

NAB CONNECT QUICK REFERENCE GUIDE

more
than
money



Activate/Resetting your Mobile Token and/or change its PIN

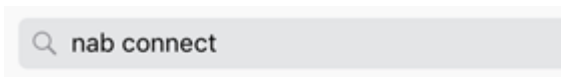
This quick reference guide shows you how to activate your Mobile Token when you first download it, how you can reactivate your Mobile token and how to change the PIN. Typically Security Officers+ and Authorising users do this, using the Mobile Token application to generate one-time passwords to login to NAB Connect and to authorise payments.

HOW TO

1. Download and activate your Mobile Token
2. Change the token's PIN
3. Resetting your token
4. Resetting your token on another mobile device

1 Download and activate your Mobile Token

1. Search for **NAB Connect** in your Apple or Android app store and download the **NAB Connect** app.



NAB Connect
NAB

2. Launch the NAB **Connect** app.
3. Confirm that you:
 - are a registered NAB connect user that requires a security device (usually an Authorising user or Security Officer)
 - have an activation email and SMS from NAB.
4. If you are accessing the activation email from your mobile device, click on the **Tap to activate the App on this device** link in the email.
5. **Tap Get Started.**
6. Use your device's camera to scan the QR code from your activation email.

Hint: If you are accessing the email from a separate device, click **Get Started** in the mobile app and scan the QR code in the activation email with your device's camera.

7. Enter your 8-digit SMS activation code into the app.

8. Click **Continue.**
9. Enter a new 4-digit PIN. This is the PIN you need to access NAB Connect app at any time.

Hint: You can always change the PIN later if you need to.

10. Re-enter the same 4-digit PIN and then wait a few seconds while your token is activated.



Important: Keep your PIN safe and secure;

11. Read through the security information and tap **Continue**.

The NAB Connect app is successfully activated and is ready for use.

2 Change your token's PIN

You can change your Mobile Token PIN at any time.

1. Open the NAB Connect app and tap the menu icon.
2. Click **More**, then **Change PIN**.
3. Enter your current PIN.
4. Enter your new PIN, and then enter it again.
A confirmation message will display (see opposite).

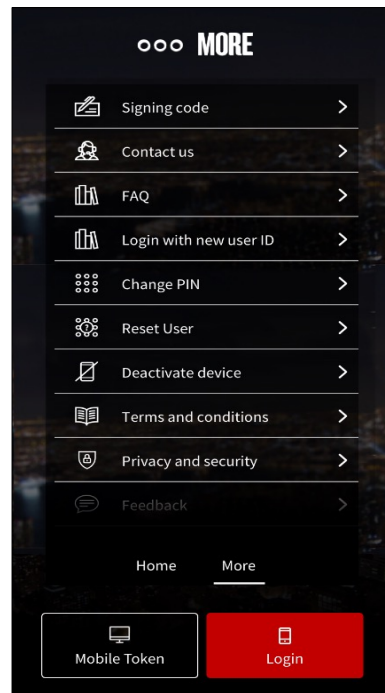


5. Click **Done**. Your new PIN is now active.

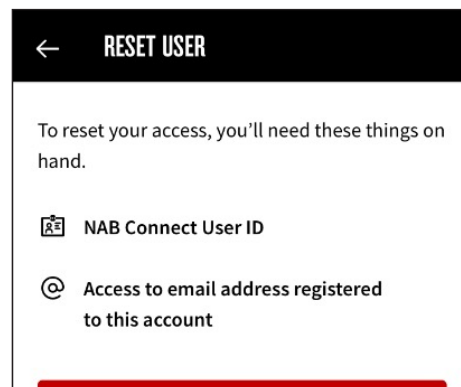
3 Resetting your token

You can reset your token if you've forgotten your Mobile Token PIN.

1. Open the NAB Connect app
2. Click **More**, then **Reset User**.



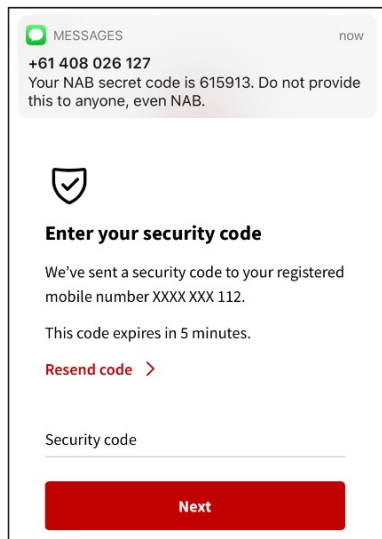
3. You'll need your NAB Connect User ID and your email registered to NAB Connect for the next few steps. Click **Next**.




4. On the next screen, enter your User ID (10 digit number) and click **Next**.

5. You'll be sent a security code via SMS to your registered mobile number.

Enter the code in and click **Next**.



MESSAGES now
+61 408 026 127
Your NAB secret code is 615913. Do not provide this to anyone, even NAB.



Enter your security code

We've sent a security code to your registered mobile number XXXX XXX 112.

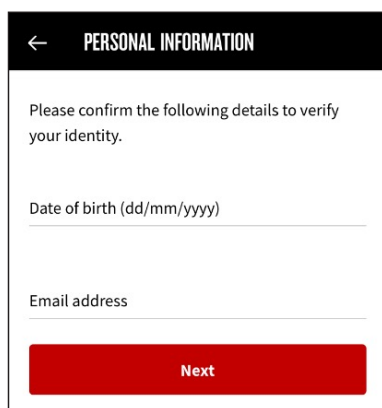
This code expires in 5 minutes.

[Resend code >](#)

Security code

Next

6. On the next screen enter in your date of birth and email address. Click **Next**.



← **PERSONAL INFORMATION**

Please confirm the following details to verify your identity.

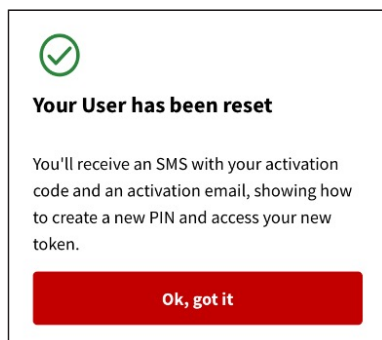
Date of birth (dd/mm/yyyy)


Email address

Next

7. You should see the below confirmation message displayed on your screen if you've been successful in resetting your token.

Click on **OK**, go to it to navigate back to the home screen.





Your User has been reset

You'll receive an SMS with your activation code and an activation email, showing how to create a new PIN and access your new token.

Ok, got it

8. You'll now need to activate your mobile token using the new SMS activation code and activation email.

For details on activating your device, you can follow the steps on **1. Download and activate your Mobile Token within this guide**.

4 Resetting your token on another mobile device

You can reset your Mobile token if you've switched to a new phone or another mobile device.

1. You'll need to download the NAB Connect mobile app from the App store or Play store to begin with.
2. Open the app and click onto **Reset User**.



4:47

Welcome to
NAB CONNECT



To set up NAB Connect, you need:

- To be a registered NAB Connect user that requires a security device (usually an authorising user or security officer)
- An activation email and SMS from NAB

Get started

[Reset User >](#)

3. From here, you can continue by following the steps in **3. Resetting your token** within this guide.

For further assistance, call the NAB Connect Client Centre on **1300 888 413**.