

Reset your Online Banking password.

A step-by-step guide to help you
reset your password or find your
Customer ID and other log in details.

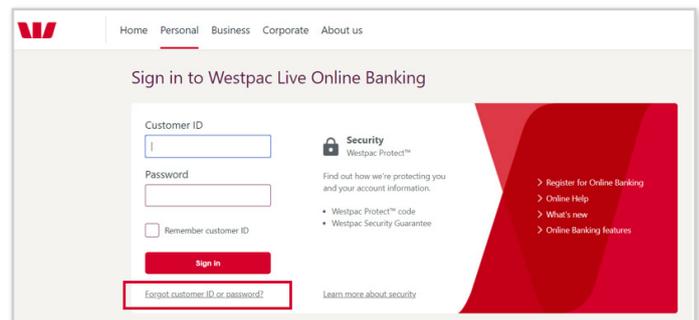


I've registered for Online Banking but have forgotten my password. How do I reset it?

Step 1.

Go to the Westpac Online Banking sign in page and select **Forgot Customer ID or password**.

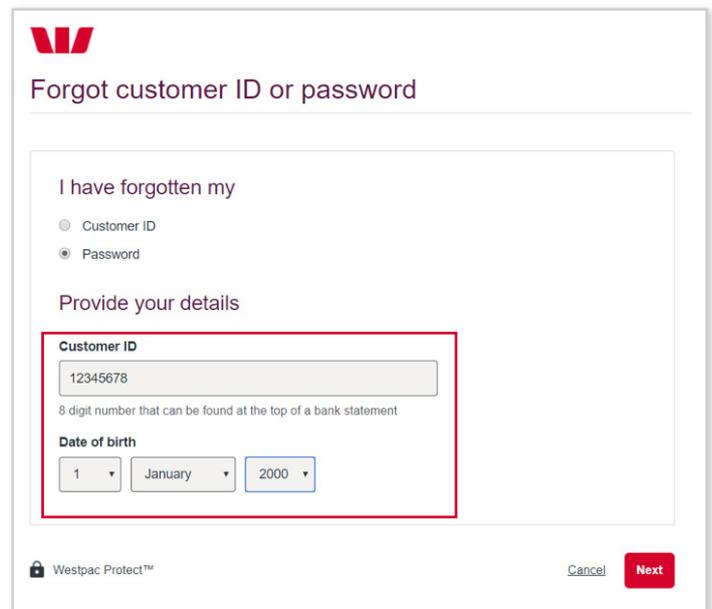
i You will need your **Customer ID** your **Customer ID** can be found in the top right corner of your **Statement**.



Step 2.

Select **Password** and then enter your **Customer ID** and date of birth.

Select **Next** and an **SMS code** will be sent to your registered mobile number.



Step 3.

Enter the SMS code and then select Authorise.

Authorisation required

✓ A new SMS code has been sent.

An SMS Code was sent to XXXXX123456 at 7:46pm, 19 Mar 2020. This code expires after 10 minutes.

[Resend SMS Code](#)

Enter SMS Code

123456

Westpac Protect™ [Cancel](#) **Authorise**

Step 4.

Select a new password and then re-enter your password in the field below to confirm your password is correct.

- 6 characters, including at least 1 number and 1 letter.
- no more than 2 repeating or consecutive characters
- no blanks, spaces or special characters

 **We recommend your password does not include your birth date, name or other obvious information.**

Forgot customer ID or password

New password

.....

Re-enter new password

.....

Submit

[Cancel](#)

A password requires:

- 6 characters, including at least 1 number and 1 letter
- no more than 2 repeating or consecutive characters
- no blanks, spaces or special characters

We recommend your password does not include your birth date, name or other obvious information

It must be different to your last 3 passwords

Westpac Protect™

Step 5.

Your password has now been changed. Select Continue.

Forgotten password

✓ Your password has been successfully updated

Please use your new password next time you sign in.

Westpac Protect™ [Sign out](#) **Continue**

I've registered for Online Banking but I don't know any of my log in details.

Step 1.

Go to the Westpac Online Banking Sign in page and select **Forgot Customer ID or password.**

Home Personal Business Corporate About us

Sign in to Westpac Live Online Banking

Customer ID
[]

Password
[]

Remember customer ID

Sign in

Forgot customer ID or password?

Learn more about security

Security Westpac Protect™
Find out how we're protecting you and your account information.

- Westpac Protect™ code
- Westpac Security Guarantee

> Register for Online Banking
> Online Help
> What's new
> Online Banking features

Step 2.

Select **Customer ID** and then enter your card number, first and last name, and date of birth.

Select **Next** and an SMS code will be sent to your registered mobile phone.

Westpac

Forgot customer ID or password

I have forgotten my

- Customer ID
- Password

Provide your details

Westpac card number
1234 5678 1234 5678
Debit card, credit card or handycard

First name Last name
Jane Smith

Date of birth
1 January 2000

Westpac Protect™ Cancel Next

Step 3.

Enter the SMS code and select Authorise.

Authorisation required

A new SMS code has been sent.

An SMS Code was sent to XXXXX123456 at 7:46pm, 19 Mar 2020. This code expires after 10 minutes.

[Resend SMS Code](#)

Enter SMS Code

123456

Westpac Protect™ [Cancel](#) **Authorise**

Step 4.

Your Customer ID will display and you can choose to have it sent via SMS to your registered mobile phone number.

Forgot customer ID or password

Your customer ID is: 12345678

Would you like to send your customer ID via SMS to XXXXX123456? [Send SMS](#)

Westpac Protect™ **Sign in**

Step 5.

