

How to access the member dashboard

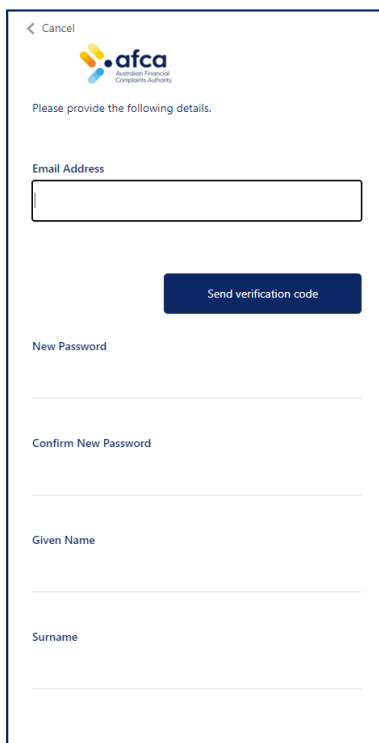
This is a guide is to accessing the Dashboard in the member portal. The Dashboard displays helpful information such as outstanding requests and an overview of your complaints.

The Dashboard will display different information based on your role.

You may find documents, updates from AFCA and helpful links on the Dashboard.

Registering for portal access

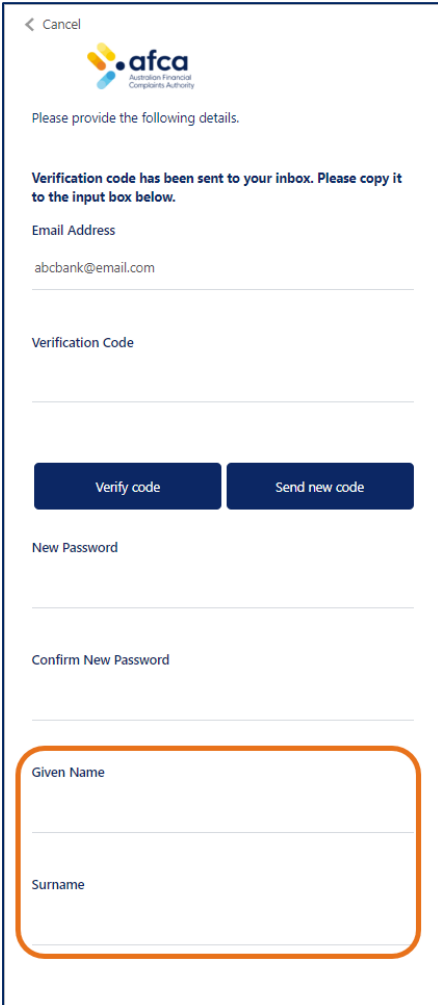
1. Head to the [AFCA website](#) and click the **sign in button**.
2. If this is your first time using the **Dashboard**, you will need to create your account.
3. Click **Sign up now**.
4. Enter your email address and click **Send verification code**.



The screenshot shows a mobile registration form for AFCA. At the top left is a back arrow and the word 'Cancel'. The AFCA logo is at the top center. Below the logo, it says 'Please provide the following details.' There are four input fields: 'Email Address' (with a text input box), 'New Password' (with a text input box), 'Confirm New Password' (with a text input box), and 'Given Name' (with a text input box). Below 'Given Name' is a 'Surname' label with a text input box. A dark blue button labeled 'Send verification code' is positioned between the 'Email Address' and 'New Password' fields.

