

# Card Management Platform User Registration Guide

CMP v1.0

January 2024

Document version 1.0



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# Document Purpose

This document provides information and step by step instructions for users to register and create their accounts on the Card Management Platform System.

## What is Card Management Platform?

Card Management Platform is an online portal that enables businesses to manage their corporate card program, providing the ability to view, amend and report from one central location. Card Management Platform provides an integrated approval workflow, reducing the time required for businesses to approve card related requests. CMP also provides a full audit trail for all card requests submitted through the portal.

### Key Features

- Available 24x7
- Card & Facility Amendment Requests
- Card Applications
- Full Visibility of Cardholder Transactions
- On-Demand Reporting
- Online Approval Workflow
- Online Card Management

### User Types

- Bank Administrators (BAs) – access to bank level card management, requests and client settings. The functionality accessible to BAs will depend on the user permissions provided to individual BA users.
- Card Administrator(s) (CAs) – access to business level card management and requests. CAs are able to view all card holders' transactions, and with the required user permissions, can access business level system settings. The functionality and cards accessible to CAs will depend on the access permissions provided to individual CA users.

## CMP Browser Requirements

Card Management Platform is accessible via a web browser.

CMP supports the following browsers on an ongoing basis. Please note these browsers are limited to versions which are: 1) still supported by the manufacturer and 2) have TLS 1.2 or later turned on:


- Microsoft Edge
- Google Chrome
- Firefox
- Safari



## Registering Your Westpac Card Management Platform User Account

New users are added to Card Management Platform by a Bank Administrator (BA). Once a new user account has been created, you will have received an email from [noreply@cmp.westpac.com.au](mailto:noreply@cmp.westpac.com.au) containing your Email code for registration.

Follow the steps below to register your CMP user account:

1. Locate the email inviting you to register for CMP. Note the email code for registration listed in the invitation email.
2. In a browser, go to <https://cmp.westpac.com.au>. The Log On screen displays:



English (Australia)  



# Westpac Card Management Platform

## Log On

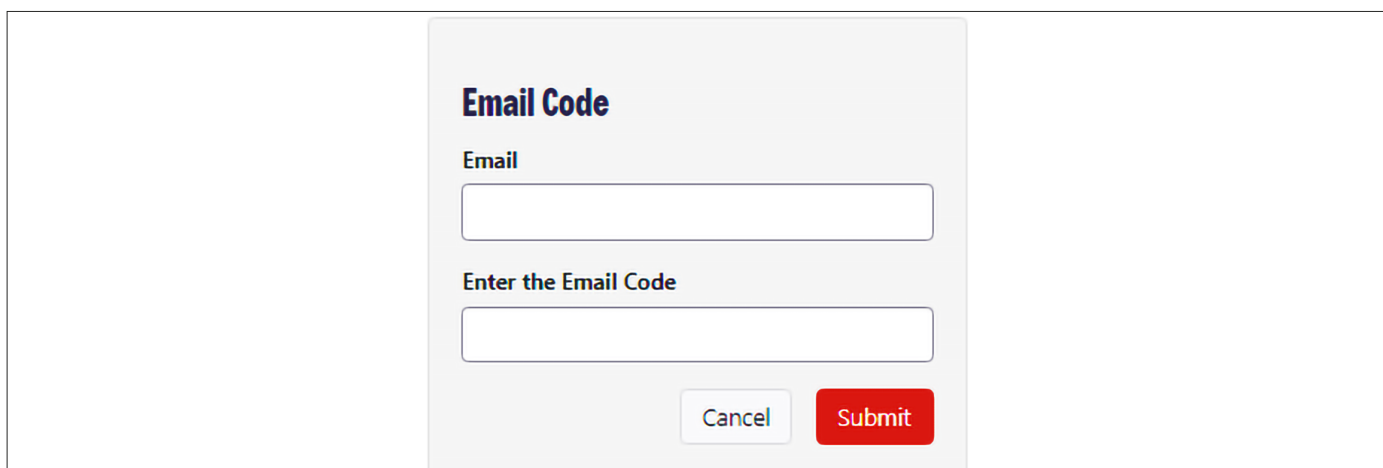
Email or Username

Password

[Forgotten password?](#)  
[Single Sign On](#)  
[Complete Email Registration/Application](#)

