Australian Government
Department of Home Affairs

Payment Facility using Digital ID

User Guide

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Overview

The Department of Home Affairs **Digital ID Online Payment Facility** enables you to pay invoices and keep track of your paid invoices online. This includes invoices relating to:

- Duty Assessments issued at the airports / seaports / national posts
- ASIC MSIC Issuing Body (AMIB) invoices (Aviation Security Identification Card (ASIC) or Maritime Security Identification Card (MSIC))
- Integrated Cargo Systems (ICS) invoices that are not settled through the direct debit process (ICS/Licensing invoices)
- ICS invoices which are not registered against the Digital ID verified account.

A distinction is made in this guide between clients who pay ICS/Licensing invoices (referred to in the guide as **ICS Users**) and clients paying all other types of invoices (referred to in the guide as **General Users**).

ICS Users use some additional features in the system that are not relevant for **General Users**.

This guide covers all of the features and functions in the Department of Home Affairs Digital ID online payment facility for both General Users and ICS Users.

Note: You can access **Digital ID Online Payment Facility** system via desktop computer or any mobile devices.

Create a Digital ID

In order to use the Digital ID Online Payment Facility you must have a Digital ID. For information about Digital IDs and how to obtain one, see the Australia's Digital ID System website. **myID** is the Australian Government's Digital ID app.

Note: In order to access the Department of Home Affairs' Digital ID Online Payment Facility, you must have at least a **Basic** strength myID

Once you have your Digital ID, you can then access the Department of Home Affairs' Digital ID Online Payment Facility.

Log in to the online payment facility

In order to use the Digital ID Online Payment Facility you must have a Digital ID. For information about Digital IDs and how to obtain one, see the Australia's Digital ID System website.

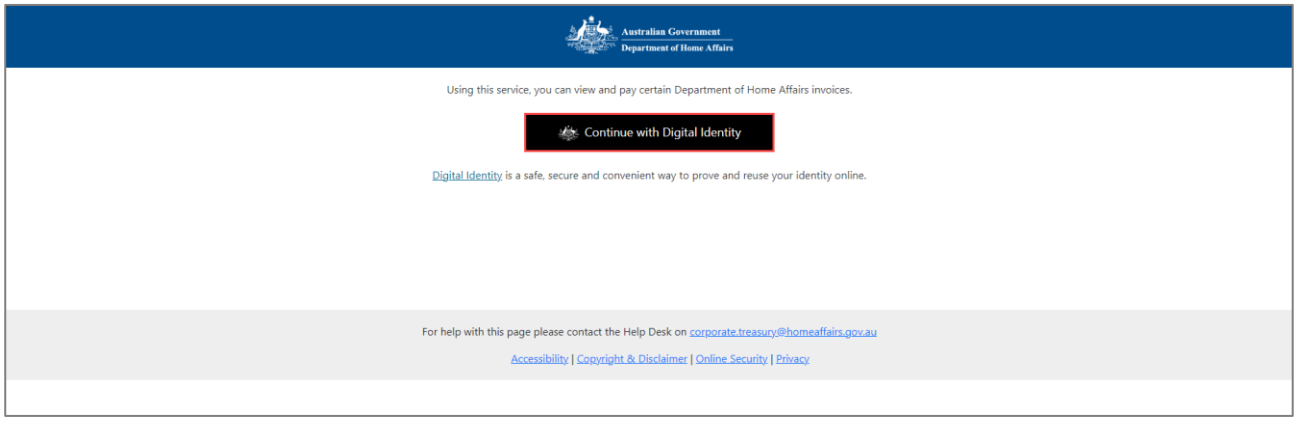
Once you have set up your Digital ID, you can access the Department of Home Affairs' Digital ID Online Payment Facility.

To log in to the Department of Home Affairs' Digital ID Online Payment Facility:

1. From the PAYING AN INVOICE page on the Department of Home Affairs website, select the Logon using Digital Identity link.

The Department of Home Affairs **Digital Identity** screen displays.

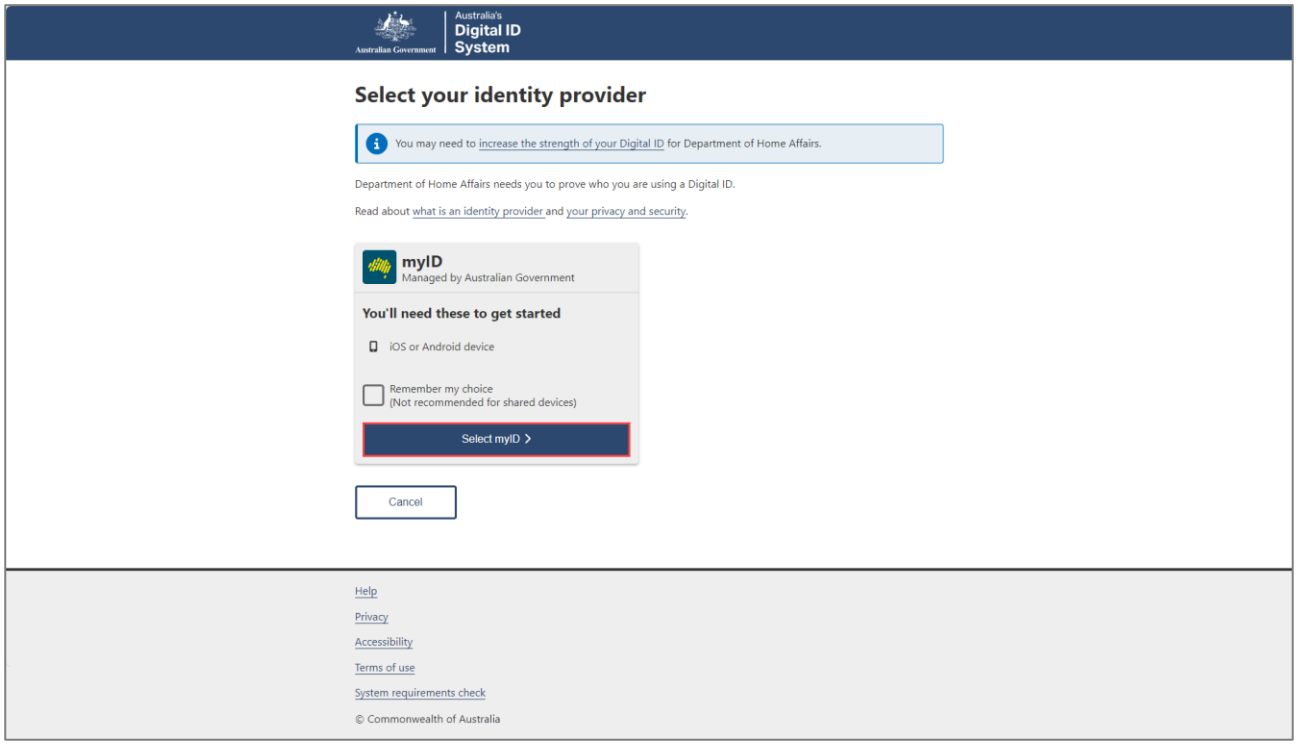
2. Select **Continue with Digital Identity** the button.



A message displays that "You're being redirected to identity.gov.au."

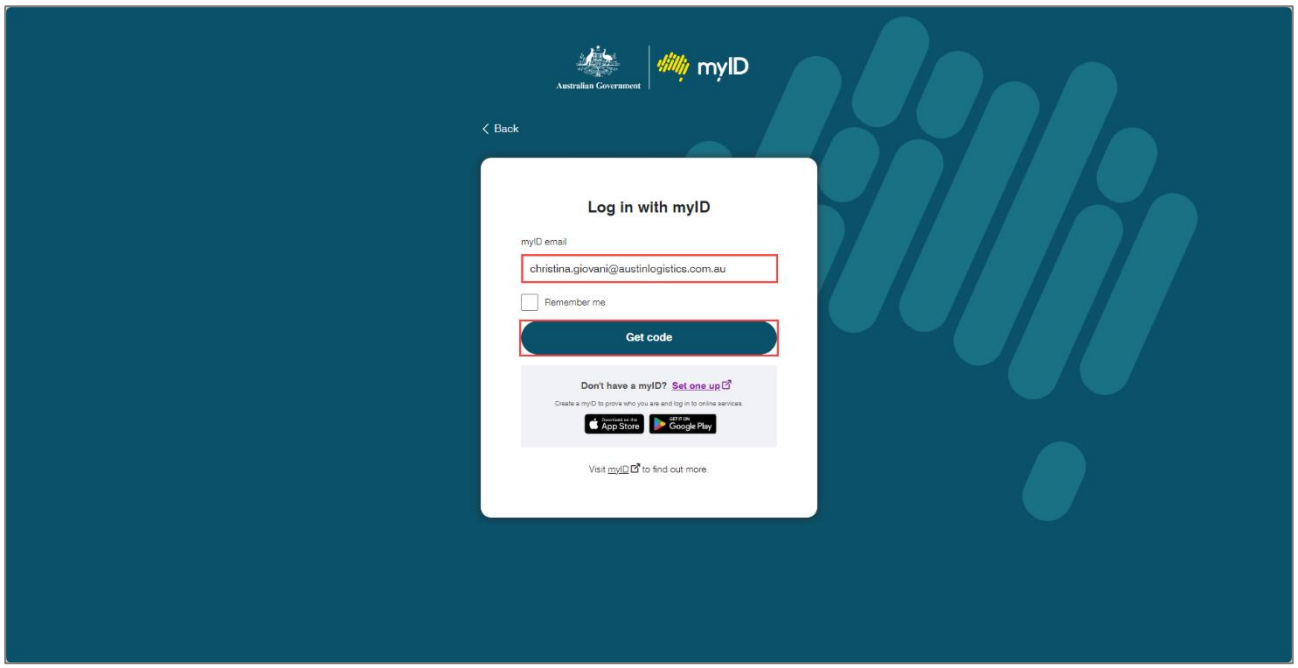
The **Select your identity** page displays.

3. Select the **Select myID** button.



The **Login with myID** screen displays.

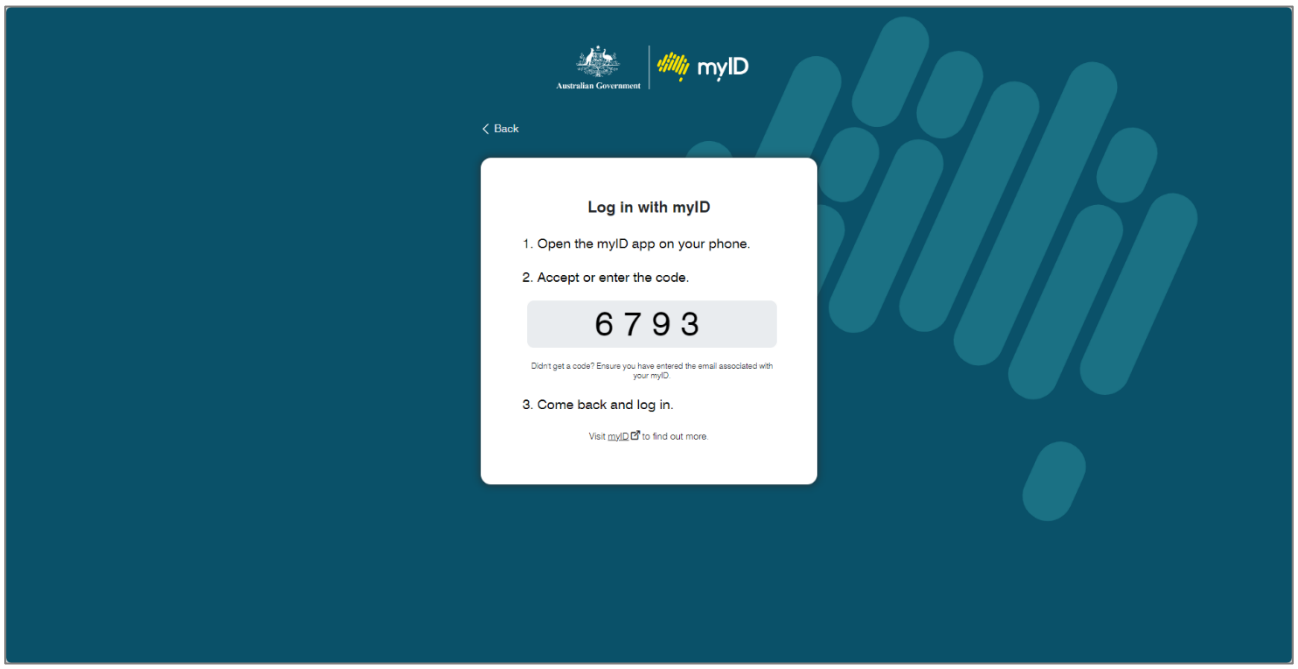
4. In the **myID email** field, enter the email address associated with your myID.
5. Select the **Login** button.



