Forgotten username and password for North app guide

This document walks through how to find your username and how to reset your password on North client app.

#### **Useful icons**



**Notes** remind you about specific product or system rules, tell you when we require essential data, and will help you avoid any 'pain points'



**Fast Forward** indicates you may be able to skip a section if it does not relate to the transaction you are attempting to perform



**Tips** are helpful shortcuts, clever ideas and hidden features which can help you move through the process faster

Want more? This icon refers you to a related 'How to' guide which can help you with a different process or topic.

#### **Need further assistance?**

If you need help contact the North Service Centre via NorthChat, 1800 667 841 or email at north@amp.com.au.

#### Where can I find my username?



Your username for the app is the user ID that you use to log in to North Online.

It's also your client reference number that you can find on your statements or correspondence.



See the examples below on what your username may look like

Products	Examples of what your username/user ID may look like
MyNorth, North	Your username starts with the letter P and is followed by 8 numbers and ends with the letter S, for example <b>P00001234S</b> .
Summit, Generations, iAccess	<ul> <li>Your ID starts with the number</li> <li>zero followed by 6 numbers, for example 0123456.</li> <li>one followed by 6 numbers, for example 1234567.</li> </ul>

#### I've forgotten my username (user ID), how can I retrieve this?



#### Step 1

Select 'Trouble logging in'.

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?	
Trouble logging in?	
Forgot username	
Forgot password	
	1
Still having trouble?	

#### Step 2

Select 'Forgot username'.



#### Step 3

Enter your name, surname and post code. Select 'Submit'.

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Forgot username	
The following email address has been matched to your details,	
If this is correct, click 'Confirm email' to have your user ID sent to you.	
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If this email is incorrect or you need further assistance, please contact the North Service Centre on 1800 667 841.	
Confirm email	
Close	
Still having trouble?	
(D) Tap to start NorthChat	

#### Step 4

**Select** 'Confirm email' to proceed. If you don't want to continue **select** 'Close'.

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#### Step 5

**View** the registered email address we have on record for you. This Is where your username (user ID) will be sent.

#### Dear Ms Smith

As requested, here is your North Online user ID:

#### P01234567S

To access your account, login to <u>North Online</u> using your user ID and password.

#### Account security

If you didn't ask for your user ID to be sent to you, please contact the North Service Centre on 1800 667 841.

#### We're here to help

If you have any questions, please call us on 1800 667 841 from 8.30am to 7.00pm AEST, Monday to Friday or email us at north@amp.com.au.

Yours sincerely

North Service Centre

#### Step 6

**Retrieve** the email from your registered email address. It will include your userID. This is your username to the North app.



See the examples below on what your username may look like

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#### I've forgotten my password, how can I reset this?

Your password for the app is the same as what you use to log in to North Online. If you have forgotten this, you can reset it with these steps.



Step 1

Select 'Trouble logging in'.



#### Step 2

Select 'Forgot password'.



#### Step 3

Enter your username and select 'Submit'.

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#### Step 4

**Select** 'Mobile number' or 'Email address' to choose which contact you would like to use to reset your password.

Select 'Send code' to proceed.

If you don't want to continue **select** 'Close'.



The contact details that will appear here will be the mobile and/or email you previously provided and verified to North (usually done when establishing your account). If you have not provided a mobile number or email registered, please contact the North Service Centre for assistance.



North
Dear Mr Zqids
You requested to reset your North Online password.
To reset your password for your North Online account, please use the security code below:
305484
This code is valid for 30 minutes
Account Security If you didn't ask for your password to be reset, please contact the North Service Centre on 1800 867 84
We're here to help If you have any questions, please call us on 1800 687 841 from 8.30am to 7.00pm AEST, Monday to Fr
Yours sincerely
North Service Centre
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#### Step 5

View the security code sent to your:

- mobile number or
- email address.

number or email address.



Step 6

You can request a security code every **3 minutes** by clicking the **Resend code** button. There is a timer on the screen that will tell you how long you must wait before a new security code can be requested. The security code is valid for **30 minutes**.

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() Bock		
Forgot password		
For security, we need to ensure the right person is updating this account.		
A security code has been sent to the email address you have registered with us.		
Use this code to confirm your identity. If you have not received the code, or the code has expired you can request a new code below. Please enter the security code below to continue,		
If you do not receive the code, you can resend the code in <b>02 min 53 sec</b> . Resend code		
Enter security code		
Still having trouble?		

If you don't receive the code, wait for the 'Resend code' to become active and tap on this to send the code again.

Enter the security code that was sent to your mobile



North

**Login** Please enter your North login details

Trouble logging in?

및 Tap to start NorthChat

Username

ne to North

#### Step 7

**Enter** your new password and confirm it by re-entering it again.

Tap on the eye icon to show/hide your password.

**Select** 'Save' this will take you back to the North app login page.



When creating a new password, ensure the new password meets the 'Password must contain' rules

#### Step 8

Login using your username and new password.

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#### Step 9

You will also receive a notification that password has been updated.

View the email will be sent to your registered email address (if supplied) advising that your password has been updated.



If you have not provided a registered email address this confirmation will not be sent. It is recommended that you update your contact details to ensure you receive important information relating to your North account.

#### **Frequently asked questions**

#### Q. What does my username (User ID) look like?

See examples below of what your username (user ID) may look like.

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#### Q. Can I change my User ID?

No, your User ID is your client reference number. This is not able to be changed.

#### Q. Does the password need to have certain requirements?

Yes, a password must have a minimum of 8 characters, with 1 capital letter and at least 1 number. You also cannot use a previous password.

#### Q. How often can I request a new security code and how long does it last for?

You can request a security code every **3 minutes** by clicking the **Resend code** button. There is a timer on the screen that will tell you how long you must wait before a new security code can be requested. The security code is valid for **30 minutes**.

#### Q. What happens if an SMS code cannot be sent to my mobile phone?

From time-to-time we may be unable to send you an SMS as our SMS gateway may be down or may not be working. If this occurs the message below will be displayed. We recommend that you select the Close or Cancel button wait a few minutes and try again. If you continue to receive this message and need help, call the North Service Centre on 1800 667 841.

#### Q. Who do I contact if I need help?

If need help with the app, contact the North Service Centre on 1800 667 841.

#### Important information

This publication has been prepared to provide you with general information only. It is not intended to take the place of professional advice and you should not take action on specific issues in reliance on this information. In preparing this information we did not take into account the investment objectives, financial situation or particular needs of any particular person. You should obtain a copy of the relevant Product Disclosure Statement (PDS) before making a decision to invest in any financial product. Copies of our PDSs can be obtained from your adviser or on our website <u>www.northonline.com.au</u>.

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