

LOGIN TO THE PORTAL

Each customer nominated on a loan can have their own portal login.

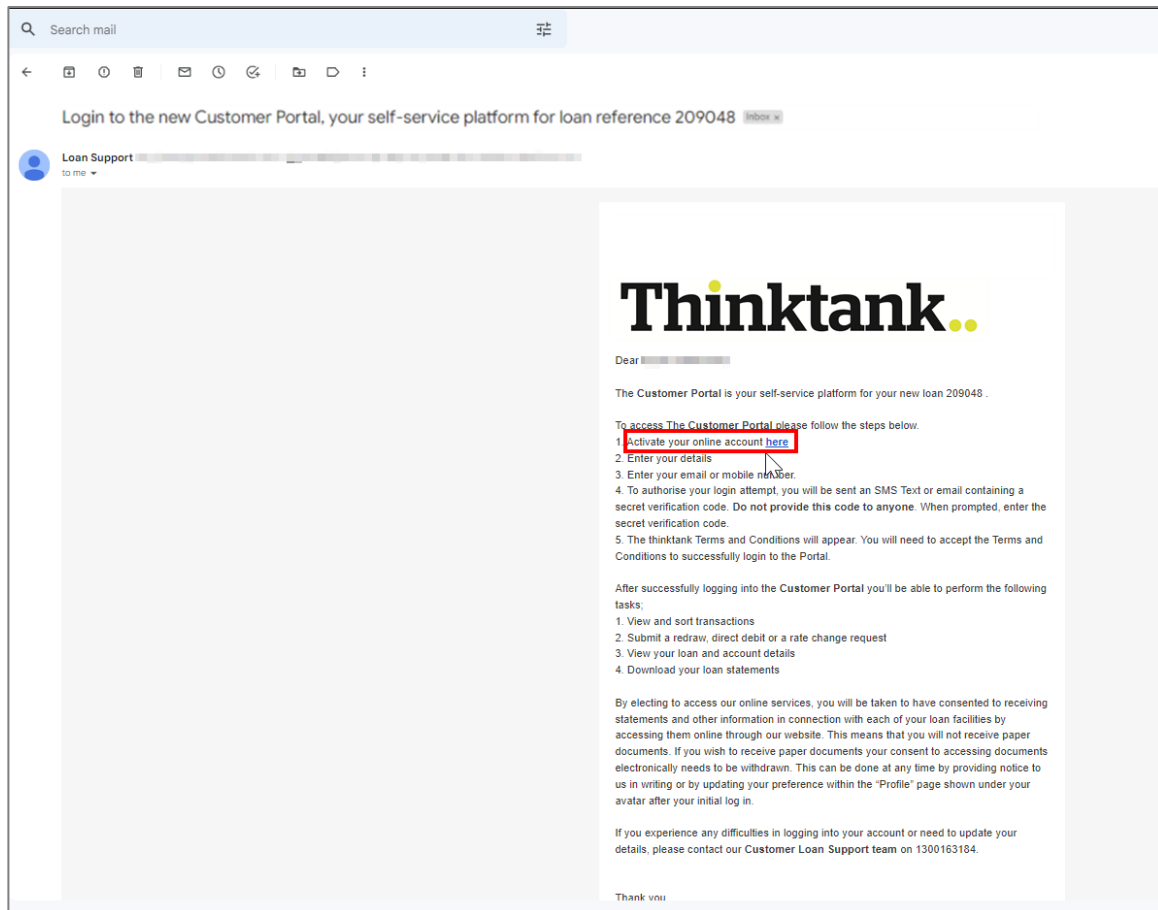
To protect every customer access and data: each portal login must use a **unique email and mobile number** to setup the profile and maintain the profile, as one-time codes are sent to the mobile number instead of using a password each time you login.

If you need to update your email address or mobile number before you set up the Portal, please contact Loan Support on **1300 163 184**.

Once you are set up in the Portal, any later changes, you can update yourself. Please refer to the How to change your contact details process.

Setting up a Login for the first time

1. You will receive an email invitation to setup your customer Portal login.
Before you click on the link, have your mobile phone handy for the Two Factor Verification!