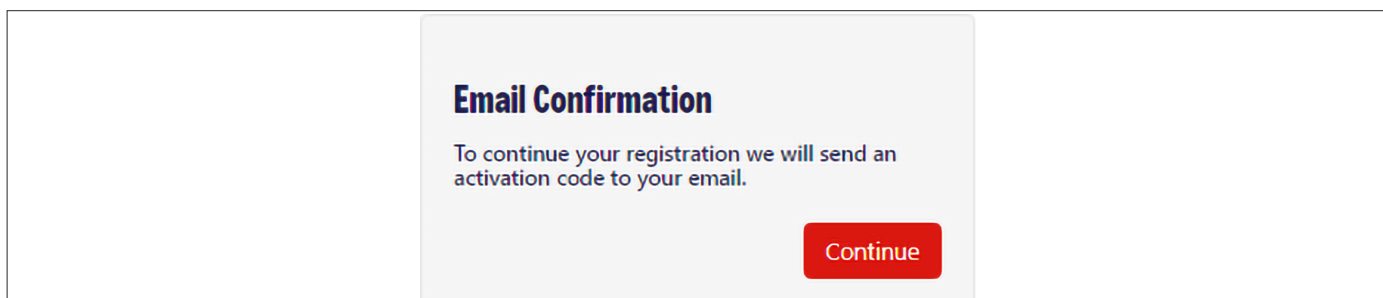
 

3. Click the **Complete Email Registration/Application** link. A window will display requesting your email address and the email code:



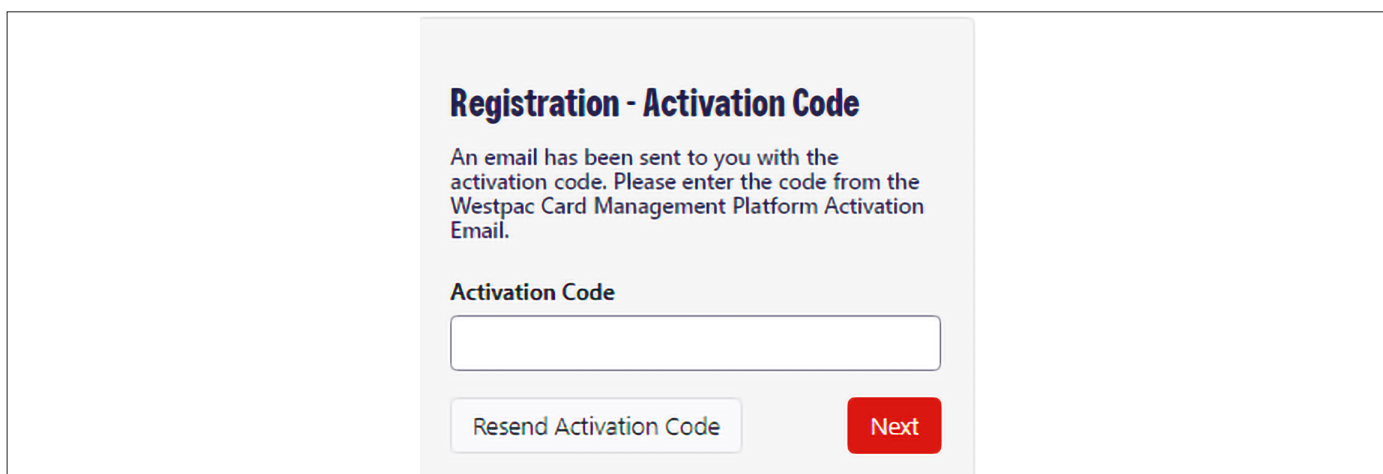
The screenshot shows a web window titled "Email Code". It contains two input fields: "Email" and "Enter the Email Code". Below the input fields are two buttons: "Cancel" and "Submit".

