

CommBiz User Guide

Getting Started in CommBiz

About this guide

This guide shows you how to login and get started when you first begin using CommBiz.

Before you get started

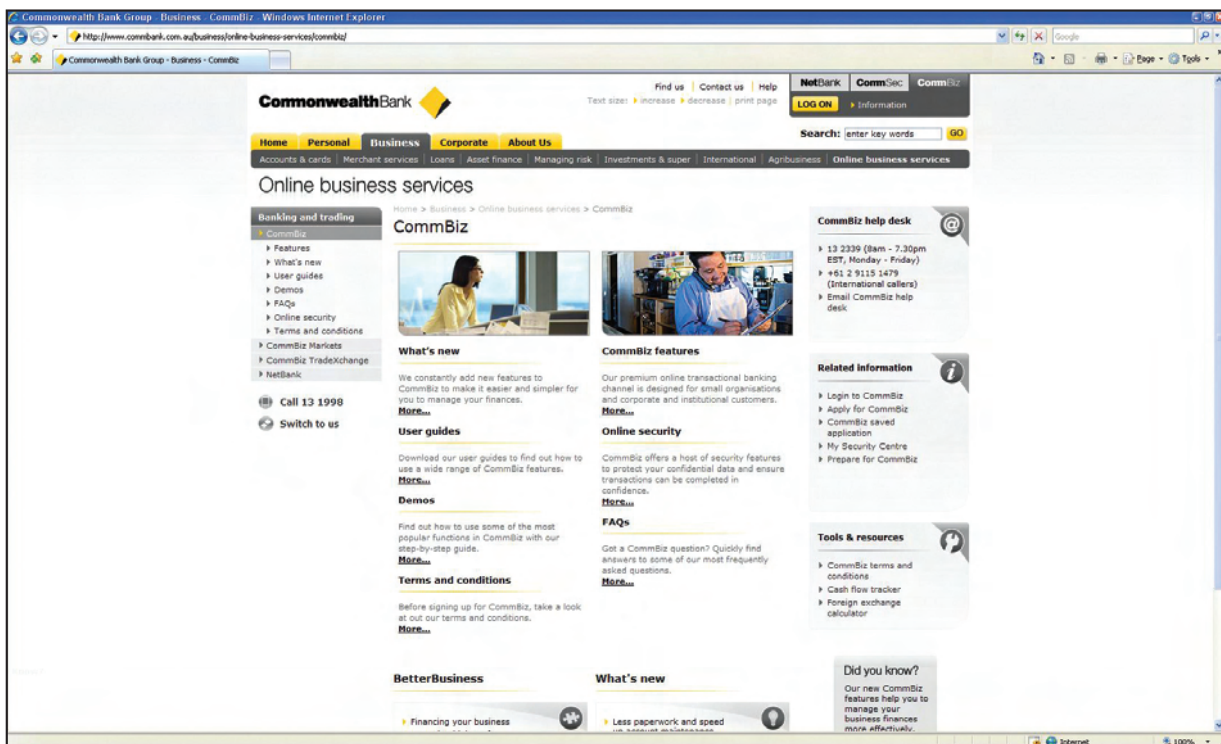
You'll need a letter from the Bank with your CommBiz login ID and a separate letter with your sealed login password. If you are an Administrator or Authoriser, you will also need your CommBiz security token.

