

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.

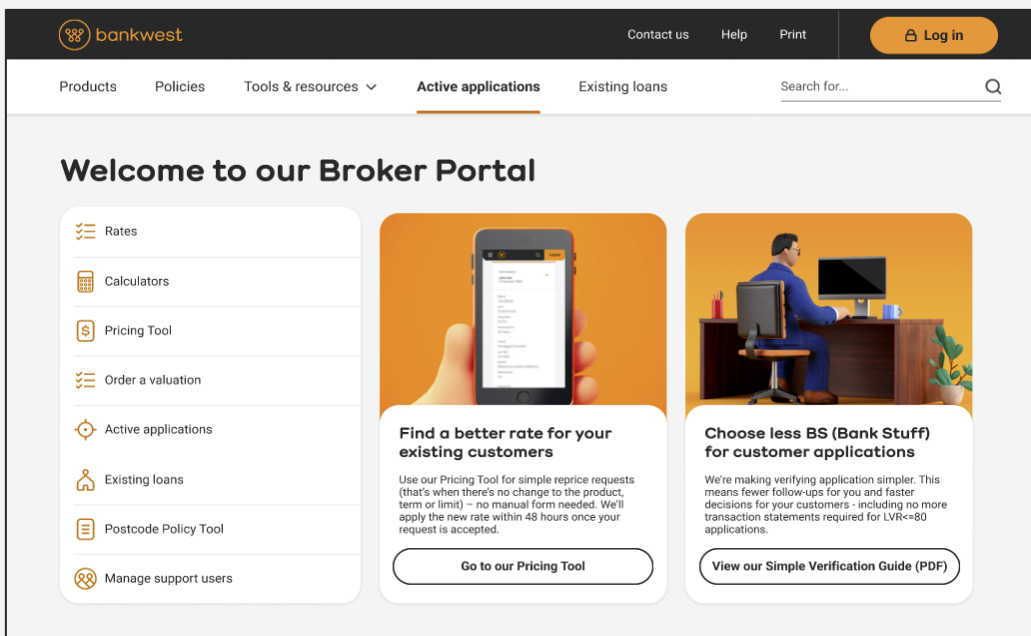
With their new Support User ID and password, your support users can securely and easily:

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

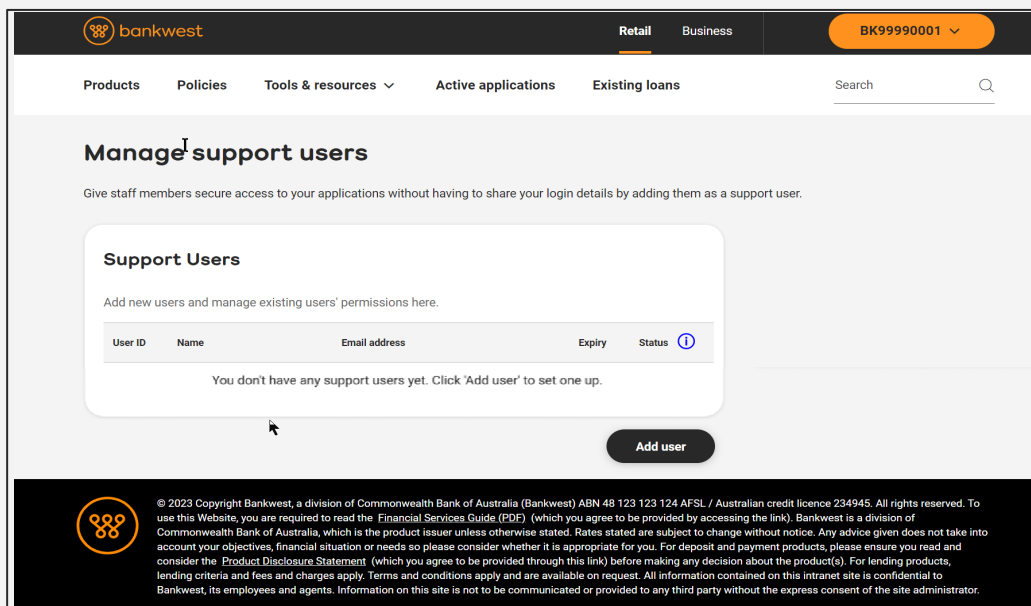
What you need to know - broker

Add a support user:

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



2. Add user



3. Enter your support user's details

Support user contacted
We've sent an email with terms and conditions to the address provided. The support user will need to review and accept these terms and conditions within five days to be granted access.

[< 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 testagain | Last Name lastnametest |
| Country Code Australia (+61) | Mobile 499999999 |
| Email joe.broker@bankwest.com.au | Expiry date (optional) Day: 31, Month: 07, Year: 2023 |

Need help?

If you any questions relating to the Broker Portal, contact the Mortgage Support Team on [Broker Chat](#).

Terms & Conditions

I understand that I have obligations to Bankwest and under the Privacy Act to ensure that any personal information obtained from the Bankwest Broker Portal will be protected from misuse, loss, unauthorised access or interference and will only be used for the purpose(s) for which it was obtained.

I will ensure that any user who I nominate to be provided with access to personal information within the broker portal is aware of, and will observe, these obligations.

I understand that I will be responsible for disabling the user's access where it is no longer appropriate for them to have access to the Broker Portal.

I understand and accept these conditions

[Go back](#) [Add User](#)

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.

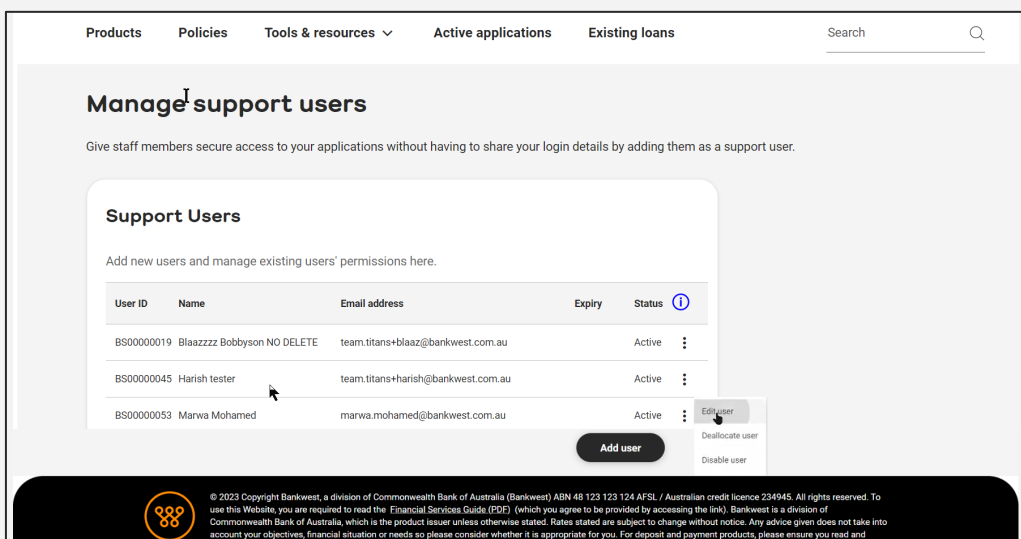
Important: Once your support user(s) have access, we recommend you change any passwords you've shared with others to avoid misuse of your account details.

