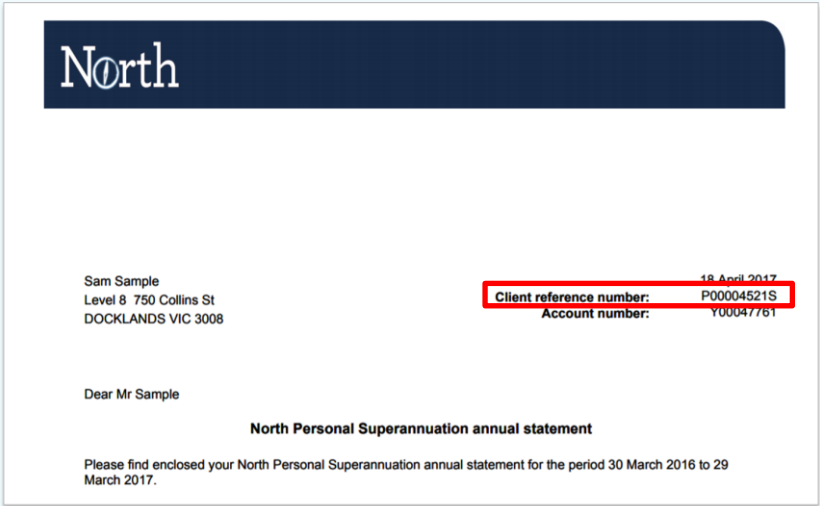
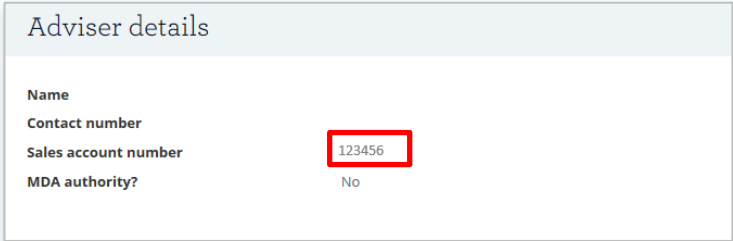
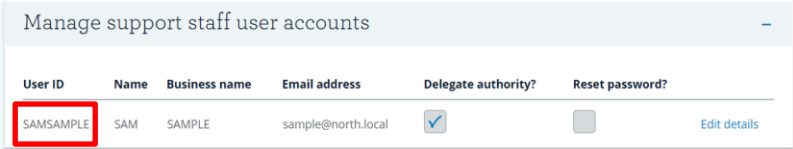


# North

## How to locate your user ID

### Where can you find your user ID?

Type of user	Samples														
<b>Client/company/trust</b> This is your client reference number found on your statements or correspondence.	 <p>Sam Sample Level 8 750 Collins St DOCKLANDS VIC 3008</p> <p>Dear Mr Sample</p> <p><b>North Personal Superannuation annual statement</b></p> <p>Please find enclosed your North Personal Superannuation annual statement for the period 30 March 2016 to 29 March 2017.</p> <p>19 April 2017 Client reference number: P00004521S Account number: Y00047761</p>														
<b>Advisers</b> This is your 6-digit adviser code.	 <p>Adviser details</p> <p>Name Contact number Sales account number: 123456 MDA authority? No</p>														
<b>Adviser support staff</b> This is the user ID the adviser established for you in North Online > Access > Manage support staff user accounts.	 <p>Manage support staff user accounts</p> <table border="1"><thead><tr><th>User ID</th><th>Name</th><th>Business name</th><th>Email address</th><th>Delegate authority?</th><th>Reset password?</th><th></th></tr></thead><tbody><tr><td>SAMSAMPLE</td><td>SAM</td><td>SAMPLE</td><td>sample@north.local</td><td><input checked="" type="checkbox"/></td><td><input type="checkbox"/></td><td><a href="#">Edit details</a></td></tr></tbody></table>	User ID	Name	Business name	Email address	Delegate authority?	Reset password?		SAMSAMPLE	SAM	SAMPLE	sample@north.local	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<a href="#">Edit details</a>
User ID	Name	Business name	Email address	Delegate authority?	Reset password?										
SAMSAMPLE	SAM	SAMPLE	sample@north.local	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<a href="#">Edit details</a>									

### Need further assistance?

If you need help at any stage, you can contact the **North Service Centre** on **1800 667 841**, or email at [north@amp.com.au](mailto:north@amp.com.au).

North Service Centre GPO Box 2915 Melbourne Victoria 3001 Telephone: 1800 667 841  
[northonline.com.au](http://northonline.com.au)