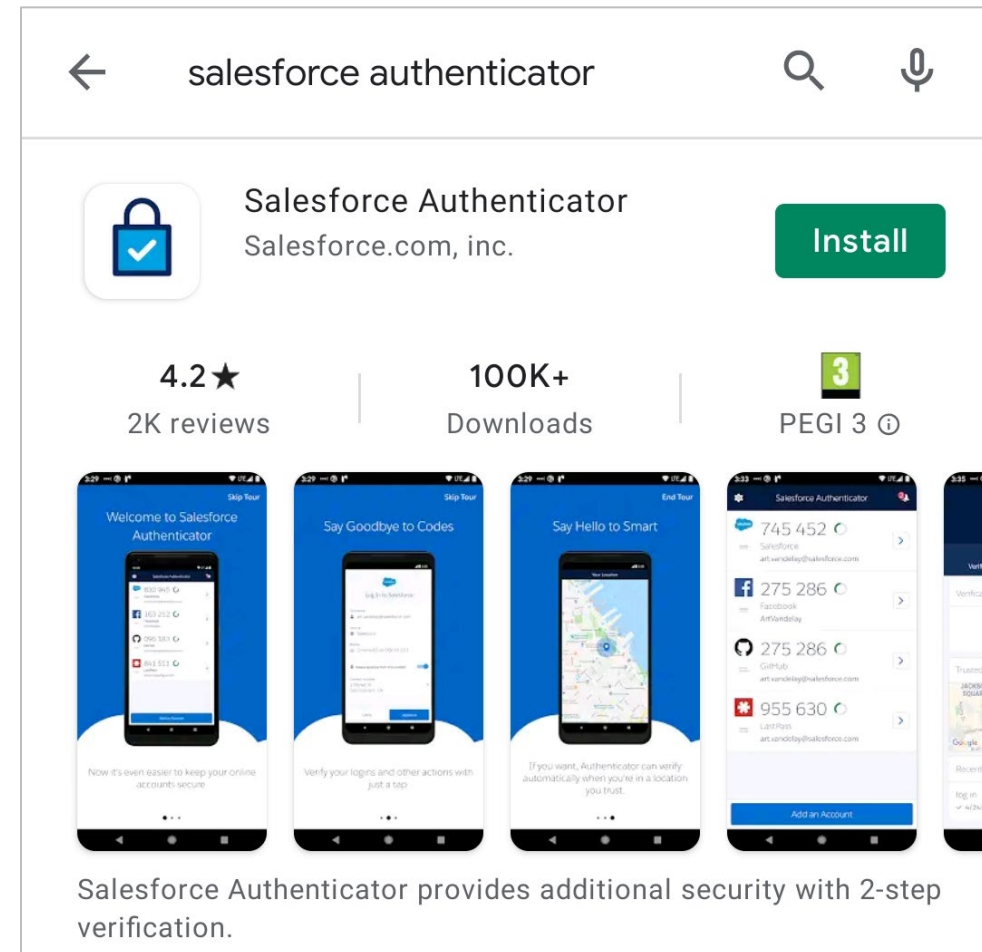
The screenshot displays the Progressive Building Society website's login interface. At the top, there are social media icons for Facebook, Twitter, LinkedIn, and Instagram. The company logo, 'PROGRESSIVE BUILDING SOCIETY', is centered, with a red house icon above it. A red 'LOGIN' button is positioned in the top right corner. Below the header, the word 'Home' is centered. The main content area features a background image of a smiling woman sitting on a couch. Overlaid on this is a white modal box titled 'Login to your account'. This modal contains two input fields: 'Your Email Address' and 'Your Password'. Below these fields is a link for 'Forgot password?'. At the bottom of the modal is a red 'LOGIN' button.

How to login – Step 2

In order to login securely to our online Product Switch Portal, you'll need to download an authenticator app. The app is called **Salesforce authenticator app**. You'll need to use the app each time you log in, so please keep it on your phone.