Manage a support user:

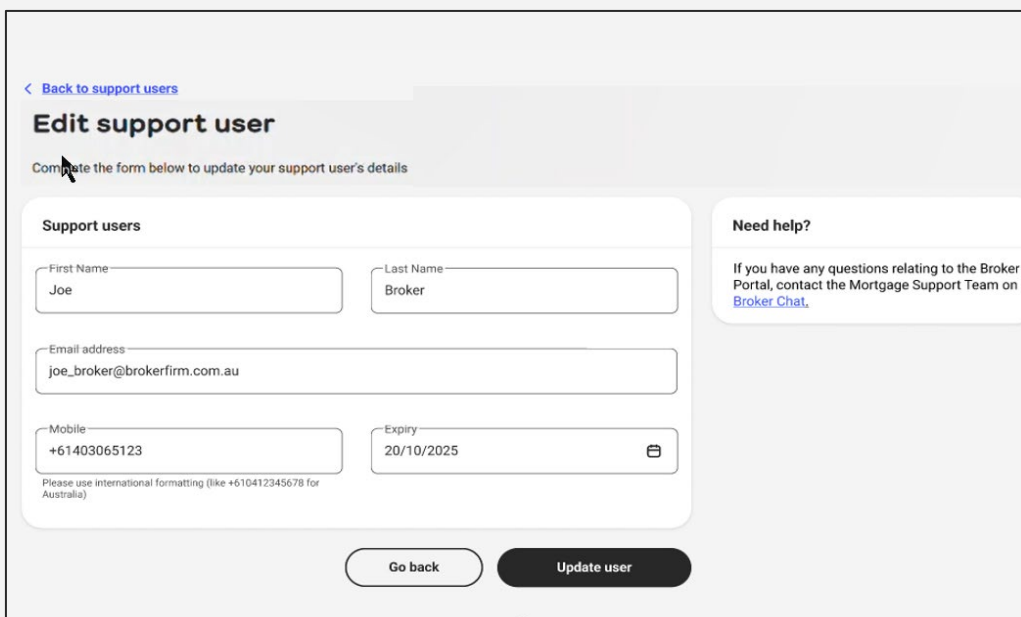
You can see a list of all your support users, including their Support User ID, name, email address and status, in the 'Manage support users' dashboard. You can also edit their details, deallocate or disable them anytime.

Edit user details

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



2. Update the fields you want to change



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.

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.

| User ID | Name | Email address | Expiry | Status |
|------------|----------------------------|-----------------------------------|--------|--------|
| BS00000019 | Blaazzz Bobbyson NO DELETE | team.titans+blaaz@bankwest.com.au | | Active |

Tooltip: If you deallocate a user, they'll no longer have access to your applications – but they could still access the Broker Portal on behalf of other brokers. If you disable a user, their access to the Broker Portal will be withdrawn completely.

2. We'll ask you to confirm

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.

| User ID | Name |
|-----------|------------|
| BS9100001 | Joe BROKER |

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.

