

NAB CONNECT

Quick Reference Guide



Login to NAB Connect or create your Preferred User ID

This quick reference guide shows you how to login to NAB Connect and (optionally) change the 10-digit User ID that we provided to your own Preferred User ID.

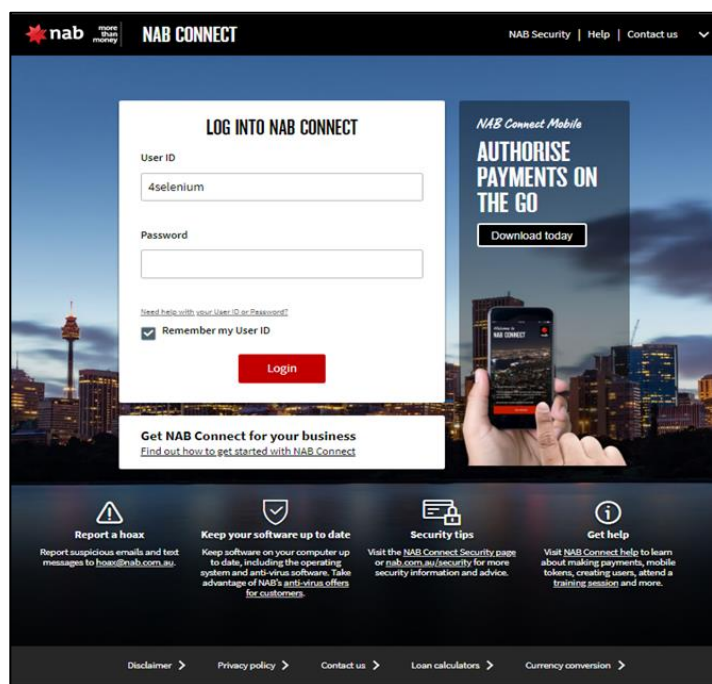
HOW TO

1. Login to NAB Connect
2. Create your Preferred User ID

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

1 Login to NAB Connect

1. Go to the nab.com.au web page and click **Login**
2. In the drop-down list, click **NAB Connect** to launch the NAB Connect Login page.



3. Type the ten-digit user ID that's on your NAB Connect welcome email (it starts with 620), or if you already have a Preferred User ID, type that.

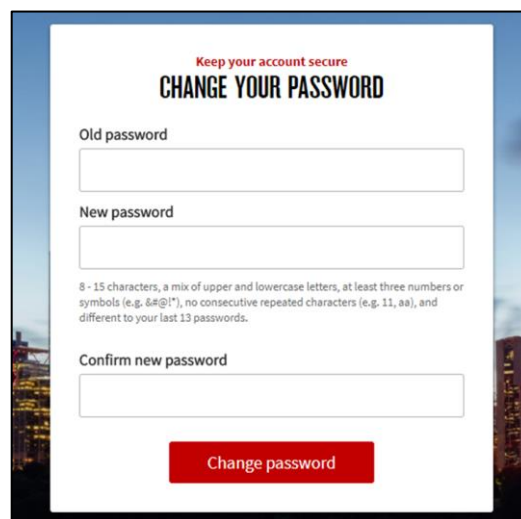
Hint: You can select the **Remember my User ID** checkbox so the system will pre-fill the **User ID** field next time you log in – (but see the important note above ^).

By default, your browser will already have a saved User ID. If the browser's ID is:

- the same as the one saved by NAB Connect, then that ID automatically displays
- different from the one saved by NAB Connect, NAB Connect will use the one it saved and discard the browser-saved user name and password.

Password - General users

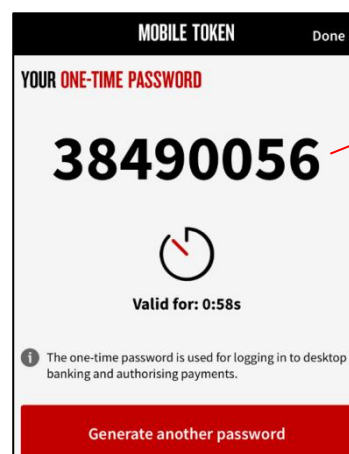
In the *Login* screen **Password** field, type the password provided in your temporary password email. You will be immediately prompted to change your password, in the following screen:



When completed:

1. Click **Change password**.
2. Click **Login**. Your *Account Summary* screen displays.

Password - Mobile token users



Launch the NAB Connect app, tap **Mobile Token** and enter your 4-digit PIN to generate an 8-digit one-time password.

Enter this in the **Password** field on the **Login** page.

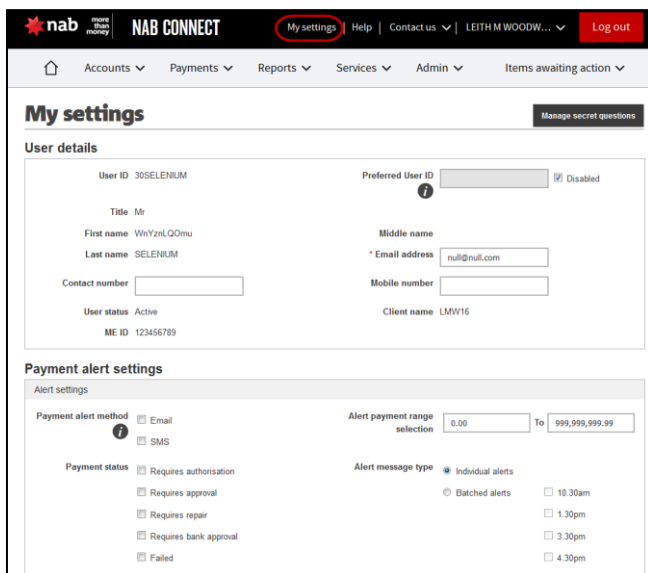
Login to NAB Connect or create your Preferred User ID

Password - Physical token users

Press the token's power button to turn it on. Enter your four-digit token PIN to generate an eight-digit one-time password. Enter this in the **Password** field on the **Login** page.

2 Create your Preferred User ID

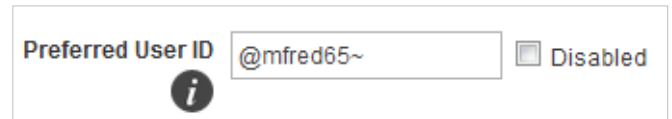
- Once you have logged in, at the top of any NAB Connect screen, click **My settings** to display your details.



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

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 an error message.

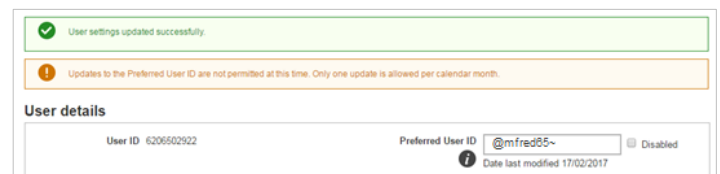
- Make sure the **Disabled** checkbox isn't selected. If it is, deselect it to enable your Preferred User ID.
- Type your new User ID in the **Preferred User ID** field.



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

- 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.

Need more help?

Click on the links below to see quick videos:

- [Downloading and activating a Mobile token](#)
- [Request and deactivate a Mobile token](#)
- [Set up your physical token PIN](#)

The following quick reference guides are also available:

- [Activate your mobile token and/or change its PIN \(PDF, 462KB\)](#)
- [Create or modify your Preferred User ID after you've logged in \(PDF, 286KB\)](#)
- [Set up your physical token and/or change its PIN \(PDF, 251KB\)](#)
- [Create or modify your Preferred User ID after you've logged in \(PDF, 286KB\)](#)

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