1. The verification code will be sent to the email address you entered.

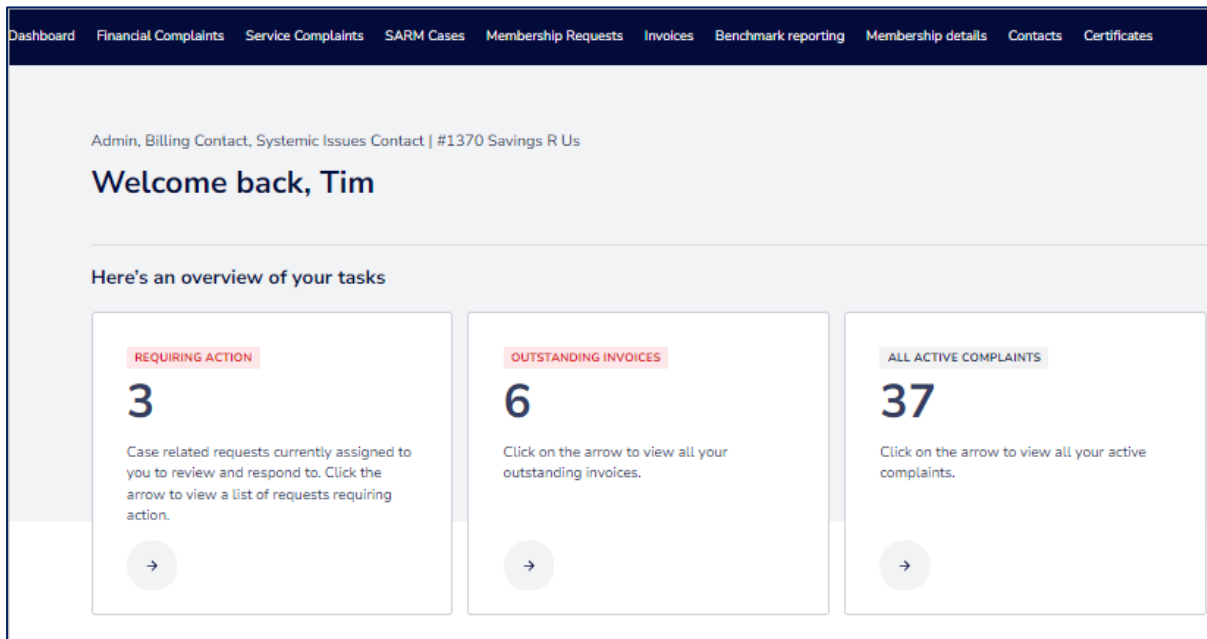
2. Open the account verification code email and enter the code provided.
3. Click **Verify code** button and you will be sent to the next step to create your password.
4. If you did not receive verification code email, check your junk folder before requesting a new code.
5. Your password must be between 8-16 characters and contain at least one uppercase letter, a digit and a symbol.
6. Enter your password again.
7. Provide your given name and surname in the form and click **Create**.



The screenshot shows a mobile app interface for account verification. At the top left is a back arrow and the word "Cancel". Below that is the AFCA logo (Australian Financial Complaints Authority). The text "Please provide the following details." is followed by a bold instruction: "Verification code has been sent to your inbox. Please copy it to the input box below." There are two input fields: "Email Address" (containing "abcbank@email.com") and "Verification Code". Below these are two buttons: "Verify code" and "Send new code". Further down are two more input fields: "New Password" and "Confirm New Password". At the bottom, there are two input fields for "Given Name" and "Surname", which are highlighted with a thick orange border.

1. Once you have logged in, you will be able to see your **Dashboard**. Here you will be able to see outstanding requests that require action, submit requests, find links to helpful information and see your open complaints among other features.

2. You can click through each tile on the dashboard to view more information.



Resetting your password

You can reset your password at any time by following these steps:

1. Head to the [AFCA website](#) and click the sign in button.
2. You will be prompted to enter your email address and password. If you have forgotten or lost your password, Click **Lost your password**.
3. Enter your email and click **Send verification code**.
4. The verification code will be sent to the email you entered. Enter the verification code provided on the password reset page and click **Verify code**.
5. You have the option to change the email your portal account is registered with or **Continue** to reset your password and log in with the existing email address.
6. When you select Continue, you will be prompted to reset your password on the next page. Your password must be between 8-16 characters and contain at least one uppercase letter, a digit and a symbol.
7. Click **Continue** to change the password. Once your password has been reset you will be sent to the log in page.