Hint: You can select the **Remember me** checkbox if you don't want to have to enter your email each time you log in.

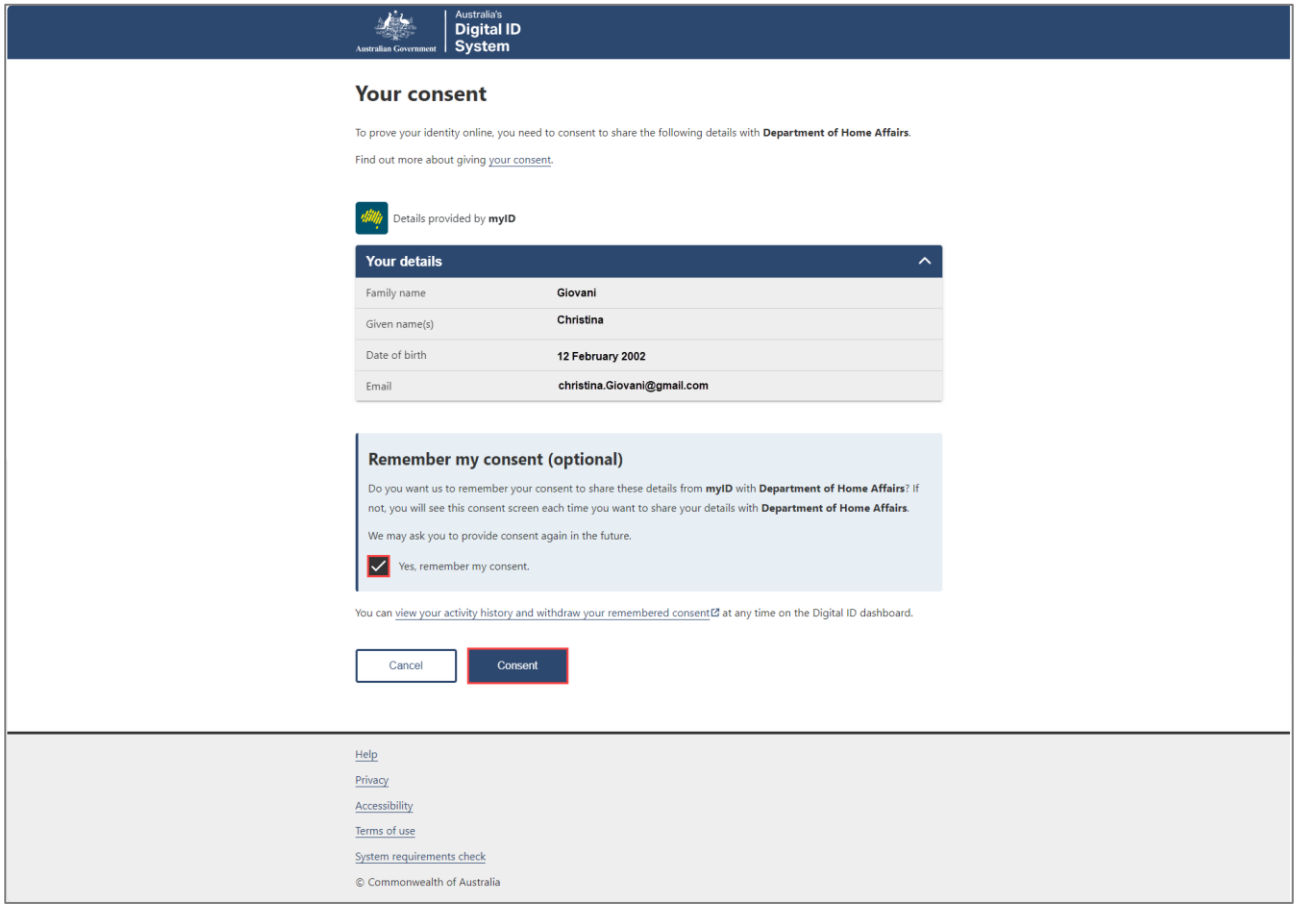
A **myID** screen displays three steps you must take to complete your log in:

6. Open the **myID** app on your phone.
7. Accept or enter the four digit code on this screen.
8. Come back to this screen.

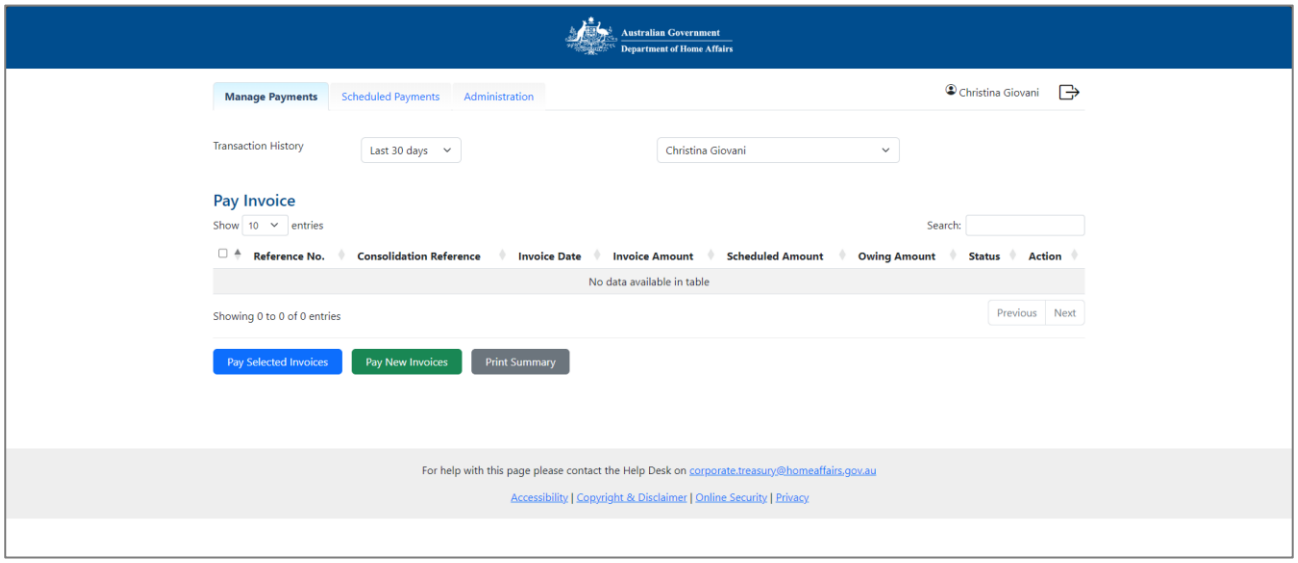


When you return to this screen you are asked to consent to sharing your information with the Department of Home Affairs.

9. If you want the system to remember your consent, select the **Yes, remember my consent** checkbox.
10. Select the **Consent** button.



You are redirected to the Department of Home Affairs Digital ID Online Payment Facility.



Note: To pay ICS/Licensing invoices via this Digital ID Online Payment Facility you must access the Administration screen and Register a new linked customer.

Introduction to the system

There are three main screens in the **Digital ID Online Payment Facility**.

The Administration screen is used to maintain details about:

- your preferred email address
- bank accounts you wish to use for direct deposit payments (ICS Users only)
- the ICS account(s) for the invoices you intend to pay (ICS Users only).

ICS Users:

The first time you log to the online payment facility using Digital ID, you **must** register the ICS account(s) for the invoices you intend to pay on the Administration screen.

The Manage Payments screen allows is used to pay invoices. It displays invoices that:

- you have partially or fully paid using this facility
- are awaiting payment (ICS Users only)

You can pay invoices using any of the following methods:

- Debit/credit card
- PayPal
- UnionPay
- Direct debit (ICS users only)

Note: If paying by **Direct debit**, you can schedule the date of the payment.

ICS Users:

The Scheduled Payments screen displays invoices that you have scheduled to be paid via direct debit on a specific date.

Manage Payments

The **Manage Payments** tab displays whenever you login to the **Digital ID Online Payment Facility**. It allows you to view and pay one or more invoices relating to the currently logged in user or a particular customer (ICS Account).

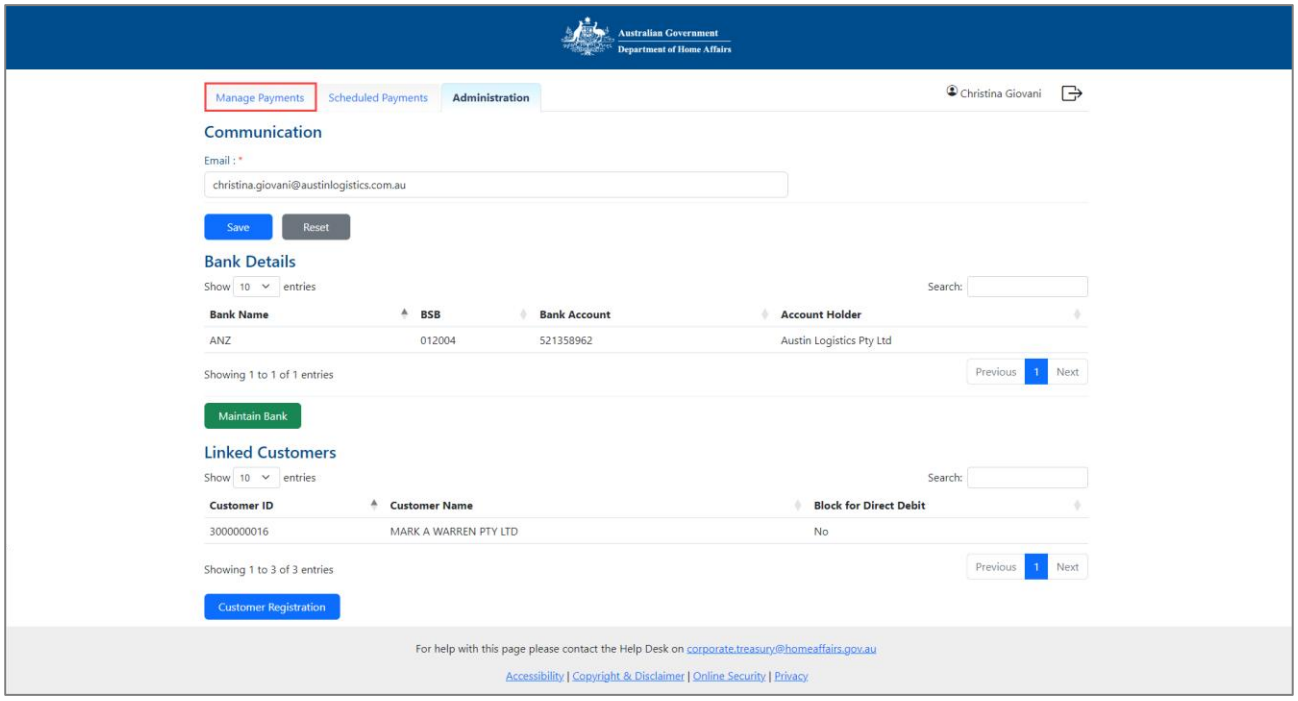
Note: ICS users must register at least one ICS Account in order to display invoices on this screen (see the Linked Customers section in this guide). They can then select the appropriate customer from the **Customer** drop-down field above the list.

The **Manage Payments** tab displays invoices for a particular Linked Customer. This includes:

- all invoices awaiting payment (ICS Users only)
- all paid (or partially paid) invoices that were paid via the **Digital ID Online Payment Facility**.

