

Simple support user setup.

Give your broker support staff access with just one login, so they can spend less time switching between profiles and more time delivering for your customers.



What your support user can do in the Bankwest Broker Portal:

- ✓ Check Application Progress and download Unconditional Approval letter.
- ✓ Upload supporting documents directly to the application using DocBox.
- ✓ Check settlement booking progress and details.
- ✓ View existing customer loans and upcoming term expiry.

How to add a support user

- 1 Log in to the Bankwest Broker Portal and select 'Support users' from the Resources drop down menu.

The screenshot shows the Bankwest Broker Portal interface. The top navigation bar includes the Bankwest logo and a user profile dropdown. Below the navigation bar, there are tabs for Applications, Loans, Digital ID, Policy, Pricing, Valuations, and Resources. The Resources tab is selected, and a dropdown menu is open, showing options like Tools, Resources, and Support. The 'Support users' option is highlighted. A live chat window is visible on the right side of the screen.

Application ID	Applicant(s)	Loan type	Settlement Date	Status
12398149 Last updated 20/02/2025, 09:35AM	Mr Ykutbw Lgrj BDATOSCAPY	Variable	—	Disbursed
12398132 Last updated 20/02/2025, 09:22AM	Mr Uuyeni Rwhhg WUUTOSCALB	Variable	—	Verifying Application
12398100 Last updated 20/02/2025, 09:15AM	Mr Hpwihm Jypmo WXCTOSCAKQ	Variable	—	Verifying Application
12398071 Last updated 20/02/2025, 09:07AM	Mr Fiumva Jjdrh NQITOSCAHT	Variable	—	Disbursed

- 2 Select 'Add user' in the top right.

The screenshot shows the 'Support Users' page. At the top, there is a header with the title 'Support Users' and a link to 'Add user'. Below the header, there is a table listing existing support users. The table has columns for User ID, Name, Email address, Expiry, and Status. There are four rows of data. At the bottom of the page, there is a disclaimer text.

User ID	Name	Email address	Expiry	Status
BS00012086	NavyaTestToggle NavyaTestToggle	Navya.BS+15@bankwest.com.au		Active
BS00012242	Prashant Dubey	manasa.bhattaru+rt02@bankwest.com.au	12/12/2025	Active
BS00012310	NavyaTestDeleteDialog NavyaTestDeleteDialog	Navya.BS+108@bankwest.com.au		Active
BS00012311	NavyaTestDialog1234 NavyaTestDialog1234	Navya.BS+09dialog@bankwest.com.au		Pending

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3 Enter your support user's details.

[← Back to support users](#)

Add a support user


Complete the form below to give a staff member access to your applications on the Broker Portal.

Support user details

First Name

Last Name

Country Code

Australia (+61) 

Mobile

Email



Expiry date (optional)

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

The expiry date will determine when the user will lose access to their account.

Need help?

If you have any questions relating to the Broker Portal, contact the Mortgage Support Team on Broker Chat.

 [General Enquiries](#)
[Broker Chat](#) 

Terms and conditions

The Bankwest Broker Portal contains customer personal information. Bankwest is committed to protecting the personal information of our customers and expects the same of head groups, accredited brokers and those assisting them (referred to herein as a "Support User"). The below information sets out the obligations that you agree to when you add a Support User (which is providing them with access to the Bankwest Broker Portal).

By proceeding, I acknowledge and agree to the following terms and conditions:

- I have a contractual relationship with the Support User for the purpose of the provision of services relating to the assessment, processing and/or management of my customer's application for credit or in-life credit products. As part of my contractual relationship with the Support User, I have completed employee/contractor identification procedures to ensure I am comfortable the person I am engaging with is fit and proper for the purpose of the duties and responsibility under the contract of services.
- I will ensure that the Support User will act in a professional, honest and fair manner, considering community expectations when using the Bankwest Broker Portal.
- I am responsible for maintaining appropriate technical and organisational security measures to protect and secure confidential information and personal information against loss, unauthorised access or disclosure. I will ensure that my Support Users treat confidential and personal information in strict confidence, including protecting all personal information from misuse, loss, unauthorised access.
- I will be responsible and liable for all actions carried out by Support Users in relation to their use of the Bankwest Broker Portal.
- I must notify Bankwest immediately if I suspect that confidential or personal information may have been compromised, I become aware of any cybersecurity event or risk relating to a Support User, including compromise of their technology system.
- I will disable a Support User's access to the Bankwest Broker Portal immediately when the Support User's access is no longer required, appropriate, or when I become aware they have acted in a way which may cause me to breach these terms and conditions.
- I have obtained the Support User's agreement to being added and have explained to them that they may receive communication (including emails) from Bankwest about the Bankwest Broker Portal.
- I acknowledge that any breach of these requirements may result in Bankwest terminating any agreement that we have entered into and/or a broker accreditation and/or taking further steps in connection with any breach.

☐ I accept the terms and conditions

Note: When you've completed the form and accepted the terms and conditions, we'll send an email to the support user – you'll get confirmation of this at the top of the screen. The support user will need to view and accept our terms and conditions and set a password (if they don't have one already) within five days to be granted access.

You can add as many support users as you'd like. Simply return to the dashboard and click 'Add user' again to repeat the process.

Important: Once your support user(s) have access, we recommend you change any passwords you've shared with others to avoid misuse of your account details.

How to manage a support user

You can see Support User ID, name, email address and status details, in the 'Manage support users' dashboard. You can also edit, deallocate or delete a user at anytime.

Edit user details

- 1 Find the user from the list and click the three dots on the right-hand side, then choose 'Edit user'.

Manage support users

Give staff members secure access to your applications without having to share your login details by adding them as a support user.

Support Users

Add new users and manage existing users' permissions here. [Add user](#)

User ID	Name	Email address	Expiry	Status	
BS00000483	Jason G-P	jason.godfrey@bankwest.com.au		Active	...
BS00002022	Robert Kak	robert.kak@bankwest.com.au	05/11/2025	Active	<div>✎ Edit User 🗑 Deallocate user 🗑 Delete User</div>
BS00002037	Jenny Nguyen	jenny.t.nguyen@bankwest.com.au	05/11/2025	Active	...

- 2 Make your desired changes.

Edit support user

Complete the form below to update your support user's details

Support user details

First Name

Last Name

Country Code

Mobile

Email

Expiry date (optional)

Need help?

If you have any questions relating to the Broker Portal, contact the Mortgage Support Team on Broker Chat.

General Enquiries
Broker Chat

Note: You can edit all user details manually except the email address. To update the user's email address, please contact your BDM or BSM.

Deallocate or delete a user

- 1 Find the user from the list and click the three dots on the right-hand side, then choose 'Deallocate user' or 'Delete user'.

Note: Click on the tool tip for an explanation of what will happen if you deallocate or disable a user.

Support Users
Add new users and manage existing users' permissions here. [Add user](#)

User ID	Name	Email address	Expiry	Status
BS00012086	NavyaTestToggle NavyaTestToggle	Navya.BS+15@bankwest.com.au		Active
BS00012242	Prashant Dubey	manasa.bhattaru+rt02@bankwest.com.au	12/12/2025	Active
BS00012310	NavyaTestDeleteDialog NavyaTestDeleteDialog	Navya.BS+108@bankwest.com.au		Active
BS00012311	NavyaTestDialog1234 NavyaTestDialog1234	Navya.BS+09dialog@bnakwest.com.au		Pending

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- 2 We'll ask you to confirm.

Support
Add new users and manage existing users' permissions here. [Add user](#)

Are you sure?

Deallocating this user will withdraw their access to your customers application information via the Bankwest Broker Portal. They may still be able to access the portal on behalf of other brokers.

[No, take me back](#) [Yes, I'm sure](#)

User ID	Name	Email address	Expiry	Status
BS00012086	NavyaTestToggle NavyaTestToggle	Navya.BS+15@bankwest.com.au		Active
BS00012242	Prashant Dubey	manasa.bhattaru+rt02@bankwest.com.au	12/12/2025	Active
BS00012310	NavyaTestDeleteDialog NavyaTestDeleteDialog	Navya.BS+108@bankwest.com.au		Active
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- 3 Once confirmed you'll receive the confirmation message below.

