

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).

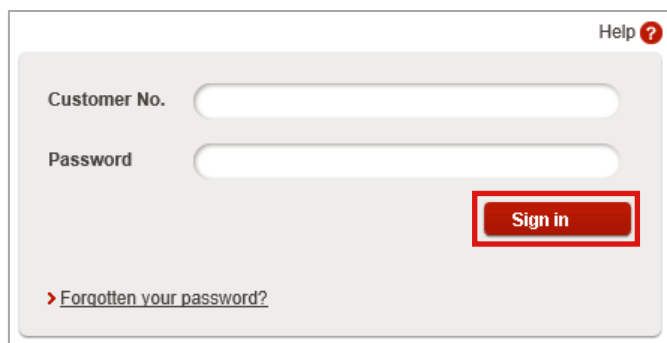
Signing in

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:



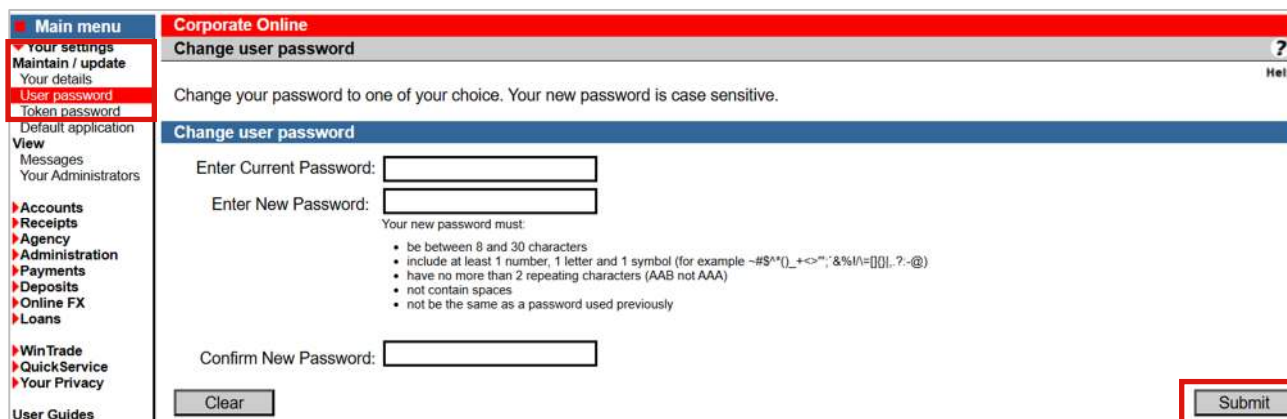
The sign-in screen features a 'Help ?' link in the top right corner. It contains two input fields: 'Customer No.' and 'Password'. A red 'Sign in' button is positioned to the right of the password field. Below the password field, there is a link that reads '> Forgotten your password?'.

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 are required to change your sign in password at regular intervals.

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



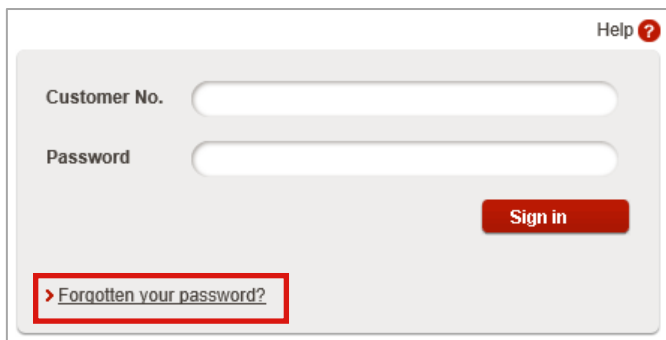
The 'Change user password' screen is displayed within the Corporate Online interface. The left-hand menu is visible, with 'Your settings' expanded and 'User password' selected. The main content area has a red header 'Corporate Online' and a sub-header 'Change user password'. Below this, it says 'Change your password to one of your choice. Your new password is case sensitive.' The form includes three input fields: 'Enter Current Password:', 'Enter New Password:', and 'Confirm New Password:'. Below the 'Enter New Password' field, there is a section titled 'Your new password must:' with a bulleted list of requirements: be between 8 and 30 characters; include at least 1 number, 1 letter and 1 symbol (for example ~#\$%^&*()_+<>";'&%!/\=[]{}.,?~@); have no more than 2 repeating characters (AAB not AAA); not contain spaces; and not be the same as a password used previously. At the bottom left of the form is a 'Clear' button, and at the bottom right is a red 'Submit' button.

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

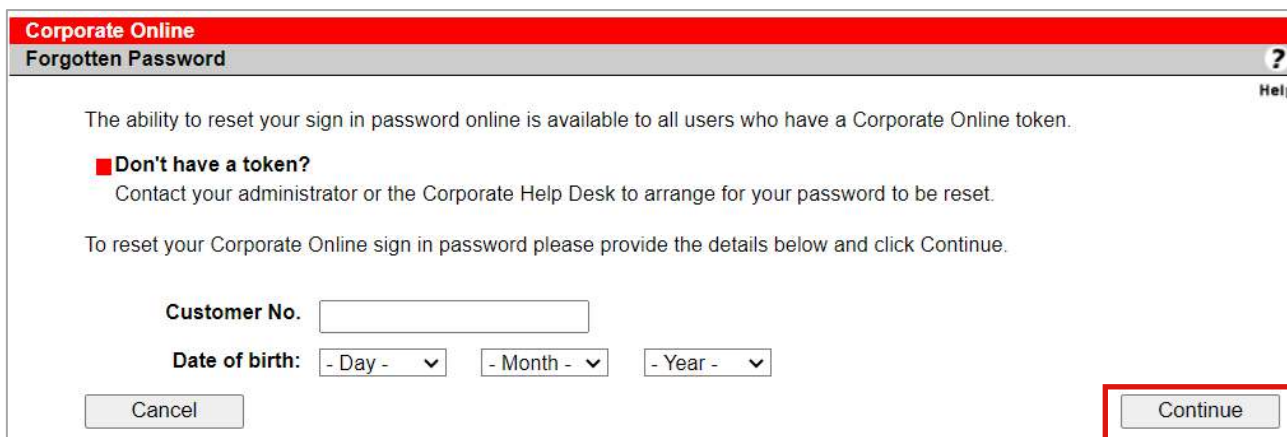
If you do not have a token, contact your Corporate Online Administrators. If you do have a token, follow this procedure.

