

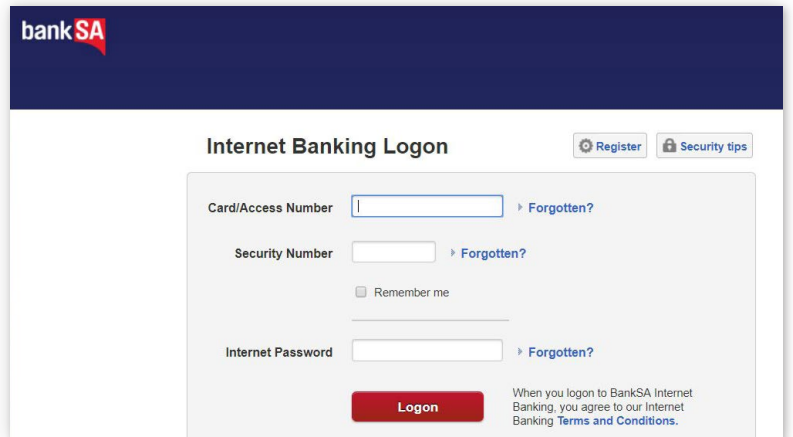
Resetting your Internet Banking password.

A step-by-step guide to help you reset your password or find your Customer Access Number and other log in details.

How do I reset my Internet Banking password?

Step 1.

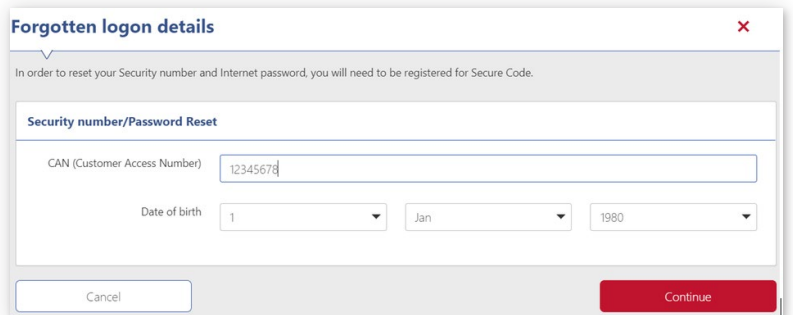
From the Internet Banking log on page, select Forgotten? next to the Internet Password field.



The screenshot shows the BankSA Internet Banking Logon page. At the top, there is a dark blue header with the BankSA logo. Below the header, the page title is "Internet Banking Logon". There are two links: "Register" and "Security tips". The main form has three input fields: "Card/Access Number", "Security Number", and "Internet Password". Each field has a "Forgotten?" link to its right. Below the "Security Number" field is a "Remember me" checkbox. At the bottom of the form is a red "Logon" button. To the right of the "Logon" button, there is a small text block: "When you logon to BankSA Internet Banking, you agree to our Internet Banking Terms and Conditions."

Step 2.

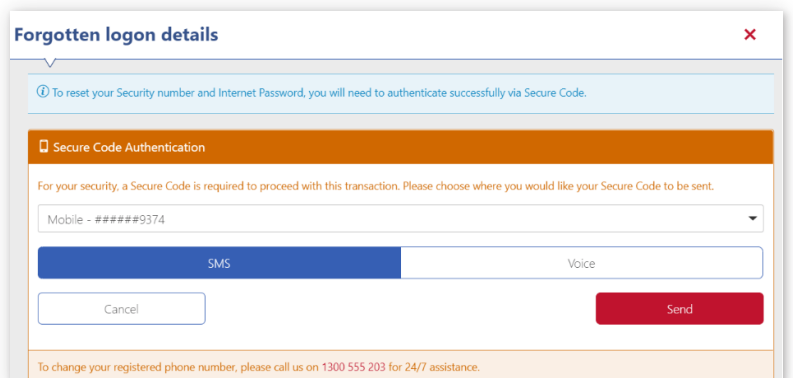
Enter your Customer Access number (CAN) and date of birth and select Continue.



The screenshot shows a "Forgotten logon details" dialog box. At the top, there is a close button (X). Below the title, there is a message: "In order to reset your Security number and Internet password, you will need to be registered for Secure Code." The main section is titled "Security number/Password Reset". It contains three input fields: "CAN (Customer Access Number)" with the value "1234567", "Date of birth" with the value "1", and "Date of birth" with the value "Jan" and "1980". At the bottom, there are two buttons: "Cancel" and "Continue".

