

Online Access at Once®

First Time Login Guide

GETTING STARTED

Prior to logging in for the first time, contact us to enrol. Upon enrolment you will be issued a One Time Password either by SMS or email. Simply follow the steps below to successfully complete your first time login.

A. Online Access log in using password issued via SMS

STEP 1

Ensure you have the correct **Customer Identification Number** and **'One Time Password'**.

STEP 2

Enter your Customer Identification Number and 'One Time Password' in the appropriate fields on the landing page and click Login.

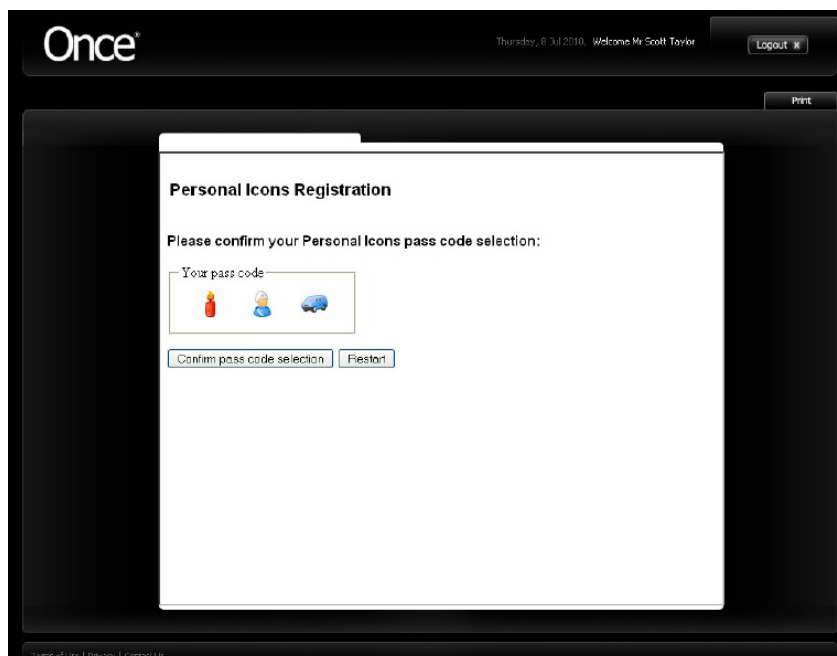
STEP 3

Select and register your personal icons. This is similar to a password, in which the sequence of your icon selection will have to be confirmed upon login each time you would like to access your account online.

You are required to select **three (3) icons** to create your pass code.

STEP 4

Once you have nominated 3 icons, confirm your passcode by selecting 'Confirm Personal Icons Passcode' to proceed.



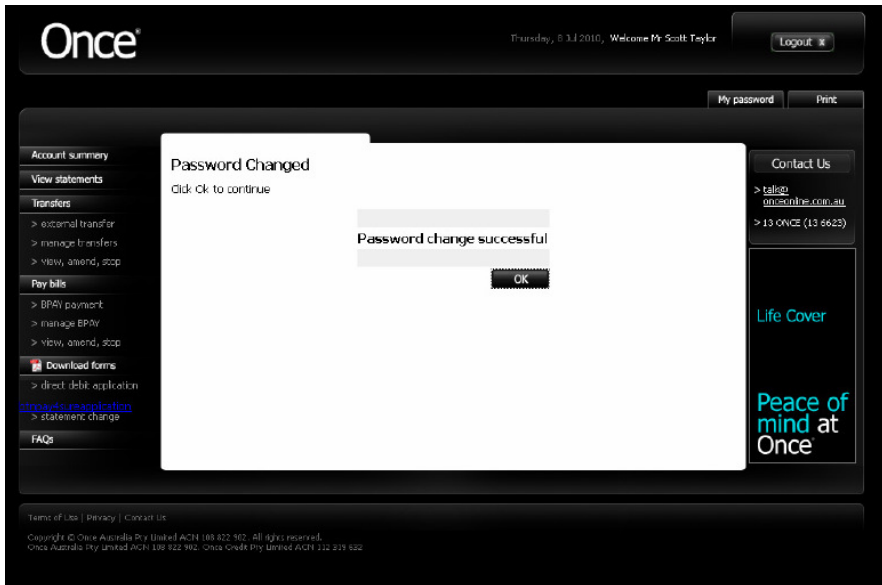
If you are unsure of your pass code or simply wish to change the icon combination click 'restart' to select a new combination.

STEP 5

Confirm your acceptance of the terms and conditions to proceed to change your Login Password.

STEP 6

Once you have confirmed your new password, click 'save' and the screen below will appear. This **new password** replaces the One Time Password and will need to be used to log in going forward.



Click 'OK' to view your account.

B. Online Access log in using password issued via Email

If you do not have a mobile you will be issued two temporary passwords:

- **Password 1** – will be provided verbally by the Customer Service Consultant
- **Password 2** – will be issued via email

The process is slightly different when the password is issued by email.

STEP 1

Ensure you have the correct Customer Identification Number and both Password 1 and Password 2.

STEP 2

Enter your Customer Identification Number and **Password 1** (the password issued verbally) in the appropriate fields on the Login page.

STEP 3

Upon login, you will be prompted to enter a verification PIN which is where you enter **Password 2** (the password issued by email).

Click 'continue' to proceed.



GO BACK TO **PART A – STEP 3** AND FOLLOW THE STEPS TO COMPLETE THE FIRST TIME LOG IN PROCESS.