



Australian Government



Services
Australia

Djambarrpuynu
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Nhaltjan dhu set up ga log in nhokal SmartCard eIM app-lil ga online account-lil

Setting up-ku nhuṇu online account

Nṇunhiyi nhe ga bāki nhuṇu phone wo wiripu mobile device, nhe balanṇ download SmartCard eIM app wo TCU SmartCard eIM app.

Ḳapmaranṇ App Store wo Google Play ga Ḳarrunṇ 'SmartCard eIM'-gu.

Djarr'yurr app nhunhiyi based nhokal SmartCard-lil.

Nṇunhiyi nhe ga bāki computer, nhe balanṇ access nhuṇu online account.

Marrtji smartcard.com.au-lil, click 'Account Login' page.

Wo ṇunhiyi TCU SmartCard-mirr, marrtji tcu.com.au/smartcard-lil.

Manymak nhe balanṇ set up nhuṇu online account gānan yan balanyamirriy nhe dhu activating-nha nhuṇu SmartCard-tja.

Dhiyalḁja example-ṇur limurr dhu milkum SmartCard eIM app.

Ḳapmaranṇ SmartCard eIM app ga djarr'yurr 'Menu' garrwar right-hand gali screen-ṇur.

Djarr'yurr 'Activate your card'. Need nhe nhuṇu SmartCard-ku ga activation code nhe mārram mail-kurr rrambanṇi ṇunhiyi card.

Enter nhuṇu Card ID ṇunhiyi printed ṇarakanṇur SmartCard-ṇur.

Enter ṇunhiyi activation code ṇunhiyi letter-ṇur.

Retim ga accept ṇunhiyi 'Conditions of Use' djarr'yurr checkbox, bala click 'Submit'-nha.

Benṇuriny need nhuṇu nhe dhu verify nhuṇu identity.

Enter:

- nhuṇu Centrelink Customer Reference Number (CRN)
- nhuṇu date of birth, nhakun example-ḁja 01/01/1980
- main nhe lika payment mārram Centrelink-woṇ, ga
- nhuṇu regular bank account number.

Make sure nhe dhu double check nhuṇu details-ku yornnha clicking 'Submit'-ḁja bili 3 yān nhuṇu chances verify-gu nhuṇu identity-w correctly-ny.

Identity-ny nhuṇu dhu verified-tja, nhe dhu yornnha set up nhuṇu online account.

Manymak nhe balanṇ djarr'yurr bākiw nhuṇu email address-ku wo account number-w user name-gunharawḁja.

Nṇunhiyi nhe dhu djarr'yun bākiw email address-kuny, need-tja dhu ṇurukiyiny nhuṇuwuy own email address.

Nṇunhiyi nhe dhu djarr'yun account number-ny, ṇayi dhu automatically fill in nhuṇu.

ṇamanamayurr password, security question ga answer, bala click-nha 'Continue'.

ṇamanamayurr Personal Identification Number (PIN) nhuṇu SmartCard-ku.

Guyaṇa gi ṇamanamayurr PIN ṇunhiyi yaka balanṇ easily birrka'yurr wiripuy Yolṇuy.

Confirm nhuṇu PIN entering-dhu bulu ga click-nha green button-nha.

Dhiyaṅuny bili nhe set up-nha nhuṅu online account, ga SmartCard-tja nhuṅu active-nha ga retin bākiwnha.

Log in-buy

SmartCard eIM app-ṅurdja, djarr'yurr 'Menu' garrwar right-hand galin-ṅur screen-ṅur bala click 'Login'-nha.

Enter nhuṅu username.

Dhuwandja dhu nhuṅu email address wo nhuṅu account number.

Enter nhuṅu password.

Nhe balan click 'Remember me' box bondiwdja ga easy-wdja login-gu next time-guny.

Yaka dhuwandja click nhuṅiyi lika nhe share nhuṅu device wiripuwal YoInguwal mala.

Dhiyaṅuny bala click 'Login'-nha.

Mengunṅar password

Ṇunhiyi nhe dhu mengum nhuṅu password, manymak nhe balan reset ṅunhiyi djarr'yunaray 'Forgot your password?' link login page-ṅur.

Enter nhuṅu username, bala click-nha 'Submit'-nha.

Limurr dhu dju'yun email link-mirr reset-ku nhuṅu password-ku.

Click ṅunhiyi link ga buku-bakmaraṅ ṅunhiyi security question nhe djarr'yun balanyamirriy nhe set up nhuṅu online account.

Enter yuṭa password bala bākin log in-gu nhokal account-lil.

Ṇunhiyi nhe need gunga'yunaraw wo bulu information-gu:

- marrtji **servicesaustralia.gov.au/smartcard**-lil
- riṅimap **1800 252 604**-lil, manymak nhe balan ṅāṅ'thurr interpreter-w ṅunhiyi nhe need
- visit service centre-ny.

Ṇunhiyi nhe ga ṅayatham TCU SmartCard:

- marrtji **tcu.com.au/smartcard**-lil
- riṅimap TCU-w dhipal **1800 828 232**-lil
- visit TCU-w branch.

How to set up and log into your SmartCard eIM app and online account

Setting up your online account

If you're using your phone or another mobile device, you can download the SmartCard eIM app or TCU SmartCard eIM app. Open the App Store or Google Play and search 'SmartCard eIM'. Choose the app based on the SmartCard you have.

If you're using a computer, you can access your online account. Go to **smartcard.com.au**, or if you have a TCU SmartCard, go to **tcu.com.au/smartcard**. Click the 'Account login' page.

You can set up your online account yourself when you are activating a SmartCard.

In this example we will show you the SmartCard eIM app.

Open the SmartCard eIM app and select the 'Menu' on the top right-hand side of the screen.

Choose 'Activate your card'. You'll need your SmartCard and the activation code you got in the mail with your card.

Enter the Card ID printed on the back of your SmartCard. Enter the activation code that's in your letter. Read and accept the 'Conditions of Use' by selecting the checkbox, then click 'Submit'.

Next you need to verify your identity.

Enter:

- your Centrelink Customer Reference Number (CRN)
- your date of birth, for example 01/01/1980
- the main payment you get from Centrelink, and
- your regular bank account number.

Make sure you double-check your details before clicking 'Submit' as you only have 3 chances to verify your identity correctly.

Once your identity is verified, you can set up your online account. You can choose to use your email address or account number as your username. If you choose email address, it needs to be your own email address. If you choose account number, it will automatically fill in for you.

Create a password, security question and answer, then click 'Continue'.

Create a Personal Identification Number (PIN) for your SmartCard. Remember to create a PIN that cannot be easily guessed by other people. Confirm your PIN by entering it again and click the green button.

You have now set up your online account, and your SmartCard is active and ready for use.

Logging in

In the SmartCard eIM app, select the 'Menu' on the top right-hand side of the screen and then click 'Login'.

Enter your username. This will be your email address or your account number.

Enter your Password. You can click the 'Remember me' box for a fast and easy log in next time. Don't click this if you share your device with other people.

Now click 'Login'.

Forgot Password

If you forget your password, you can reset it by selecting the 'Forgot your password?' link on the login page. Enter your username, then click 'Submit'.

We'll send you an email with a link to reset your password. Click on this link and answer the security question you chose when you set up your online account.

Enter a new password and then use it to log into your account.

If you need help or more information:

- go to **servicesaustralia.gov.au/smartcard**
- call **1800 252 604**, you can ask for an interpreter if you need one
- visit a service centre.

If you have a TCU SmartCard:

- go to **tcu.com.au/smartcard**
- call TCU on **1800 828**.