

Cardholder Self-Service

Corporate Cardholder User Guide

Effective December 2025 Version 1.0

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1 Introduction

1.1 Purpose

This document explains how to use Cardholder Self-Service within NAB Connect. The Cardholder Self-Service module allows corporate cardholders to view card(s) details, view transactions, block/unblock card and change PIN.

1.2 Functions Available in NAB Cardholder Self-Service

Corporate Cardholders who have been given access by their organisation will be able to perform/view the below activities:

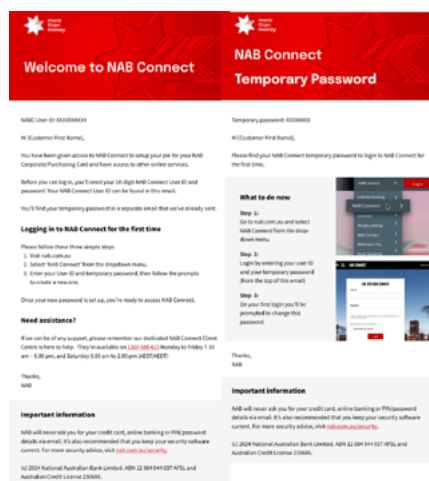
Action	Section Reference
Card details	3
View Transactions	3
Block Card	4
Unblock Card	4
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2 Cardholder Self-Service Access

2.1 Cardholder onboarding emails

To be enrolled in Cardholder Self-Service your organisation needs to register for this service through their NAB Transaction Banking Specialist. Once registered each corporate cardholder will receive two emails from NAB.

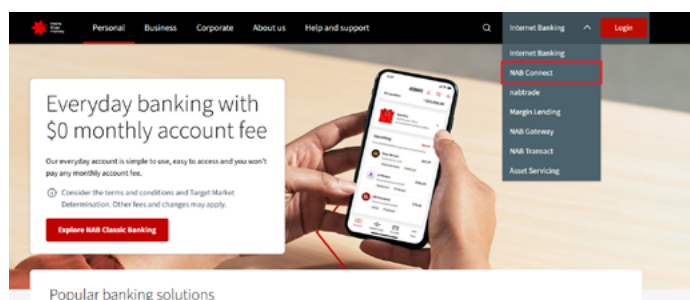
1. Welcome Email
2. Temporary password



2.2 Log into NAB Connect

Once you have received these emails Cardholder Self-Service can be accessed via NAB Connect. To log into NAB Connect:

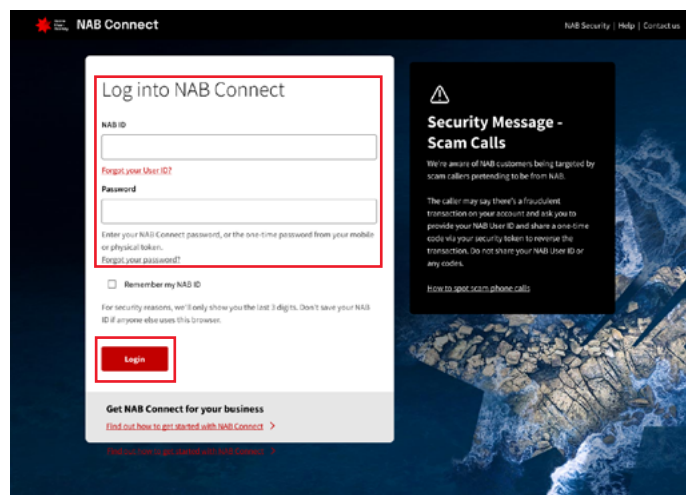
1. Open your web browser and enter **www.nab.com.au**.
2. Select **NAB Connect** in the drop-down menu, then click **Login**.



3. Enter the following details, then click **Login**:

IMPORTANT: Please ensure you save your user ID in a safe place for future reference.