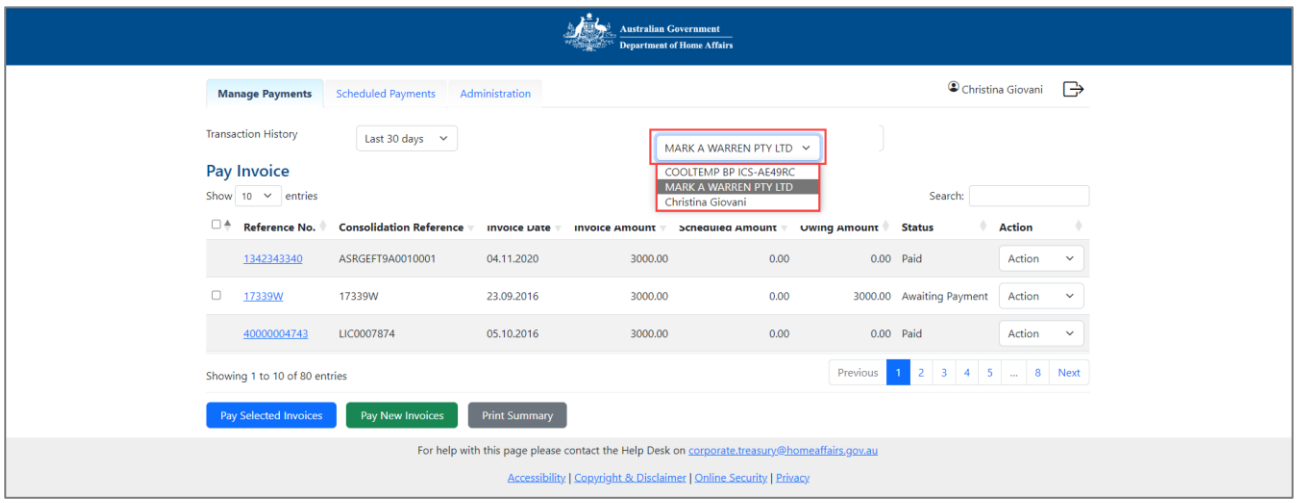
To access the **Manage Payments** tab:

1. Select the **Manage Payments** tab.



The **Pay Invoice** screen displays.

2. Select the appropriate customer (ICS Users only).



The information displayed in this screen is covered in Table 1 – Information displayed on the Pay Invoice screen below.

Navigation tips are provided in the Navigation section in this guide. Search tips are provided in the Search section in this guide.

Table 1 – Information displayed on the Pay Invoice screen

Column	Description
Reference No.	The reference number used to identify a particular client.
Consolidation Reference	The unique transaction identifier from the ICS system.
Invoice Date	The date the invoice was issued.
Amount	The total payable amount in the invoice.
Scheduled Amount (ICS Invoices only)	The amount to be paid by direct deposit on a specific date. $0.00 indicates the payment has not been scheduled.
Owing Amount	The outstanding amount to be paid for this invoice. $0.00 indicates the invoice has been paid in full.
Status	This indicates whether or not the invoice has been paid in the **Digital ID Online Payment Facility**. **Awaiting payment** indicates the invoice has not yet been fully paid. Only ICS Users see invoices that have not been paid. Both General and ICS Users see invoices that have been partially paid. **Paid** indicates the invoice has been paid in full.

Navigation

There are several ways you can change the display on this screen and navigate through the list of invoices. The image below has numbers on the items that match the numbers in the first column in Table 2 – Navigation/Display Options.

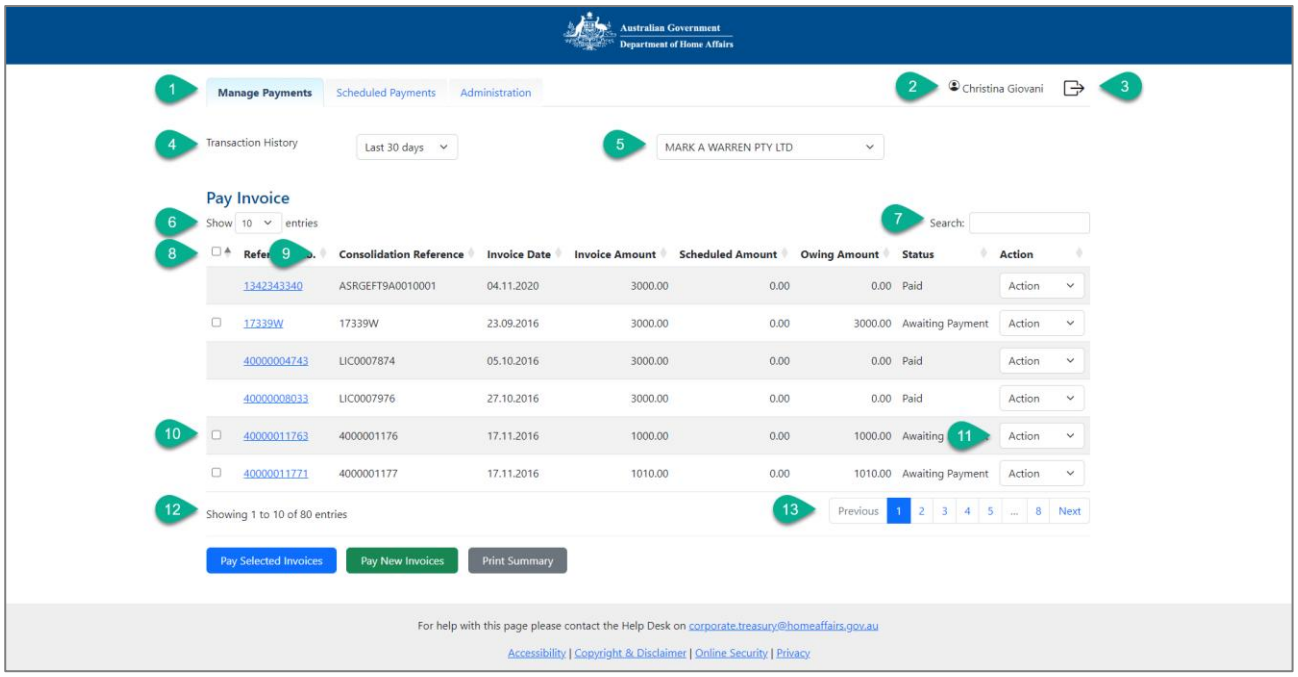


Table 2 – Navigation/Display Options

No.	Feature	Description
1	Screen tabs	Use these tabs to switch between the different screens.
2	User	The name of the currently logged in user (based on the myID used to log in).
3	Logout	Use this icon to log out of the system.
4	Transaction History	By default, the **Manage Payments** screen displays any of the selected customer's invoices that are awaiting payment (ICS Users only) or have been paid through the Digital ID Online Payment Facility in the last 30 days. You can display these invoices for the last 30 days, the last six months, the last year or all invoices by selecting the drop-down arrow in this field.
5	Customer (ICS Users only)	If you have registered multiple Linked Customers, you can select the customer (ICS Account) whose invoices you wish to display. By default, the system displays the last customer for whom you paid invoices.
6	Show entries	By default, the screen displays a maximum of 10 invoices per page. You can display 10, 25, 50 or 100 entries per page by selecting the drop-down arrow in this field.
7	Search	You can search for an invoice. See the Search section in this guide.

No.	Feature	Description
8	Select All (ICS Users only)	Use this checkbox to select all of the invoices **Awaiting Payment** for this customer. Whichever option you select from the **Action** drop-down will be applied to the selected invoices. Select the checkbox again to deselect the invoices.
9	Sort	By default, the list of invoices is sorted **Ascending** by the **Reference No**. You can sort by any of the columns by selecting the **Ascending** or **Descending** icon in the appropriate column.
10	Select	Use this checkbox to select an invoice. You can select multiple invoices by selecting the appropriate checkboxes. Whichever option you select from the **Action** drop-down will be applied to the selected invoices.
11	Action	From the **Action** drop-down, select the action you wish to use of the selected invoice(s). The **Actions** available for an invoice depend upon the **Status** of the invoice.
12	Showing	Below the list, the system displays the number(s) of the currently displayed entries and the **total** number of invoices in this list. For example: “Showing 1 to 10 of 32 entries”.
13	Navigation buttons	If the system is unable to display all the invoices on the screen, you can use the **Previous** and **Next** buttons to scroll through the list of invoices. You can also select a specific page number to jump to that page.

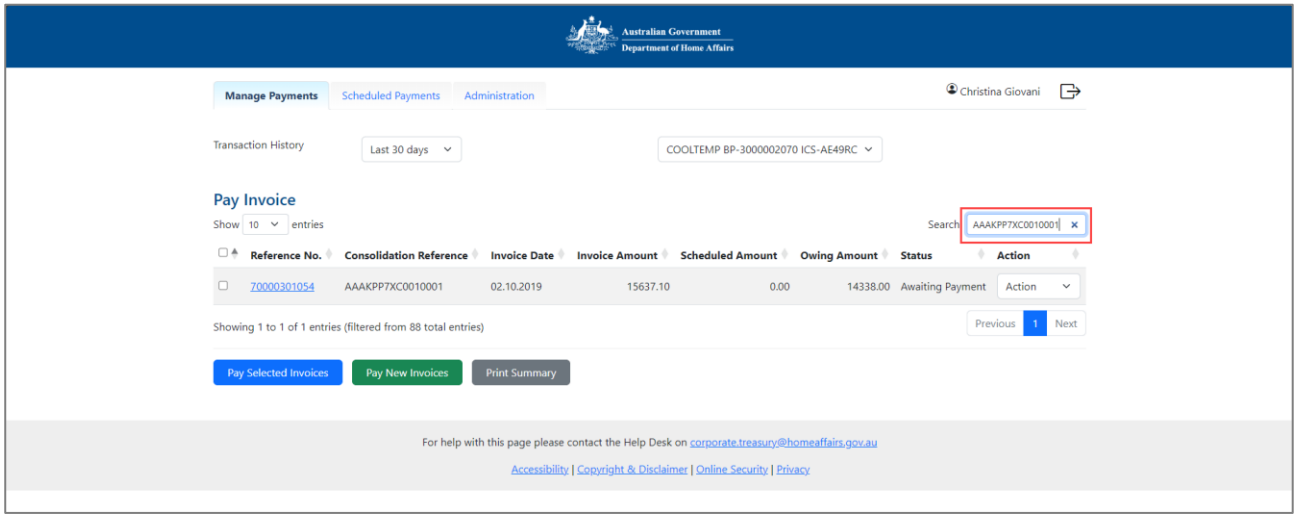
Search

You can search for an invoice or set of invoices for a particular customer rather than scrolling through the list of invoices. When you enter your criteria in the **Search** field the system searches data in any columns for a match.

To search:

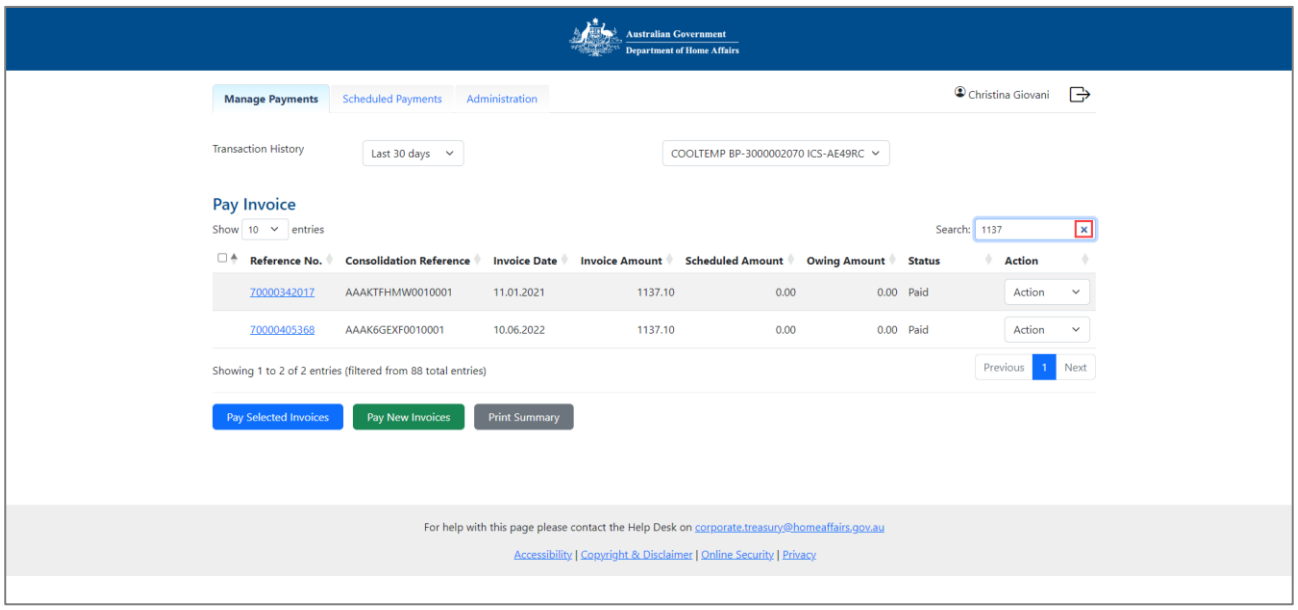
1. In the **Search** field, enter your search text.