4. Enter the details and click **Submit**. A prompt appears:



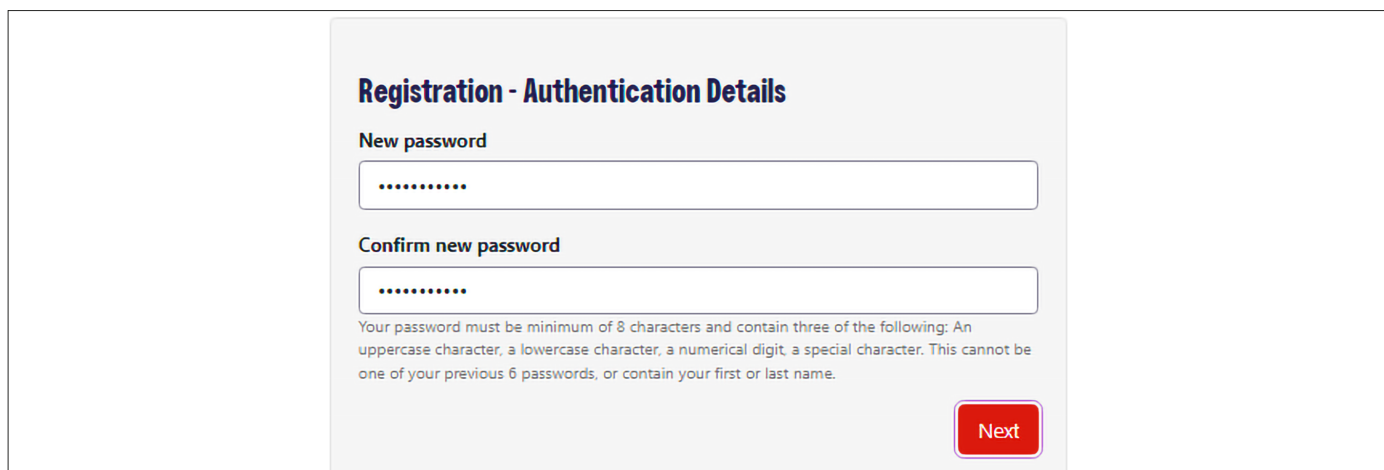
The screenshot shows a web window titled "Email Confirmation". It contains the text: "To continue your registration we will send an activation code to your email." Below the text is a red button labeled "Continue".

5. Click **Continue**. A window will display requiring an activation code and an email from noreply@cmp.westpac.com.au containing your activation code will be sent to you.



The screenshot shows a web window titled "Registration - Activation Code". It contains the text: "An email has been sent to you with the activation code. Please enter the code from the Westpac Card Management Platform Activation Email." Below the text is an input field labeled "Activation Code". Below the input field are two buttons: "Resend Activation Code" and "Next".

6. Enter or paste the activation code from the email into the **Activation Code** field and click on the **Next** button. The 'Registration – Authentication Details' screen will display:



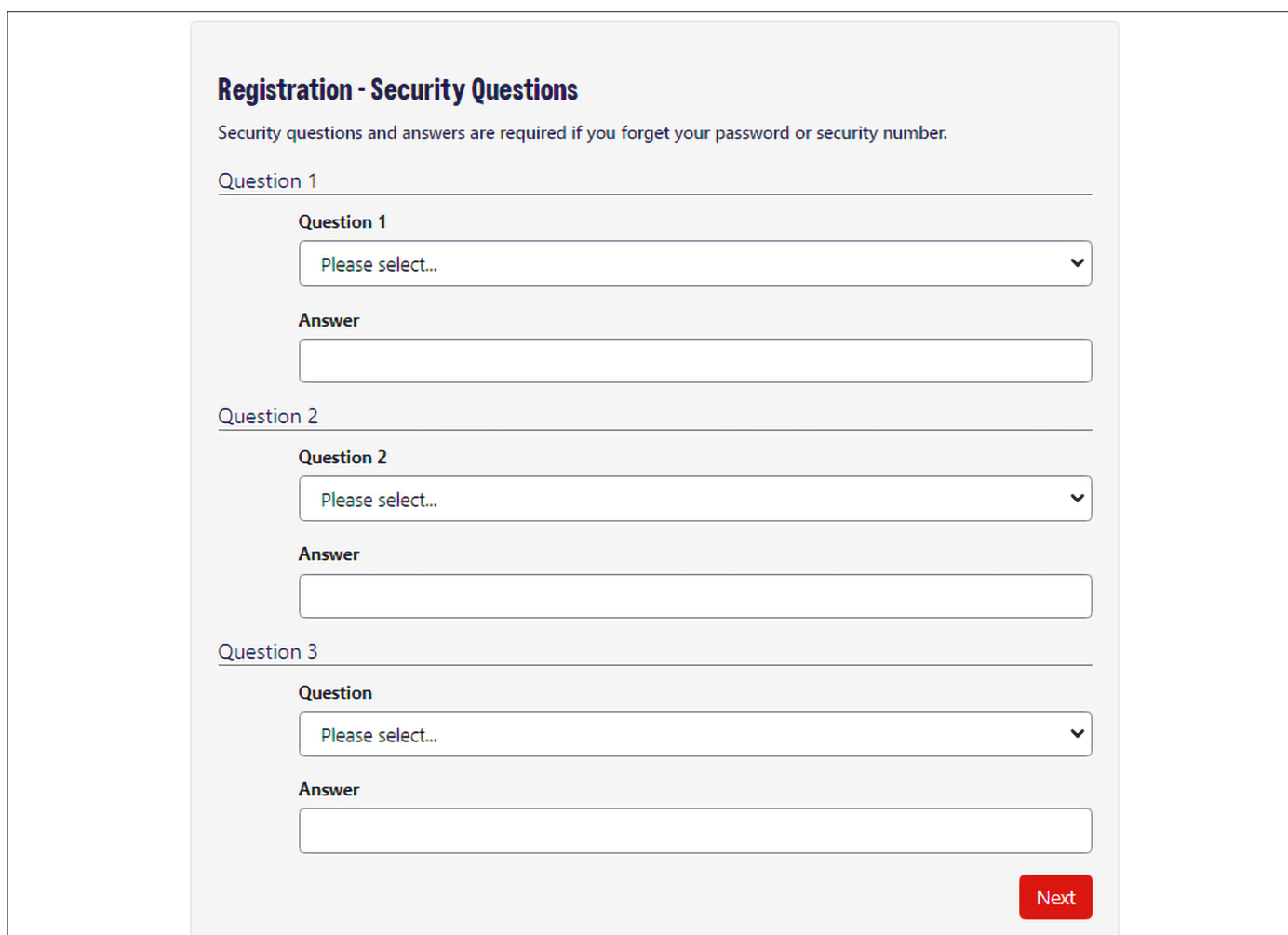
The screenshot shows the 'Registration - Authentication Details' screen. It has a title 'Registration - Authentication Details' in bold. Below the title are two password fields: 'New password' and 'Confirm new password'. Both fields contain eight dots, indicating masked text. Below the 'Confirm new password' field is a small text block stating: 'Your password must be minimum of 8 characters and contain three of the following: An uppercase character, a lowercase character, a numerical digit, a special character. This cannot be one of your previous 6 passwords, or contain your first or last name.' At the bottom right of the form is a red button labeled 'Next'.

7. Enter a new password into the **New Password** field, and the same password into the **Confirm New Password** field.

*NOTE: Password Requirements*

- Password must be a minimum of 8 characters and contain at least 3 of any of the following characters: uppercase, lowercase, numeric and/or a symbol.
- Passwords cannot be one of your previous 6 passwords.
- Password cannot contain your first or last name.

