

NAB CONNECT QUICK REFERENCE GUIDE

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Suspend and delete users, and restore and reset another user's password

Security Officer Plus users can suspend users and restore access for suspended users. They can reset user passwords, and also permanently delete users from NAB Connect. Each change can be approved by a single Security Officer Plus, or NAB Connect can be configured to require approval from two Security Officer Plus users for added security (Dual Administration).

Log in to NAB Connect to get started.

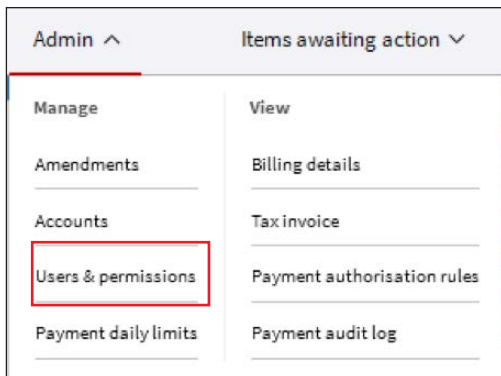
HOW TO

1. Suspend a user
2. Delete a user
3. Restore access for another user
4. Reset another user's password

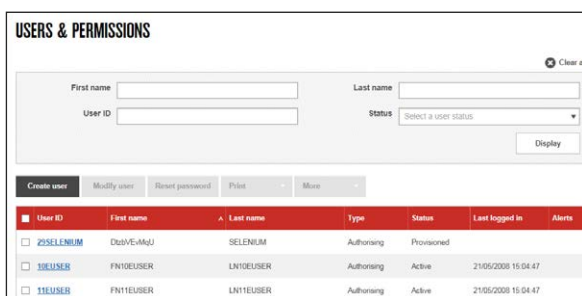
1 Suspend a user

To suspend a user, their status must be 'provisioned' or 'active'.

1. From the **Admin** menu, select **Users & permissions**.

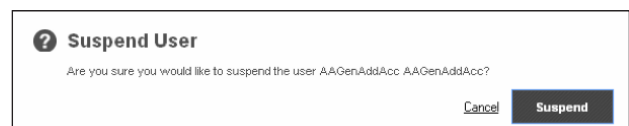


The **USERS & PERMISSIONS** screen displays.



Suspend, restore and delete users, and reset user passwords

2. Select the option button for the user you want to suspend.
3. Click **More** and select **Suspend** from the drop-down list. The *Suspend User* message displays.



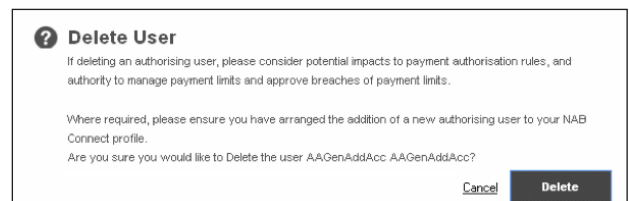
4. Click **Suspend** to confirm the suspension. Suspension confirmation displays.



2 Delete user

The user's status must be 'suspended' before they can be deleted.

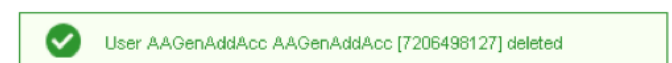
1. In the **USERS & PERMISSIONS** screen, select the option button for the user you want to delete.
2. Select **Delete** from the **More** drop-down list. The *Delete User* message displays.



3. Click **Delete**.

Note: If two Security Officer Plus users are required to authorise changes (Dual Administration), the second Security Officer Plus must approve or decline the request from the amendment register.

4. Confirmation of the deletion displays.



3 Restore access for another user

To restore a user, their status must be 'suspended'. Suspension may have occurred due to exceeding the allowable number of incorrect login attempts.

1. In the *USERS & PERMISSIONS* screen, select the option button for the user you want to restore.
2. Click **More** and select Restore from the drop-down list. The *Restore User* message displays.



3. Click **Restore** to confirm the restoration. Confirmation of the restoration displays.

Note: General users are sent a new temporary password. Authorised users can login with the password generated from their existing token.



4 Reset another user's password

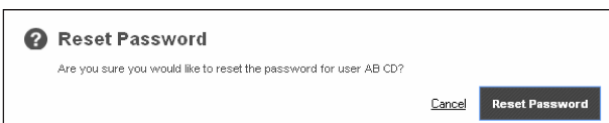
Hint: General users who have forgotten their password or who have suspended their access due to exceeding the allowable number of incorrect login attempts can quickly and easily regain their access via self-service by following the simple **How To Reset Your Password guide**.

1. Select the option button for the user whose password you want to reset.

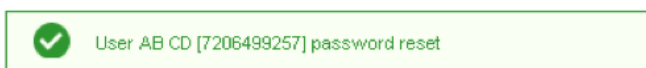


Note: To reset a user's password, their status must be 'provisioned' or 'active'.

2. Click **Reset password**. The Reset Password message displays.



3. Click **Reset Password**. Confirmation of the restoration displays.



The user will receive a new temporary password via email.

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