

# NAB CONNECT

## Quick Reference Guide



### Create or modify your Preferred User ID after you've logged in

This quick reference guide outlines steps for changing your 10-digit User ID to a Preferred User ID of your choice any time after you have logged in. You'll be able to use either of the User IDs to log in, and whenever you speak with the Helpdesk. Login to NAB Connect to get started.

## HOW TO

### Create or modify your Preferred User ID

1. At the top of any NAB Connect screen, click **My settings** to display the **My settings** screen.

2. Decide what you want your Preferred User ID to be.

**Hint:** Your Preferred User ID can be your email address or any other ID, but it:

- must contain at least six characters
- cannot contain spaces
- cannot be a 10-digit number
- can include numbers, letters and/or special characters, including ~.'@\_+
- must not use government-related identifiers such as Medicare, Centrelink, drivers licence, tax file or passport numbers
- is **not** case sensitive.

**Note:** For security reasons, you can only update your Preferred User ID *once per calendar month*. If you try more than once a month you'll get a warning notification.

3. Make sure the **Disabled** checkbox isn't selected. If it is, deselect it to enable your Preferred User ID.
4. Type your new User ID in the **Preferred User ID** field.

**Hint:** Click the **i** icon for a reminder of the rules for creating the ID.

5. Click **Save**.

You'll receive two messages; one message tells you that the change was successful and the other explains that you can't change it again for another calendar month.

You'll also receive an email confirming your Preferred User ID has been modified.

Your Preferred User ID is now created and enabled. You can use it next time you log in.

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