- **User ID** – Enter your NAB Connect User ID provided in your welcome email
- **Password** – Enter your temporary password provided in your temporary PIN email



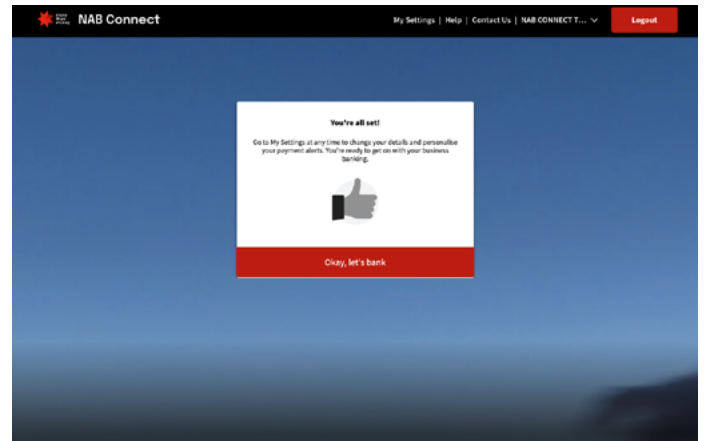
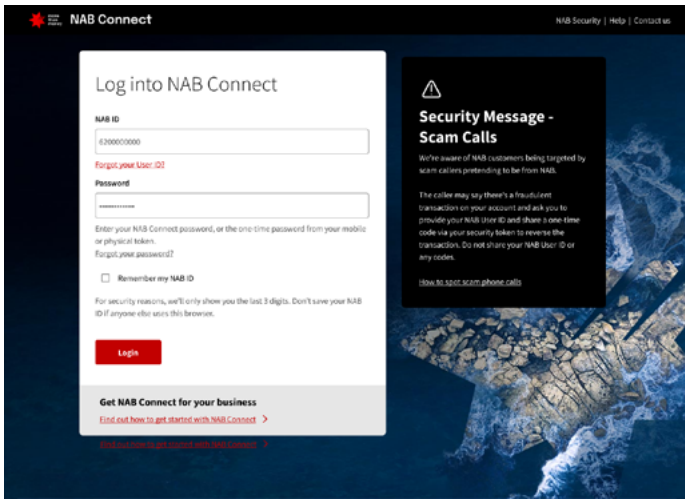
- If you don't receive the welcome email or the temporary password email, please contact your card administrator and ensure your employee ID, mobile number and individual email address are listed on your NAB profile.

NOTE: Access to Cardholder Self-Service will not be available if you do not have a valid mobile number, individual employee ID and individual email address.

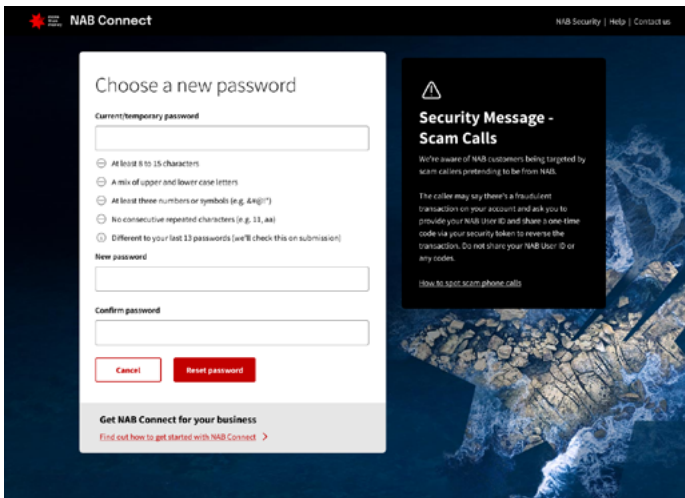
4. If this is the first time you login to NAB Connect you will be prompted to change your temporary password.
5. Enter the following details, then click **Login**:

- **User ID** – Enter your NAB Connect User ID provided in your welcome email
- **Password** – Enter your temporary password provided in your temporary PIN email

NOTE: The temporary password expires after 7 days. If you are trying to change your password after this time, please follow the online instructions under 6 Help/Contact Us section on page 10 of this document.