As you type, the list of invoices updates to display the invoices that match your search text.



To clear the search:

1. In the **Search** field, select the **x** to remove the search text.

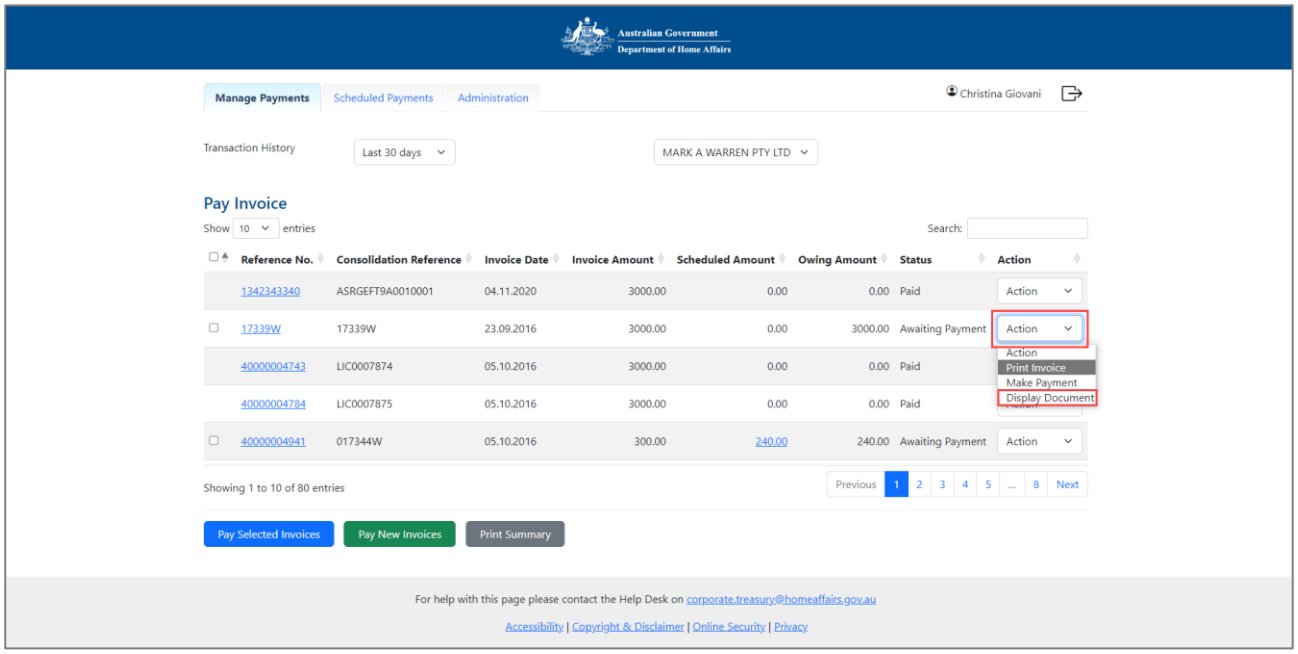


Display Document

You can display the invoice record from this screen.

To display an invoice:

1. From the **Action** drop-down, select **Display Document**.



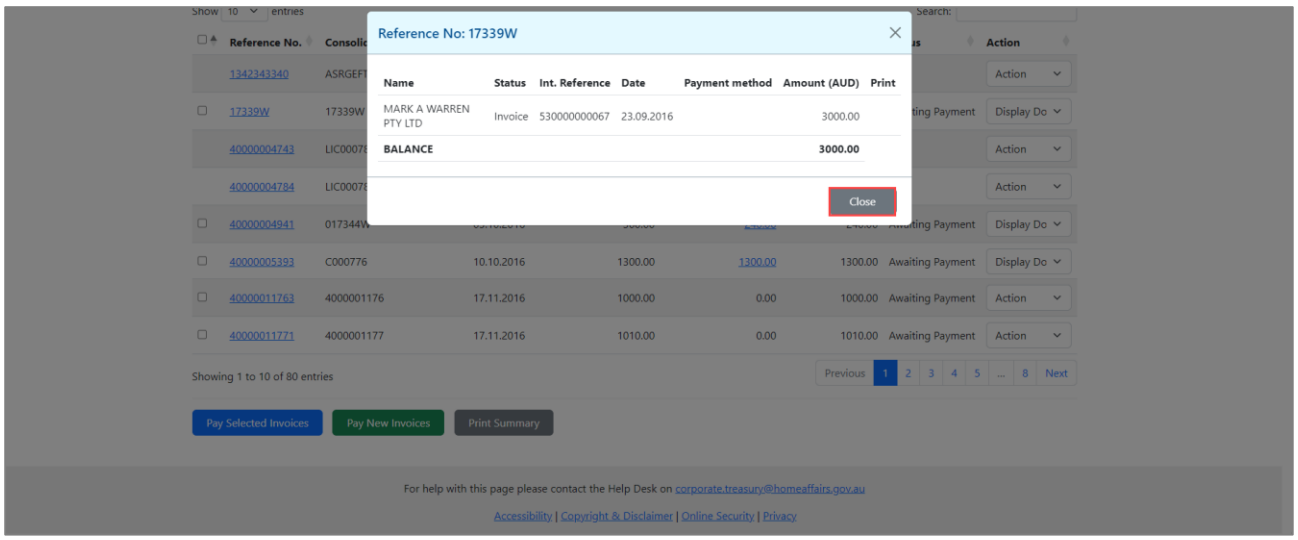
The **Reference No:** dialog box displays.

Note: Different information displays in this dialog box depending upon whether the invoice has been paid (including any partial payments). See the examples below:

Unpaid Invoice (ICS Users only)

Where no payment has been made or scheduled against an invoice, the summary information for the invoice displays.

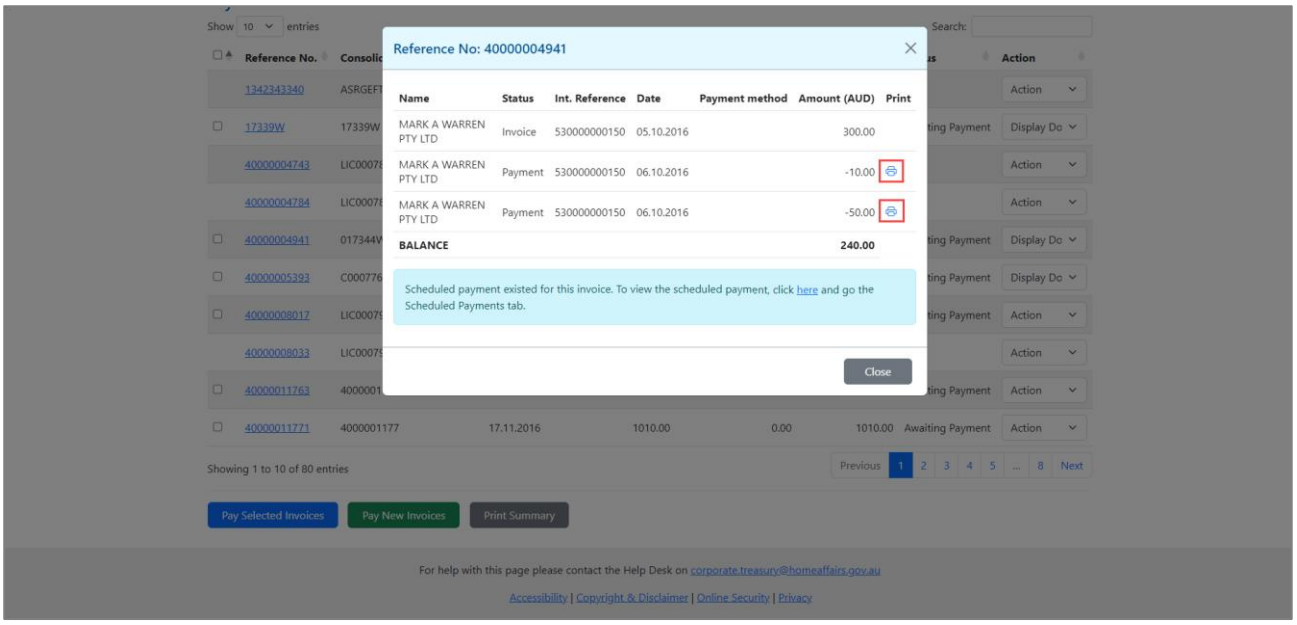
1. Select the **Close** button to close the dialog box.



Paid/Partial Payment Invoice

Where payment has been made against an invoice, a **Print Receipt** icon displays on the right of each payment line.

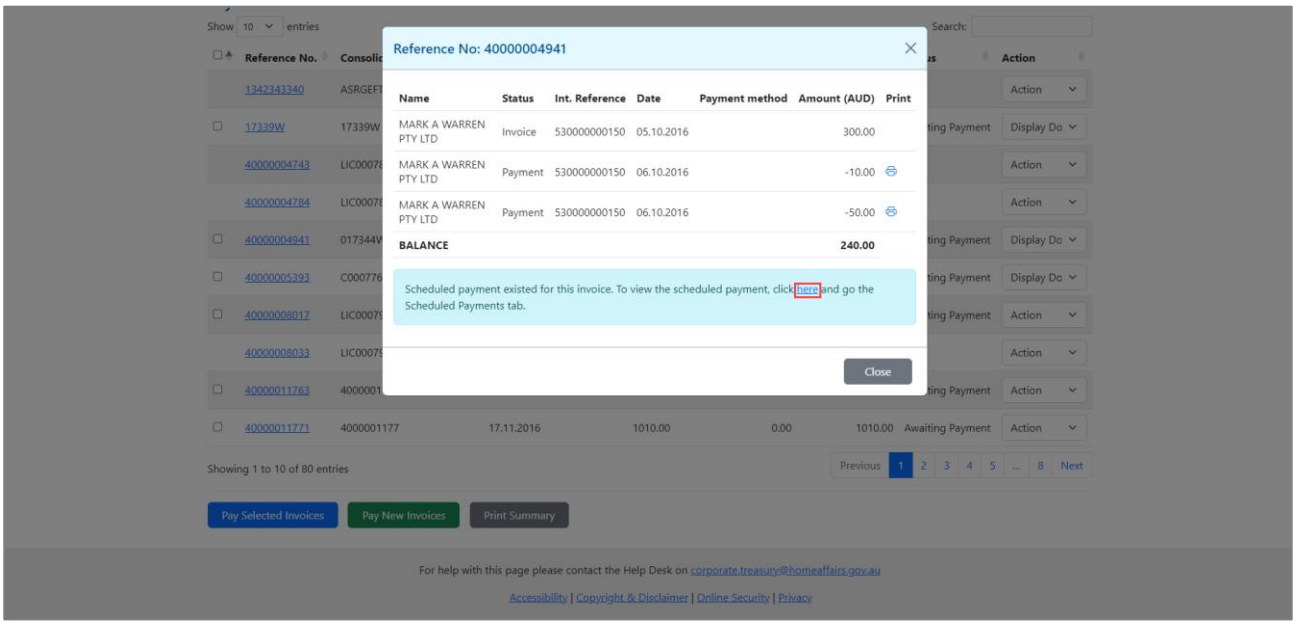
1. Select the **Print** icon to display the related **Payment Receipt** screen.



Scheduled Payments (ICS Users only)

Where a payment has been scheduled, a message displays at the bottom of the **Reference Number** dialog box. There is a link in the message to go to the **Scheduled Payments** screen.

