

Hau bla setup en log in la yu SmartCard eIM app en anlain account

Setim ap yu anlain account

Ip yu yujim bla yu fone or najawan mobile device, yu gin download the SmartCard eIM app or TCU SmartCard eIM app.

Open App Store or Google Play en lukaran bla 'SmartCard eIM'.

Tjujim wijan app yu nidim normal wan or TCU bla jat SmartCard yu garrim.

Ip yu yujim komputa, yu gin gu la yu anlain account en duimbat.

Gu na smartcard.com.au, click langa 'Account login' page.

Or if yu abum TCU SmartCard, gu na tcu.com.au/smartcard.

Yu gin setimap yu anlain account miselp wen yu activating a SmartCard.

Iya andanith we garra yujim SmartCard eIM app bla jowim yu hau.

Openap the SmartCard eIM app en gu na 'Menu' la top raithen said la skrin.

Tjujim 'Activate your card'. Yu nid yu SmartCard en activation code yu bin gerrim la mail gat yu kad.

Enta yu Card ID printed la bek bla yu SmartCard.

Burremin dijan activation code bram yu leda.

Rid en accept the 'Conditions of Use' by tjujim jat box en click 'Submit'.

Nekswan yu garra givit yu ID.

Enter:

- yu ronwan Centrelink Customer Reference Number, yu CRN
- yu date of birth, laigi 01/01/1980
- yu mein wan mani yu gajim bram Centrelink, en
- yu regular beink numba.

Meigim shua yu tjeckim brabliwei bifo clicking 'Submit' dumaji yu onli garrim 3 taim to burremin raitwei.

Wen yu identity im rait, yu gin setup yu anlain account.

Yu gin tjujim ba yujim yu imail address or account number ba yu username.

Ip yu tjujim imail address, im garra bi yu ronwan imail address. Noma blong najawan pipul.

Ip yu tjujim account numba, im will filimat for yu.

Meigim paswed, tjujim wan kwestjin en ansa, en click 'Continue'.

Meigim wan Personal Identification Number (PIN) bla yu SmartCard.

Rimimba, bla meigim PIN nobadi gin ges isiwanwei.

Confirm yu PIN en burremin 2 taim en click na grin button.

Yu bin meigim yu anlain account en yu SmartCard yu gin yujim streidawei.

Loggin in

Insaid dis SmartCard eIM app, click langa 'Menu' la top rait said na skrin en click 'Login'.

Burremin yu yusaneim.

Dijan maiti yu imail or account numba.

Burremin yu paswed.

Yu gin click 'Remember me' bla meigim isi en kwik bla login neks taim.

Noma click dijan ip yu sheaim yu device garra najalot pipul.

Click 'Login'.

Figet paswed

Ip yu bin figet yu paswed, yu gin reset it by tjujim 'Forgot your password?' link langa login paj.

Burremin yu username, en click 'Submit'.

Mela wil jendim yu wan imail garra link bla hau bla reset yu paswed.

Click dijan link en ansa jat security kwestjin yu bin tjujim bifo wen yu bin meigim yu anlain account.

Burremin yu nuwan paswed en log in na yu account.

Ip yu nidim mo infomashin or sambadi bla album yu:

- gu na **servicesaustralia.gov.au/smartcard**
- kollim **1800 252 604**, yu gin asgim ba terpreda if you wandim
- bisid nanga service centre.

Ip yu garrim TCU SmartCard:

- gu na **tcu.com.au/smartcard**
- kollim TCU la **1800 828 232**
- bisid nanga TCU branch.



Australian Government



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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**.