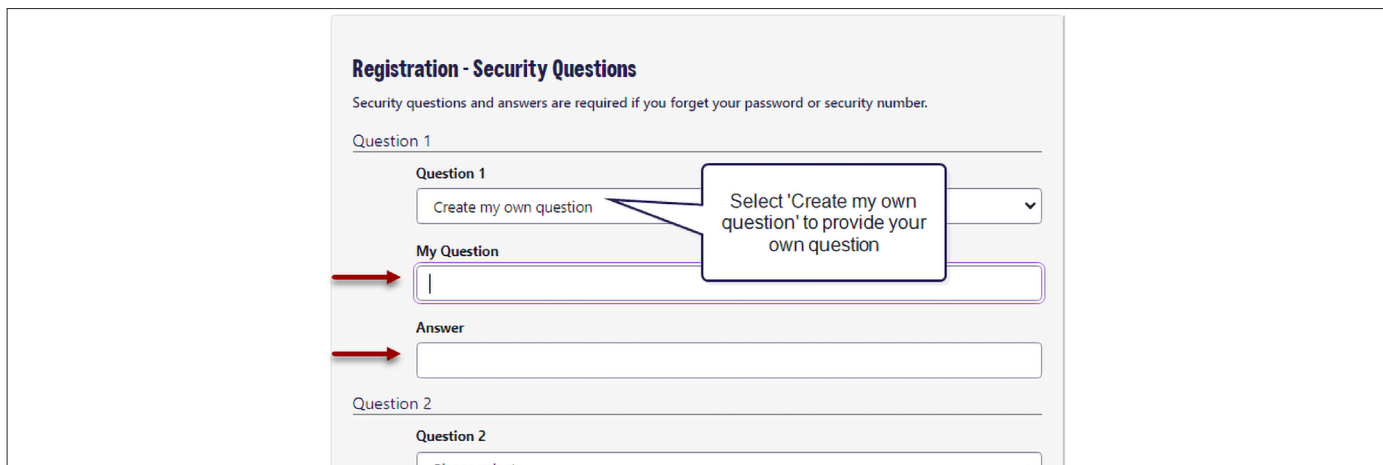
8. Click on the **Next** button. The 'Registration – Security Questions' screen will display:



The screenshot shows the 'Registration - Security Questions' screen. It has a title 'Registration - Security Questions' in bold. Below the title is a subtitle: 'Security questions and answers are required if you forget your password or security number.' There are three sections, each starting with a question number (Question 1, Question 2, Question 3) underlined. Each section contains a 'Question' dropdown menu with 'Please select...' and a downward arrow, followed by an 'Answer' text input field. At the bottom right of the form is a red button labeled 'Next'.

9. Select a question from the **Question 1** drop-down field that you will easily remember the answer to.

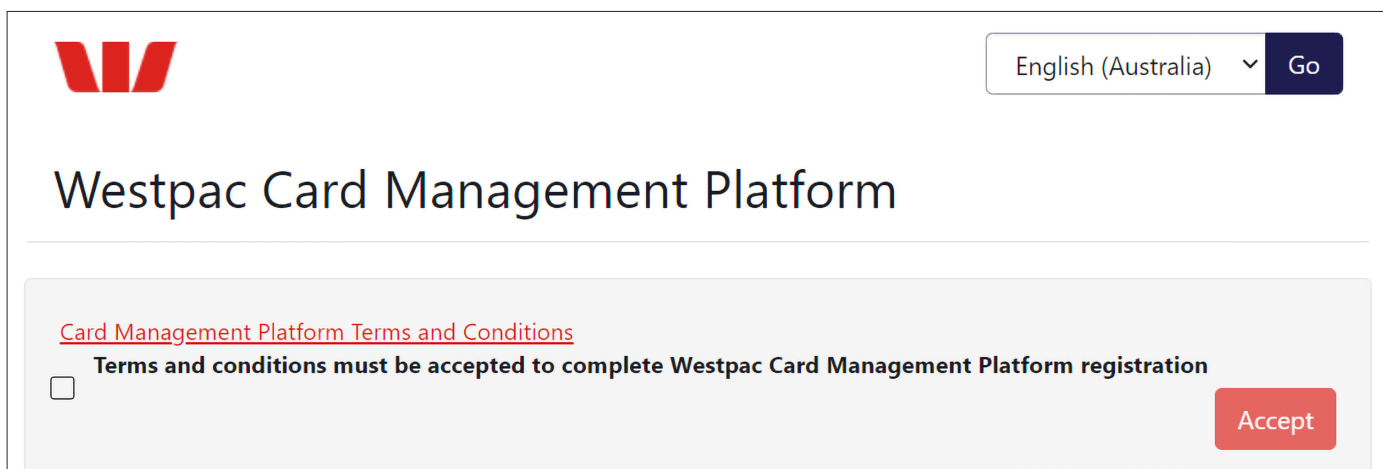
**Note:** It is also possible to create your own question by selecting 'Create my own question' from the question field:



10. Type the answer to the selected question into the question 1 **Answer** field.

**Note:** Answers are not case sensitive, but the correct spelling is required when answering security questions.

11. Complete the sections for questions 2 and 3.  
12. Click on the **Next** button.  
13. The **Card Management Platform Terms and Conditions** displays. Click the link to view the Terms and Conditions then click the checkbox and the **Accept** button to proceed.



Upon successful registration the CMP 'Home' page will display.

You will receive an email from [noreply@cmp.westpac.com.au](mailto:noreply@cmp.westpac.com.au) confirming your successful CMP user account registration.



# Accessing Card Management Platform

Access to Card Management Platform is via web browser using the following URL:

<https://cmp.westpac.com.au>

It's recommended to save the above URL to your web browser favourites or bookmarks.

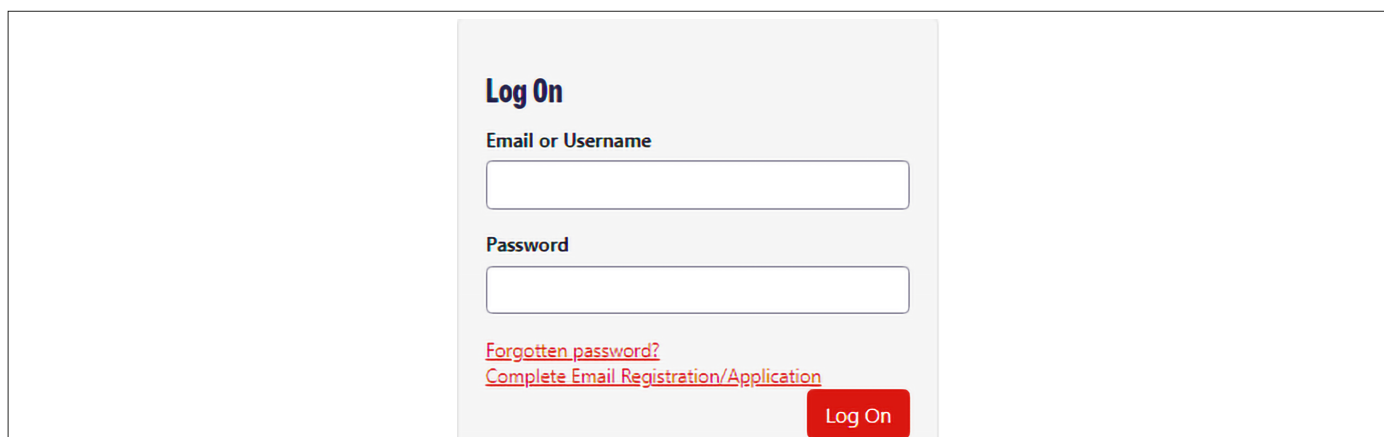
## Logging onto Card Management Platform

Follow the steps below to log onto CMP. These instructions assume you have registered your CMP user account and have created a password.