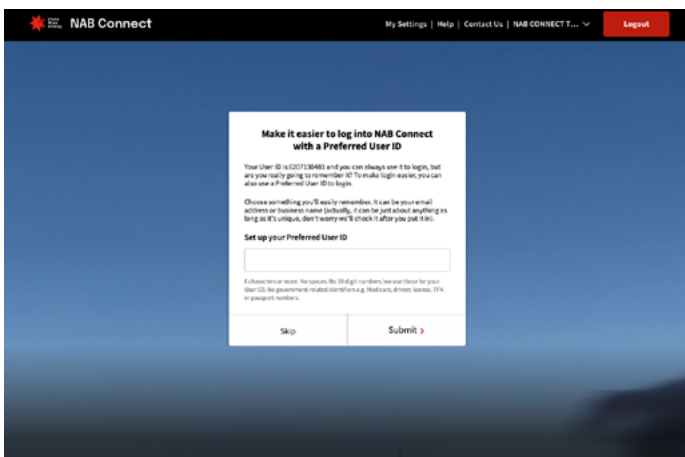


6. Select a new password



Optional: To add a preferred User ID please enter preference.

This is optional and if preferred choose to skip and continue to log in with the NAB provided User ID.



A confirmation screen is provided once change of password/ and possible change of User ID is completed.

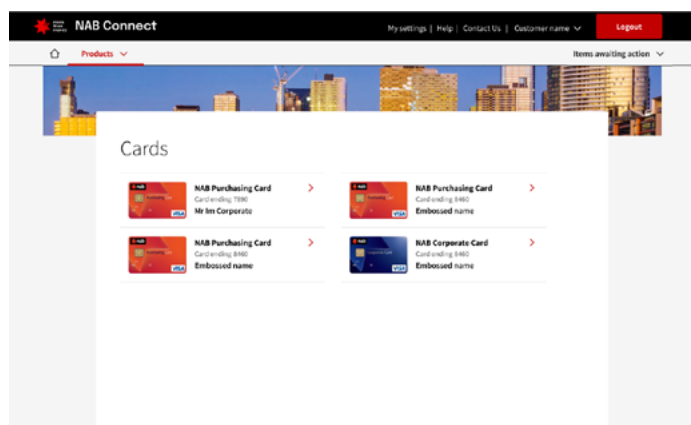
3 View card details/transaction history

The welcome page to Cardholder Self-Service allows cardholders to see card(s) that are linked to their account. Cards available in Cardholder Self-Service include individual lodge cards, individual purchasing cards and individual corporate cards.

Note: Both Virtual Cards and Group/Departmental Lodge cards can't be viewed in this service.

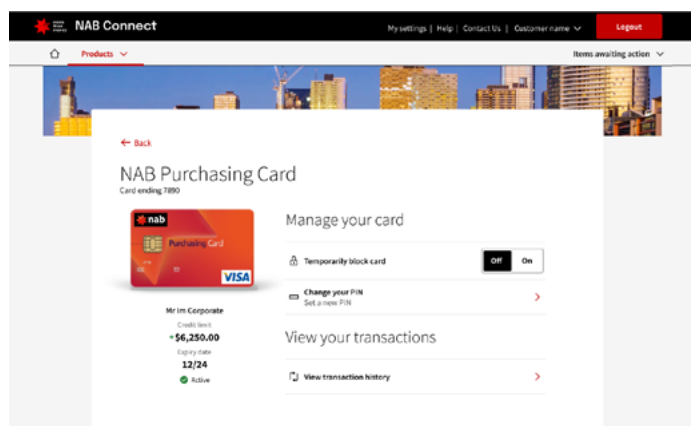
3.1 To View card details

You can view and click on each available card that is linked to your account. Here you can view card balances and manage other functions such as block/unblock card and change PIN.