Important

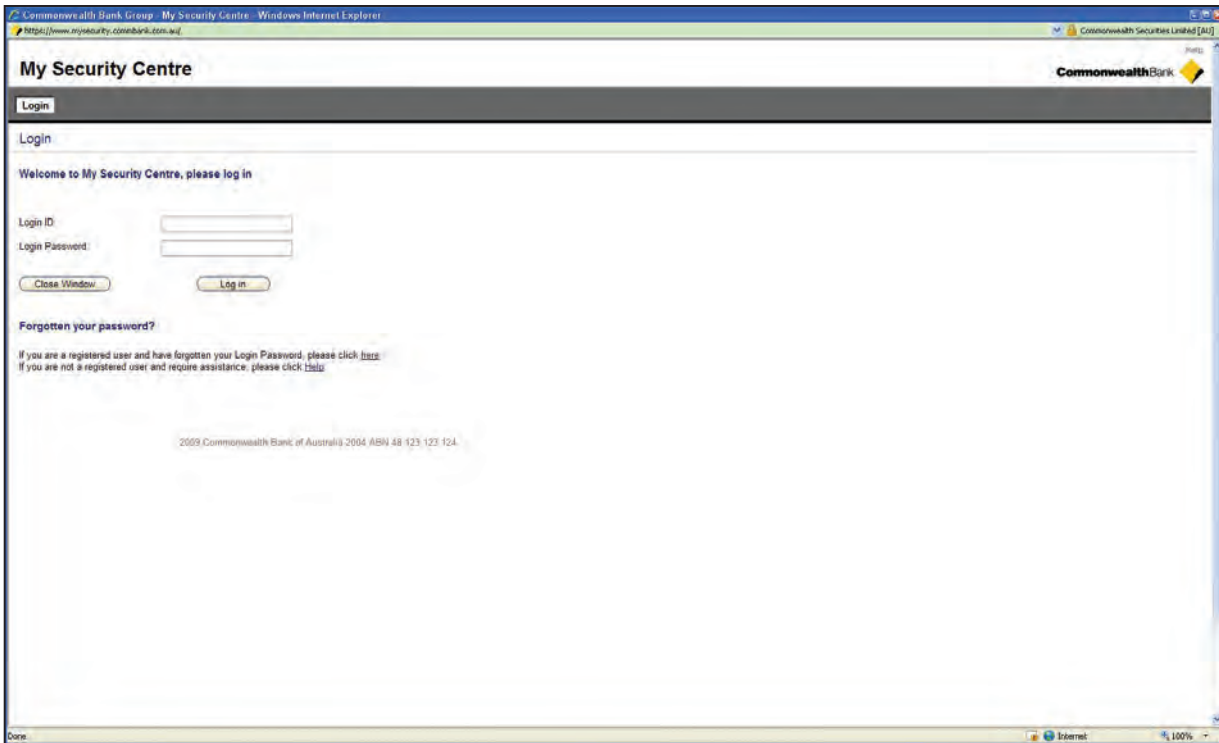
You need to login within 28 days after we send you your login ID, or your ID will expire.