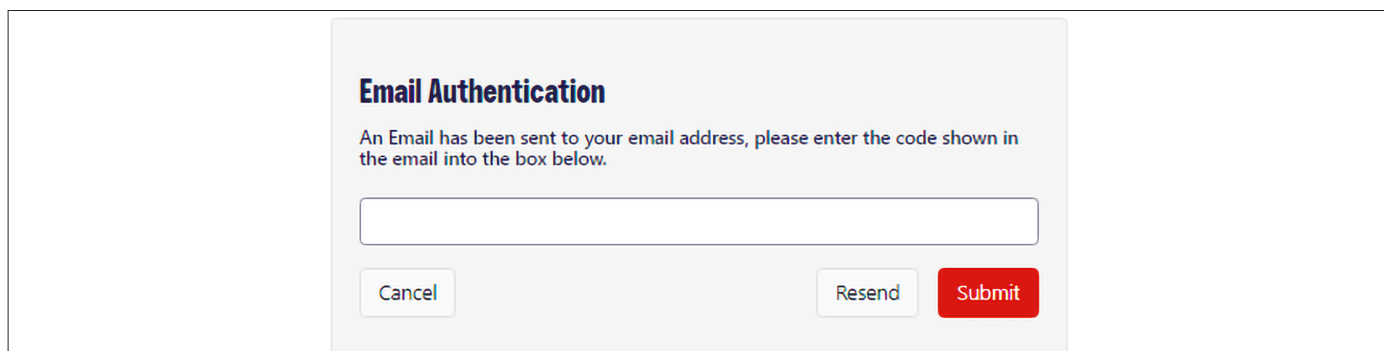
For information about registering your user account refer to "Registering Your Westpac Card Management Platform User Account" on page 5.

1. Navigate to the CMP URL in your web browser: <https://cmp.westpac.com.au>

The Log On screen will display:

The image shows a 'Log On' form. At the top, the title 'Log On' is in bold. Below it, the label 'Email or Username' is followed by a text input field. Underneath that, the label 'Password' is followed by another text input field. Below the password field, there are two links: 'Forgotten password?' and 'Complete Email Registration/Application'. At the bottom right of the form is a red button labeled 'Log On'.

2. Enter your email (or if applicable your username), and password into the fields displayed in the Log On screen.
3. Click on the **Log On** button. The 'Email Authentication' window will display:

The image shows an 'Email Authentication' form. At the top, the title 'Email Authentication' is in bold. Below it, a message states: 'An Email has been sent to your email address, please enter the code shown in the email into the box below.' Below this message is a large text input field. At the bottom of the form, there are three buttons: 'Cancel', 'Resend', and 'Submit'.

A one time authentication code will be sent via email from [noreply@cmp.westpac.com.au](mailto:noreply@cmp.westpac.com.au) to the email address saved to your CMP user account.

4. Enter the code received via email into the field provided.

**Note:** If you do not receive a one time authentication code, click on the **Resend** button to try again. If you again do not receive a one time authentication code, please contact your CMP Bank Administrator.

5. Click on the **Submit** button.

Upon successful log on the CMP 'Home' page will display.

# Log Off Card Management Platform

## Automatic Log Off

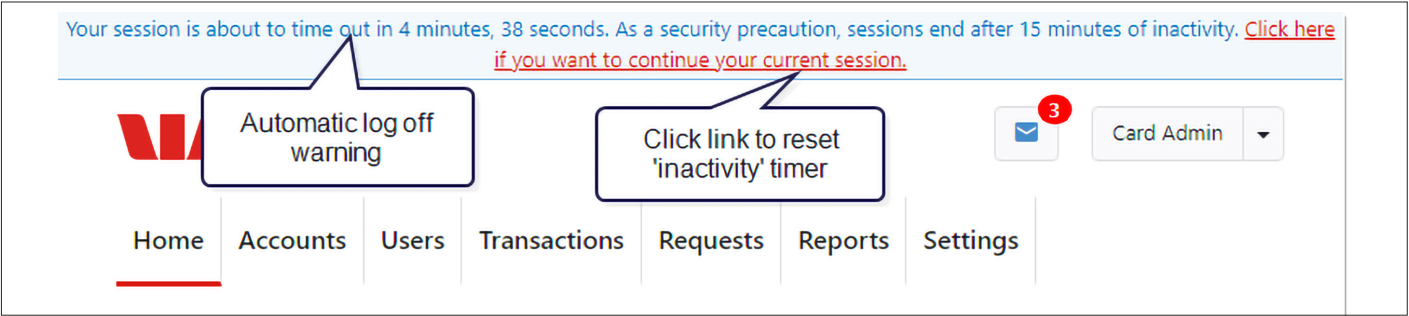
When logged into Card Management Platform, after 15 minutes of inactivity you are automatically logged off your session. Once this occurs, the Card Management Platform screen will update to display the Log On screen.