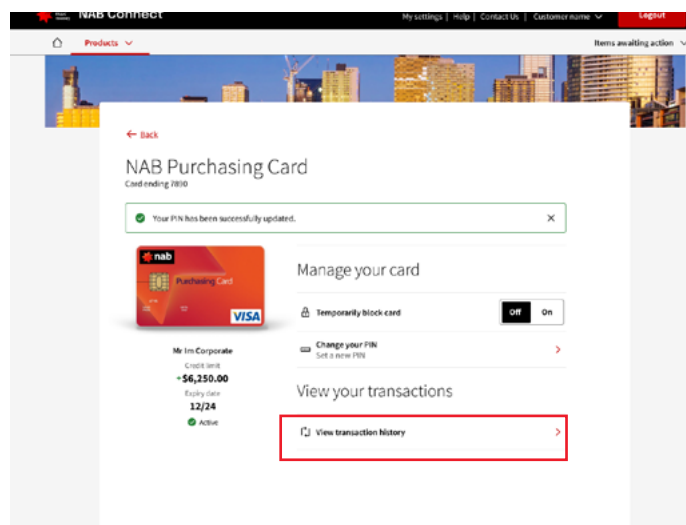
Once a card is selected a menu will appear with these three options:

- 1) view transactions
- 2) block/unblock card and
- 3) change PIN

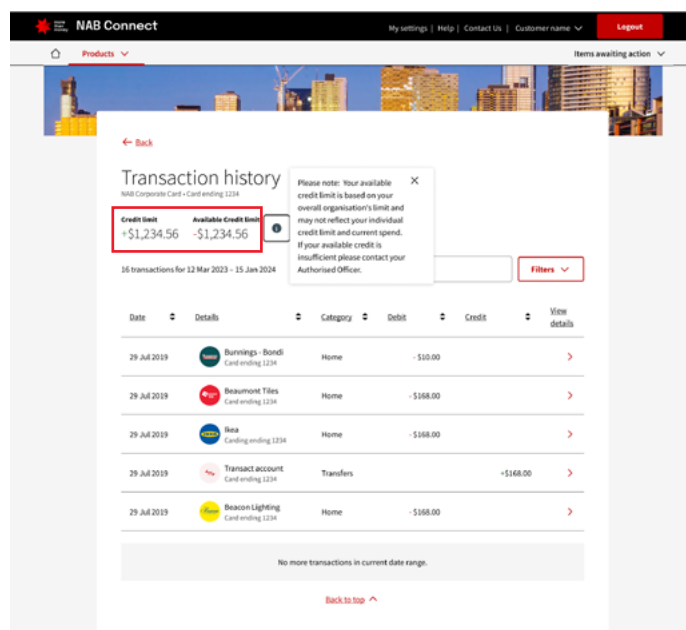


3.2 To View Transaction History

When in the cardholder details screen click **view transaction history** to see all transactions on your chosen card.



A list of all transactions available on the chosen card will be shown.



Cardholders can click on any transaction to view further details that may be available for the transaction.