Logging in to My Security Centre

1. Open your internet browser and go to www.commbiz.com.au.



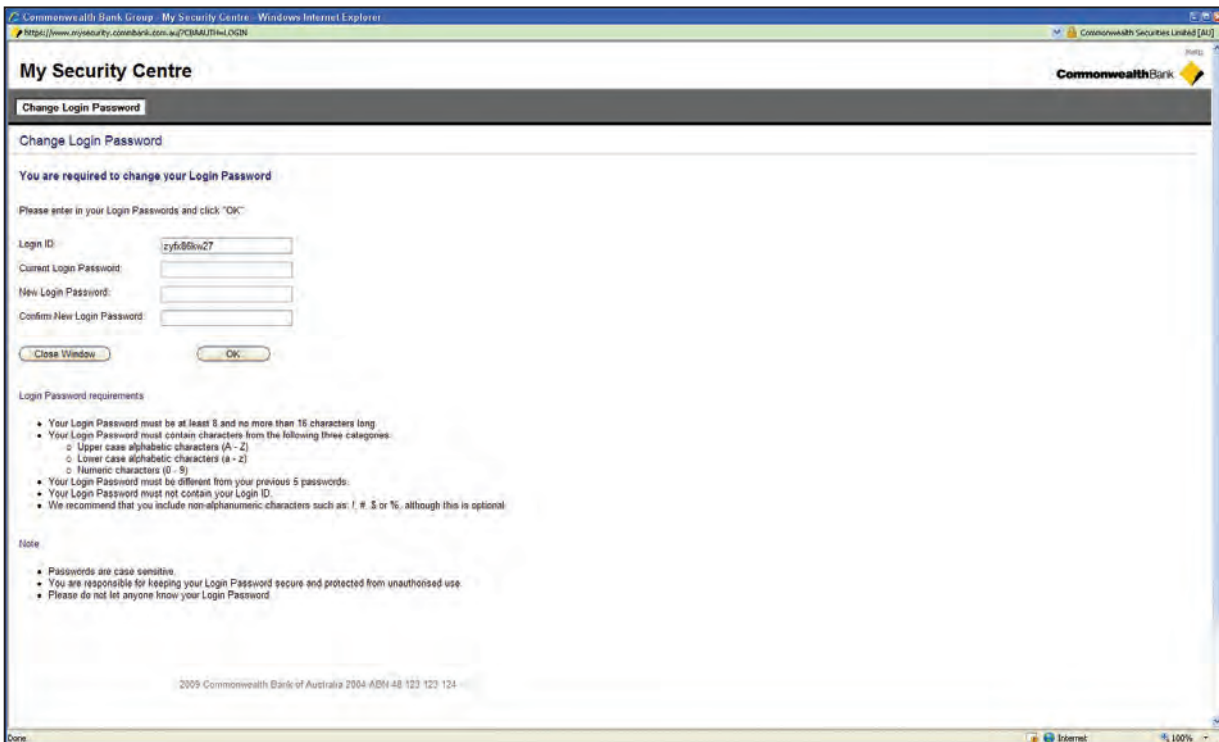
2. In the righthand menu, select **My Security Centre** from the **Related Information** section.
3. The Login screen is displayed.



4. Enter your login ID and password, then click the **Log in** button.

Changing your password

5. The Change Login Password screen is displayed.



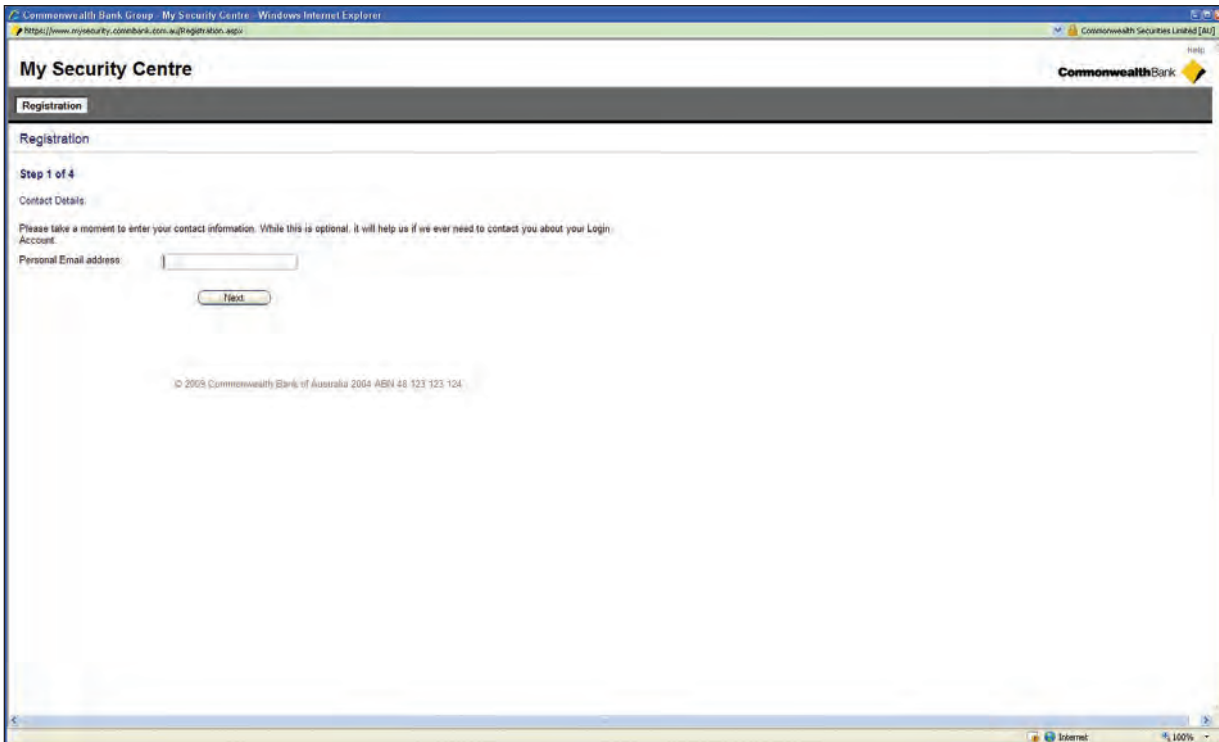
6. Enter your current password, then your new password (and retype your new password as confirmation).