✓ **Support user deallocated**
This support user will no longer be able to access customer and application information on your behalf.

How to activate your account as a support user

1 View and accept our terms and conditions.

When your broker adds you as a user, you'll receive an account activation email from us with your unique Support User ID and a link to our terms and conditions. You'll need to read and accept these.



Hi Steve Test,

BROKER2 LENDNET has set you up as a support user.

Your user ID is BS00002070.

Click the button below to view and accept our terms and conditions so you can be granted access. The link will expire in five days.

If you don't think you should have access, ignore this email or chat to your broker.

[View terms and conditions](#)



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Terms and conditions

Hi Steve Test,

BROKER2 LENDNET has set you up as a Support User within the Bankwest Broker Portal. The Bankwest Broker Portal contains customer personal information. Bankwest is committed to protecting the personal information of our customers and expects the same of head groups, accredited brokers, and those assisting them (referred to herein as a **"Support User"**). The below requirements set out the minimum standards that Bankwest imposes upon the use of the Bankwest Broker Portal by Support Users and the commitments that you (as a Support User) make each time you interact with and use the Bankwest Broker Portal.

By proceeding, as a Support User, I acknowledge and agree to the following terms and conditions:

- I will act in a professional, honest and fair manner, considering community expectations;
- I will comply with applicable laws (including the Privacy Act 1988 (Cth)), regulations, regulatory guidelines and industry codes of practice, and will not act in a misleading, deceptive or unconscionable manner;
- I will protect the privacy of all customer information, including protecting all personal information from misuse, loss, unauthorised access and I will only use the information for the purposes for which it was obtained, being the provision and administration of Bankwest home loans
- I will not submit any information to Bankwest that I know or suspect to be incomplete, false or misleading.

I also confirm that:

- I have never been declared bankrupt;
- I have never been banned or disqualified by a bank, financial institution, aggregator or regulator; and
- I have never been convicted of a criminal offence involving fraud, dishonesty or money laundering.

A breach of these terms may result in Bankwest revoking my access to Bankwest Broker Portal, terminating the relationship with the relevant head group and accreditation of a broker, and/or taking further action against me personally in connection with any breach of these terms and conditions.

☒ I accept the terms and conditions

Need help?

If you have any questions on accessing the Broker Portal, chat with your broker.

2 Set up your password and enter your mobile number (for new users only).

Note: If you're an existing user go straight to step three.

The screenshot shows a 'Create Password' form with the following elements:

- Create Password** header.
- A red warning box: "You'll need this to complete your account registration and login".
- New password** input field with a placeholder character 'I'. Below it, text reads: "Minimum 10 characters, must contain: 1 letter, 1 number and 1 special character".
- Confirm password** input field. Below it, text reads: "Must match the password above".
- Country** dropdown menu showing "+61".
- Mobile** input field with placeholder text "Enter your mobile number".
- A **Save** button at the bottom.
- To the right, a box titled **Your new password must** with a list of requirements:
 - ☐ be 10 to 20 characters
 - ☐ have at least one letter
 - ☐ have at least one number
 - ☐ have at least one punctuation
 - ☐ not contain invalid characters
 - ☐ match confirmation password

