

How to reset your Fidelity password online

If you want to log into your Fidelity account online but can't remember your password, use this guide to help reset it.

1. Go to www.fidelity.co.uk
2. Click on 'Log in' at the top right corner of the page before entering your username.
3. This will then prompt you to enter your password. If you are unable to remember your password, click on 'Forgotten your password?'

Password

[Forgot your password?](#)

4. To reset your password, we will require a one-time code to guarantee your security in this process and start the reset process. You will have one of two options available to you in order to obtain this code which will appear on your screen - either:
 - a. If you have not previously consented to Fidelity remembering the device you are using, you will have to call us on 0800 414 161 to obtain the one-time code. When calling, please have your Customer Reference number to hand, which appears on any regular statement and valuation and begins with 100.
 - b. If you have previously consented to Fidelity remembering the device you are using, the one-time code will be contained in an email sent to your verified email address.
5. Once you receive the one-time code, enter this in the space provided and click 'Next'.

Enter the six-digit code

Next

6. The 'Reset Password' screen will then appear. Create and input your new password. Ensure you keep a safe record of this password as you will need it to log into your account.
7. Confirm the new password and click 'Confirm'. These two passwords must match in order to continue with this process.

8. You'll see a confirmation of your password reset and further confirmation of this will be sent to your email address. You will now be able to log in using the new details you just created.



Please note, once you log in and see your Account Summary, you will be able to manage your account with the ability to view your documents and transactions, or change your personal details or preferences among many other things. You can also deal online with the ability to buy and sell thousands of funds and shares. For step-by-step walkthroughs on the above actions, visit the [How-to Guide page](#) on our website.



Having followed this guide, you should now have successfully completed this journey. If you use this guide and still require some additional help, visit our [Help and Support page](#).

For more guides like this one, visit our [How-to Guide page](#) for a full list of our step-by-step walkthroughs.