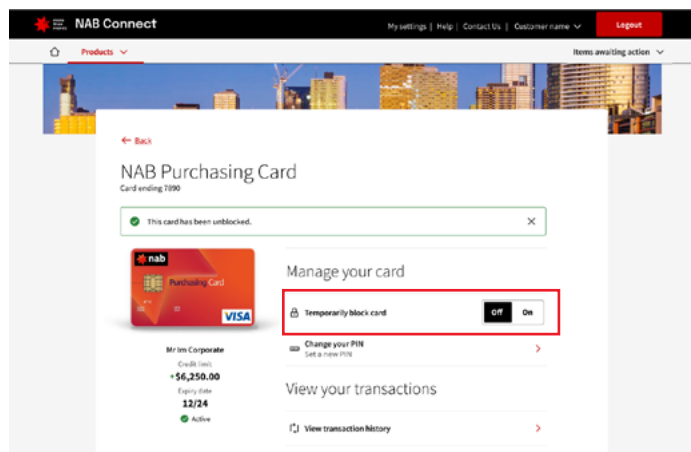


4 Block/Unblock Cards

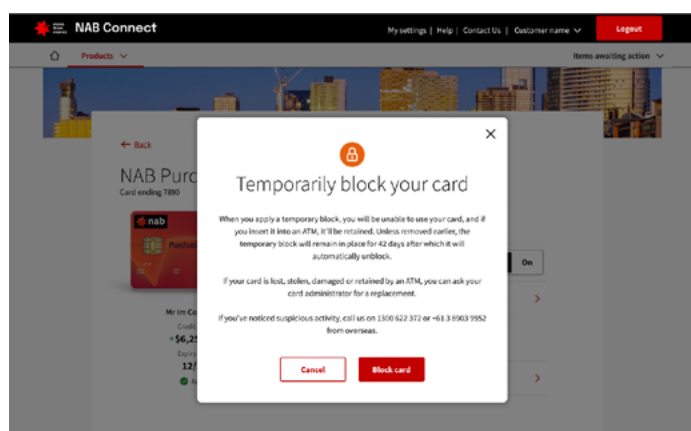
Under **Manage your card**, there is an option to **temporarily block/unblock card**. Here you can temporarily block your card(s) for up to 42 days. You can unblock your card within the 42-day period.

4.1 To block Card:

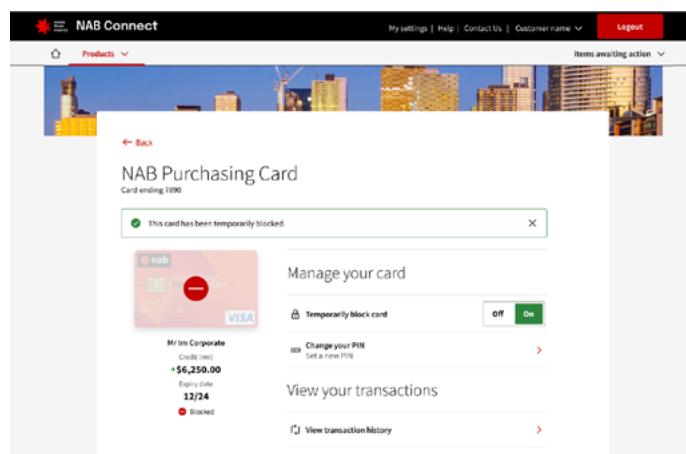
1. Click the **on** button on the manage your card in the view card details screen.



2. A pop message will come up to advise conditions of the card being blocked. Select the red button **block card**.

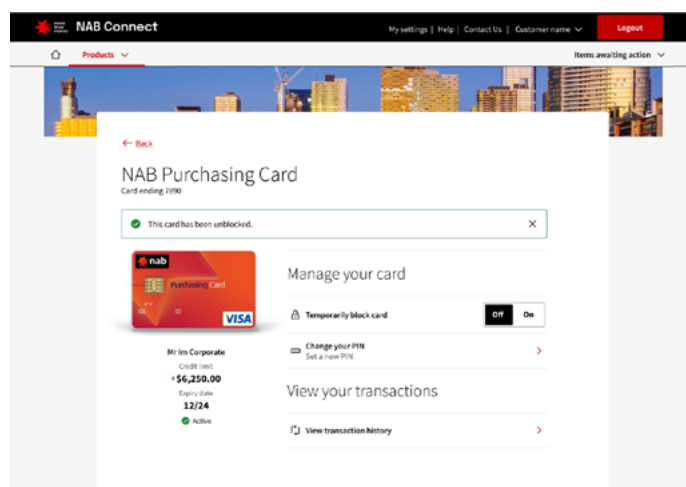
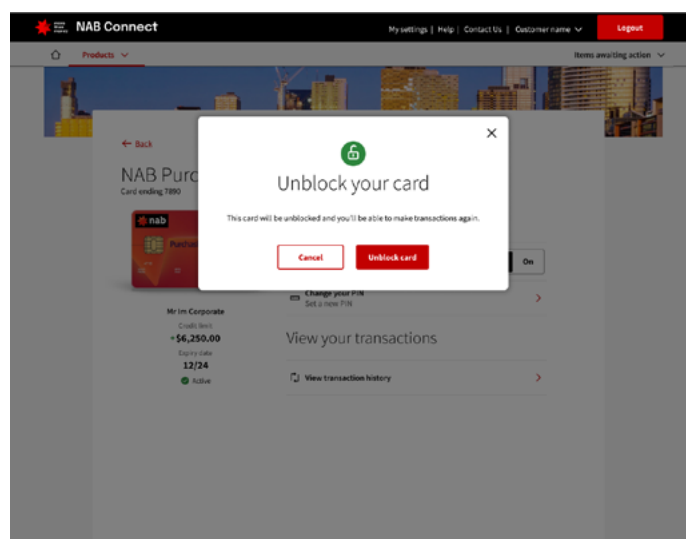


Once red button is clicked to block card, you will get a confirmation on the screen along with a confirmation to their mobile phone that the card is blocked.