2. Click on the link to open in your browser The Portal has been tested for Microsoft Edge, Google Chrome, Firefox and Safari – Microsoft Internet Explorer is not supported.

3. The first time you register for the portal, it will ask for your Contact Details to match with our system

The screenshot shows the Thinktank registration form. At the top is the Thinktank logo. Below it are input fields for 'First Name' (containing 'John'), 'Last Name' (containing 'Firstborrower'), 'Email', and 'Mobile'. A yellow 'Submit' button is at the bottom.

Enter the Contact details you provided on your loan

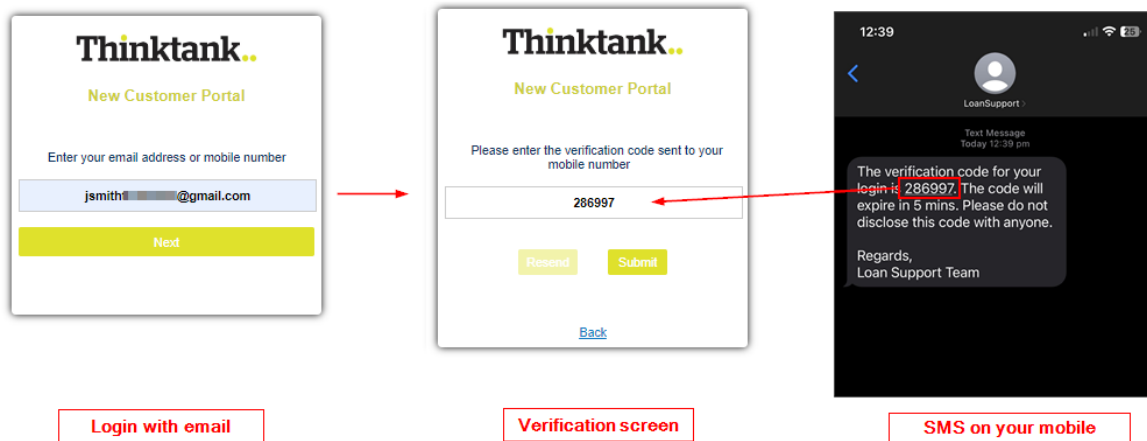
The screenshot shows the Thinktank registration form with an error message. A red box at the top contains the text: 'The email or mobile phone you provided is registered to an existing user. Contact us if you need assistance.' Below the error message are the same input fields as in the previous screenshot, but the 'First Name' field contains 'John' and the 'Last Name' field contains 'First Borrower'. The 'Email' field contains a redacted address followed by '@outlook.com', and the 'Mobile' field contains '0491' followed by a redacted number. A yellow 'Submit' button is at the bottom.

If you have created a login with a previous loan, or share Contact details this will appear

Important:

- If you have a shared email or mobile number with another person (eg. your spouse) you will need to have separate email AND mobile to each have your own logins.
- If you have already registered in the portal for previous loan, then it will show this error (you do not need to create two registrations).
 - Your new loan should appear in your existing portal link.
 - If the loan is another brand and you need to login to a different Brand portal, please refer to your Welcome Letter in your Welcome email which will provide the link to the relevant portal, but you can use your existing registered email and mobile
- If you have any difficulties with this, please contact Loan Support on 1300 163 184 for assistance

