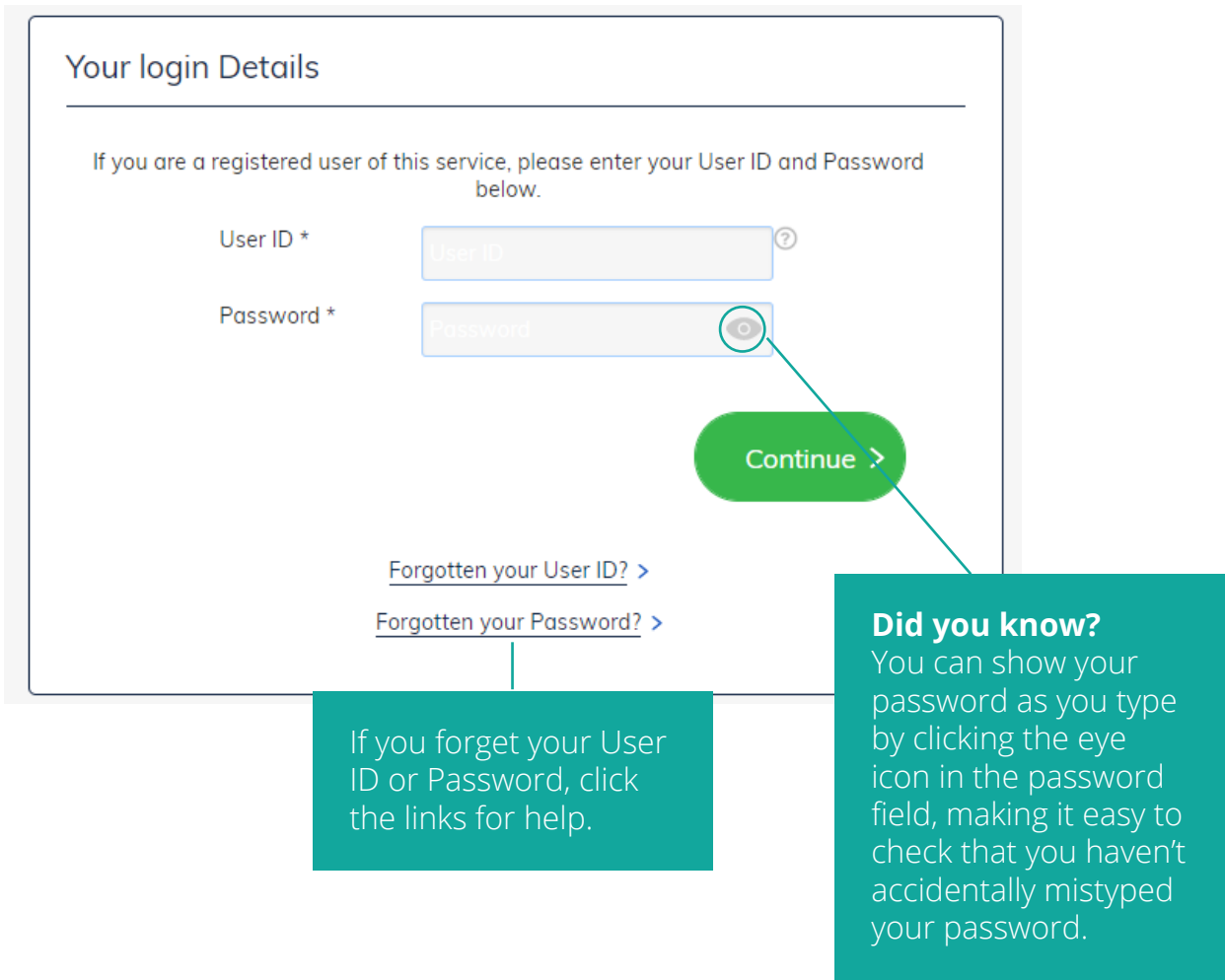


Logging in to the Self Service Portal

Our Self Service Portal gives you access to manage your accounts quickly and easily. Here are some hints and tips for logging into the system first time, every time:



The screenshot shows a login form titled "Your login Details". It contains two input fields: "User ID *" and "Password *". The "User ID" field has a question mark icon, and the "Password" field has an eye icon. A green "Continue >" button is positioned to the right of the password field. Below the fields are two links: "Forgotten your User ID? >" and "Forgotten your Password? >".

Did you know?
You can show your password as you type by clicking the eye icon in the password field, making it easy to check that you haven't accidentally mistyped your password.

If you forget your User ID or Password, click the links for help.

Haven't received your log in details?

To register your for the Self Service Portal, we need your mobile number, email address and nominated bank account information. If you're not sure that we have these, please check with us as this might be why you haven't received your details.

We send reminders by email, so if you haven't received yours, check to make sure that they're not hiding in your spam or junk folder.

Your password checklist

In order to keep your account secure, there are some criteria that your password needs to meet. Your password must:

- Be between 8 and 16 characters long,
- contain at least one numeric digit,
- not contain spaces,
- not be the same as your memorable answer,
- not include your date of birth.

TIP:

We recommend choosing a password that is easy for you to remember to make logging in easier.

Your memorable answer

When logging in, you'll be asked to select characters from your memorable answer from a drop down list. Your memorable answer must:

- Be between 6 and 16 characters long,
- contain letters and numbers only,
- not contain any spaces or punctuation,
- not be the same as your password.

Your memorable answer

To complete your login, please enter the requested characters of your Memorable Answer and click "Submit" *

4th Last 3rd

TIP:

The characters that we ask you for will change each time you log in, so pay careful attention to which character we're asking for and make sure you choose it from the drop down list to the right of each character requested.

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