



Australian Government



Services  
Australia

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# Hau bla yujim yu SmartCard eIM app en anlain account

Yu gin yujim yu SmartCard eIM app or TCU SmartCard eIM app or anlain account to view yu account and manajim yu payments en yu SmartCard.

Dat app en anlain account wek seim wei bat luk lil bit diffrin kain.

Iya andanith, mela garra joim yu dat SmartCard eIM app.

Wen yu log in na yu SmartCard eIM app, yu gin luk yu SmartCard detail la dat pajj, garra:

- yu kad numba
- yu balans, hau mach mani yu garrim ba spending
- yu enhanced Income Management account numba en BSB
- ip yu kad is on or off (ip yu kad im off yu noma gin yujim), en
- yu gin luginap las fibe transactions.

Yu gin tjujim 'View Detailed Transaction History' ba luginat olwan transaction.

Ip yu tjujim 'View Statements' yu gin see olwan statement en let yu jeinj hau mani taim yu gajim en hau yu gajim.

Im garra 'Settings' link weya:

- Yu gin yujim dat 'Transaction Settings' ba turnim an or off tap ba pei. Tap ba pei min yu gin tap ba pei yu kad langa EFTPOS terminal ba buyim langa shop en noma labta burremin yu PIN ip yu buyim samjing nomo den \$100, or \$200 la sam shop.
- Yu gin turnim off tap ba beiyim eni taim ip yu wandim insert or swipem yu kad langa shop.
- Yu gin blok yu kad ip imin git los or stolen. Dijan will stap yu SmartCard bram eniwan yujim.
- Yu gin replase brokenwan kad. Dijan im min yu gan gajim nyuwan kad ip yu SmartCard imin get broken.
- Yu gin jeinj yu SmartCard PIN.
- Yu gin jeinj yu daly kad limit. Hau mach yu gin spendim ebdri dei.
- Yu gin manajim yu daly payment limit. Hau mach yu gin pei na BPAY or transfer la najawan account ebdri dei.
- En yu gin manajim alert. Yu gin setap alert ba della yu wen peiment noma gu thru or yu onli gat lil bit mani.

**Ip yu nidim mo infomashin or sambadi bla album yu:**

- gu na [servicesaustralia.gov.au/smartcard](https://servicesaustralia.gov.au/smartcard)
- kollim **1800 252 604** (yu gin asgim ba terpreda if you wandim), or
- bisid nanga service centre.

**Ip yu garrim TCU SmartCard:**

- gu na [tcu.com.au/smartcard](https://tcu.com.au/smartcard)
- kollim TCU la **1800 828 232**
- bisid nanga TCU branch.



# How to use the SmartCard eIM app and online account

You can use the SmartCard eIM app or TCU SmartCard eIM app or online account to view your account and manage your payments and your SmartCard. The apps and online accounts work the same but just look a little bit different.

In this example, we'll show you the SmartCard eIM app.

When you log into your SmartCard eIM app, you'll see your SmartCard details on the page, including:

- your card number
- your available balance, which is how much money you have available to spend
- your enhanced Income Management account number and BSB
- if your card is on or off (if your card is off, it can't be used), and
- the option to view the last 5 account transactions.

You can select 'View Detailed Transaction History' to see all past transactions.

Selecting 'View Statements' lets you see past statements and lets you change how often you get your statements and how you get them.

There is a 'Settings' link where:

- You can use the 'Transaction Settings' to turn tap to pay on or off. Tap to pay means you can tap your card on an EFTPOS terminal to pay in store without entering your PIN for purchases up to \$100, or \$200 at some stores.
- You can turn off tap to pay at any time if you prefer to insert or swipe your card at the shops.
- You can block a lost or stolen card. This will stop your SmartCard from being used if it's lost or stolen.
- You can replace a damaged card. This means you will get a new card if your SmartCard is damaged.
- You can change your SmartCard PIN.
- You can change your daily card limit. This is the most you can spend on your card each day.
- You can manage your daily payment limit. This is the most you can pay using BPAY or transfer to another account each day.
- And you can manage alerts. You can set up alerts to tell you when a transaction declines or if you have a low balance.

**If you need help or more information:**

- go to [servicesaustralia.gov.au/smartcard](https://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](https://tcu.com.au/smartcard)
- call TCU on **1800 828 232**
- visit a TCU branch.