Note: Please ensure that you read and comply with the Login Password requirements.

7. Click the **OK** button.

Providing contact details

8. The first Registration screen is displayed.

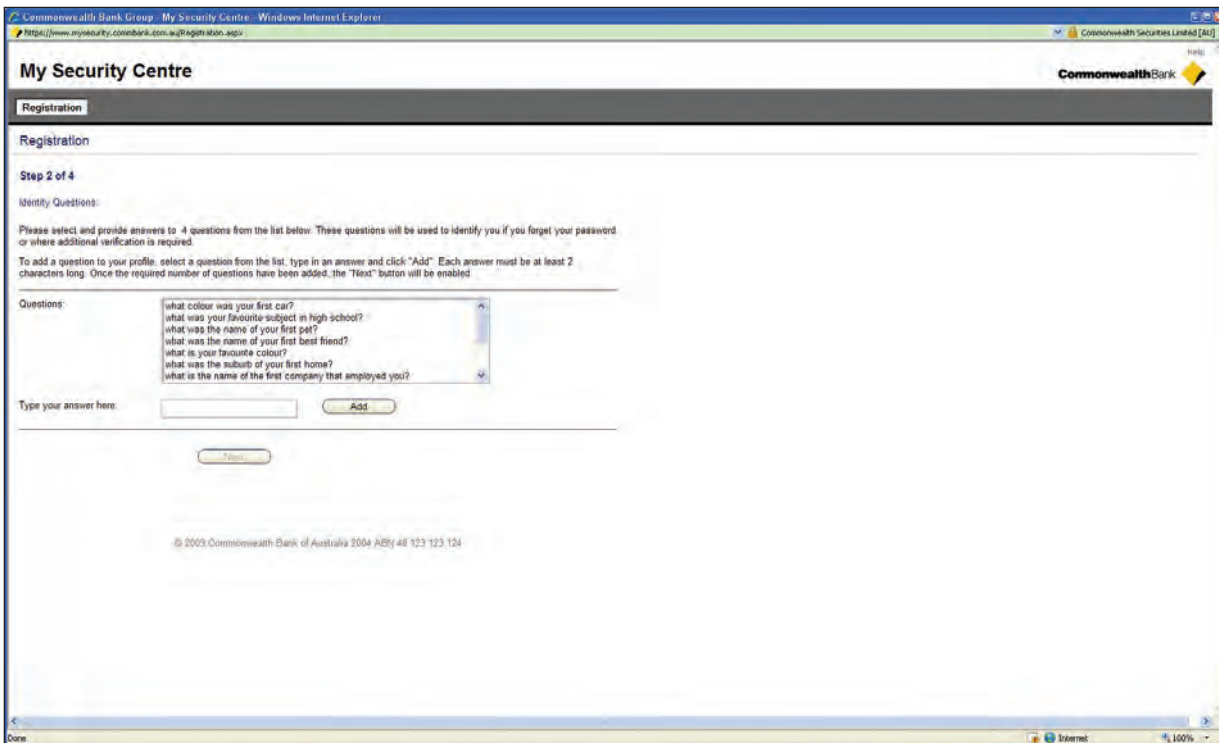


The screenshot shows the 'My Security Centre' registration page in Internet Explorer. The browser title is 'Commonwealth Bank Group - My Security Centre - Windows Internet Explorer'. The address bar shows 'http://www.mysecurity.combank.com.au/Registration.aspx'. The page header includes 'My Security Centre' and the Commonwealth Bank logo. A 'Registration' tab is active. The main content area is titled 'Registration' and 'Step 1 of 4'. Under 'Contact Details', there is a text input field for 'Personal Email address' and a 'Next' button. A note states: 'Please take a moment to enter your contact information. While this is optional, it will help us if we ever need to contact you about your Login Account.' The footer contains the copyright notice: '© 2009 Commonwealth Bank of Australia 2004 ABN 48 123 123 124'.

9. Type in your contact email address and then click the **Next** button.

Selecting identification questions

10. The Identity Questions screen is displayed.