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

Support user deallocated

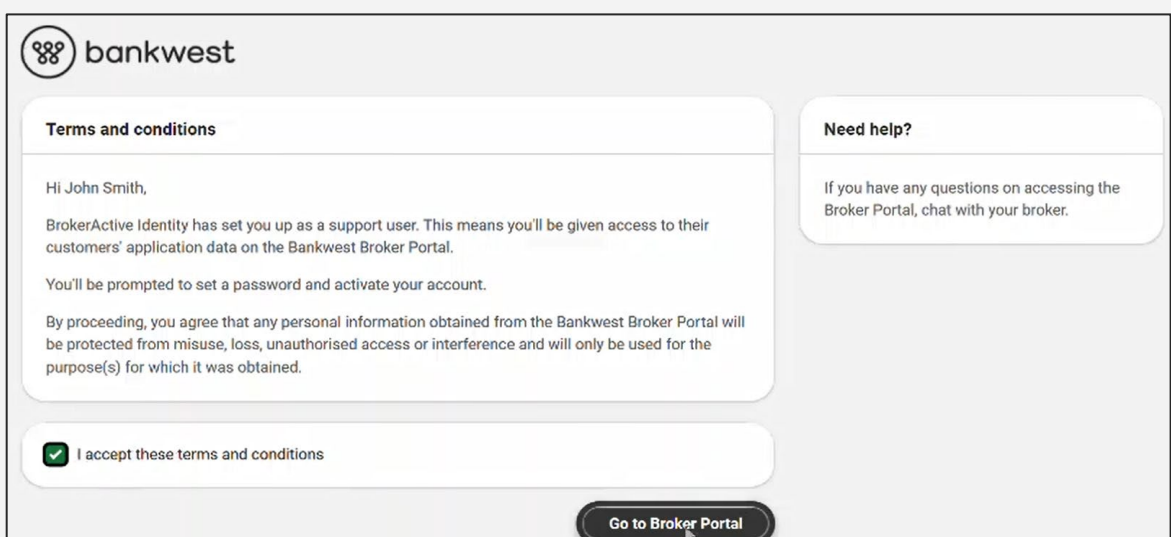
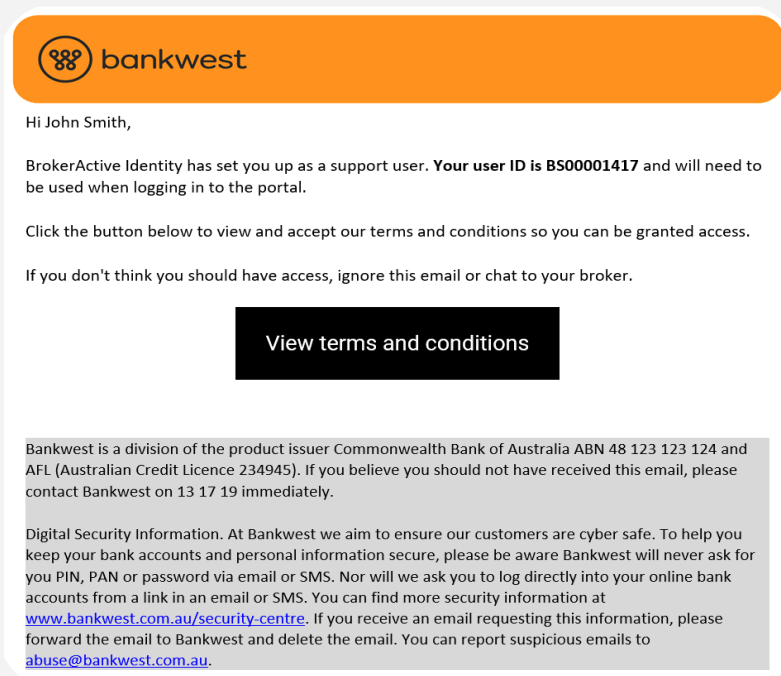
This support user will no longer be able to access customer and application information on your behalf.

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.



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

 You'll need this to complete your account registration and login

New password

Minimum 10 characters, must contain: 1 letter, 1 number and 1 special character

Repeat your password






Must match the password above

Country Mobile


Please use international format, e.g. +61491570006 for Australia

[Save](#)

Your new password must

-  be 10 to 20 characters
-  have at least one letter
-  have at least one number
-  have at least one punctuation
-  not contain invalid characters

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



Broker Portal Login

User ID
BS00001417

Password
.....

[Login](#)

[Forgot your password?](#)


[Having trouble logging in?](#)

How can we help?

- 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 AWST Monday to Friday.
- Not an accredited Bankwest Broker?** [Find out how to get accredited.](#)

