

Simple support user setup.

Get the support you need while keeping your credentials and customer data secure.

Our new support user feature allows broker support staff to access active applications with just one login, so they can spend less time switching between profiles and more time delivering brilliant customer experiences.

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

With their new Support User ID and password, your support users can securely and easily:

- View your active applications on your behalf
- Upload supporting documents to your customers' applications
- View document submission histories.
- Access Broker chat function

bank less

What you need to know - broker

Add a support user:

1. Log in to the Bankwest Broker Portal and find 'Manage support users' from the menu.

Products Policies Tools & reso	urces V Active applications	Existing loans	Search for	
Welcome to our I	Broker Portal			
š Rates				
Calculators				
Pricing Tool				
See Order a valuation	Part of the second	6		
 Active applications 	Find a better rate for existing customers	your Cł fo	noose less BS (Ban r customer applica	k Stuff) Itions
Listing loans	Use our Pricing Tool for simple rep (that's when there's no change to th	rice requests We ne product, me	're making verifying applicatior ans fewer follow-ups for you a	n simpler. This nd faster
Postcode Policy Tool	term or limit) – no manual form ner apply the new rate within 48 hours request is accepted.	eded. We'll dec once your trar app	isions for your customers - inc nsaction statements required f lications.	luding no more or LVR<=80

2. Add user

🛞 ban	kwest			Retail	Business	BK99990001 ~	·
Products	Policies	Tools & resources $ \lor $	Active applications	Existing loan	s	Search	Q
Mana Give staff m	ge^I supp	cess to your applications witho	ut having to share your logir	n details by adding	them as a support user.		
Supp Add new User ID	ort Users users and manag Name	je existing users' permissions h Email address	ere.	Expiry Status	0		
	You de	on't have any support users ye	et. Click 'Add user' to set or	ne up.			
		*		Add us	ser		
**	© 2023 Copyright I use this Website, y Commonwealth Ba account your objec consider the <u>Produ</u> lending criteria and Bankwest, its empl	Bankwest, a division of Commonwes ou are required to read the Einancia nk of Australia, which is the produc tives, financial situation or needs as to Diaclosure Statement (which yo I fees and charges apply. Terms and oyees and agents. Information on th	atth Bank of Australia (Bankwest I Services Guide (PDF) (which y t issuer unless otherwise stated please consider whether it is a u agree to be provided through 1 conditions apply and are availa is site is not to be communicat	c) ABN 48 123 123 12 ou agree to be provid Rates stated are sub ppropriate for you. Fo his link) before makin ble on request. All inf ed or provided to any	4 AFSL / Australian credit licer ed by accessing the link). Bank ject to change without notice. r deposit and payment product g any decision about the prod ormation contained on this intr third party without the express	toe 234945. All rights reserve west is a division of Any advice given does not tal s, please ensure you read an uc(s). For lending products, anet site is confidential to consent of the site administr	d. To ke into d

3. Enter your support user's details

We've sent an email with terms and conditi need to review and accept these terms and	ons to the address provided. The support user will I conditions within five days to be granted access.	
tack to support users dd a support user nplete the form below to give a staff member ac	ccess to your applications on the Broker Portal.	
Support user details		Need help?
First Name testagain	Last Name lastnametest	If you any questions relating to the Broker Portal, contact the Mortgage Support Team Broker Chat.
Country Code	Mobile 499999999	
- joe.broker@bankwest.com.au	Expiry date (optional) Day Month 2023	
Terms & Conditions	t and under the Privacy Act to ensure that any st Broker Portal will be protected from misuse, loss, y be used for the purpose(s) for which it was	*
obtained. will ensure that any user who I nominate to be the broker portal is aware of and will observe th	provided with access to personal information within	
I understand that I will be responsible for disabli	ing the user's access where it is no longer er Portal.	
appropriate for them to have access to the Brok		

Note: All fields are mandatory except the expiry date. Make sure you provide the support user's email address and mobile number in the correct format.

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.

