



Australian Government



Services
Australia

Burarra
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Nyinmiya barra set up nyi-nega rrapa login nyi-ni mun-nginyipa SmartCard eIM app rrapa online account

Jarlapa nggula mun-nginyipa online account

Ny-jata nginyipa yuchim nyi-negarra an-nginyipa phone o an-nerranga mobile device, nginyipa barra download nyi-nega SmartCard eIM app o TCU SmartCard eIM app.

Lakchima AppStore o Google Play rrapa wechawecha 'SmartCard eIM'.

Rowiya gunyuna app mu-weya mu-yurra SmartCard nginyipa n-dimanga.

Minyja nginyipa yuchim nyi-negarra computer, gunyuna access nega mun-nginyipa online account.

Gunyuna boy smartcard.com.au, o minypa n-dimanga mun-nginyipa TCU SmartCard, ny-boy gunyuna tcu.com.au/smartcard.

Click nega 'Account login' mu-jurra.

Nginyipa jarlapa mun-nginyipa online account ngardapa nggu, borijipa marlaga activating nyi-nega SmartCard.

Gunyuna barra aburr-gurdagurdarra barra Smartcard eIM app.

Lakchima mun-guna SmartCard eIM app lika select nega 'Menu' yi-gaba waykin mu-ganaguwa gu-rrarnba gu-jirrapa screen gu-guyinda.

Rowiya 'Activate nega mun-nginyipa card'. Nginyipa rrima nggula SmartCard rrapa gurda activation code nginyipa ny-mangga mail mu-guyinda wugipa mun-nginyipa card.

Gurrma gunyuna Card ID printed na, mun-jonama mun-nginyipa Smartcard.

Gurrma activation code yi-gaba mun-nginyipa jurra mu-guyinda.

Janguny na rrapa marr balcha nula 'Conditions of Use' lika rowiya mun-gunaga checkbox, lika click nega 'Submit'.

Barrwa nginyipa ngurrjiya barra nginyipa ny-burrall.

Gurrma:

- mun-nginyipa Centrelink Customer Reference Number (CRN)
- gun-nginyipa date of birth, gun-guna gu-maya minypa 01/01/1980
- mun-guna main payment nginyipa ny-mangga nyorkiya Centrelink rrapa
- murdiya gugu mun-nginyipa bank account namba.

Na mungba nginyipa barra double-check nyi-nega mun-nginyipa details, nuwurra barra clicking 'Submit' ngardawa nginyipa gun-gata n-dimanga aburr-jirrapa gun-ngardapa 3 ngguluwa barra verify nyi-ni barra mun-nginyipa ny-burrall identity.

Mun-gata mun-nginyipa ny-burrall identity miy-yagurrrmurra, nginyipa barra nyi-lakchima barra gun-nginyipa online account.

Minyja nginyipa rowiya lika yuchim ni mun-nginyipa email address o account namba minypa gun-nginyipa nyelanggapa.



Jal nyi-ni nginyipa n-dowiya barra email address, gurdiya barra gun-nginyipa wurpa email address gu-ni.

Ny-jata nginyipa ny-manga account namba, yi-gapa wurpa mu-jarlapiya barra nggula mun-nginyipa.

Gun-geka jarlapa password, lika security gun-nika wengga rrapa gun-gungurrja, lika click 'Continue'.

Jarlapa nggula Personal Identification Number (PIN) gunyuna nula mun-nginyipa SmartCard.

Ny-borrwa mun-geka ny-jarlapa PIN yanma gala ani-nga mu-malawa nggula aburr-werranga gu-galiya yerrcha.

Nyurrja barra mun-nginyipa PIN gugu gurrma barrwa rrapa click gugu nega green button.

Nginyipa gugu ny-jarlapuna mun-nginyipa online account, rrapa mun-nginyipa SmartCard guga active rrapa ready barra yuchim nyi-nega.

Logging in nyi-ni

Murda gunyuna SmartCard eIM app, select nega 'Menu' yi-gaba mun-ganaguwa murna waykin gu-rrarnba gu-jirrapa screen gugu nega click 'Login'

Gurrma nginyipa nyelanggapa.

Gunyuna barra mun-nginyipa email address o mun-nginyipa account namba.

Gurrma mun-nginyipa password.

Nginyipa barra click nega 'Remember me' box barra gu-yurtcha burr-gi rrapa warlwarl log in nyi-nega nuwurra gu-yinmiyapa marnnga.

Gala barra click nyi-nega gunyuna, nginyipa nyuchichiya burr-wu an-nginyipa device, aburr-werrangga gu-galiya yerrcha.

Gunyuna click 'Login'

Ny-bamapuna Password

Minyja ny-bamapuna gun-nginyipa password, nginyipa barrwa nyi-lakchima lika selecting nega gurda 'Forgot your password?' link mu-jurra gu-guyinda.

Gurrma mun-nginyipa nyelanggapa, lika click 'Submit'.

Birripa barra mibi-jerrma barra nggula mun-nginyipa email link burr-guta barra reset nyi-nega gun-nginyipa password.

Click ni link, wengga yi-gaba security gun-nika question, nginyipa ny-jarlapuna nggula online account.

Gurrma gun-geka ma password rrapa yuchim nega login gun-nginyipa account.

Gun-gata nginyipa jal nyi-ni gun-gugunggaja o barrwa janguny:

- Gunyuna ny-boy **servicesaustralia.gov.au/smartcard**
- Burr-wenggana gunyuna **1800 252 604**, nginyipa jal nyi-ni burr-wenggana interpreter minyja jal nyi-ni an-ngardapa
- Ny-boy gunyuna service centre.

Mun-gata nginyipa n-dimanga TCU SmartCard:

- Gunyuna ny-boy **TCU.com.au/smartcard**
- Wenggana TCU gunyuna namba **1800 828 232**
- Burr-na ny-boy 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**.