Security tips

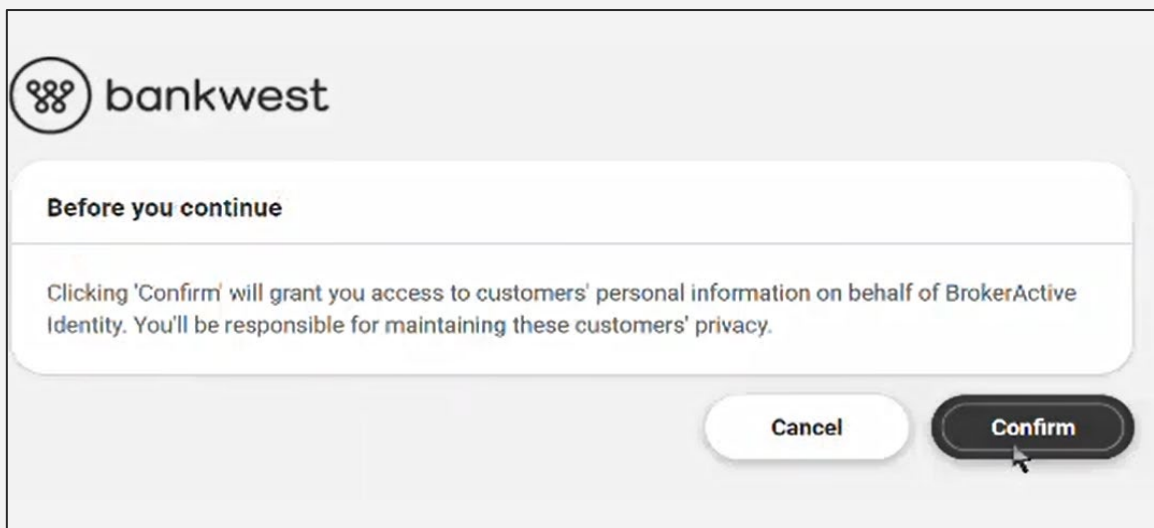
- We'll never ask for your login or account details over email
- We recommend that you don't save your password in your browser. [Here's how to remove it](#)
- Never log in through a third party website or link from an email
- [Find out more about staying safe online](#)

 [latest security alerts](#)

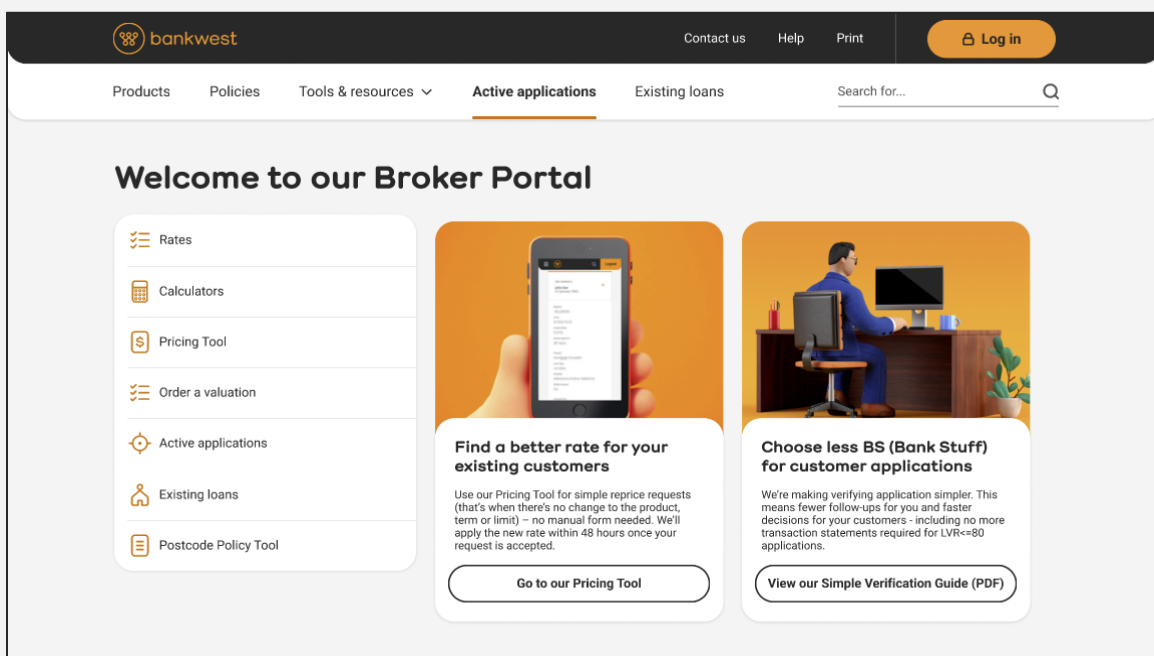
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4. Read the message and click 'Confirm'

