

North

Forgotten User ID and password client guide

This document walks through how to find your User ID and how to reset your password on North Online.

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'



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



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



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

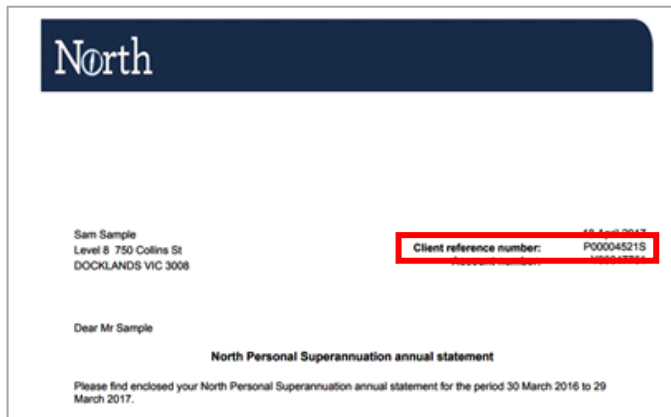
Need further assistance?

If you need help any stage you can:

- Contact the **North Service Centre** on **1800 667 841**, or email at north@amp.com.au

Where can you find your User ID?

Step 1.

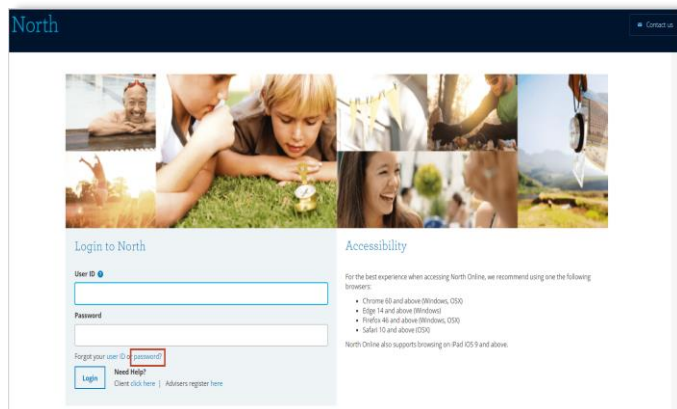


Client/company/trust

This is your client reference number found on your statements or correspondence.

How to reset your password and login to North Online

Step 1.



Select password.

Step 2.


Forgotten password ✕

Enter your user ID and characters you see on the right. If you need assistance, please contact the North Service Centre on 1800 667 841.

User ID

[Forgot your user ID?](#)

Enter the characters you see on the right

Cancel Submit

Add your **User ID** and **enter the characters** that are shown on the right of the screen.

Select **Submit** to continue. You will then receive a security code that is sent to your registered email address.

Step 3.

Forgotten password ✕

If you've entered a valid User ID a security code will be sent to the email or mobile you provided us. You will need this code to confirm your identity and reset your password

Close Send code

If you need assistance, please contact the North Service Centre on 1800 667 841.

Select **Send Code** for a security code to be sent to your registered email address.

Step 4.

Change your password ✕

For security, we need to ensure the right person is accessing this account.

A security code has been sent to the email address you provided to 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.

Email address
XXXXXXXXXXXX@amp.com.au

Enter security code

Security code sent. It may take a few minutes to arrive. If you do not receive the code, you can resend the code in 02 min 54 sec

[Close](#) [Resend code](#) [Submit](#)

If you need assistance, please contact the North Service Centre on 1800 667 841.

Enter the **security code** that was sent to your registered email address.

Select **Submit** to continue.



If you need to a new code to be sent, click the **Resend** code button. A new code can be requested every 3 minutes.

Step 5.

Change your password ✕

Please enter the details of your new password below.

Enter new password [Show password](#)

Verify new password

[Close](#) [Submit](#)

If you need assistance, please contact the North Service Centre on 1800 667 841.

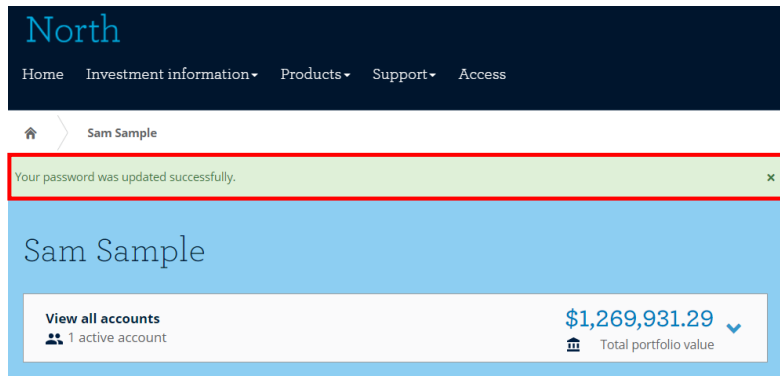
You now add your new password into the **Enter new password field** and again in the **Verify new password field**. Ensure both passwords entered match.

Click **Submit** to change your password.



To assist you with verifying your new password, click the **Show Password** button. When entering the new password, there is a requirement to have at least 8 characters, 1 capital letter and 1 number. You can also not use any previous passwords.

Step 6.



Once you have successfully reset your password, a confirmation message will appear.

Frequently asked questions

Q. What does my User ID look like?

See examples below of what your User ID may look like depending on what was the first product that you help with North.

MyNorth/North	Summit/Generations/iAccess
<p>Your User ID</p> <p>Starts with the letter P followed by 8 numbers and ends with the letter S.</p> <p>For example:</p> <p>P00001234S</p>	<p>Your User ID</p> <p>Starts with the number ZERO, followed by 6 numbers.</p> <p>For example:</p> <p>0123456</p> <p>OR</p> <p>Your User ID starts with the number ONE, followed by 6 numbers</p> <p>For example:</p> <p>1234567</p>

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. Who do I contact if I need help?

If you are requiring help with resetting your password, 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 www.northonline.com.au.

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