1. Select the **here** link to go to the **Scheduled Payments** screen.



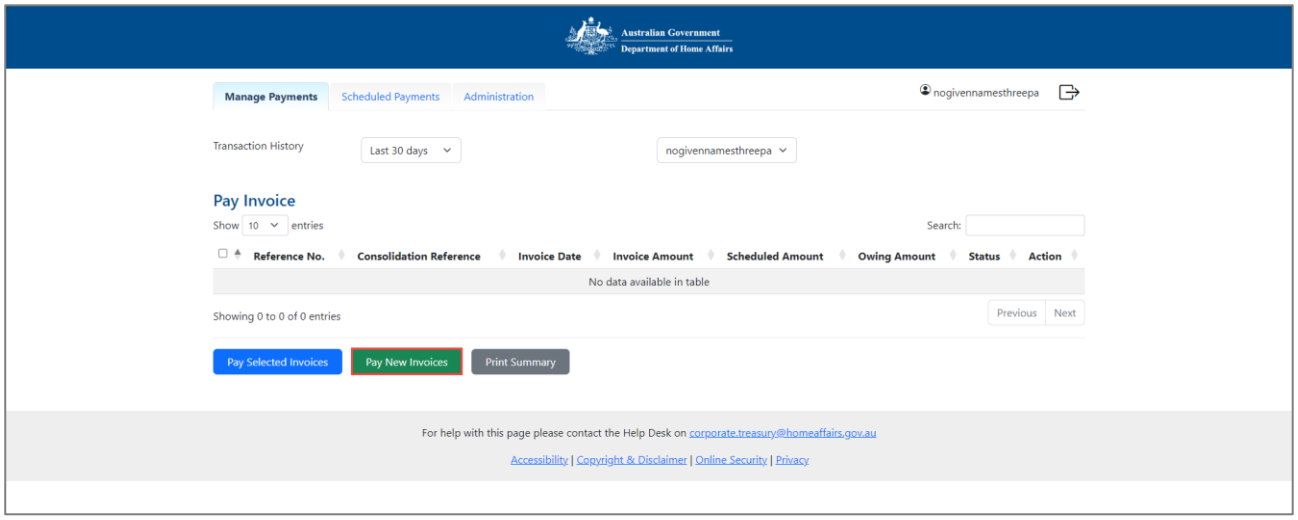
Make a payment using the Customer Reference Number (CRN)

You can pay invoices for:

- Duty Assessments issued at the airports / seaports / national posts
- ASIC MSIC Issuing Body (AMIB) invoices
- ICS invoices which are not registered against the myID account.

To pay these types of invoices:

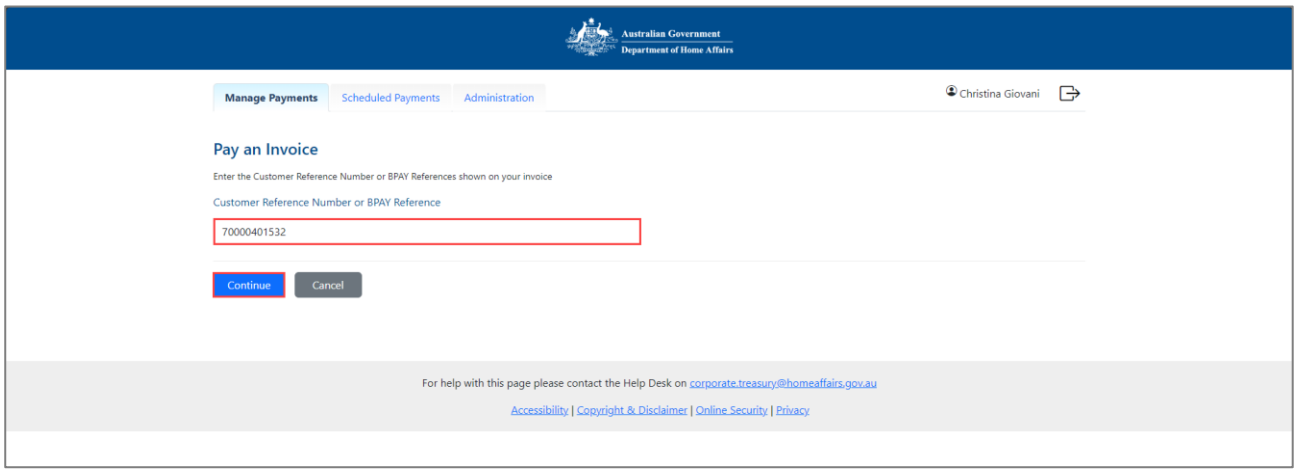
1. From the **Pay an Invoice** screen, select the **Pay New Invoices** button.



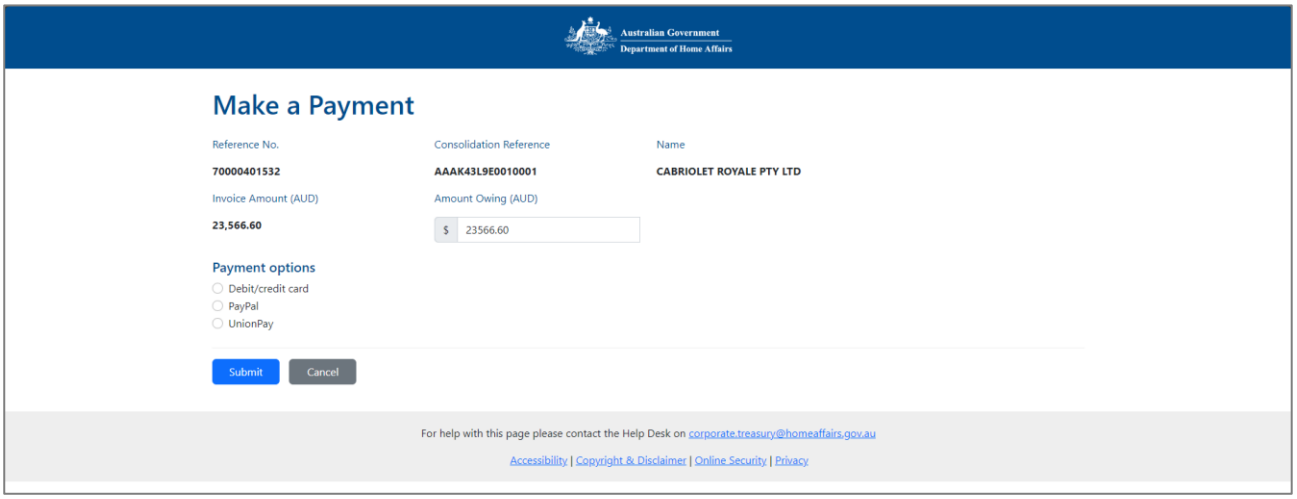
The **Pay for a new invoice** screen allows you to enter the relevant **Customer Reference Number (CRN)** or **BPAY Reference**.

The **Pay an Invoice** screen displays.

1. In the **Customer Reference Number or BPAY Reference** field, enter the appropriate reference number for the invoice.
2. Select the **Continue** button.



The **Make a Payment** screen displays.



You can pay using the following methods. Select the hyperlink to jump to the instructions for a particular method.

- Paying by debit/credit card
- Paying by PayPal
- Paying by UnionPay

Note: Paying via **Direct Debit** is not available for these type of invoices.

When you have paid your first invoice using this method, the **Manage Payments** screen updates to display all invoices you have fully or partially paid using the **Digital ID Online Payment Facility**

For more information, see the Manage Payments section in this document.

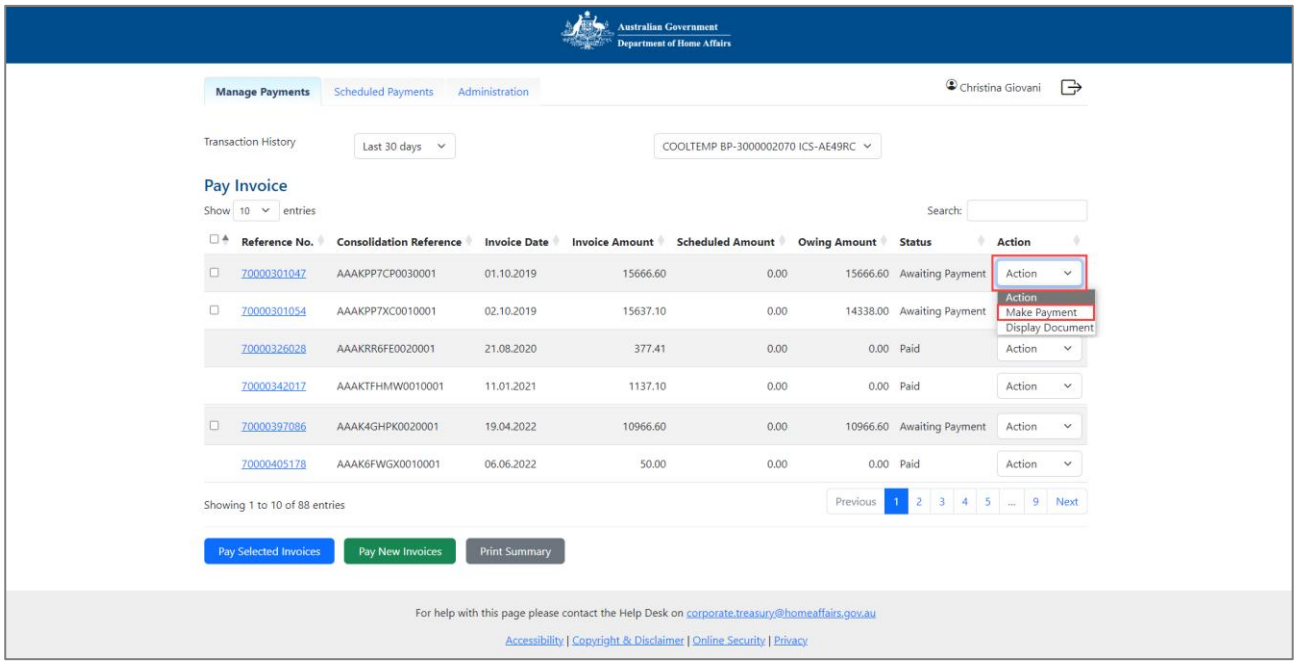
Make a payment for ICS/Licensing invoices

You can pay for a particular invoice or for a number of invoices at once.

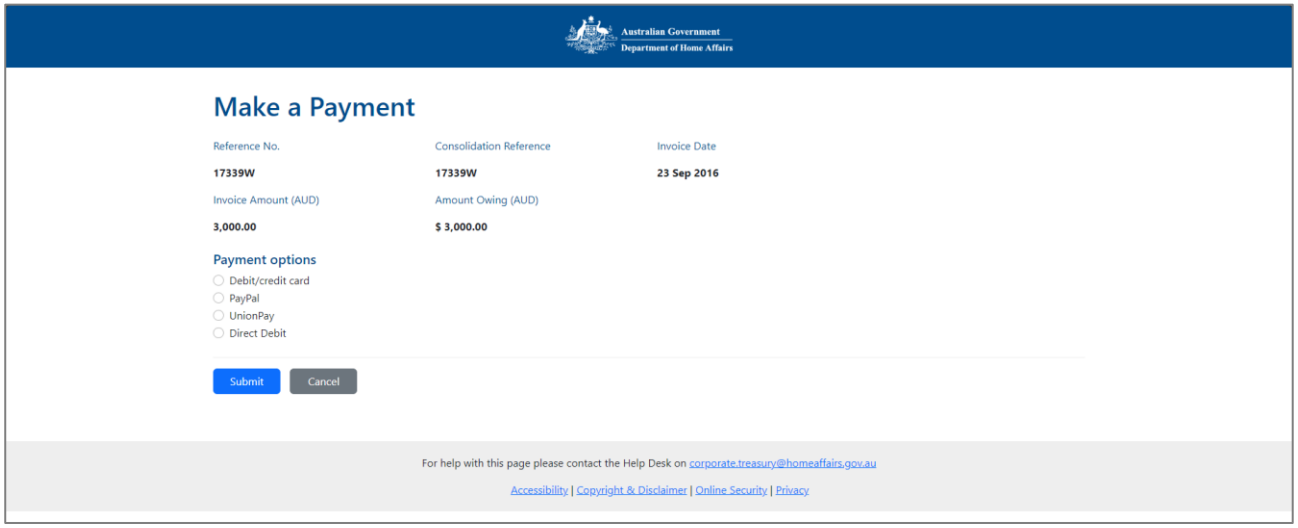
Single Invoice

To pay a single invoice:

1. From the **Action** drop-down, select **Make Payment**.



The **Make a Payment** screen displays.