Manage a support user:

You can see a list of all your support users, including their Support User ID, name, email address and status, in the 'Manage support users' dashboard. You can also edit their details, deallocate or disable them 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'

Pro	ducts	Policies	Tools & resources $ \lor $	Active applications	Existi	ng loan	s			Search	Q
м	anag	e ^l supp	ort users								
Give	e staff meml	pers secure ac	cess to your applications with	out having to share your logi	n details by	adding	them	as a support	t user.		
	Suppor	tlleare									
	Add new use	ers and manad	e existina users' permissions	here							
	User ID	Name	Email address		Expiry	Status	(i)				
	BS00000019	Blaazzzz Bobby:	son NO DELETE team.titans+bla	az@bankwest.com.au		Active	:				
	BS00000045	Harish tester	team.titans+har	ish@bankwest.com.au		Active	:				
	BS00000053	Marwa Mohame	n marwa.mohame	ed@bankwest.com.au		Active	:	Edituser			
					Add u	Jser		Deallocate user Disable user			
	8	© 2023 Co use this W Common account y	opyright Bankwest, a division of Common febsite, you are required to read the Finar wealth Bank of Australia, which is the proc our objectives, financial situation or need	wealth Bank of Australia (Bankwest) Al icial Services Guide (PDF) (which you a fuct issuer unless otherwise stated. Ra s op lease consider whether it is appro	BN 48 123 123 1 Igree to be provi tes stated are su Ipriate for you. F	24 AFSL / / ided by accu ubject to ch	Austral essing ange v and pa	ian credit licence 2 the link). Bankwes rithout notice. Any yment products, pl	234945. All rig at is a division advice given o lease ensure y	hts reserved. To of does not take into ou read and	

2. Update the fields you want to change

Edit support user		
compare the form below to update your support us	er's details	
Support users		Need help?
- First Name Joe	Broker	If you have any questions relating to the E Portal, contact the Mortgage Support Tea Broker Chat,
Email address joe_broker@brokerfirm.com.au		
Mobile	Expiry	
+61403065123 Please use international formatting (like +610412345678 for Australia)	20/10/2025	
Audulana)		

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 disable a user

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

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

Mana	ge suppoi	rt users				
Give staff m	embers secure access	to your applications without having to	o share your login details l	by adding	them as a	a support user
Supp	ort Users		If you have a they c on bet disolut	deallocate a access to yo ould still ac nalf of other	a user, the our applica cess the B r brokers. I	y'll no longer itions – but Broker Portal If you
Add new	users and manage exi	sting users' permissions here.	Broker	e a user, the Portal will etely.	be withdra	awn
User ID	Name	Email address	Expiry	Status	1	
BS00000	019 Blaazzzz Bobbyson N	D DELETE team.titans+blaaz@bankwest.	com.au	Active	:	

2. We'll ask you to confirm

< Back to Broker Porta			
Manage su	pport users		
Give staff members secution them as a support user.	ire access to your applications withou	t having to share your login details by adding	
Support users Add new users and manage	existing users' permise Are you sure?		help?
User ID Nar BS9100001 Joc	ne Deallocating this u information via the portal on behalf of	ser will withdraw their access to your customers' application Bankwest Broker Portal. They may still be able to access the other brokers. No, take me back Yes, I'm sure	ave any questions relating to the Broker contact the Mortgage Support Team on Chat Is er

3. If you choose to proceed, you'll see the following message confirming the user has been deallocated or disabled

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

What you need to know - support user

Activate your account:

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. This email includes a link to our terms and conditions. You'll need to read and accept these.

