

Getting started.

Follow this guide to start using Corporate Online.

To perform these procedures, you require your **8-digit customer number**, **sign in password** and a **SecurID token** where your access requires (i.e.: access to Administration, Online FX or an authoriser in Online Payments, Online Deposits or Online Agency).

Signing in

1. Using your internet browser, enter the one of the following addresses:

Australia, Fiji, and Papua New Guinea <https://online.corp.westpac.com.au>

New Zealand <https://online.corp.westpac.co.nz>

The Corporate Online sign-in screen is displayed:

Help ?

Customer No.

Password

Sign in

> [Forgotten your password?](#)

2. Enter your 8-digit Customer No. followed by your Password.
3. Select Sign in. Your default application and screen are displayed.

Changing your user password

You will be required to change your sign in password at regular intervals.

1. From the left-hand menu select **Your settings > User password**.

Main menu

- ▼ Your settings
- Maintain / update
- Your details
- User password**
- Reset password
- Default application
- View
- Messages
- Your Administrators
- ▶ Accounts
- ▶ Receipts
- ▶ Agency
- ▶ Administration
- ▶ Payments
- ▶ Deposits
- ▶ Online FX
- ▶ Loans
- ▶ ODIN

Corporate Online

Change user password ?

Change your password to one of your choice. Your new password is case sensitive. Help

Enter Current Password:

Enter New Password:

Your new password must be 8 to 14 characters, with at least one number and one letter.

Confirm New Password:

Clear

[Contact us](#)

2. Enter your current password, a new password of your own choosing, then your new password again.
3. Select Submit. Corporate Online provides confirmation of your request.

Resetting your user password

If you do not have a token, contact your Corporate Online Administrators. If you do have a token, follow this procedure.

1. From the Corporate Online sign in page select the **Forgotten your password** link.

Help ?

Customer No.

Password

Sign in

> **Forgotten your password?**

Corporate Online displays the **Forgotten password** screen.

Corporate Online

Forgotten Password ?

Help

The ability to reset your sign in password online is available to all users who have a Corporate Online token.

■ Don't have a token?
Contact your administrator or the Corporate Help Desk to arrange for your password to be reset.

To reset your Corporate Online sign in password please provide the details below and click Continue.

Customer No.

Date of birth: - Day - - Month - - Year -

Cancel **Continue**

2. Enter your 8-digit Customer No and Date of birth and then select Continue.

Corporate Online

Choose a new password ?

Help

Change your password to one of your choice.
Your new password is case sensitive and should be a password you have not used previously.

Enter new password:

Confirm new password:

Your new password must be 8 to 14 characters, with at least one number and one letter.

Continue

3. Enter a new password, confirm the new password, and then select Continue.

Token Validation

To validate your sign in password change, please enter your current token details below.

Important note: Your token details are used for security reasons to validate the change to your sign in password. Please enter your current token password and six digit number displayed on the front of your token.

Your token password will not be changed.

Token validation

Token password

Token no.

4. Enter your **Token password** followed by the **6-digit number** displayed on the front of the token (*this number changes every 60 seconds*) and then select **Validate**. Corporate Online provides confirmation of your request.

Changing your token password

1. From the left-hand menu select **Your settings > Token password**.

Main menu

- ▼ Your settings
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- ▶ Loans
- ▶ ODIN
- ▶ WinTrade
- ▶ Quick Service
- ▶ Your Privacy
- User Guides
-

Corporate Online

Token password

You can change your token password at any time. If you have forgotten your token password please [contact us](#).

Enter current token password:

Enter new token password:

Your new password must be 6 to 8 characters, with at least one number and one letter.

Confirm new token password:

Enter token number:

The six digit number displayed on the front of your token.

For assistance go to [help](#).

[Contact us](#)

2. Enter your current token password, a new token password of your own choosing, then your new token password again.
3. Enter the **6-digit number** displayed on the front of the token (this number changes every 60 seconds)
4. Select **Submit**. Corporate Online provides confirmation of your request.

Setting your default application

1. From the left-hand menu select **Your settings > Default application**.

Corporate Online
Change your default application ? Help

Select the application to be displayed first each time you sign in to Corporate Online. Click **Submit** to save your selection.

Nominate default application:

- None
- Online Accounts
- Online Payments
- Online Receipts
- Online FX
- Online Customer Administration
- Online Deposits
- Online Loans
- Online Agency
- Westpac Online Data Interface (ODIN)

2. Select your default application from the list.
3. Select **Submit**. Corporate Online provides confirmation of your request.

Viewing messages

1. From the left-hand menu select **Your settings > View > Messages**.

Corporate Online
Messages ? Help

To view a message, click the **Message title**. To go straight to your default application, click **Continue**.

Message list 1 to 5 of 5

Message title	Status	Date issued
UPDATE: Changes to the Corporate Online Terms and Conditions	NEW	01 May 2023

Start of list | Previous messages | Next messages | End of list

[Contact us](#)

2. To view the details of a message, select the **Message title** link.
3. Select **Continue** to exit and view your default application and screen.

Viewing your Administrators

1. From the left-hand menu select **Your settings > View > Your Administrators**.

Corporate Online
Your Corporate Online Administrators ? Help

Listed below are Administrators in your Organisation who can assist you to manage your Corporate Online access. Use these details to contact an Administrator when you require assistance. [What can your Corporate Online Administrators do for you?](#)

Your Administrators

Your Super Administrators	Work phone
Addison, James	02 12345678
Bateman, Michael John	02 12345678
Bressington, David Luke	02 12345678

Managing your details

1. From the left-hand menu select **Your settings > Your details**.
2. Enter your token details (token user) or security keyword (non-token user).

Corporate Online

Your User details Help

Your details and Your Corporate Online access are shown below for your information. You can update your contact details and your security keyword if required. Please contact your Organisation Administrators if you require any other details changed.

Your details

Welcome User

Primary mailing address: 275 Kent Street, Sydney, NSW, 2000, Australia

*Work Phone: Mobile phone:

Work email address:

Phone and/or Email details last updated 17 Jul 2023 15:45 AEST

Hours of availability: 24 hour, 7 days a week access

Session timeout: 10 mins

Password expiry timeframe: 90 days

Corporate Mobile access: Yes

*Security keyword:

Last updated: 20 Jul 2023 10:32 AEST

Your Corporate Online access...

3. Make any changes and then select **Save**.