

NAB CONNECT

Quick Reference Guide



Set up your Physical Token and/or change its PIN

This quick reference guide outlines steps to set up your Physical Token when you first receive it, and how to change its PIN. Typically Security Officers and Authorising users use a Physical Token security device to generate one-time passwords to login to NAB Connect and to authorise payments.

HOW TO

1. Set up your Physical Token
2. Change its PIN

1 Set up your Physical Token

You'll need to setup your Physical Token before you can access NAB Connect.



1. Press the **Power** button to turn on your Physical Token.
2. Enter the temporary four-digit PIN provided in your Physical Token email.
3. When 'NEW PIN' displays on the token screen, enter a new four-digit PIN of your choice and press the **Power** button.
4. When prompted, re-enter your new PIN and press the **Power** button.

When the process is 'COMPLETE', you will receive a notification. Your physical token is then ready to use.

2 Change its PIN

You can change your Physical Token PIN at any time.

1. Press the **Power** button to turn on your Physical Token.
2. Enter your four-digit token PIN. A one-time password displays on the screen.
3. Press the **Back** button twice.

You'll be prompted to 'CHANGE PIN.'

4. Press the **Power** button and when prompted enter your current PIN.
5. Press the **Power** button and when prompted enter your new PIN.
6. Re-enter your new PIN and press the **Power** button. You'll be notified that the process is 'COMPLETE'. Your new PIN is now ready to use.

Hints: If you have

- **not received your email containing your temporary PIN**, your Security Officer will need to call the NAB Connect Client Centre on 1300 888 413 in your presence and confirm your identity. The NAB Connect Client Centre with your assistance will generate a PIN.
- **forgotten or locked your PIN**, contact the NAB Connect client centre on 1300 888 413. The NAB Connect Client Centre with your assistance will generate a new PIN for you.

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