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



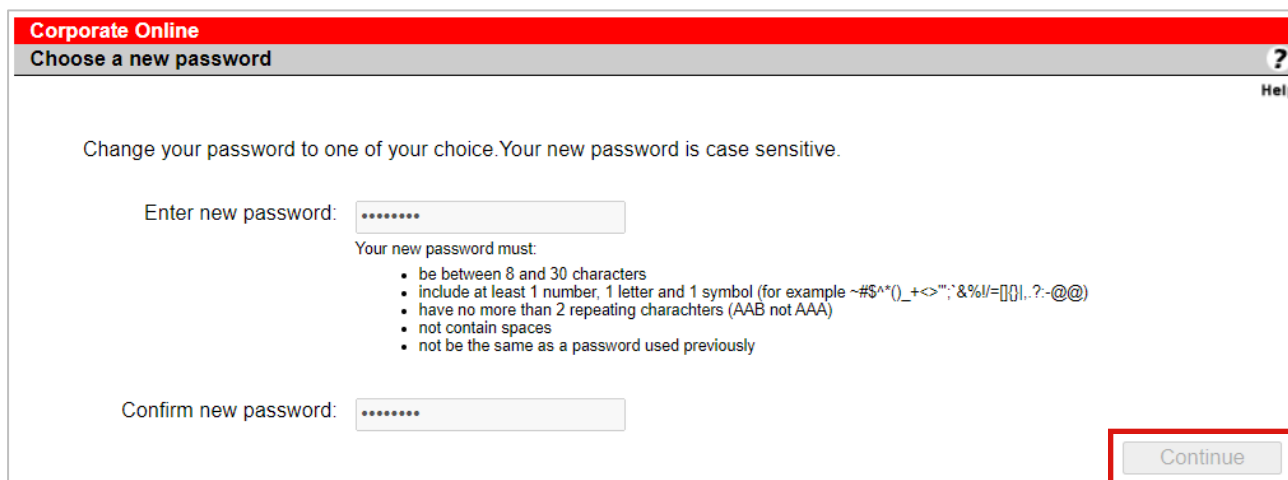
The screenshot shows the Corporate Online sign in page. It has a 'Help ?' link in the top right. Below it are two input fields: 'Customer No.' and 'Password'. A red 'Sign in' button is to the right of the password field. At the bottom left, there is a link that says '> Forgotten your password?' which is highlighted with a red box.

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



The screenshot shows the 'Corporate Online Forgotten Password' screen. It has a red header bar with 'Corporate Online' and a 'Help ?' link. Below the header, it says 'The ability to reset your sign in password online is available to all users who have a Corporate Online token.' There is a section titled 'Don't have a token?' with a red square icon, advising to contact an administrator or the Corporate Help Desk. Below this, it says 'To reset your Corporate Online sign in password please provide the details below and click Continue.' There are input fields for 'Customer No.' and 'Date of birth' (with dropdowns for Day, Month, and Year). At the bottom, there are 'Cancel' and 'Continue' buttons. The 'Continue' button is highlighted with a red box.

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



The screenshot shows the 'Corporate Online Choose a new password' screen. It has a red header bar with 'Corporate Online' and a 'Help ?' link. Below the header, it says 'Change your password to one of your choice. Your new password is case sensitive.' There is an input field for 'Enter new password:' followed by a list of requirements for the new password: be between 8 and 30 characters, include at least 1 number, 1 letter and 1 symbol (for example ~#\$%^&*()_+<>";'&%/!=[]{}|.,?~:@@), have no more than 2 repeating characters (AAB not AAA), not contain spaces, and not be the same as a password used previously. Below this is a 'Confirm new password:' input field. At the bottom right, there is a 'Continue' button highlighted with a red box.

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.

Cancel

Validate

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
Maintain / update
Your details
User password
Token password
Default application
View
Messages
Your Administrators
Accounts
Receipts
Agency
Administration
Payments
Deposits
Online FX
Loans
WinTrade
QuickService
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](#).

Clear

Submit

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

- 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:

Reset

Online Accounts

None

Online Accounts

Online Receipts

Online Agency

Online Customer Administration

Online Payments

Online Deposits

Online FX

Online Loans

Submit

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

Viewing messages

- 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 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

Continue

Contact us

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

Viewing your Administrators

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

Main menu
Your settings
Maintain / update
Your details
User password
Token password
Default application
View
Messages
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 Local Administrators	Work phone
Citizen, Sally	02 12345678
Your Super Administrators	Work phone
Citizen, Sally	02 12345678
Citizen, Sharon	02 12345678
Citizen, John	02 12345678

Managing your details

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

Main menu
Your settings
Maintain / update
Your details
User password
Token password
Default application
View
Messages
Your Administrators

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 John
Primary mailing address: 275 kent street, Sydney, Sydney, NSW, 2000, Australia

*Work phone: Work mobile:

Work email: jcitizen@organisationname.com.au

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?: No

*Security keyword:

Last updated: 28 Feb 2025 12:48 AEDT

Save

Your Corporate Online access...

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