	Hi John Smith, BrokerA-tive Identity has set you up as a support user. Your user ID is B5000	01417 and will need to	
	be used when logging in to the portal.		
	Click the button below to view and accept our terms and conditions so you c	an be granted access.	
	View terms and conditions	roker.	
	Bankwest is a division of the product issuer Commonwealth Bank of Australia AB AFL (Australian Credit Licence 234945). If you believe you should not have receiv contact Bankwest on 13 17 19 immediately. Digital Security Information. At Bankwest we aim to ensure our customers are cy keep your bank accounts and personal information secure, please be aware Ban	IN 48 123 123 124 and red this email, please yber safe. To help you kwest will never ask for	
	you PIN, PAN or password via email or SMS. Nor will we ask you to log directly in accounts from a link in an email or SMS. You can find more security information <u>www.bankwest.com.au/security-centre</u> . If you receive an email requesting this in forward the email to Bankwest and delete the email. You can report suspicious e <u>abuse@bankwest.com.au</u> .	nto your online bank at nformation, please emails to	
) bankw	you PIN, PAN or password via email or SMS. Nor will we ask you to log directly in accounts from a link in an email or SMS. You can find more security information www.bankwest.com.au/security-centre. If you receive an email requesting this in forward the email to Bankwest and delete the email. You can report suspicious e abuse@bankwest.com.au.	nto your online bank at information, please emails to Need help?	
) bankw erms and conditi John Smith,	you PIN, PAN or password via email or SMS. Nor will we ask you to log directly in accounts from a link in an email or SMS. You can find more security information www.bankwest.com.au/security-centre. If you receive an email requesting this in forward the email to Bankwest and delete the email. You can report suspicious e abuse@bankwest.com.au.	nto your online bank at information, please emails to Need help? If you have any question	ons on accessing the
bankw erms and conditi John Smith, okerActive Identity stomers' applicatio	you PIN, PAN or password via email or SMS. Nor will we ask you to log directly in accounts from a link in an email or SMS. You can find more security information www.bankwest.com.au/security-centre. If you receive an email requesting this in forward the email to Bankwest and delete the email. You can report suspicious e abuse@bankwest.com.au. est ons thas set you up as a support user. This means you'll be given access to their on data on the Bankwest Broker Portal.	nto your online bank at information, please emails to Need help? If you have any questic Broker Portal, chat with	ons on accessing the h your broker.
bankw erms and conditi John Smith, okerActive Identity istomers' application	you PIN, PAN or password via email or SMS. Nor will we ask you to log directly in accounts from a link in an email or SMS. You can find more security information www.bankwest.com.au/security-centre. If you receive an email requesting this in forward the email to Bankwest and delete the email. You can report suspicious e abuse@bankwest.com.au. est has set you up as a support user. This means you'll be given access to their on data on the Bankwest Broker Portal. o set a password and activate your account.	nto your online bank at information, please emails to Need help? If you have any questio Broker Portal, chat with	ons on accessing the h your broker.
bankwe erms and conditi John Smith, okerActive Identity stomers' application u'll be prompted to proceeding, you a protected from m rpose(s) for which	you PIN, PAN or password via email or SMS. Nor will we ask you to log directly in accounts from a link in an email or SMS. You can find more security information www.bankwest.com.au/security-centre. If you receive an email requesting this in forward the email to Bankwest and delete the email. You can report suspicious e abuse@bankwest.com.au. est ons whas set you up as a support user. This means you'll be given access to their on data on the Bankwest Broker Portal. os et a password and activate your account. gree that any personal information obtained from the Bankwest Broker Portal will isuse, loss, unauthorised access or interference and will only be used for the it was obtained.	nto your online bank at information, please emails to Need help? If you have any questic Broker Portal, chat with	ons on accessing the h your broker.

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

If you're an existing user, you'll already have a Support User ID and password - so you'll skip this step and go straight to step 3.

Create Password		Your new password must
You'll need this to complete your account registration and login		 be 10 to 20 characters have at least one letter
New password		have at least one number have at least one punctuation pat contain involid charactere
	⊚ ×	Hot contain invalid characters
Minimum 10 characters, must contain: 1 letter, 1 number and character	1 special	
Minimum 10 characters, must contain: 1 letter, 1 number and character Repeat your password	1 special	
Minimum 10 characters, must contain: 1 letter, 1 number and character Repeat your password	1 special	
Minimum 10 characters, must contain: 1 letter, 1 number and character Repeat your password Must match the password above Country Mobile +51 400000000	1 special	
Minimum 10 characters, must contain: 1 letter, 1 number and character Repeat your password Must match the password above Country +61 Mobile 488888888	1 special	
Minimum 10 characters, must contain: 1 letter, 1 number and character Repeat your password Wust match the password above Country +61 VBASS888888 Please use international format, e.g. +61491570006 for Austr	1 special	

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

Broker Portal Login User ID BS00001417 Password	 How can we help? Retail: Contact the Mortgage Support Team on Broke Chat. Business: Bankwest Business lending colleagues are available to support you via 13 7000 between the hours of 7am - 5pm AWST Monday to Friday. Not an accredited Bankwest Broker? Find out how to pet accredited.
Login	Security tips • We'll never ask for your login or account details over email
Forgot your password? Having trouble logging in?	 We recommend that you don't save your password in your browser. <u>Here's how to remove it</u> Never log in through a third party website or link from an email <u>Find out more about staying safe online</u> <u>liatest security alerts</u>

4. Read the message and click 'Confirm'

000	8) bankwest
	Before you continue
	Clicking 'Confirm' will grant you access to customers' personal information on behalf of BrokerActive Identity. You'll be responsible for maintaining these customers' privacy.
	Cancel