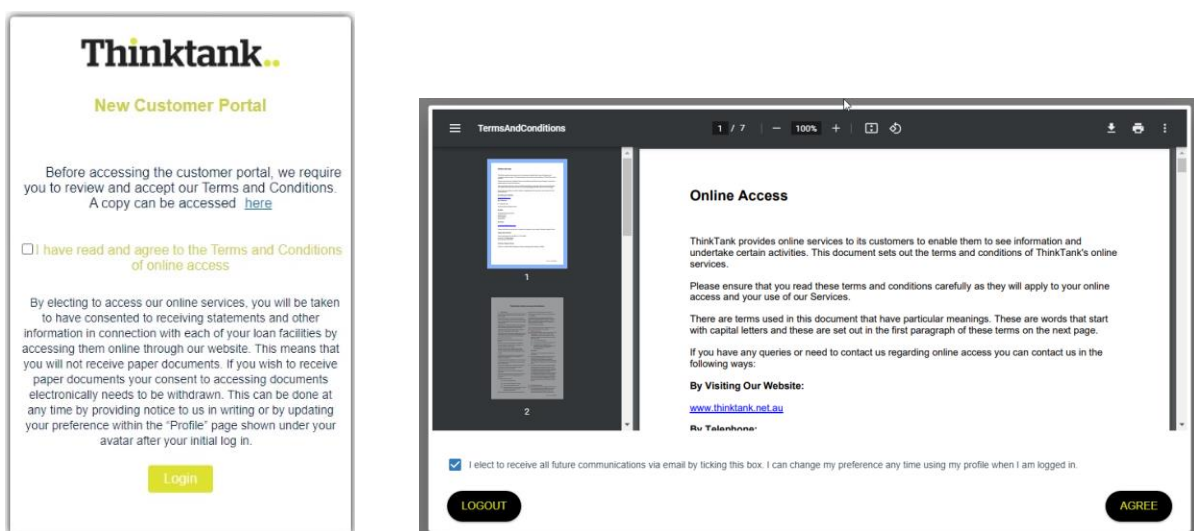
- Once this registration completed, the normal Login screen will appear. Enter either your email or mobile number and on the screen, you will see a window which asks for a **Verification code**,
 - If you enter your email address, an SMS will be sent to your mobile number
 - If you enter your mobile number, an email with the Verification number will be sent. You have 5 minutes to enter this verification code.



If you run out of time, you will see a message saying it has expired. Click **Resend** to receive a new code.

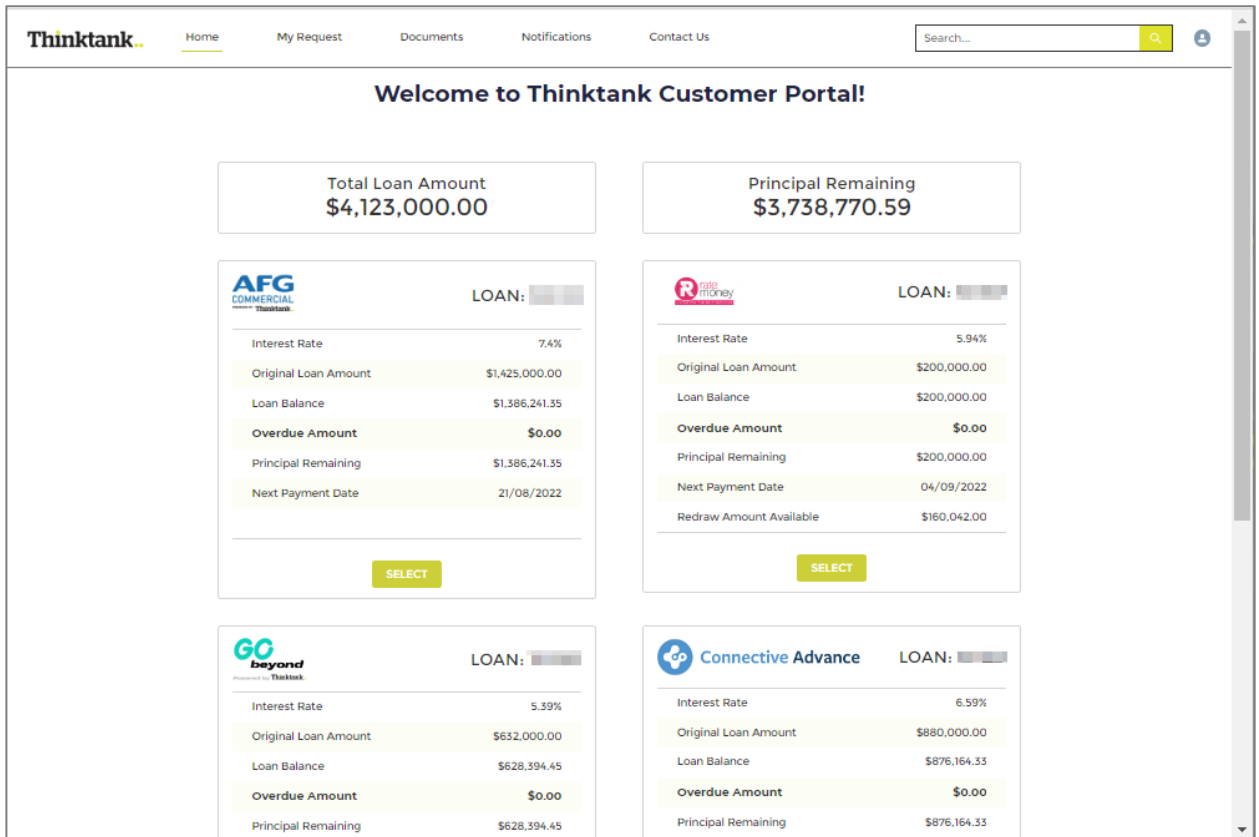
If you have troubles entering the number correctly and receive an “unsuccessful” message, or if you do not receive any SMS within 60 seconds, please contact Loan Support on 1300 163 184 (AEST office hours only) who will verify your identity over the phone and will assist you with setting up.