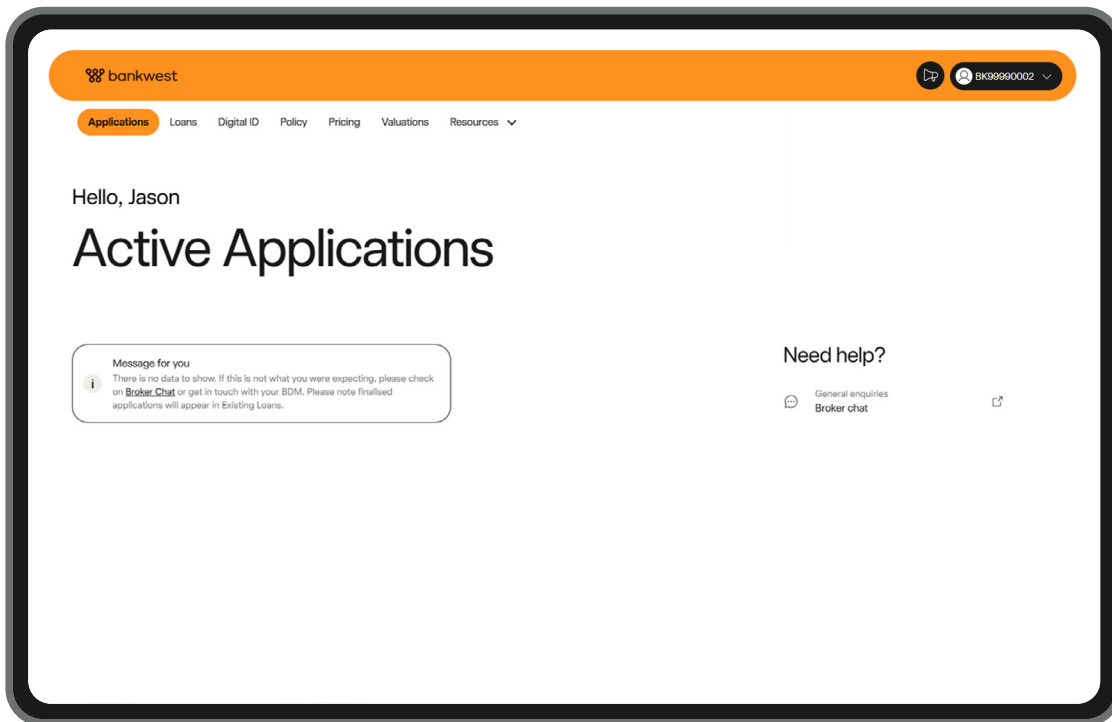
3 Log in using your Support User ID number and password.

The screenshot shows the Bankwest Broker Portal Login page with the following elements:

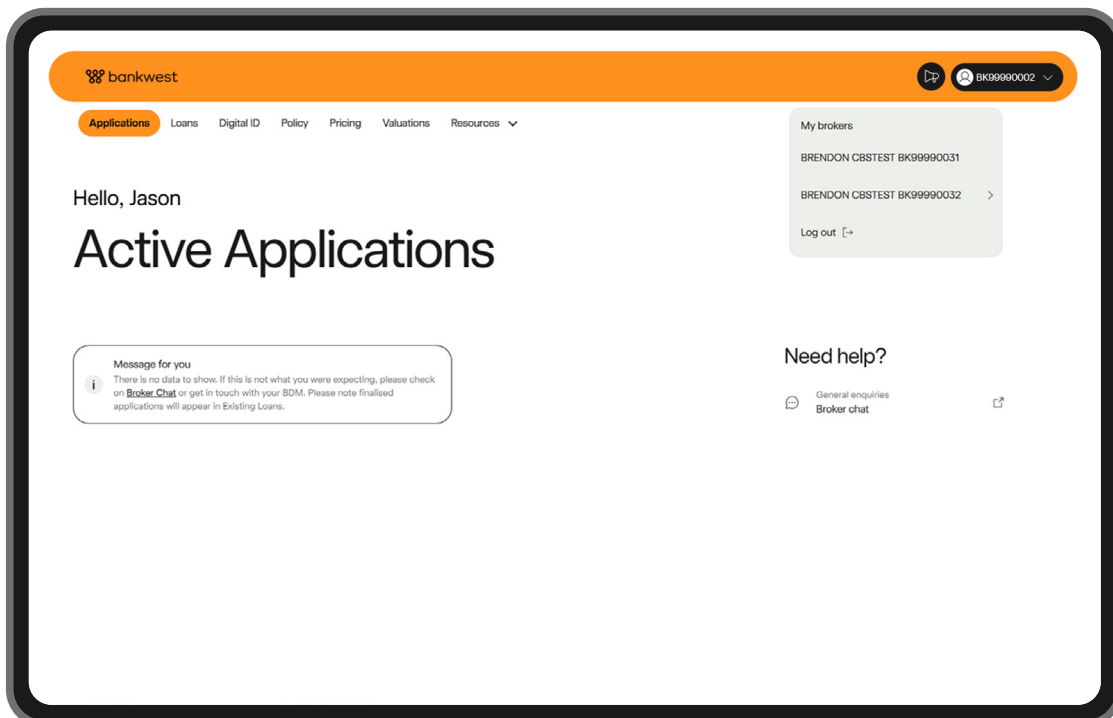
- bankwest** logo at the top left.
- Broker Portal Login** header.
- User ID** input field.
- Password** input field.
- An orange **Login** button.
- Links: [Forgot your password?](#) and [Having trouble logging in?](#).
- How can we help?** section with a list of links:
 - Retail:** Contact the Mortgage Support Team on [Broker Chat](#).
 - Business:** Bankwest Business lending colleagues are available to support you via 13 7000 between the hours of 7am - 5pm AEST Monday to Friday.
 - Not an accredited Bankwest Broker?** [Find out how to get accredited.](#)
- Security tips** section with a list of 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.](#)
- A **latest security alerts** icon.
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4 Welcome to the Bankwest Broker Portal!