5. Welcome to the Broker portal.

() bankwes	st			Contact us	Help	Print	🔒 Log in	
Products Po	olicies To	ools & resources 🗸	Active applications	Existing loans		Search for		Q
Welcon	ne to	our Brok	er Portal					
∛ ⊟ Rates						R		
Calculators	5		in and the second secon					
Pricing Tool	d		A set of a s	2				
Since a values	uation			Č ,			A BE	
Active appli	ications		Find a better rate f existing customers	or your	Choose for cust	less BS (Bank s omer applicati	Stuff) ons	
S Existing loa	ins		Use our Pricing Tool for simple (that's when there's no change t term or limit) – no manual form	eprice requests o the product, needed. We'll	We're making means fewer decisions for	verifying application si follow-ups for you and your customers - includ	mpler. This faster ling no more	
E Postcode P	olicy Tool		apply the new rate within 48 hor request is accepted.	irs once your	transaction s applications.	tatements required for I	LVR<=80	
			Go to our Pricing	Tool)	(View our S	Simple Verification G	uide (PDF)	

Note: For now, you'll only be able to access 'Active applications'. Help us develop this new feature by letting us know what else you need access to.

6. A list of your brokers active applications can be found by clicking on Active applications

) bankwest	Retail	Business Contact	BS00000101	[Broker: BK99990001] ~
Active applications Exis	ing loans Rates Po	olicies Tools & resourc	es ∨	Search Q
Active Ap		α		ltems per page 30 v
Application ID \diamond	Applicant(s)	Loan type 👌 💡	Settlement Date \Rightarrow	Status 🗘
32213565 Last updated 23 minutes ago	Mr John Doe	Variable	-	Verifying Application
32213560 Last updated 17/01/2024, 09:38PM	Ms Ellie Long, Mrs Jodie Frost, Mrs Jane Citizen, Mr John Citizen	Variable	-	Verifying Application
32213555 Last updated 17/01/2024, 07:48PM	Mr Abdul Ravi	Variable	-	Verifying Application
32213552 Last updated 17/01/2024, 07:48PM	Mrs Cathy Bryan	Variable	-	Verifying Application
32213549 Last updated 17/01/2024, 07:48PM	Mr Ethan Yuzu	Variable	-	Verifying Application
32213548 Last updated 17/01/2024, 07:48PM	Ms Jessica Chan	Variable	-	Verifying Application

 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.

1	🛞 bankwest	Retail E	lusiness Contact	BS00000101 [Brok	ker: BK99990001] ^
	Active applications Existi	ing loans Rates Polic	ies Tools & resources 🗸	, දුසිං My Brokers	
				☆ BROKER LENDNET B	(99990001
	Active Ap	plications		Logout	û D
	- Search		Q		30 V
	Try application ID, applicant names, loan typ	pes, status or a combination.			
	Application ID 🗘	Applicant(s)	Loan type 💲 ?	Settlement Date 🗘	Status 🗘
	32213565 Last updated 23 minutes ago	Mr John Doe	Variable	-	Verifying Application
	32213560 Last updated 17/01/2024, 09:38PM	Ms Ellie Long, Mrs Jodie Frost, Mrs Jane Citizen, Mr John Citizen	Variable	-	Verifying Application
	32213555 Last updated 17/01/2024, 07:48PM	Mr Abdul Ravi	Variable	-	Verifying Application
	32213552 Last updated 17/01/2024, 07:48PM	Mrs Cathy Bryan	Variable	-	Verifying Application
	32213549 Last updated 17/01/2024, 07:48PM	Mr Ethan Yuzu	Variable	-	Verifying Application
	32213548 Last updated 17/01/2024, 07:48PM	Ms Jessica Chan	Variable	-	Verifying Application

8. Start using DocBox.

bankwest Retail Business Conta	at BS00000101 [Broker: BK99990001] ~
Active applications Existing loans Rates Policies Tools & resou	ces v Search Q
< Active Applications	
Application 32213565	٥
	Customer Jitin CCRC (See details)
Evidence received Verifying	
Undergoing assessment	Application details ~
O Identification Verifying	DocBox
Verifying	DocBox ① Submit documents >
Verifying Security Verifying	DocBox ① Submit documents ② See what you've submitted
Verifying Statement of Position Verified	DocBox
	DocBox ① Submit documents > >
	DocBox Submit documents See what you've submitted Need help? Margage Support Team For any questions about this application, contact the Morgage Support Team on 1000 B81 Go to Broker chat

Note: You can upload customer files under 'Submit documents' or view the submission history for the application.