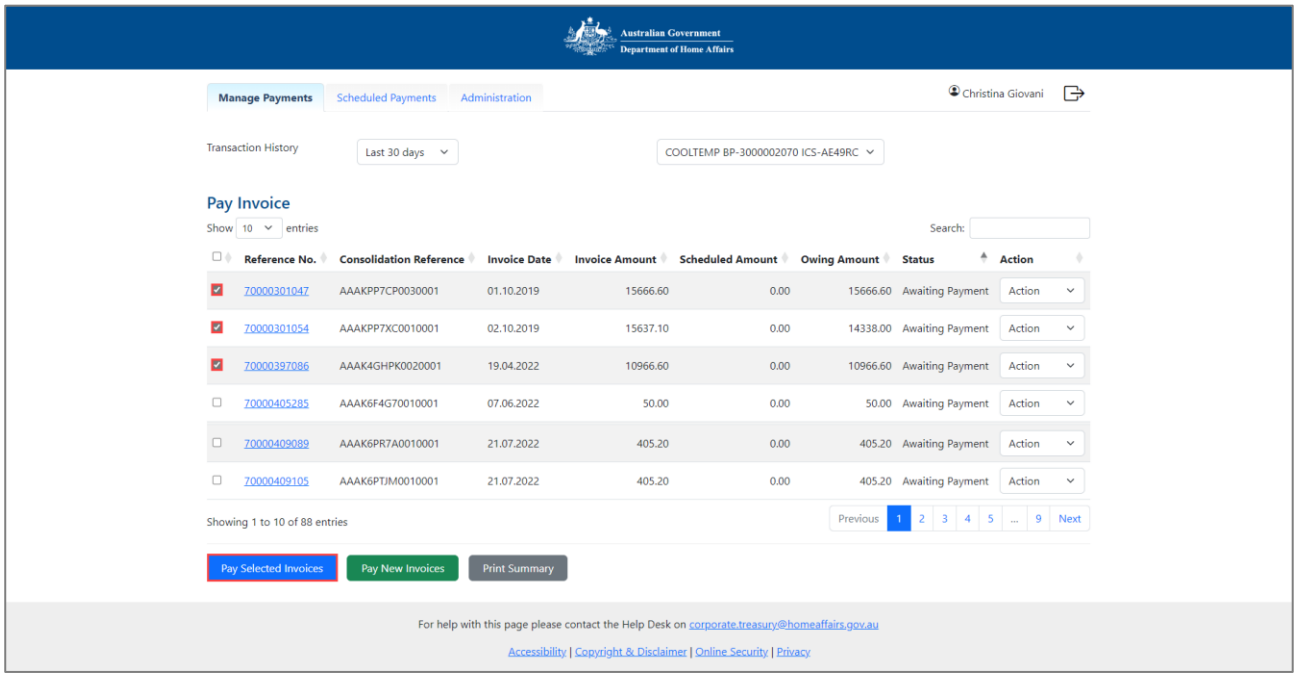
You can pay using the following methods. Select the hyperlink to jump to the instructions for a particular method.

- Paying by debit/credit card
- Paying by PayPal
- Paying by UnionPay
- Paying by Direct Debit (ICS Users only)

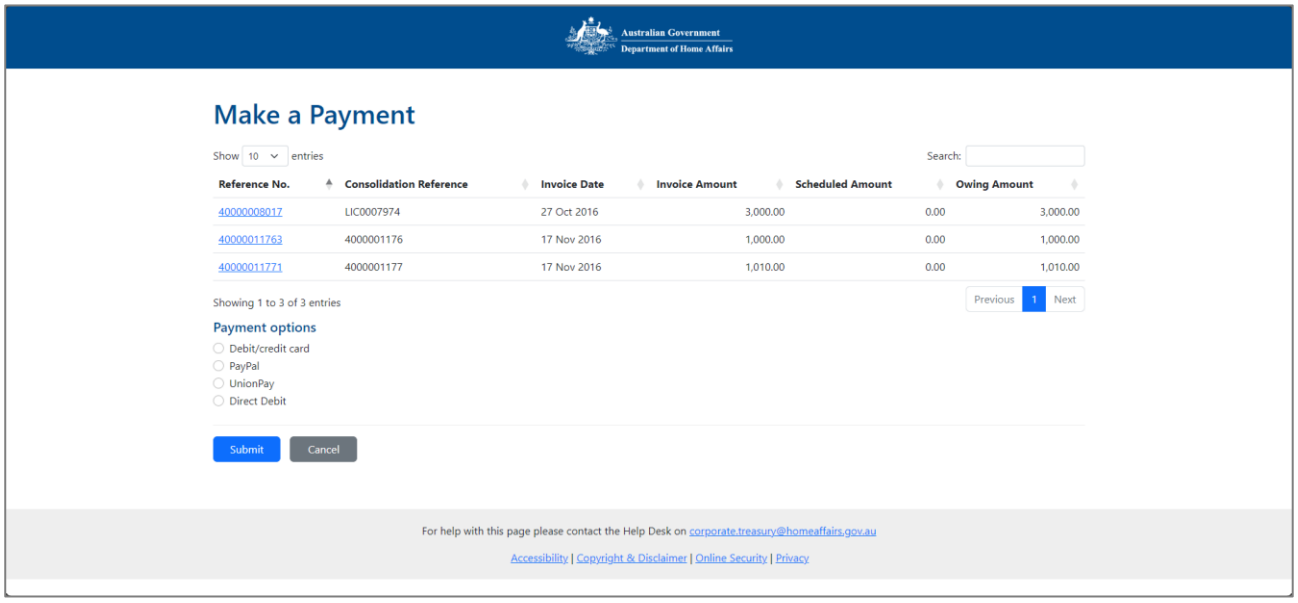
Multiple Invoices

To pay one or more invoices:

1. Select the checkbox next to the invoice(s) to be paid.
2. Select the **Pay Selected Invoices** button.



The **Make a Payment** screen displays.



Note: You cannot make a partial payment if you have selected multiple invoices.

You can pay using the following methods. Select the hyperlink to jump to the instructions for a particular method.

- Paying by debit/credit card
- Paying by PayPal
- Paying by UnionPay
- Paying by Direct Debit (ICS Users only)

Payment Methods

This section of the guide covers the various methods you can use for paying an invoice.

You can display information about the additional charges that the various payment methods incur by selecting the **What is a surcharge?** link at the bottom of the screen. A dialog box displays with the various percentages that each payment type incurs.

As of 1 October 2026, all credit card surcharges in Australia are set to 0%.

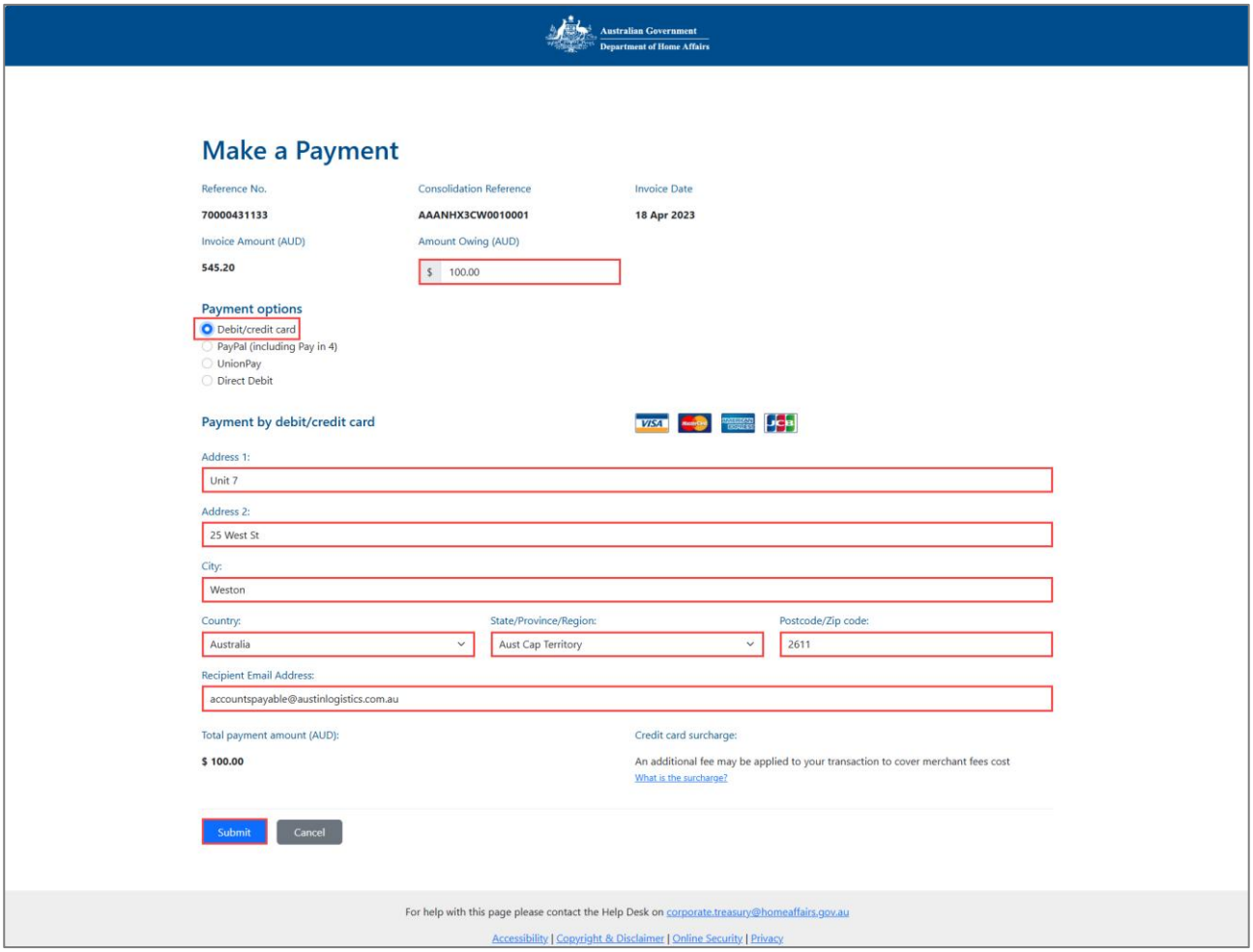
Paying by debit/credit card

To pay by debit/credit card:

1. If you have selected a single invoice and do not want to pay the full amount, in the **Amount Owing** field, enter the amount you wish to pay.
2. Select the **Debit/credit card** radio button.

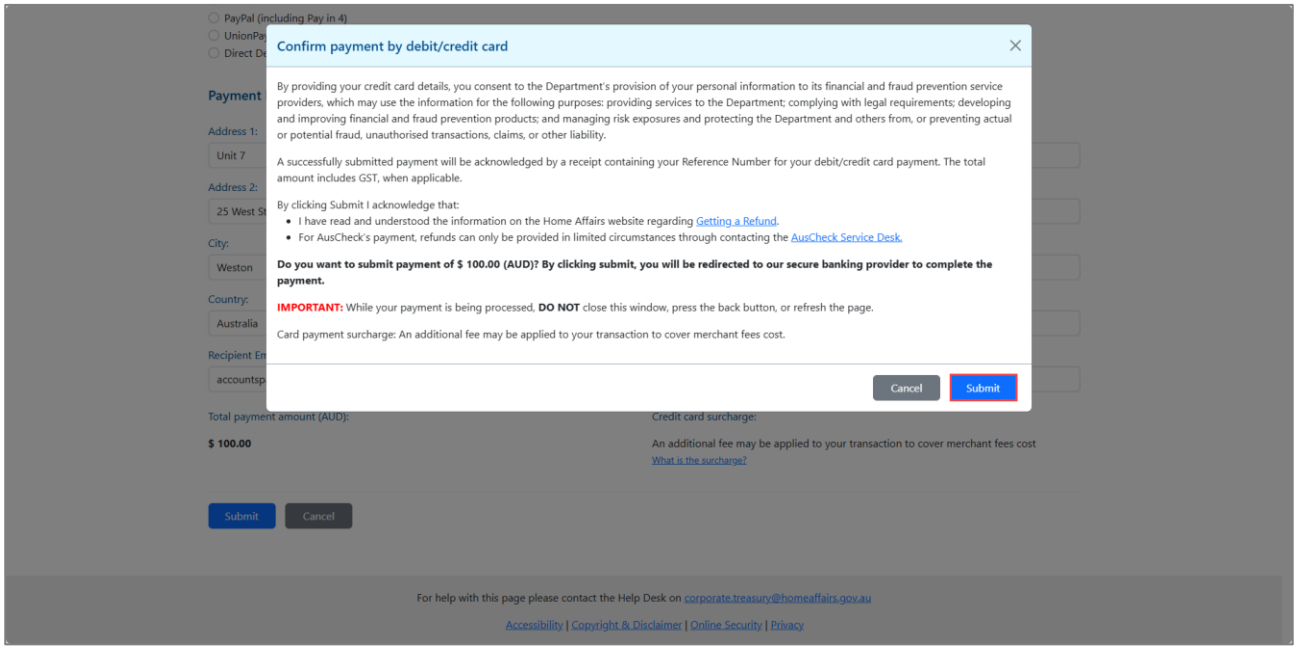
The screen updates to display additional fields.