Return to the sign in page, you can now start to reset your password. Select Forgot Customer ID or password.

Home Personal Business Corporate About us

Sign in to Westpac Live Online Banking

Customer ID

Password

Remember customer ID

Sign in

Security
Westpac Protect™

Find out how we're protecting you and your account information.

- Westpac Protect™ code
- Westpac Security Guarantee

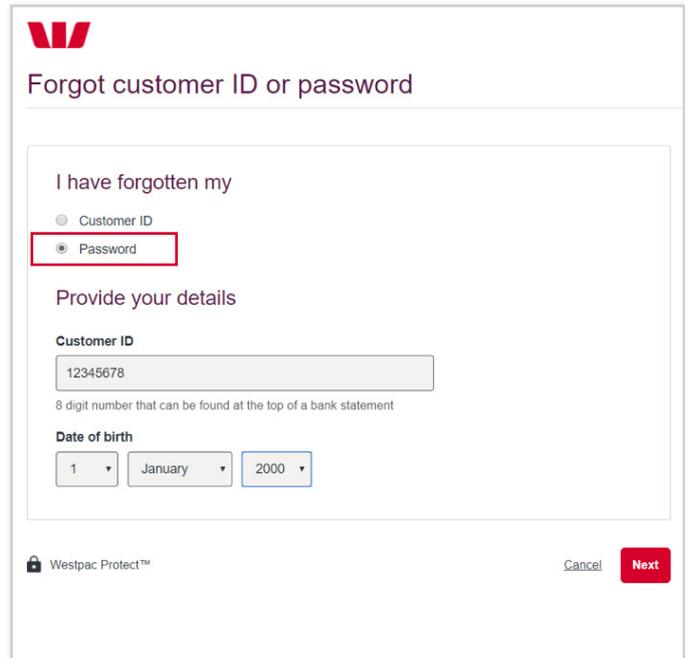
[Forgot customer ID or password?](#) [Learn more about security](#)

[Register for Online Banking](#)
[Online Help](#)
[What's new](#)
[Online Banking features](#)

Step 6.

Select Password and then enter your Customer ID and date of birth.

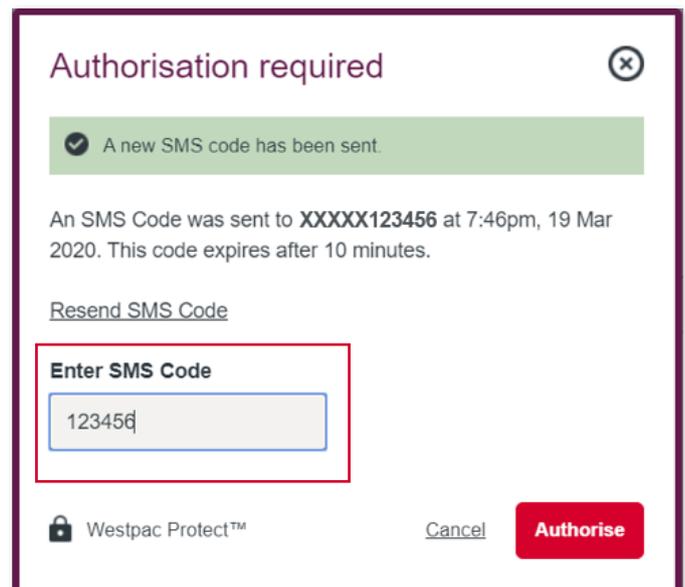
Select Next and an SMS code will be sent your registered mobile phone number.



The screenshot shows the Westpac mobile app interface for recovering a password. At the top is the Westpac logo and the title "Forgot customer ID or password". Below this is a section titled "I have forgotten my" with two radio button options: "Customer ID" and "Password". The "Password" option is selected and highlighted with a red box. Underneath is a "Provide your details" section. It includes a "Customer ID" field with the value "12345678" and a note: "8 digit number that can be found at the top of a bank statement". Below that is a "Date of birth" section with three dropdown menus: "1", "January", and "2000". At the bottom left is a lock icon and "Westpac Protect™". At the bottom right are "Cancel" and "Next" buttons, with "Next" being a red button.

Step 7.

Enter the SMS code and select Authorise.



The screenshot shows the "Authorisation required" screen in the Westpac mobile app. At the top right is a close button (X in a circle). Below is a green notification bar with a checkmark icon and the text "A new SMS code has been sent." Underneath, it says "An SMS Code was sent to XXXXX123456 at 7:46pm, 19 Mar 2020. This code expires after 10 minutes." There is a link for "Resend SMS Code". Below that is an "Enter SMS Code" section with a text input field containing "123456", which is highlighted with a red box. At the bottom left is a lock icon and "Westpac Protect™". At the bottom right are "Cancel" and "Authorise" buttons, with "Authorise" being a red button.

Step 8.

Select a new password and re-enter your password in the field below to confirm it is correct. Select Submit.

- 6 characters, including at least 1 number and 1 letter.
- no more than 2 repeating or consecutive characters
- no blanks, spaces or special characters



We recommend your password does not include your birth date, name or other obvious information.

W

Forgot customer ID or password

New password

.....

Re-enter new password

.....

Submit

[Cancel](#)

A password requires:

- 6 characters, including at least 1 number and 1 letter
- no more than 2 repeating or consecutive characters
- no blanks, spaces or special characters

We recommend your password does not include your birth date, name or other obvious information

It must be different to your last 3 passwords

Step 9.

Your password has now been changed. Select Continue.

W

Forgotten password

Your password has been successfully updated
Please use your new password next time you sign in.

[Sign out](#) **Continue**

Westpac Protect™

We're here to help.

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 westpac.com.au

