HOW TO USE SELF SERVICE

Administration permissions are provided to your security officers, allowing easy management of your NAB Connect set-up using online self-service functions.

This quick guide shows you how to create and modify users, assign users and services to accounts, edit account preferred name, and change passwords.

To create a general or authorising user, a security officer can click on Admin

from the main menu. Click Users and Permissions. Click on Create User.

If creating an authorising user, the new user must be an existing NAB customer or be verified by NAB.

To modify a user, find the user ID and click on Modify User in the Users & Permissions screen.

As a security officer, you can also assign accounts, cards, or merchant facilities to a service

and give your users access to them.

To assign users, from the Admin menu, click on Accounts and select the one you want to modify. Click on Assign Users. Select the users to provide access to this account and save.

Click on Assign Services. Select the Service Options required and save.

Click the Edit Preferred Name to assign a nickname to an account.

If general users have forgotten their password, they can reset it at the log-in screen by clicking on Forgot Your Password and following the prompts.

Mobile token users can reset their access on their phone by tapping More on the home screen, then Reset User and following the prompts.

Alternatively, the security officer can reset it for them, along with suspending, deleting, and restoring users.

For further information, visit nab.com.au/nabconnectguides