- The first time you login, you will see the Consent screen you must tick the “I have read...” box to click Agree. **Note:** there is a link to the Thinktank Terms and Conditions which you can read.



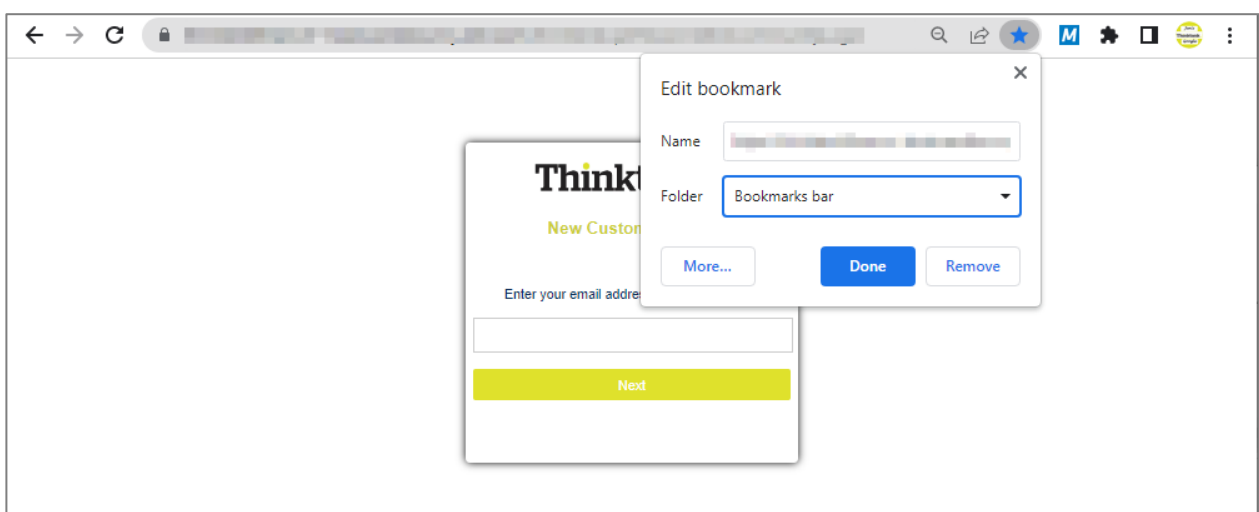
By default, all communications are electronic (email and in the portal). If you require paper statements and notifications, they can be selected in your Profile details.

- When you click on Agree, you will be taken to the Portal home screen which shows a summary of each of the loans you have with Thinktank.



Login after registration

- After you have completed the first registration and login process, logout and bookmark (save) the Login screen for future use:



Automatic logout

To protect your data, if you have not been interacting with the portal for more than 15 minutes a warning will appear with an option to continue, and after 30 seconds will log-out the session and you will need to login again.