A list of your broker's active applications can be found by clicking on Applications.

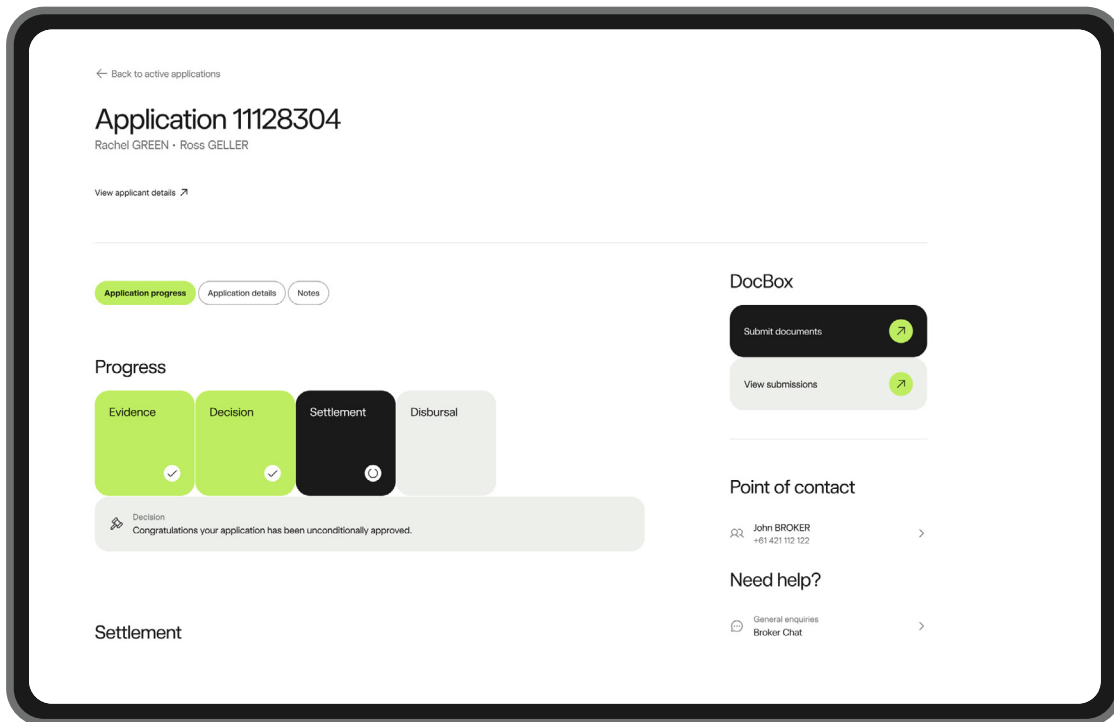


5 If you support more than one broker, you can swap between their active applications using the drop down in the navigation bar and selecting the broker ID.



6

Use DocBox to upload documents quickly and securely during the application process.



Note: You can 'View submissions' for history of the application.