4.2 To unblock Card:

To unblock the card, click **unblock card** and a confirmation will be sent on card details screen that the card is ready to be used again.



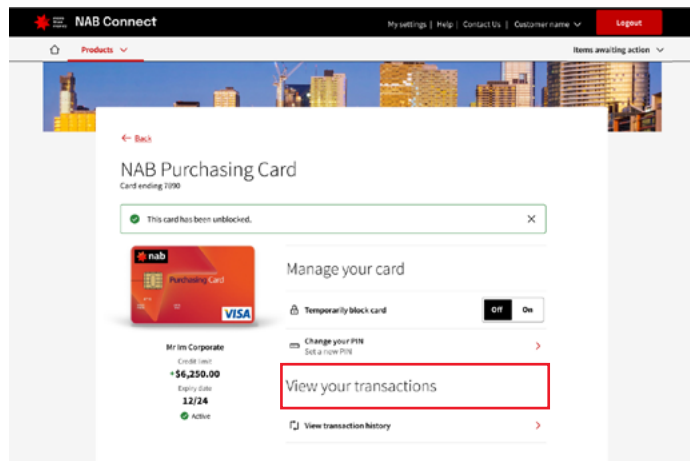
5 Change PIN

Under **Manage your card**, there is an option to **Change your PIN**.

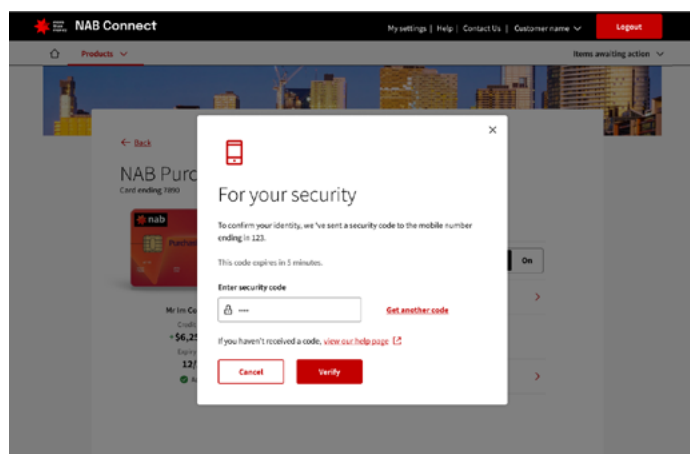
In the view cards details screen

5.1 To Change PIN:

- In the card details page select **Change PIN**



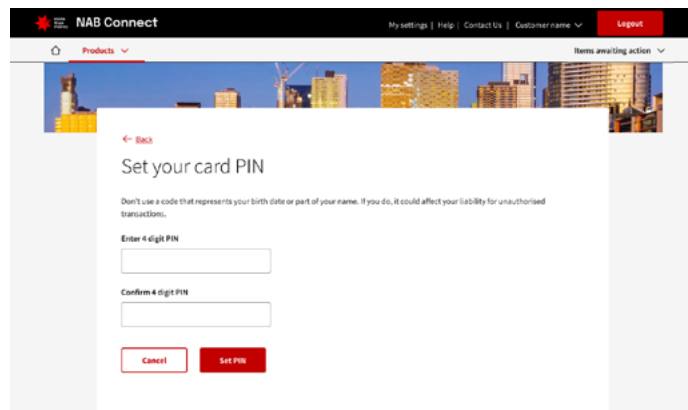
- The cardholder may get a SMS with am One Time PIN (OTP)