3. Complete the address fields with the address related to the card.
4. Select the **Submit** button.



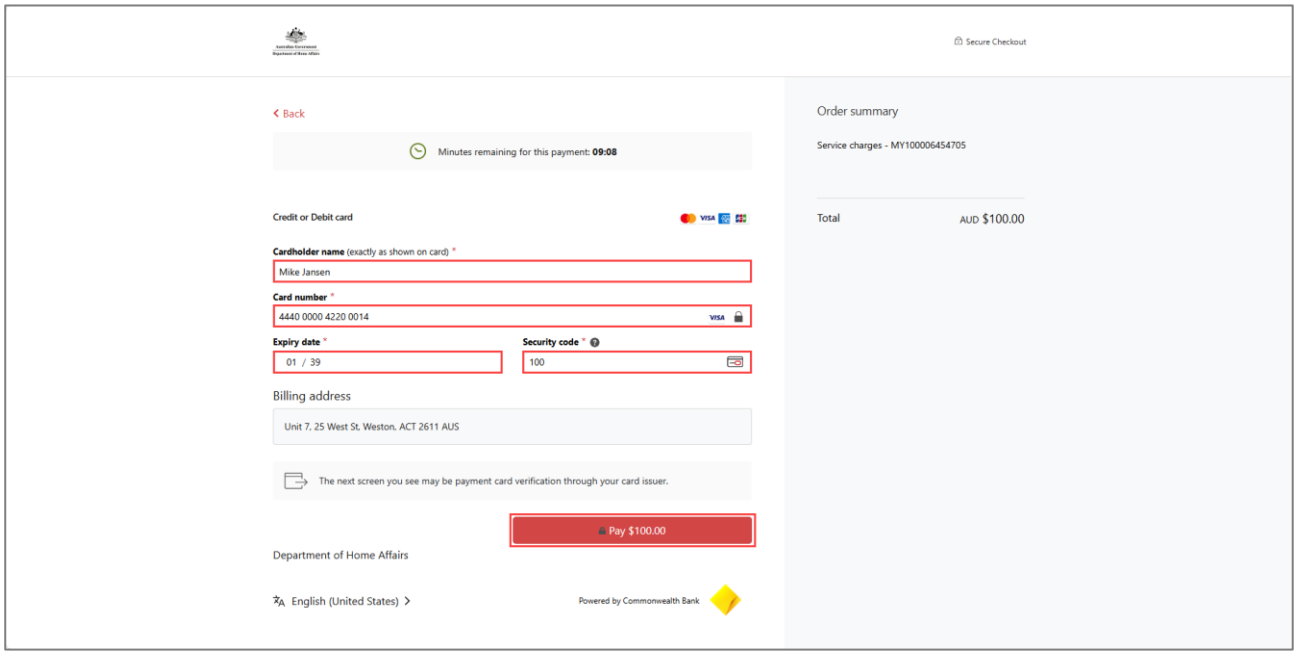
The **Confirm payment by debit/credit card** dialog box displays asking you to confirm the payment.

5. Select the **Submit** button.



You are redirected to the Department of Home Affairs secure banking provider.

6. Enter the card details.
7. Select the **Pay $<amount>** button.

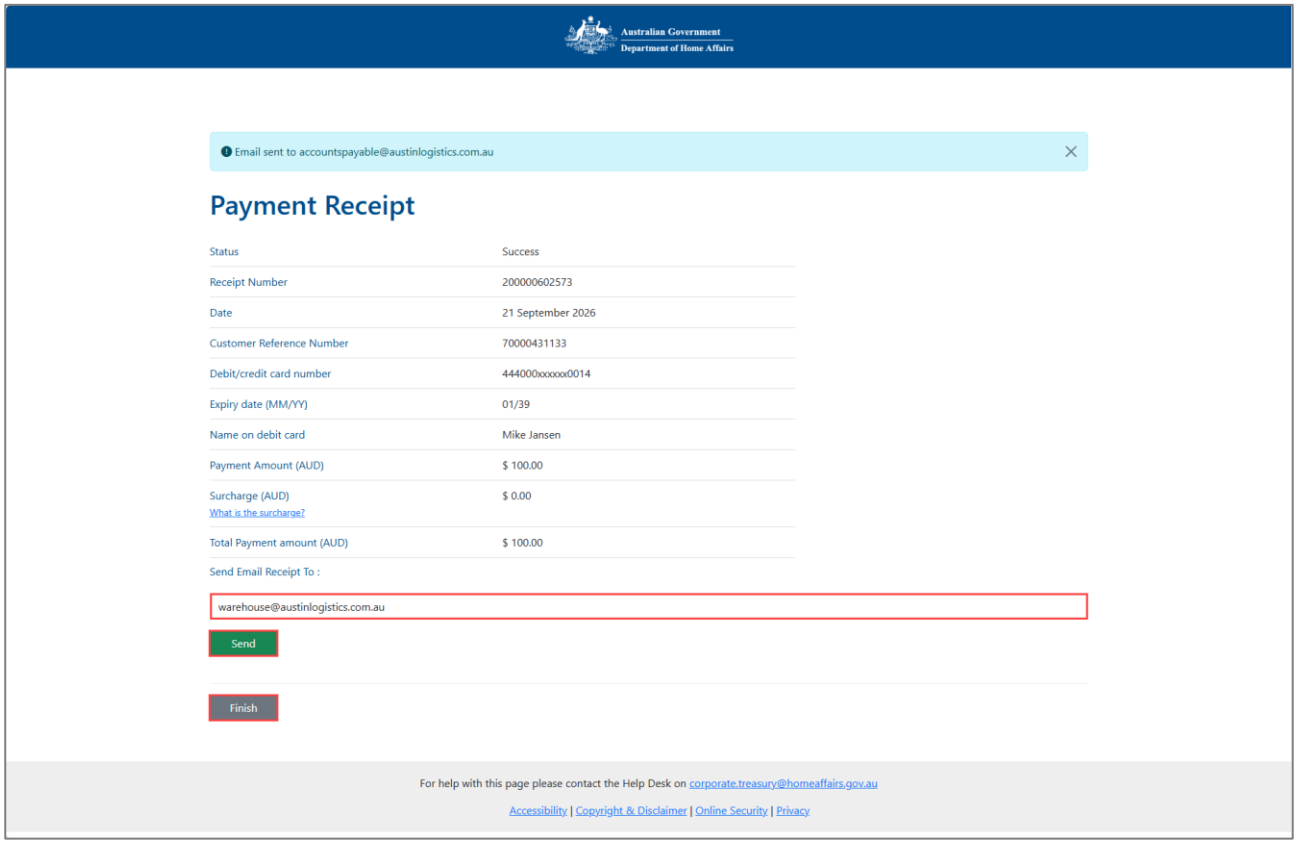


The Department of Home Affairs secure banking provider checks the card details. If the card details are correct, the **Payment Receipt** screen displays.

A message displays at the top of the screen advising the receipt has been emailed to the address you specified in the **Recipient Email Address** field.

If you wish to send a copy of the receipt to an additional email address:

8. In the **Send Email Receipt To** field, enter the appropriate email address,
9. Select the **Send** button.
10. Select the **Finish** button when done.



You are returned to the **Manage Payments** screen. The **Status** of the invoice(s) you paid is set to **Paid**.

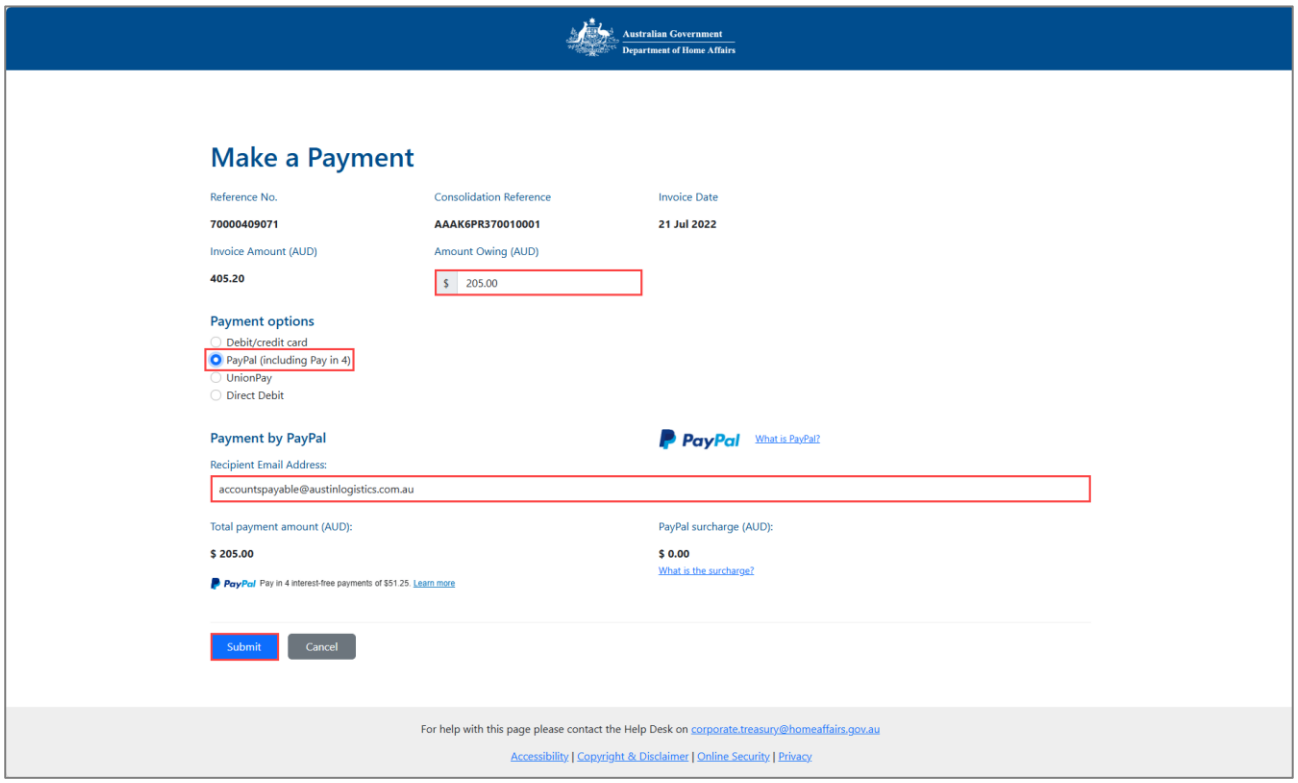
Paying by PayPal

To pay by PayPal:

1. If you have selected a single invoice and do not want to pay the full amount, in the **Amount Owing** field, enter the amount you wish to pay.
2. Select the **PayPal** radio button.

The screen updates to display the **Recipient Email Address** field.

3. If you wish to receive a copy of the payment receipt via email, in the **Recipient Email Address** field, enter the appropriate email address.
4. Select the **Submit** button.