The screenshot shows the 'My Security Centre' registration page in Internet Explorer, now at 'Step 2 of 4'. The browser title and address bar are the same as in the previous screenshot. The page header is consistent. The main content area is titled 'Registration' and 'Step 2 of 4'. Under 'Identify Questions:', there is a note: 'Please select and provide answers to 4 questions from the list below. These questions will be used to identify you if you forget your password or where additional verification is required.' Below this, it says: 'To add a question to your profile, select a question from the list, type in an answer and click "Add". Each answer must be at least 2 characters long. Once the required number of questions have been added, the "Next" button will be enabled.' A list of questions is shown in a scrollable box: 'what colour was your first car?', 'what was your favourite subject in high school?', 'what was the name of your first pet?', 'what was the name of your first best friend?', 'what is your favourite colour?', 'what was the suburb of your first home?', and 'what is the name of the first company that employed you?'. Below the list is a text input field for 'Type your answer here:' and an 'Add' button. A 'Next' button is visible at the bottom of the form area. The footer contains the copyright notice: '© 2009 Commonwealth Bank of Australia 2004 ABN 48 123 123 124'.

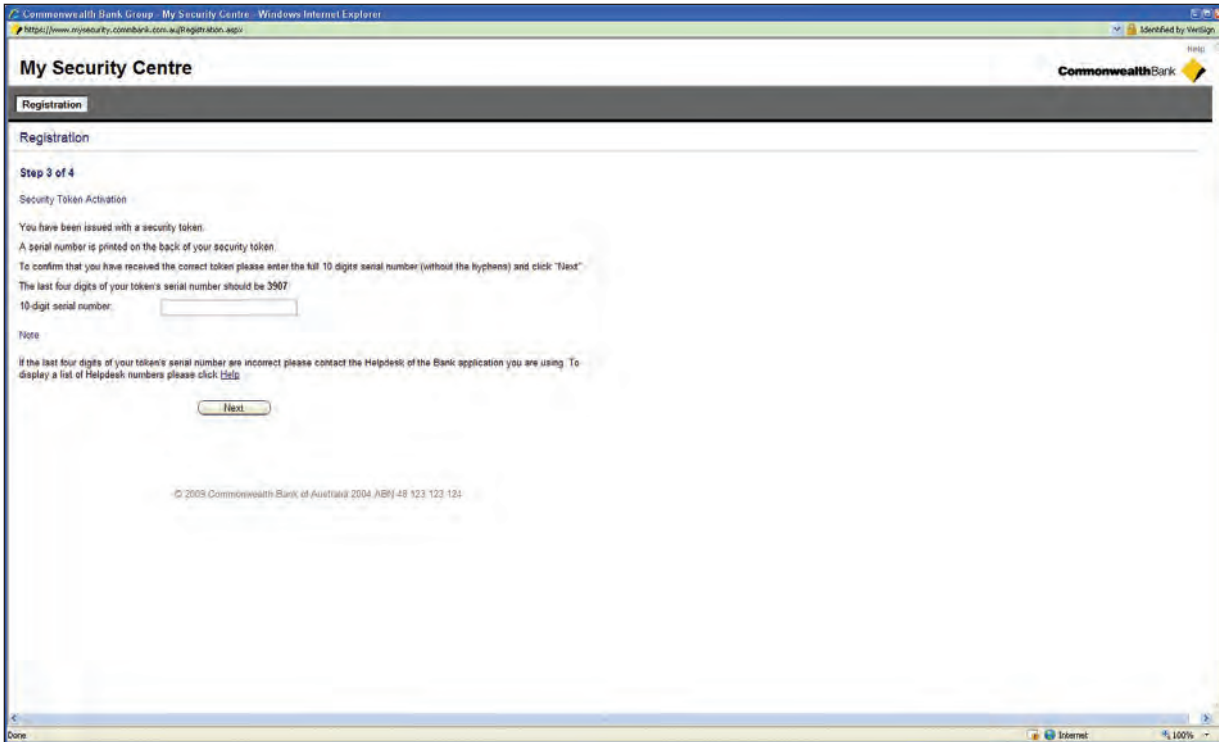
11. Select a question from the list provided, type in an answer (minimum 2 characters) and click **Add**. You need to add 4 questions and answers before the **Next** button will be enabled.

