LloydsLink online – Common Questions

1 | System Requirements

For optimum performance, we recommend the following operating systems:
Windows XP, Windows Vista, and Windows 7 (32 bit and 64 bit)

LloydsLink online has been tested and approved for use on the following browsers:
Internet Explorer (IE) 6, 7, 8, 9 (32 bit version only), 10* and 11* (*When used in compatibility mode)

2 | Logging on to LloydsLink online

I have forgotten my password
If you’ve forgotten your password or your account is locked, you can use your memorable information (which you supplied to us during registration) to reset it. To do this click on the “Forgotten Details” link on the Main Login Screen and follow the instructions.
You will need to choose a new password which must include letters & numbers and be between 6 and 20 characters in length. Please note that passwords are case sensitive.

I have forgotten my username
Your Service Administrator will be able to provide this to you. Alternatively you can contact the LloydsLink online helpdesk on 0345 900 2070 for assistance.

I have blocked the PIN number on my Authenticator Card
PINS unfortunately cannot be un-blocked. If you block the PIN number on your card, you will need to contact your Service Administrator as they will need to either order or assign a new card for you via the “Card Administration” section online.

My Card Reader is displaying “Low Battery”
Card reader batteries unfortunately cannot be replaced. Your Service Administrator can request a replacement reader for you via the “Card Administration” section online.

3 | Adding Users or Accounts

I need to add a new user
On the Main Login Screen there is an option on the left that says “Register”. If you select this and press continue you are presented with a form which the user should complete. Following this the new user will be able to log in and then “Apply For User Roles”. This will generate a reference number on screen which we recommend you take note of. Once applied for, the roles will need to be approved locally by your Service Administrator.

If the new user will either be approving payments or becoming a Service Administrator paper forms need to be completed and returned to the address printed on the form. The required paperwork can be found in the Forms section of our online Support Centre.

I have opened a new account but it’s not showing on LloydsLink online
To add or delete an account you need to fill in an “Add or Delete Account” form which can be found in the Forms section of our Support Centre. Where you are adding accounts held by any person other than the requesting customer please complete a “Third Party” form.
If the forms have been submitted and you are still unable to see the accounts in question, please speak to your Service Administrator to confirm that they have given you the required access.

4 | Statements

How much transactional information will LloydsLink online display?
Transactions begin to display on LloydsLink online 4 days after an account is initially added (as long as there has been movement on the account). A maximum of 365 rolling days will be visible.
We recommend that you export any required information prior to visibility being lost online.

I get an “Object Error” when trying to view statements on Cash Management
To resolve this issue you need to download “Active X” from our Support Centre. Click on the link and select “Run” as opposed to “Save”. If your PC does not allow you to run the file please speak to your own internal IT team.
Recommendations when keying International Payments
Care should be taken when keying international payments as many banks around the world require information to be exact when received – otherwise you risk your payment being delayed or even rejected by the receiving bank. This includes having exact beneficiary business names. For example 2 common issues are the use “LTD” instead of “Limited” and “&” instead of “and”.

I am unable to launch Payments
Should you click on “Launch Payments” and a blank screen or an error message appears, there are 3 potential ways to resolve the issue within your browser’s settings:
Add the site to your “Trusted Site” list – You need to add https://*.lloydsbank.com
Clear the Cache (i.e. Delete temporary internet files and cookies)
Change “Compatibility View” settings – You will need to add lloydsbank.com to your list of compatible sites.
To do this select the “Tools” menu in Internet Explorer (or press ALT+T). Once the site is added you will need to close and re-open your browser.

Payment names which exceed the character limits
The “Beneficiary Name” field is limited to 35 characters (CHAPS/International) or 18 characters (BACS/Faster Payments). Where you require further space, please continue entering the beneficiary name within the first line of the “Beneficiary Address” field.

American Bankers Association (ABA) or Bank State Branch (BSB) Routing Numbers
If your recipient provides you with an ABA routing number or BSB for an international payment this must be typed onto the top line of the “Beneficiary Bank Address” field.

I am receiving an error – “You do not have permission to view this batch”
Each payment batch has a setting which confirms whether all users are allowed to view it. You will need to speak to the user who created the payment batch, ask them to check the setup, and amend the settings if appropriate.

If you are trying to use a payment template which was created prior to you being setup on LloydsLink online, it is likely that you will not be able to view the batch. Any other user with access or your Service Administrator will be able to provide you with access.

I can’t see the “Publish” button
The “Publish” button will only be available if the payment you are trying to publish has a status of “Incomplete” and if the payment contains no incorrect information.

You must also have the correct permissions allocated to you. If you are unsure whether you have the right permissions to perform this task – please speak to your Service Administrator.

I can’t see the “Approve” option for my payment
You need to check with your Service Administrator that your payments user profile is set up with the “Approve a Payment Batch” permission. If you have input the payment yourself, you may require the “Self-Approval” option to be selected by your Service Administrator under “Customer Preferences” (within the “Payments” section). When selected this option allows all users to create and approve the same payment. If the “Self-Approval” option has not been selected, then you will not be able to approve a payment that you have created.

How do I cancel a payment with “Pending Submission” status
If you wish to cancel a payment that has a “Pending” status you need to click on the payment’s “Batch PFE reference” number and go to “Details”. A cancel payment option is displayed at the bottom of the page. If you select this option the status will change to complete, and once you return to the payment details it will then show as cancelled.

What is a “Short Name”?
When you save an account in the account library you have the option to give the account a “Short Name”. This can be selected by you and is merely to help you identify different accounts easily when accessing information or making payments.

Further useful information can be found in our online Support Centre lloydsbankcommercial.com/lloydslinkonlinesupport