Step 3.

Select a phone number to receive your secure code. You can choose to have it sent via SMS or voice. Select Send.



The screenshot shows the "Forgotten logon details" dialog box. At the top, there is a close button (X). Below the title, there is a message: "To reset your Security number and Internet Password, you will need to authenticate successfully via Secure Code." The main section is titled "Secure Code Authentication". It contains a message: "For your security, a Secure Code is required to proceed with this transaction. Please choose where you would like your Secure Code to be sent." Below this message is a dropdown menu with the value "Mobile - #####9374". Below the dropdown menu are two buttons: "SMS" and "Voice". At the bottom, there are two buttons: "Cancel" and "Send". At the very bottom, there is a small text block: "To change your registered phone number, please call us on 1300 555 203 for 24/7 assistance."

Step 4.

Enter your Secure Code and select Authenticate.

The screenshot shows a dialog box titled "Forgotten logon details" with a close button (X) in the top right corner. Below the title bar, there is a light blue informational banner that reads: "To reset your Security number and Internet Password, you will need to authenticate successfully via Secure Code." Below this banner is a section titled "Secure Code Authentication" with a blue header bar. Underneath, a message states: "Your Secure Code has been sent." Below the message is a text input field containing the number "123456". To the left of the input field is a "Cancel" button, and to the right is a red "Authenticate" button. At the bottom center of the dialog, there is a link that says "Send Secure Code again".

Step 5.

Select and confirm your new Security Number and Password. Select Continue.

The screenshot shows a dialog box titled "Forgotten logon details" with a close button (X) in the top right corner. Below the title bar, there is a message: "Please reset your Security number and Internet Banking password." Below this is a section titled "Security number/Password Reset" with a white header bar. Underneath are four input fields: "Enter new Security number" (with four asterisks), "Confirm new Security number" (with three asterisks and a cursor), "Enter new Internet password" (with six asterisks), and "Confirm new Internet password" (with six asterisks). Below the input fields is a light blue informational banner with the following text: "The Security number must be 4-6 digits only. Do not use simple combinations such as 1111 or 1234. Your Internet password must be 6-12 alphanumeric characters, including at least one letter & one digit. Never write down or tell anyone your Security number or Internet password." At the bottom of the dialog, there is a "Cancel" button on the left and a red "Continue" button on the right.

Step 6.

Your Security Number and Password and have been reset. Select 'Close'

The screenshot shows a dialog box titled "Forgotten logon details" with a close button (X) in the top right corner. Below the title bar, there is a section titled "Security number/Password Reset" with a white header bar. Underneath, there is a green checkmark icon followed by the text: "Your Security number and Internet banking password have been successfully reset." At the bottom right of the dialog, there is a red "Close" button.

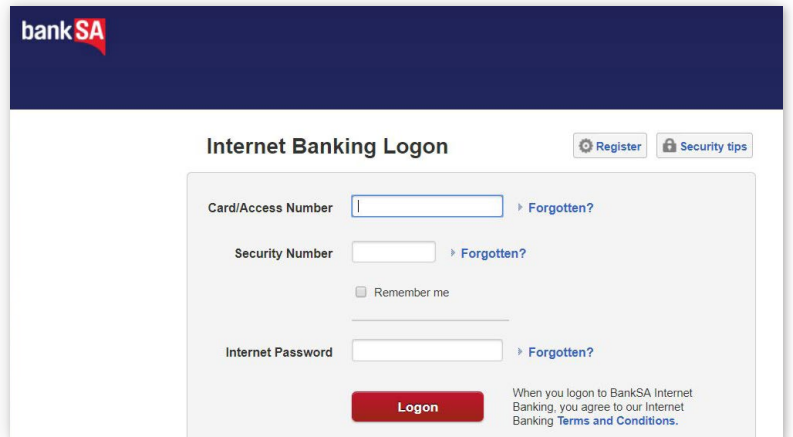
Step 7.

Return to the Internet Banking log on page.

How do I find my CAN using Internet Banking?

Step 1.