Note: These questions will be used to identify you if you forget your password or where additional verification is required.

12. Once you have completed your questions and answers, click the **Next** button.

Activating your security token

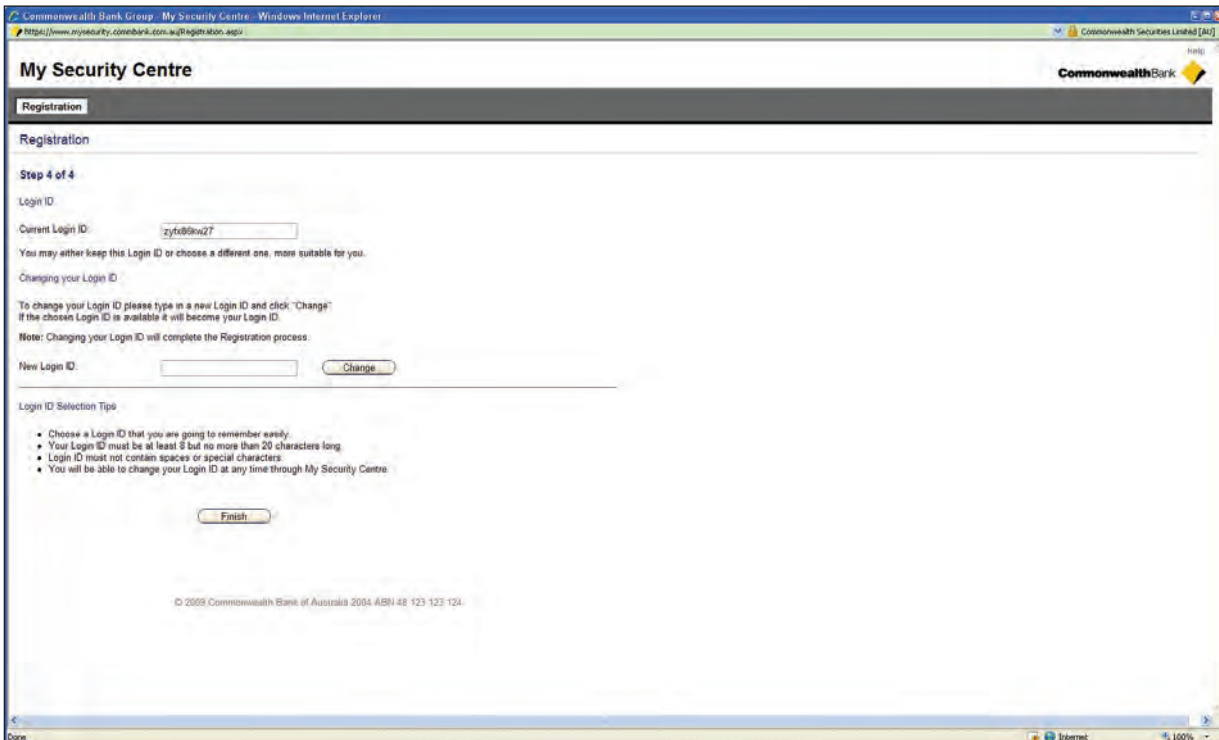
13. If you are an Authoriser or Administrator, the Security Token Activation screen will be displayed. If not, you will see the Login ID screen in Step 15 below.



