

# NAB CONNECT

## Quick Reference Guide

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money



**Make enquiries, request changes and view responses using secure messaging in NAB Connect**

NAB Connect secure messaging enables you to securely make a non-urgent enquiry, or request a selection of changes to NAB Connect. You can also send us your feedback any time.

Login to NAB Connect to get started.

## HOW TO

### 1. Create a secure message

### 2. View messages

#### 1 Create a secure message

**Any user** can make an enquiry about:

- payments
- user access
- account information
- billing
- reports
- feedback
- other.

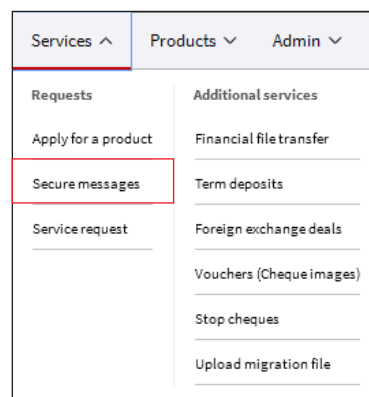
**Any user** can also request a replacement physical token.

**Security Officer Plus users (only)** can request to:

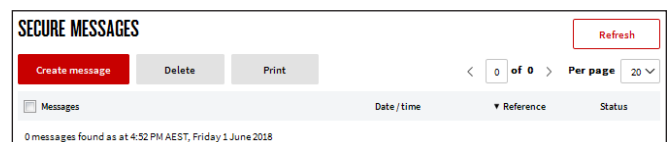
- modify a user's mobile number
- modify a user's email address
- modify the primary contact person
- remove services and associated resources including accounts, mailboxes, Direct Entry User IDs
- modify an existing General users name
- increase the number of user required to authorise a payment
- turn Segregation of Duties ON
- turn Dual Admin ON
- decrease the transaction signing limit
- provide users access to NAB Invoice Finance, Trade Finance Online and Corporate Card Self Service (CCSS)
- turn the eForm Apply service OFF.

**Important:** For urgent payment-related assistance, we recommend that you contact the NAB Connect Client Centre on 1300 888 413 or +61 3 8641 9930 (outside Australia).

1. From the **Services** menu select **Secure messages**.

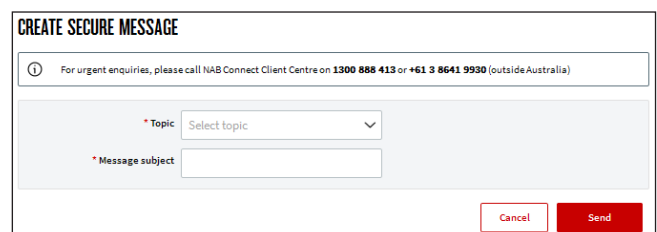


The **SECURE MESSAGES** screen displays:



2. Click **Create message**.

The **CREATE SECURE MESSAGE** screen displays:



3. Select the relevant topic from the **Topic** drop-down list.

**Important:** If you're a Security Officer Plus making a request, select **Other**.

Depending on your choice of topic, NAB Connect will display a set of relevant fields.

4. Complete all required fields, providing as much detail as possible.

**Note:** Fields marked with a red asterisk (\*) are mandatory.

5. Click **Send**.

A confirmation email is generated. If required, you can print it for your records.

We aim to provide you a response within in 48 hours.

## 2 View messages

1. From any screen, click **Items awaiting action**.
2. Click the **Secure messages** link.

The screenshot shows a dashboard with a navigation bar at the top containing 'Accounts', 'Payments', 'Services', 'Products', 'Admin', and 'Items awaiting action'. Below the navigation bar, there are five main sections: 'Payments', 'Periodic payments', 'Secure messages', 'FFT files', and 'Rewards'. Each section contains a list of items with their respective counts and status. For example, 'Payments' shows '11 require authorisation', '1 requires approval', and '4 require repair'. 'Secure messages' shows 'No unread messages'.

The messages display on the **SECURE MESSAGES** screen:

The screenshot shows the 'SECURE MESSAGES' screen. At the top, there is a 'Refresh' button. Below it, there are buttons for 'Create message', 'Delete', and 'Print'. A pagination control shows '1 of 1' and a 'Per page' dropdown set to '20'. Below the controls is a table with columns for 'Messages', 'Date / time', 'Reference', and 'Status'. The table contains one message: 'Hello Team' with a date of '23/03/2016 15:07:58' and a status of 'New'.

3. Click the link for the message you want to read.

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