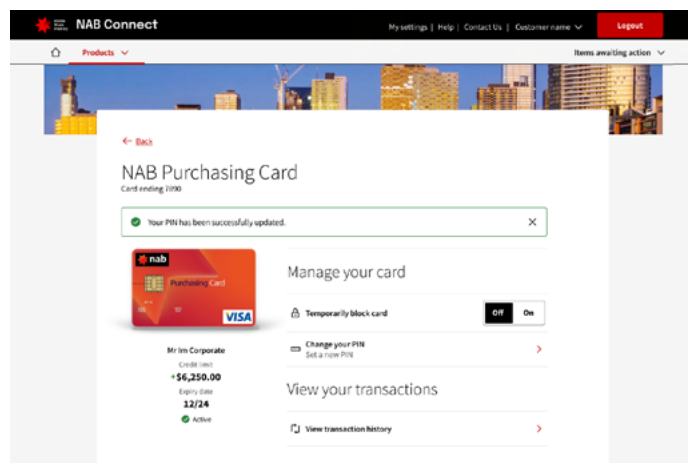
- Enter the OTP if prompted and then click on verify



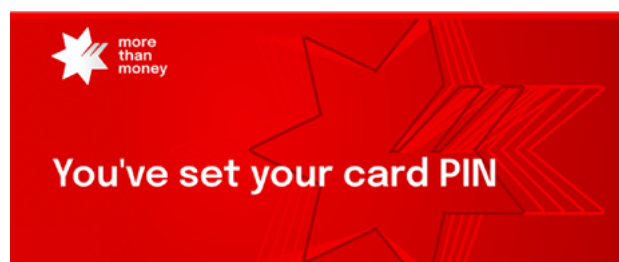
- A prompt will be requested to enter new PIN twice



- PIN will change immediately and card will be ready to use



- A Change PIN email notification will be sent once the Card holders PIN has been successfully changed



Hi [Customer First Name],

Your PIN has been set for your NAB card, ending in XXXX.

Please call [13 10 12](tel:131012) if you did not initiate this PIN set.

Thanks,
NAB

Important information

NAB will never ask you for your credit card, online banking or PIN/password details via email. It's also recommended that you keep your security software current. For more security advice, visit nab.com.au/security.

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6 Help/Contact Us

Some common questions to guide you through Cardholder Self-Service:

Enrollment

- The Company must be enrolled for cardholders in cardholder self-service
- To ensure everything works optimally, please make sure that each cardholder provides a valid **employee ID number, their mobile phone number, and their individual work email address**.
- Keeping cardholder details up-to-date is crucial to ensure that all cardholder information is accurate and can be regularly maintained through the Commercial Cards Self-Service (CCSS) platform. This is because the absence of valid data can lead to cardholders not receiving their NAB Connect User ID and password for online access, or the system may not function correctly, resulting in absence of security notifications.

Paper PINs

By enabling Cardholder Self-Service, you have chosen to manage your PIN preferences online, without the need for physical paper PINs. A paper PIN will only be generated on request or if NAB doesn't have your mobile phone number or individual email address.

Cardholder received no user details

A Cardholder did not receive their NAB Connect login and password.

Emails diverted to Junk mail folder: Cardholders should check their junk mail folder email for a NAB Connect Welcome email and temporary password.

Cardholder did not receive details due to incorrect email address on record: Admin Users can locate the cardholder's NAB Connect User ID in NAB Connect and provide it to the cardholder

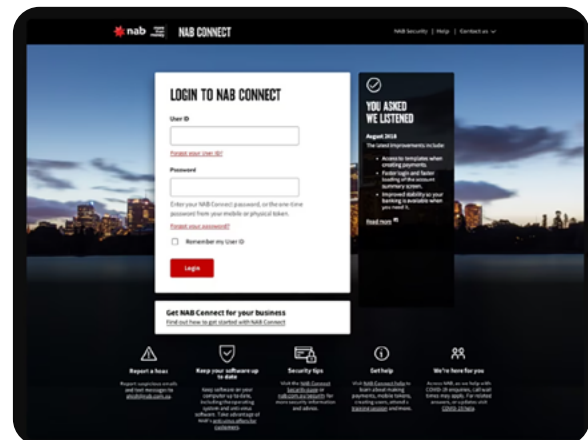
Invalid details : Admin Users should check that valid mandatory cardholder details (**employee ID, mobile phone number and individual work email address**) were provided to enable cardholder access to NAB Connect. To view, add or update cardholder details, please refer to CCSS user manual.

