

How to create a password for the Broker Portal

A step by step guide to creating a your own unique password to access the Broker Website

We are pleased to confirm that you are now accredited to write deals for Bankwest. The following guide will assist you in creating your own unique password to access the Bankwest Broker website.

What you will need

In order to follow this guide to create a password, you will need:

- **Broker ID** – This will be provided to you separate to this document.
- **Mobile** – The mobile phone number you have already provided to Bankwest with your accreditation application. Note: If you have not already provided a mobile phone number or this number has changed, you will need to contact the Mortgage Support Team to update your details.

Step 1: Accessing the Send SMS Code screen

Navigate to the Bankwest Broker website at <https://www.bankwest.com.au/brokers> and select the Login button.

This will bring you to the Broker Login screen. On this screen, you will notice the Forgot your password? link underneath the Login button. Select the link to take you to the Send SMS Code screen.

Broker Login

Broker ID

Password

Login >

[Forgot your password?](#)

How can we help?

- Retail:** Contact the Mortgage Support Team on [Broker Chat](#) (Available Monday - Friday between 5.30am and 4pm WST, 8.30am to 7pm EDT)
- Business:** [Contact the Broker Support Operations team](#) - include your Broker ID, aggregator, contact details and enquiry (Available Monday - Friday between 8am and 4pm WST, 11am to 7pm EDT)
- Not an accredited Bankwest Broker?** [Find out how to get accredited.](#)

Security tips

- We'll never ask for your login or account details over email
- We recommend that you don't save your password in your browser. [Here's how to remove it](#)
- Never log in through a third party website or link from an email
- [Find out more about staying safe online](#)

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Step 2: Request SMS Code

On the Send SMS Code screen, you will need to enter your Broker ID and mobile phone number and press the Send SMS Code button. You will then be taken to the Confirm SMS Code screen.

Your Broker ID will start with BK followed by an 8 digit number. This will be provided to you separate to this document.

Your mobile phone number will need to be the same as what you have provided Bankwest with your accreditation application. If you have not already provided a mobile phone number or this number has changed, you will need to contact the Mortgage Support Team to update your details.

Confirm your SMS Code

Enter the SMS Code we've sent to your registered mobile number (it can take a few minutes to get to you).

SMS Code

Submit SMS Code >

[Haven't received a code? Request another one](#)

Please do not refresh this page or press the back button.

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- Business:** [Contact the Broker Support Operations team](#) - include your Broker ID, aggregator, contact details and enquiry (Available Monday - Friday between 8am and 4pm WST, 10am and 6pm EST)
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Step 3: Confirm SMS Code

Once you have requested an SMS code, it may take a few minutes for you to receive it. The SMS code will come through from Bankwest and will be a 6 digit number.

On the Confirm SMS Code screen, you must enter the SMS code you have received and press the Confirm SMS Code button.

Once the SMS code has been successfully verified, you will then be taken to the Change Password screen.

Confirm your SMS Code

Enter the SMS Code we've sent to your registered mobile number (it can take a few minutes to get to you).

SMS Code

Submit SMS Code >

Haven't received a code? [Request another one](#)

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How can we help?

- **Retail:** Contact the Mortgage Support Team on Broker Chat (Available Monday - Friday between 8.30am and 4pm WST (8.30am to 6 pm EST)).
- **Business:** [Contact the Broker Support Operations team](#) - include your Broker ID, aggregator, contact details and enquiry (Available Monday - Friday between 8am and 4pm WST, 10am and 6pm EST)
- **Not an accredited Bankwest Broker?** [Find out how to get accredited.](#)

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Step 4: Create a unique password

You have now arrived at the Change Password screen where you can create your own password. You will use this password from now on to login to the secure section of the Bankwest Broker website.

On this screen you will need to enter a new password that must meet the following password parameters:

- › Minimum of 10 characters
- › At least 1 letter
- › At least 1 number
- › At least 1 punctuation
- › Cannot be the same as your previous 15 passwords (this is not relevant if it is your first time logging in)

You can also make your new password strong by meeting at least 3 of the following password parameters in addition to the minimum:

- › Minimum of 12 characters
- › At least 1 uppercase and lowercase letters
- › Don't include your name
- › Don't include consecutive letters or numbers

You will notice a password strength indicator that will let you know if your password is either:

- › Incomplete – this means that your password has not met the minimum password parameters
- › Good – your password has met the minimum password parameters
- › Strong – your password has met the strong password parameters

Confirm your SMS Code

Enter the SMS Code we've sent to your registered mobile number (it can take a few minutes to get to you).

SMS Code

Submit SMS Code >

Haven't received a code? [Request another one](#)

Please do not refresh this page or press the back button.

How can we help?

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Once you have entered a password in the New Password field, you will need to enter the same password in the Confirm New Password field and press the Change Password button.

As long as your passwords match and meet the minimum requirements, your new password will be saved in the Bankwest system and you will be directed to the secure section of the Bankwest website. You will receive an email notification to confirm that your password has been changed successfully.

Questions & Answers.

How can I locate the Broker Login screen?

Go to www.bankwest.com.au/brokers and select the Login button.

Where can I find my Broker ID?

This will be provided to you in the email that this document is attached to, or you can contact the Mortgage Support Team.

Why is my mobile phone number not being accepted?

You must use the mobile phone number you have already provided to Bankwest with your accreditation application.

***Note:** If you have not already provided a mobile phone number or this number has changed, you will need to contact the Mortgage Support Team to update your details.*

I have already logged in previously, do I need to reset my password?

If you already know your Broker ID and password, you do not need to follow this process and can login straight away.

Can I have the SMS code sent to a different mobile phone number?

An SMS code can only be sent to the mobile phone number that is held on the Bankwest system.

***Note:** If you have not already provided a mobile phone number or this number has changed, you will need to contact the Mortgage Support Team to update your details.*

I haven't received the SMS code, what can I do?

If you do not receive an SMS code, you can select the 'Not received a code? Resend it' link. If the problem continues, contact Mortgage Support Team for assistance.

On the Change Password screen, why does the new password field say Incomplete?

If your password is Incomplete, you will not be able to create your password. Your password must meet the following at a minimum:

- › Minimum of 10 characters
- › At least 1 letter
- › At least 1 number
- › At least 1 punctuation
- › Cannot be the same as your previous 15 passwords (this is not relevant if it is your first time logging in)

How do I make my password Strong?

To make your password Strong you must meet at least three of the following:

- › Minimum of 12 characters
- › At least 1 uppercase and lowercase
- › Don't include your name
- › Don't include consecutive letters or numbers