Five minutes prior to automatic log off, a warning message displays together with a countdown timer providing the amount of time left until you will be automatically logged off.

To prevent automatic log off:

If the auto log off warning message displays and you do not wish to be logged off, you can reset the 'inactivity' timer by completing one of the following:

- Refresh the CMP screen you are viewing (click on the 'refresh button' on your browser – typically depicted by a 'G' icon).
- Click on the link provided in the warning message:



**Note:** If your session continues to be 'inactive' the warning message will display again 5 minutes prior to automatic log off. After preventing automatic log off, the 'inactive' timer restarts after saving data or navigating to another screen.

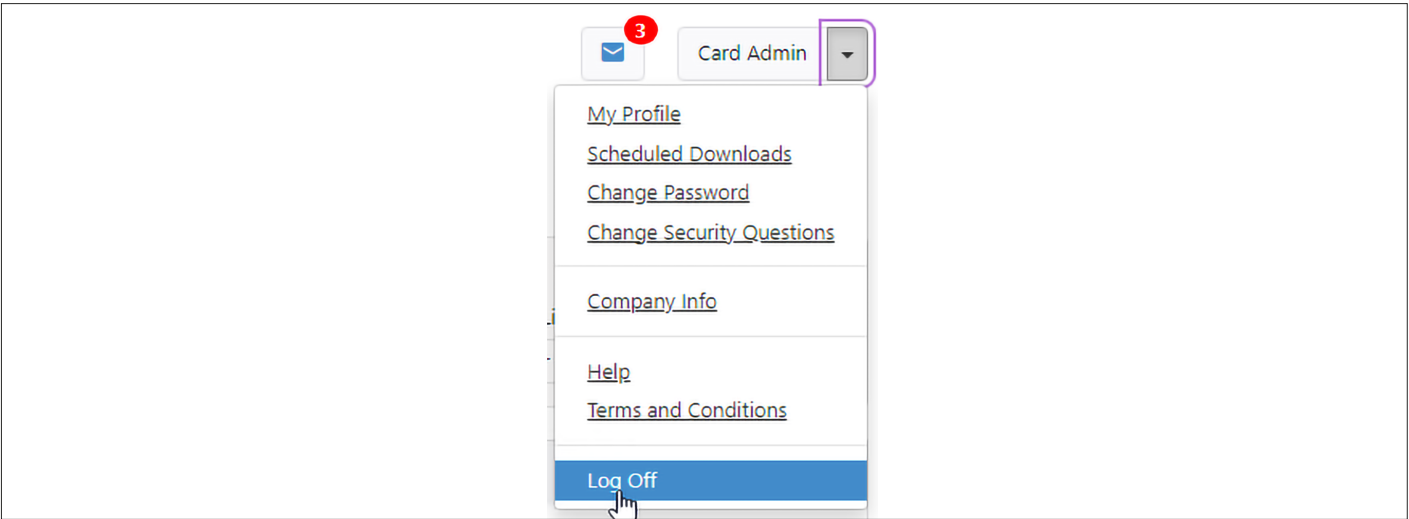
**Note:** Scrolling up or down on a screen without saving or searching data will not restart the 'inactive' timer. Data must be saved or searched for, or a new screen displayed (or an existing screen refreshed) to restart the 'inactive' timer.

## Manual Log Off

Once you have completed working with Card Management Platform, you should manually log off from your Card Management Platform session.

To manually log off:

- Click on the 'User Context Menu' and select **Log Off**:







*Westpac acknowledges the traditional owners as the custodians of this land, recognising their connection to land, waters and community. We pay our respect to Australia's First Peoples, and to their Elders, past and present.*

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