

## 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:

Customer No.

Password

**Sign in**

Help ?

▶ [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, as determined by your Organisations executive officers.

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

**Main menu**

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

**Corporate Online**

**Change user password** ?

Help

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

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

**Submit**

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.

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

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

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

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** ?

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

Nominate default application:

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** ?

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

**Message list** 1 to 1 of 1

Message title	Status	Date issued
Welcome to Corporate Online	NEW	07 November 2021

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** ?

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**

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

**Your details**

Welcome David

Primary mailing address: 10 Main street, Sydney, Sydney, NSW, 2000, Australia

\*Work Phone: 08 12345678 Mobile phone: 0400123456

Work email address: david@abccompany.com.au  
Phone and/or Email details last updated 23 Nov 2020 15:47 AEDT

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

Session timeout: 10 mins

Password expiry timeframe: 90 days

Corporate Mobile access: Yes

Restricted internet access?: Yes

\*Security keyword: \*\*\*\*\*  
Last updated: 07 Aug 2017 11:50 AEDT

**Save**

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