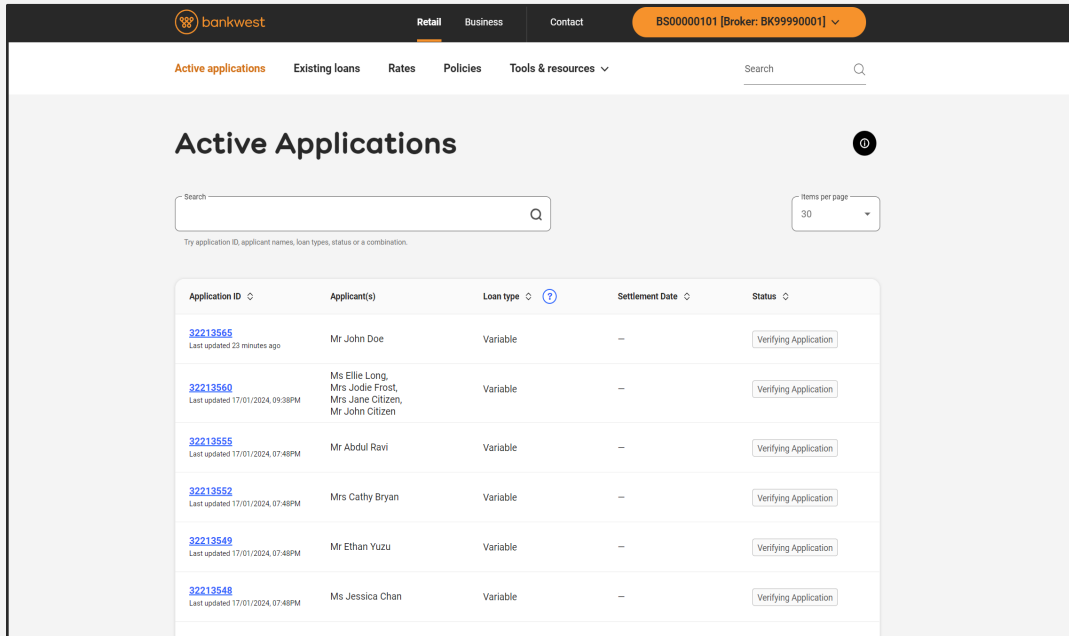


5. Welcome to the Broker portal.



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.