14. Type in the 10-digit serial number on the back of your security token, then click the **Next** button.

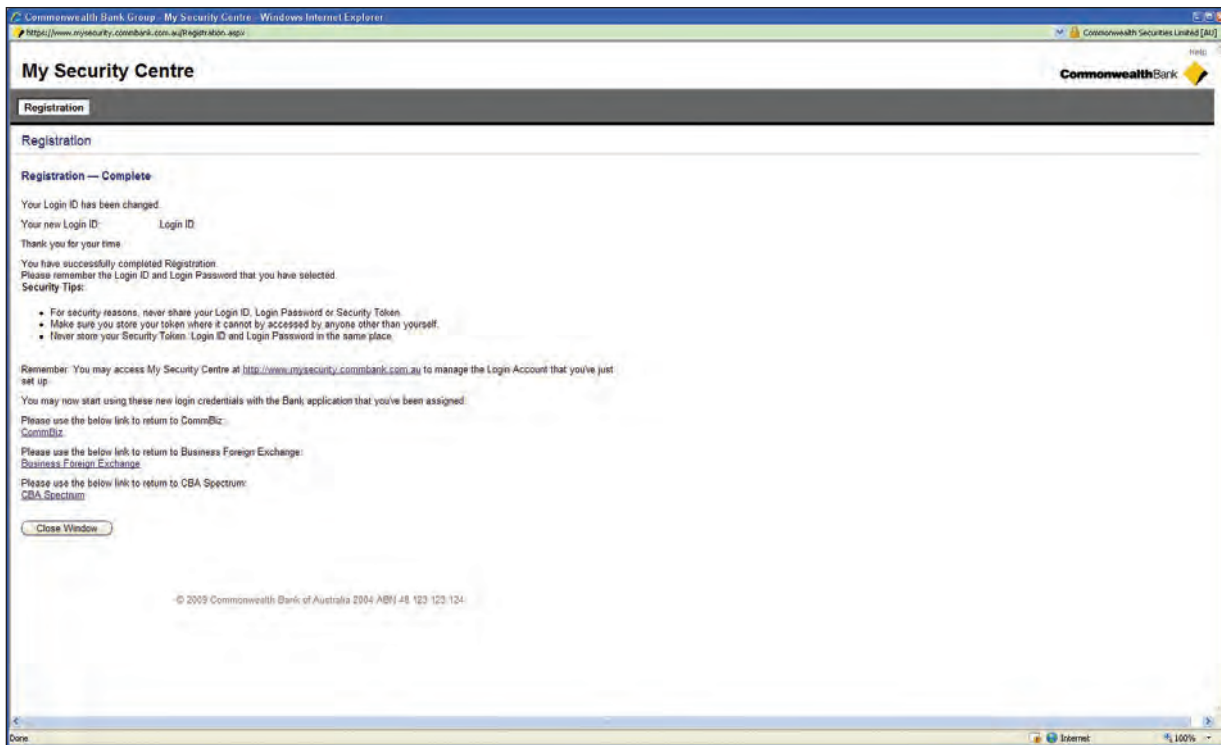
Changing your login ID

15. The Login ID screen is displayed.



16. Type in a new Login ID, then click the **Change** button.

17. The Registration — Complete screen is displayed.



18. Click the **Close Window** button.

19. Wait a few minutes for your security details to be updated, then you can login to CommBiz with your new Login ID and password.