



Australian Government



Services
Australia

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Nyarrpangu set up-maninjaku manu log in-jarrinijaku nyuntu-nyangu SmartCard eIM app-kurra manu online account

Set up-maninjaku nyuntu-nyangu online account

Kajinpa phone use-i-mani marda jinta-kari mobile device, kaji kanpa download-mani SmartCard eIM app manu kajinpa mardarni TCU SmartCard eIM app.

Open-manta App Store mardanpa Google Play manu nyangarla 'SmartCard eIM'.

Milaka app SmartCard ngulaku kuja kanpa mardarni.

Computer kanpa use-i-mani kaji kanpa nyanyi nyuntu-nyangu online-rla account.

Nyampu nyangka smartcard.com.au, manu kajinpa mardarni TCU SmartCard, puraya TCU.com.au/SmartCard.

Click-i-manta 'Account login' page.

Kaji kanpa set up-mani nyuntu-nyangu online account nyuntululu kajinpa activate-mani SmartCard.

Milki-yirrarni karnangkurlu ngayi wiyi nyampuju SmartCard eIM app.

Open-manta SmartCard eIM app select-manta 'Menu' kankalu right-hand side screen-rla.

Milaka 'Activate your card'. Palka marda ka SmartCard manu activation code kujanpa manu mail-rla card nyuntu-nyangu-kurlu.

Yirraka Card ID purdangirli palka nyuntu-nyangu SmartCard-rla.

Yirraka activation code letter-ngka nyuntu-nyangurla.

Riit-i-manta yuwayi wangkaya 'Conditions of Use' ngulaku ngulajangkaju nyampulku milaka checkbox, click-i-manta 'Submit'.

Identity nyuntu-nyangu milki-yirraka-jana.

Ngulajangkaju nyampulku Enter:

- nyuntu-nyangu Centrelink Customer Reference Number (CRN)
- nyuntu-nyangu date of birth, kuja-piya 01/01/1980
- Centrelink-i-jangka payment manu
- nyuntu-nyangu bank account number.

Junganku nyangka details click-i-maninjaku ngarnti 'Submit' 3 tayimi kalu nyarra yinyi jungarni yinjaku identity nyuntu-nyangu.

Identity kajili nyanyi junga, nyurru set up manta nyuntu-nyangu online account.

Nyampu-nyanu manta, nyuntu-nyangu marda email address manu marda account number username-iki-ji.

Kajinpa email address, mani nyuntu-nyangu-mipa nyampuju email address.

Kajinpa mani account number, kapu automatically yirrarni.

Password-nyanu manta, security question manu answer, yinjaku ngulajangkaju click-i-manta 'Continue'.

Ngurrju-manta-nyanu Personal Identification Number (PIN) nyuntu-nyangu SmartCard-i-ki.
PIN nyanu manta warlalja nyuntu mipaku milyapinjaku.
Yarda yirraka PIN nyuntu-nyangu click-i-manta green button nganta.
Nyurrurllkunpa-nyanu jungarni manu online account, nyuntu-nyangu SmartCard active nyurru.

Logging in-jarrinjaku

SmartCard eIM app nyampurla, select-i-manta 'Menu' kankalu right-hand side screen-rla click-i-manta 'Login'.
Yirraka username nyuntu-nyangu
Nyampuju email address nyuntunyanggu manu account number-rlangu marda.
Yirraka nyanu password.
Kaji kanpa click-i-mani 'Remember me' box kapanku katuku
Nati nganta click-i-manta nyampu kajirli panu karirli milyapinyi nyuntu-nyangu.
Click-i-manta 'Login'.

Wangamarra-manunpa Password

Wangamarra-manunpa, password nyuntu-nyangu, reset-mani kaji kanpa nyampurla 'Forgot your password?' nyampu link puraya login page-rla.
Yirraka-nyanu username, ngulajangkaju 'Submit' click-i-manta.
Kapurnangkulu yilyamirra email link puranjaku reset-maninjaku nyuntu-nyangu password.
Click-i-manta link nyampu manu answer manta-jana security question kajinpa set up-mani nyuntu-nyangu online account-i-ki.
Yirraka new password nyampu-kurlu log on-jarriya account nyuntu-nyangu-kurra.

Help-i-ki manu information-i-ki:

- nyangkalu **servicesaustralia.gov.au/smartcard**
- wangkayarlu-jana **1800 252 604**, interpreter-lu manta wangkanjaku, lawangkaju,
- yantalu service centre-kurra.

Kajinpa mardarni TCU SmartCard:

- nyangkalu **TCU.com.au/SmartCard**
- wangkayarlu-jana TCU nyampu-rla **1800 828 232**
- yantalu TCU branch-kurra.

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**.