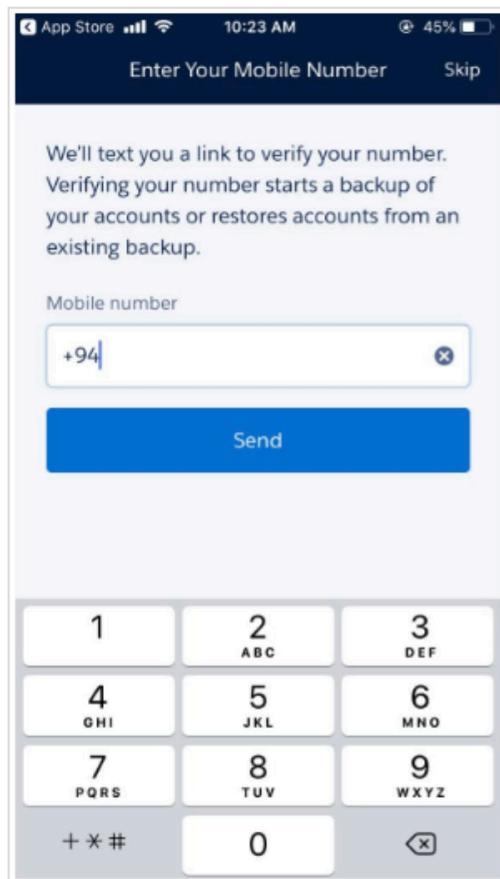
Step 2 – Download the app

1. Visit your App Store
2. Search “**Salesforce Authenticator app**”
3. Click “**Install**”.



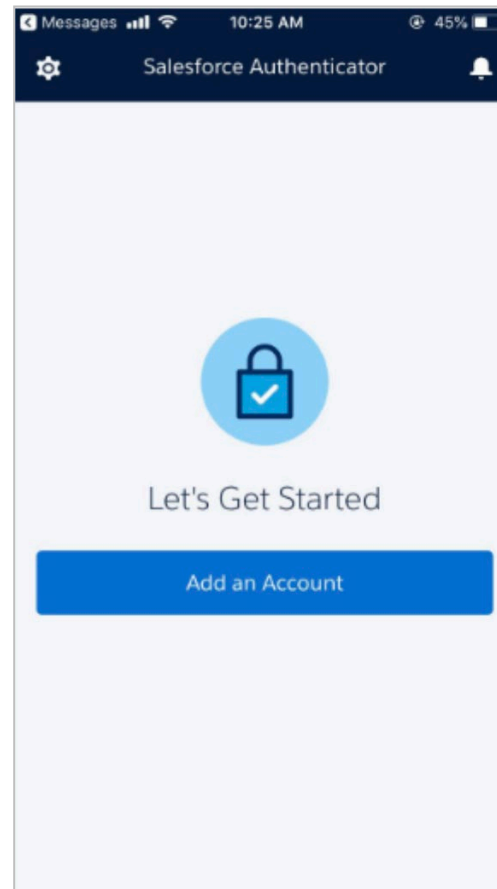
How to login – Step 3: Connecting the app to your account

1. In the app, enter the mobile number you used to register for our online portal. The app will use your number to find your account.

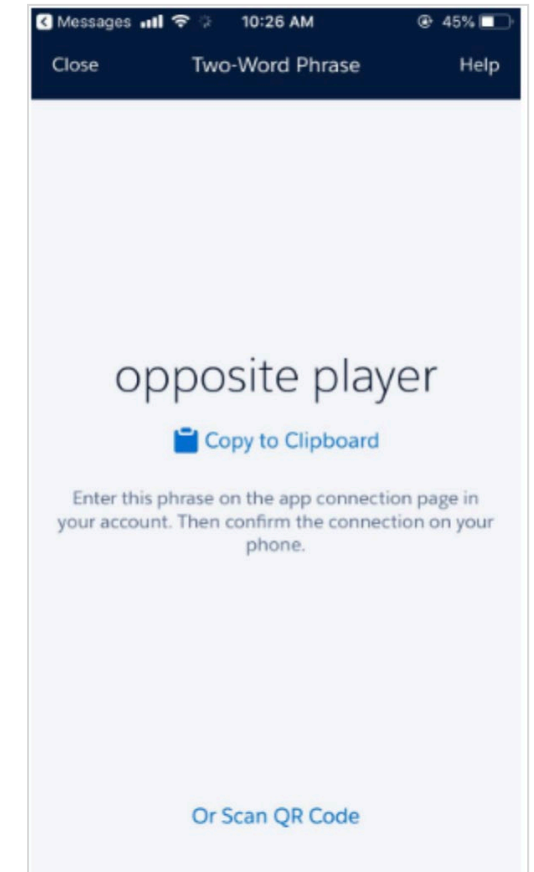


The screenshot shows the 'Enter Your Mobile Number' screen in the Salesforce Authenticator app. The status bar at the top indicates 'App Store', signal strength, Wi-Fi, 10:23 AM, and 45% battery. The title bar contains 'Enter Your Mobile Number' and a 'Skip' link. The main text reads: 'We'll text you a link to verify your number. Verifying your number starts a backup of your accounts or restores accounts from an existing backup.' Below this is a 'Mobile number' label and a text input field containing '+94'. A blue 'Send' button is positioned below the input field. At the bottom, there is a standard numeric keypad with letters associated with numbers 2-9, and a backspace key.

2. Click "Add Account". The App then generates a unique two-word phrase.



3. Back in your browser, enter the phrase into the field provided.



How to log in – Step 4

4. You have now successfully logged in. Each time you login in the future, after you enter your email address, password, and select “Login”, you will be prompted to check the Salesforce Authenticator App on your mobile device and on the screen simply tap “Approve”.

If you need help logging in, please contact our online support team 0800 0294 997. Lines are open Monday – Friday, 9am – 7pm, and Saturday 9:30am – 12noon.

