



Australian Government



Services
Australia

Tiwi
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Ngirramini ngini karri nimpakirimi (set up) amintiya log nimi ngini nginjila SmartCard eIM app amintiya online account

Karri nimpakirimi nginjila online account

Api ngini nuwuni nginjila phone arrami kuta nyoni mobile device, nginja awunganji download awarra SmartCard eIM app arrami kuta TCU SmartCard eIM app.

Tanga awarra App Store arrami Google Play amintiya search 'SmartCard eIM'.

Nuwunga awarra app kangi awarra SmartCard ngini nginja juwunga.

Api ngini nginja nuwuni computer, nginja awunganji nginjila online account.

Nimpawuriyi awunganji kangi smartcard.com.au, click anginanki 'Account login' page.

Api ngini nginja nuwuni TCU SmartCard, nuwuriyi kapi tcu.com.au/smartcard.

Nginja nimpakirimi (set up) nginjila online account nginja lamiya karri nginja activating awarra SmartCard.

Kangi nginanki ngirramini (example) ngawa ngamatakurayi nginja awarra SmartCard eIM app.

Apunumi nimi awarra SmartCard eIM app amintiya select awarra 'Menu' kangi kurriyuwu-arripa narra kangi screen.

Nuwunga (choose) 'Activate nginjila card'. Nginja wiya nimpamaruwuriyi nginjila SmartCard amintiya awarra activation code nginja juwunga kangi mail ngini nginjila card.

Ngaparuji (enter) Card ID ngini pirikiri kangi SmartCard tukatanga.

Ngaparuji (enter) ngini activation code ngini kapi nginjila letter.

Pikirrimiya amintiya ngantaliwa nginanki 'Conditions of Use' karri selecting awarra checkbox, kiya click 'Submit'.

Kiya nginja nintakirayi ngini nginjila ngirramini (identity).

Ngaparuji (enter):

- nginjila Centrelink Customer Reference Number (CRN)
- nginjila ngirramini ngini ngumulurrungumi, ngininanji (example) 01/01/1980
- awarra main ngirramini karri nuwunga kunawuni (payment) kapi awungunta Centrelink
- nginjila bank account number.

Api awunganila check nimpami nginjila ngirramini (details) karri verify wurrumi kiya 'Submit' pili awarra waya nginja nuwunga 3 chances karri verify wurrumi nginjila ngirramini (identity) ngini warntarrarna nginja.

Karri waya wurrumajawu nginjila ngirramini wuta wiya wupakirimi nginjila online account.

Nginja lamiya nuwunga nginjila email address arrami account number ngini yuwunga awarra nginatuwu username.

Api ngini juwunga awarra email address, awarra waya nginja lamiya email address.

Karri juwunga awarra account number, api ngarralamiyami arikirimi nginjila ngirramini ngini nginja.

Nimpakirimi password, security question amintiya answer, kiya click nimpami 'Continue'.

Nimpakirimi ngini Personal Identification Number (PIN) kangi ngini nginjila SmartCard.

Api karri nimpakirimi PIN ngini katukuwapi wurumajawu wurumi awuta arrukutumunuwi.

Tanga nginjila PIN karri nuparuji tuwanga awunganila amintiya click ngini green button.

Nginja waya awarra nginanki online account, amintiya ngini nginjila SmartCard yita waya active amintiya pupuni ngini nimpirtimarti nanki.

Nguwuriyi yilarruwu (logging in)

Awunganji kapi SmartCard eIM app, tanga awarra select the 'Menu' kapi kurriyuwu- arripa narra kangi screen amintiya click 'Login'.

Nimpalamiya nginjila username yintanga.

Awarra nginanki ngini nginjila email address arrami kuta nginjila account number.

Nimpalamiya nginjila password.

Nginja wiya click nimpami awarra 'Remember me' box pili yirrima amintiya pupuni karri log in nimpirimi.

Api karluwu click nimpami awarra nginanki pili ngini nginja share nimpirimi nginjila device kapi yingwapa arrukutumunuwi.

Aningani click 'Login'.

Karluwu nimpirimajawu password

Ngini karluwu nimpirimajawu password, nginja wiya reset nginjila password.

Nimpalamiya nginjila username yintanga, kiya click 'Submit'.

Ngawa ngimarruwuriyi nginja email awunganji link ngini reset nginjila password.

Kangi click nginanki link amintiya answer awarra security question nginja jirtimarti karri jikiri nginjila online account.

Nimpalamiya arrakini password amintiya ngini awarra nginjatuwu log nimpami kangi nginjila account.

Ngini nimpirtimarti wuntawani nginja, arrami ngini jiwujirtimarti awarra ngirramini (information):

- nuwuriyi kapi **servicesaustralia.gov.au/smartcard**
- nimarra nimpami kangi **1800 252 604**, nginja nanginta nimi natinga interpreter ngini nimpirtimarti natinga, arrami kuta
- nuwuriyi kapi service centre.

Ngini nginja nuwuni TCU SmartCard:

- nuwuriyi awunganji kapi **tcu.com.au/smartcard**
- nimarra nimpami kangi TCU **1800 828 232**
- nuwuriyi awunganji kapi TCU 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**.