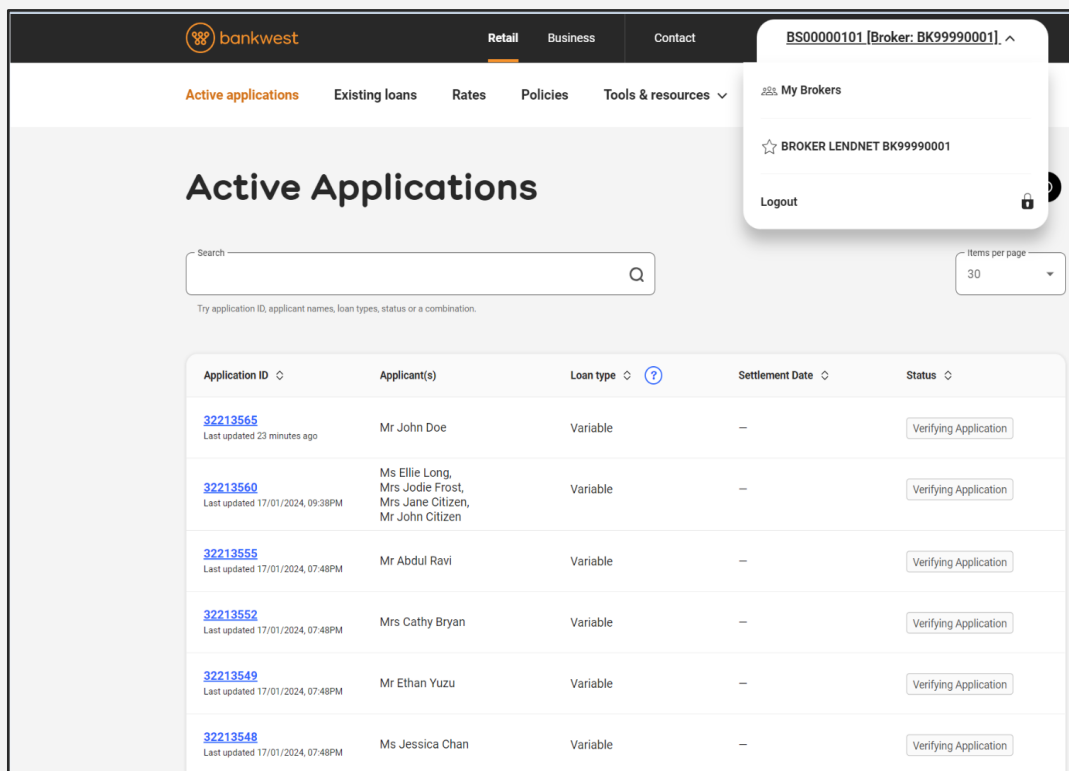
6. A list of your brokers active applications can be found by clicking on Active applications



The screenshot shows the Bankwest website's 'Active Applications' page. The navigation bar includes 'Retail', 'Business', and 'Contact' tabs, with a user ID 'BS00000101 [Broker: BK99990001]' displayed. The main content area features a search bar and a table of active applications. Each row in the table includes an application ID, applicant name, loan type, settlement date, and a 'Verifying Application' button.

| 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 |

7. 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.



This screenshot shows the same 'Active Applications' page as above, but with a dropdown menu open in the top right corner. The dropdown menu is titled 'My Brokers' and lists 'BROKER LENDNET BK99990001' as the selected option. The 'Active Applications' table and search bar remain visible in the background.

8. Start using DocBox.

The screenshot shows the Bankwest application management interface. At the top, there is a navigation bar with the Bankwest logo, menu items for Retail, Business, and Contact, and a user identifier: 8500000101 [Broker: BK99990001]. Below the navigation bar, there are tabs for Active applications, Existing loans, Rates, Policies, and Tools & resources. A search bar is also present. The main content area displays the application number 32213565 and the customer name Jitin CCRC. A 'See details' button is available. The 'Evidence received' section shows a list of items being verified: Identification, Income, Security, and Statement of Position. The 'Point of contact' section provides details for the broker, BROKER LENDNET, including their email and phone number. The 'DocBox' section offers options to 'Submit documents' and 'See what you've submitted'. A 'Need help?' section provides contact information for the Mortgage Support Team, including a phone number and a 'Go to Broker chat' button.

Application 32213565

Customer: Jitin CCRC [See details](#)

Evidence received Verifying

Undergoing assessment

- Identification Verifying
- Income Verifying
- Security Verifying
- Statement of Position Verified

Point of contact
If we have a question about your application, we will use the contact details provided below.

Broker

| Name | Email | Phone | |
|----------------|--|--------------|---------|
| BROKER LENDNET | NOVA.HOME.LOANS@BANKWEST.C... | +61404111222 | Primary |

Application details

DocBox

- [Submit documents](#)
- [See what you've submitted](#)

Need help?

Mortgage Support Team
For any questions about this application, contact the Mortgage Support Team on **1300 130 881**

[Go to Broker chat](#)

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