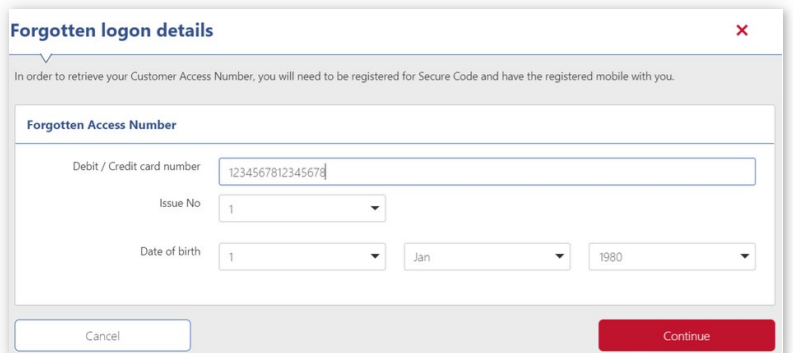
From the Internet Banking log on page, select Forgotten? next to the Customer Access Number (CAN) field.



The screenshot shows the 'Internet Banking Logon' page for BankSA. It features three input fields: 'Card/Access Number', 'Security Number', and 'Internet Password'. Each field has a 'Forgotten?' link to its right. There is a 'Remember me' checkbox and a 'Logon' button. A 'Register' link and a 'Security tips' link are also visible. A note at the bottom states: 'When you logon to BankSA Internet Banking, you agree to our Internet Banking Terms and Conditions.'

Step 2.

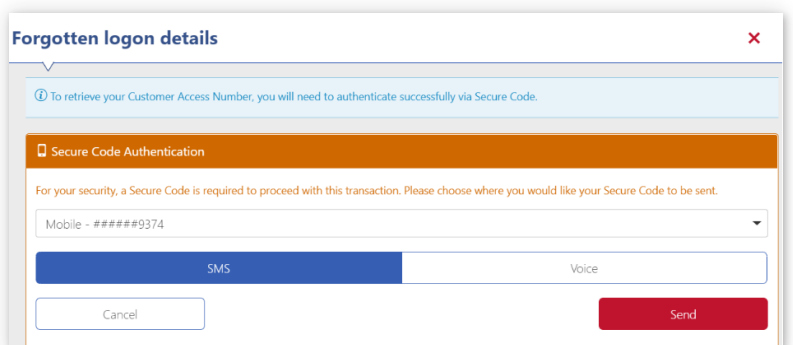
Enter your card details and date of birth and select Continue.



The screenshot shows the 'Forgotten logon details' dialog box. It contains the following fields: 'Debit / Credit card number' (text input with '1234567812345678'), 'Issue No' (dropdown menu with '1'), and 'Date of birth' (three dropdown menus for day, month, and year, with values '1', 'Jan', and '1980'). There are 'Cancel' and 'Continue' buttons at the bottom.

Step 3.

Select a phone number to receive your secure code. You can choose to have it sent via SMS or voice. Select Send.



The screenshot shows the 'Forgotten logon details' dialog box with a 'Secure Code Authentication' section. It includes a dropdown menu for 'Mobile - #####9374' and a radio button selection between 'SMS' and 'Voice'. There are 'Cancel' and 'Send' buttons at the bottom.

Step 4.

Enter your Secure Code and select Authenticate.

The screenshot shows a dialog box titled "Forgotten logon details" with a close button (X) in the top right corner. Below the title bar, there is a light blue information bar with a circular icon containing an 'i' and the text: "To retrieve your Customer Access Number, you will need to authenticate successfully via Secure Code." Below this is a section titled "Secure Code Authentication" with a blue header bar. Underneath, it says "Your Secure Code has been sent." followed by a text input field containing the number "123456". Below the input field are two buttons: "Cancel" on the left and "Authenticate" on the right. Below the buttons is a link that says "Send Secure Code again". At the bottom of the dialog, there is a light orange footer bar with the text: "To change your registered phone number, please call us on 1300 555 203 for 24/7 assistance."

Step 5.

Your CAN will be sent via SMS.
Select Close.

The screenshot shows the same "Forgotten logon details" dialog box. The "Secure Code Authentication" section is now hidden, and a new section titled "Forgotten Access Number" is visible. It features a blue checkmark icon and the text: "Your Customer Access Number has been sent to your mobile number #####9374." Below this is a light orange warning bar with a triangle icon and the text: "Once received, please memorise your Customer Access Number and ensure you delete the message from your device." At the bottom right of the dialog, there is a red button labeled "Close".

Step 6.

Return to the Internet Banking log on page.

13 13 76 | 7.30am – 7.30pm

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