Forgot Password

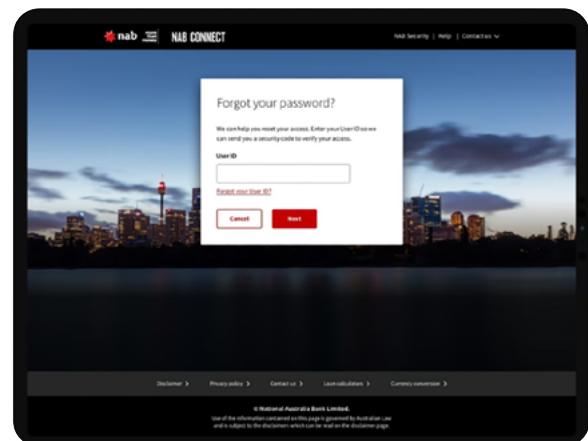
To regain access to NAB Connect Cardholder Self-Service just follow the following prompts:

1. Click **Forgot your password?**

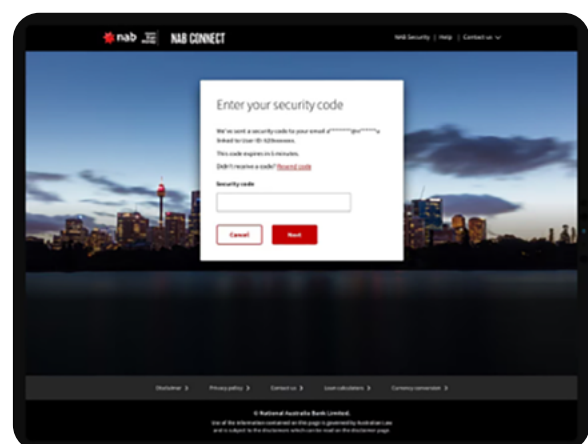
If you've also forgotten your User ID, click **Forgot your User ID?**



2. Enter your User ID or preferred User ID, and click **Next**.



3. NAB will email you a security code that you need to enter into the field. Then click **Next**.



4. Enter a new password in both fields.

Make sure you follow the password requirements

5. Once your password meets the criteria, four green ticks will appear. Then click **Reset**

6. You will receive a message confirming that your password has been reset. You can now log in with your new password.

Cannot see all cards in Cardholder Self-Service

A Cardholder can't see all their cards in NAB Connect: Users who hold multiple cards should be advised to wait 24-72 hours for all cards to appear in NAB Connect as cards are enabled at a facility level.

A cardholder is unable to login to NAB Connect.

- Temporary password expiry: Users can reset their password using the “Forgot Password” steps in this guide
- Forgotten password: Users can reset their password using the “Forgot Password” steps in this guide
- User ID suspended due to inactivity: NAB Connect User IDs do not expire however a user login will be suspended after 18 months of inactivity. When this occurs, an Admin User should restore the Users ID by searching NAB C Help <https://www.nab.com.au/business/online-banking/nab-connect/help> and search “Suspend, restore or delete user”
- Forgot User ID: Admin Users can locate the cardholder's NAB Connect User ID in NAB Connect and provide it to the cardholder. Search NAB C Help at <https://www.nab.com.au/business/online-banking/nab-connect/help> and search Modify existing User Details

Key Contacts

Your entity/organisation card administrator

Contact your entity/organisation card administrator to gain access to Cardholder Self-Service.

User Management through NAB Connect

NAB Connect Help Guides are available on [nab.com.au](https://www.nab.com.au) to help you and your cardholder get the most out of NAB Connect

<https://www.nab.com.au/business/online-banking/nab-connect/help>