

# NAB CONNECT

## Quick Reference Guide



### Login to NAB Connect for the first time — mobile or physical token

This quick reference guide outlines steps for new users on how to login to NAB Connect for the first time and optionally, how to enable the Preferred User ID of your choice.

## HOW TO

### Login to NAB Connect for the first time

Before you can login you must first either activate your Mobile Token or set up your Physical Token.

Refer to one of these QRGs:

- *Activate your Mobile Token and/or change its PIN*
  - *Set up your Physical Token and/or change its PIN*
1. Go to the nab.com.au web page and click **Login**.
  2. In the drop-down list, click **NAB Connect** to launch the **Login** page.

3. In the **User ID** field, type the ten-digit user ID that's on your NAB Connect welcome letter. It starts with 620.

**Hint:** Select the **Remember my User ID** checkbox so the next time you log in NAB Connect will pre-fill the **User ID** field with the same ID.

To ensure your security, NAB recommends that you do not use the *Remember my User ID* function on public or shared computers

If you do not select **Remember my User ID**, and have the option to save usernames in your browser, the browser-saved User ID will display by default instead.

4. Use your Mobile or Physical Token to generate a one-time password and enter this in the **Password** field.

The following screen displays.

5. Decide if you want to create a Preferred User ID.

If you:

- **DO** want a Preferred User ID, decide what you want it to be. Type it into the **Preferred User ID** field and click **Save**.

**Hint:** When determining your Preferred User ID, you might like to use your preferred email address. In any case, the Preferred User ID:

- is **not** case sensitive
- must contain at least six characters

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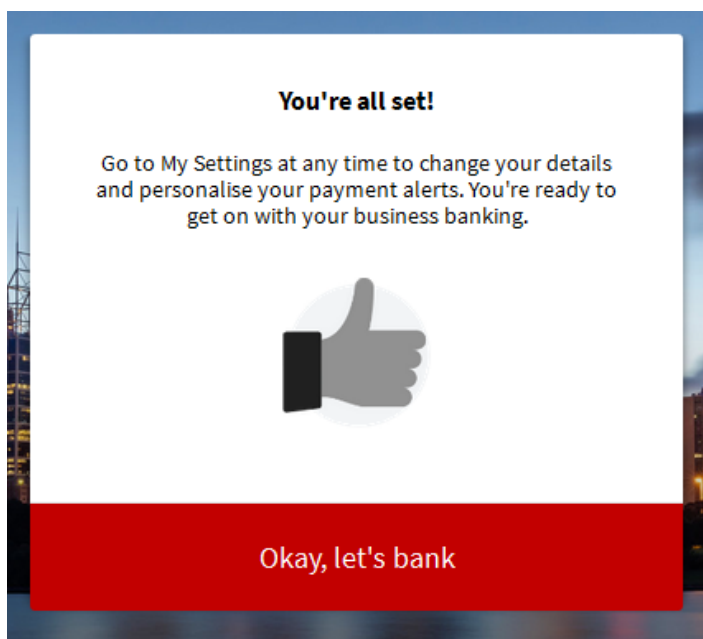
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- can include numbers, letters and/or special characters, including ~.'@\_+
  - must not contain spaces
  - must not be a 10-digit number
  - must not use government-related identifiers such as Medicare, Centrelink, drivers licence, tax file or passport numbers.
- **DO NOT** want a Preferred User ID (which mean's you'll continue to use the 10-digit number to login), click **No thanks**.

6. Click **Next**. The following screen displays.



Click **OK, Let's bank** to get started.

Next time you log in, you'll be able to use your Preferred User ID or your 10-digit User ID.

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