



# Skipton Link

## Video appointment guide

Skipton Link gives you the opportunity to have a face-to-face appointment without the need to go into a branch. Follow the steps below to make sure you're properly set up and ready for your Skipton Link appointment.

### Your device

You'll need a computer or tablet that supports video calls and has secure access to the internet. For example:

- **A Windows or Mac desktop PC or laptop.**
- **An Android tablet, or Ipad (iOS version 11 or above).**

Your device will also need to have a camera, speakers and a microphone, which will usually be built-in.

Further key  
information



# Your browser

Skipton Link works across the following internet browsers:

- **For Windows desktop PCs or laptops use Google Chrome (install it here if you don't already have it), or Firefox.**
- **For Android tablets use Google Chrome (which will already be installed as default), or Firefox.**
- **For Apple Macs and iPad use Safari (which will already be installed as default).**



Visit [skiptonfa.co.uk/pre-appointment](https://skiptonfa.co.uk/pre-appointment) to check that your device has everything it needs for a Skipton Link appointment.

## Booking your appointment

Book your appointment by contacting your local branch, or by calling us on one of the numbers below:

- **For savings, legacy planning or financial advice – 0345 607 9839.**
- **For mortgages – 0345 607 9840.**

## The day of your appointment

At the time of your appointment, we'll call you and talk you through the login process:

1. **You'll be asked to visit [skiptonlink.co.uk](https://skiptonlink.co.uk).**
2. **When you land on the page, you'll need to provide two pieces of information – your name and a four-digit code. We'll send you the code by email, or tell you it over the phone.**
3. **Once you've successfully logged in, we'll go through a quick test to make sure your speakers are working, end the phone call and continue with the video appointment.**

## Your security

Skipton Link was designed and built with security in mind. All information that flows through Skipton Link is encrypted and access to the system is strictly limited to authorised colleagues.

Processes and files uploaded by colleagues or customers are virus scanned to ensure they do not contain malicious content. These measures ensure the protection of our systems and our customers.

The audio from your appointment may be recorded for training and monitoring purposes.

**Skipton Link. It's secure. Confidential. Easy to use.**