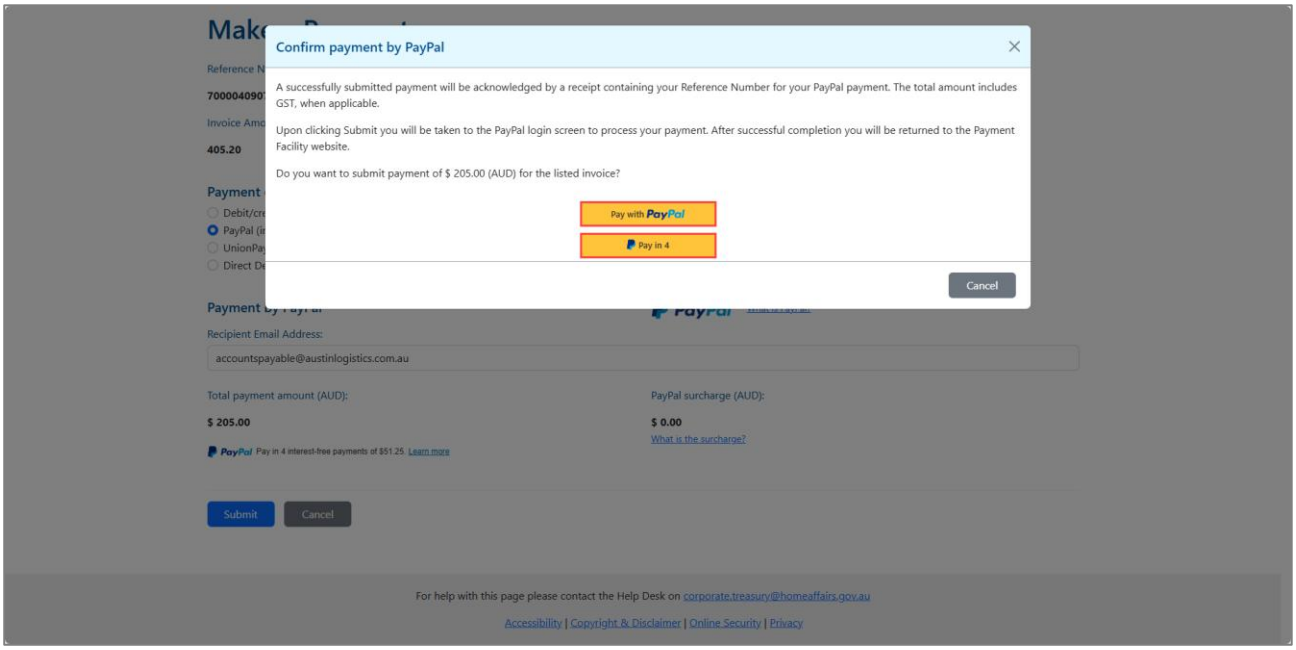


The **Confirm payment by PayPal** dialog box displays asking you to confirm the payment.

You have two options:

- pay the total amount in one payment
- pay in 4 instalments

5. If you wish to pay the entire amount now, select the **Pay with PayPal** button.
   If you wish to pay in 4 instalments select the **Pay in 4** button.



The **Login to PayPal** dialog box displays.

6. Log in to **PayPal** and complete the transaction.

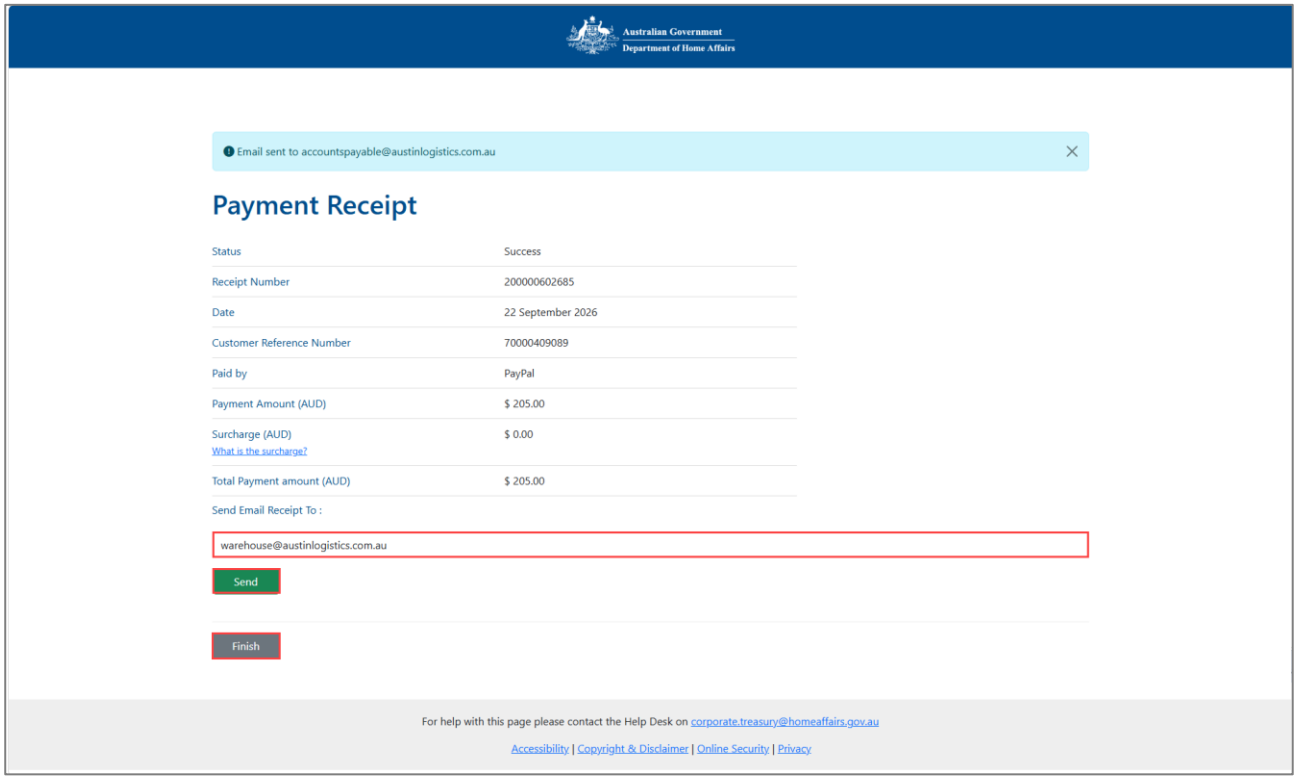
When you have authorised the payment in **PayPal** you will be returned to the **Digital ID Online Payment Facility**.

The **Payment Receipt** screen displays.

A message displays at the top of the screen advising the receipt has been emailed to the address you specified in the **Recipient Email Address** field.

If you wish to send a copy of the receipt to an additional email address:

7. In the **Send Email Receipt To** field, enter the appropriate email address,
8. Select the **Send** button.
9. Select the **Finish** button when done.

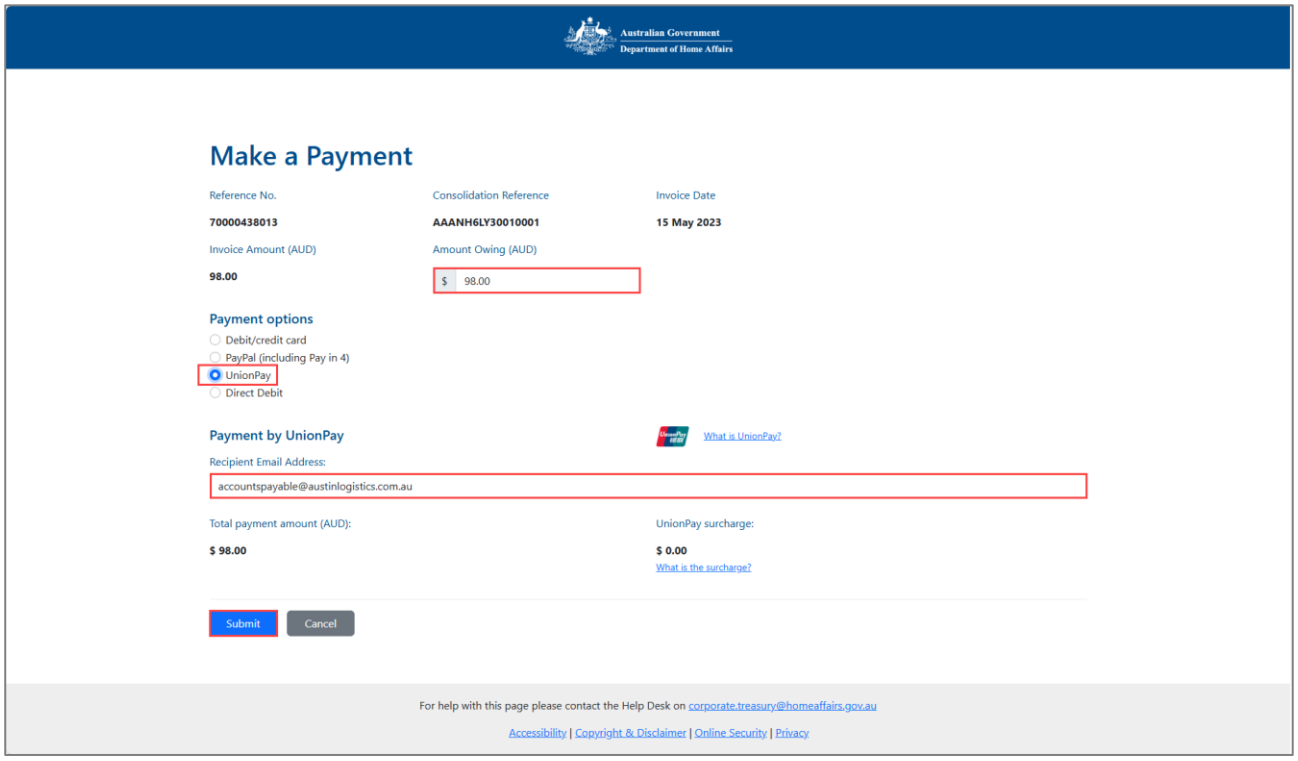


You are returned to the **Manage Payments** screen. The **Status** of the invoice(s) you paid is set to **Paid**.

Paying by UnionPay

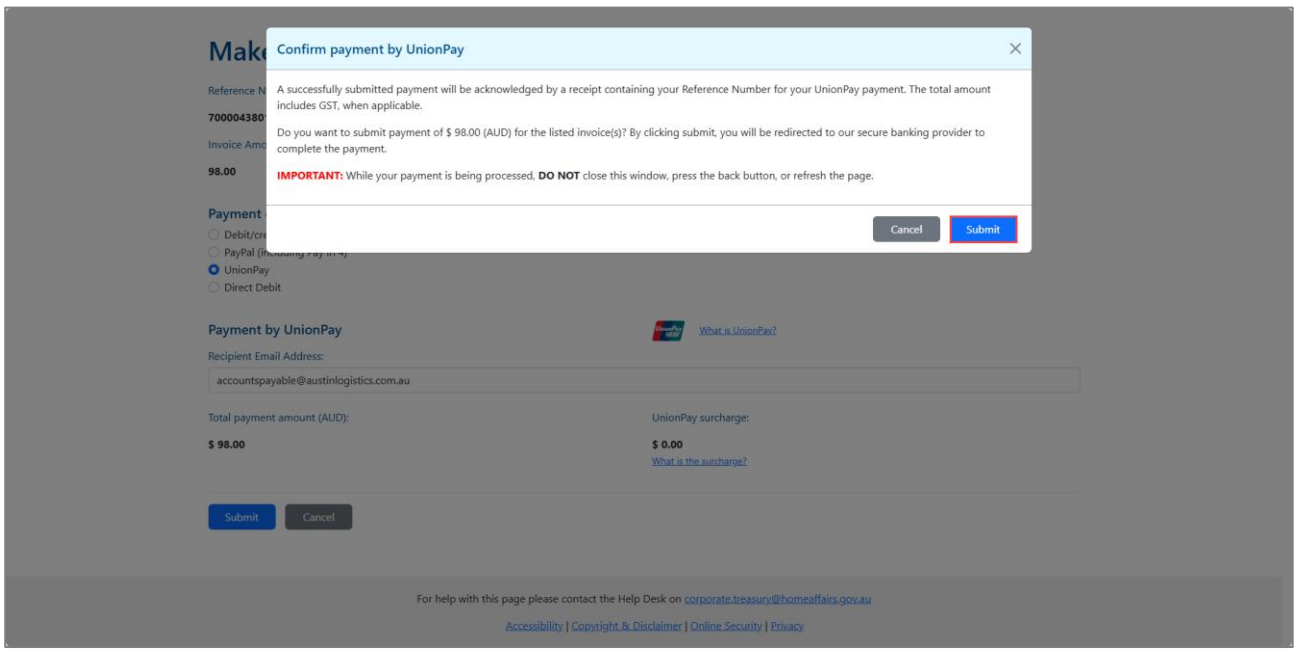
To pay by **UnionPay**:

1. If you have selected a single invoice and do not want to pay the full amount, in the **Amount Owing** field, enter the amount you wish to pay.
2. Select the **UnionPay** radio button.
3. If you wish to receive a copy of the payment receipt via email, in the **Recipient Email Address** field, enter the appropriate email address.
4. Select the **Submit** button.



The **Confirm payment by UnionPay** dialog box displays asking you to confirm the payment.

5. Select the **Submit** button.



The **UnionPay Online Payment** screen displays.

6. Log in to **UnionPay** and complete the transaction.

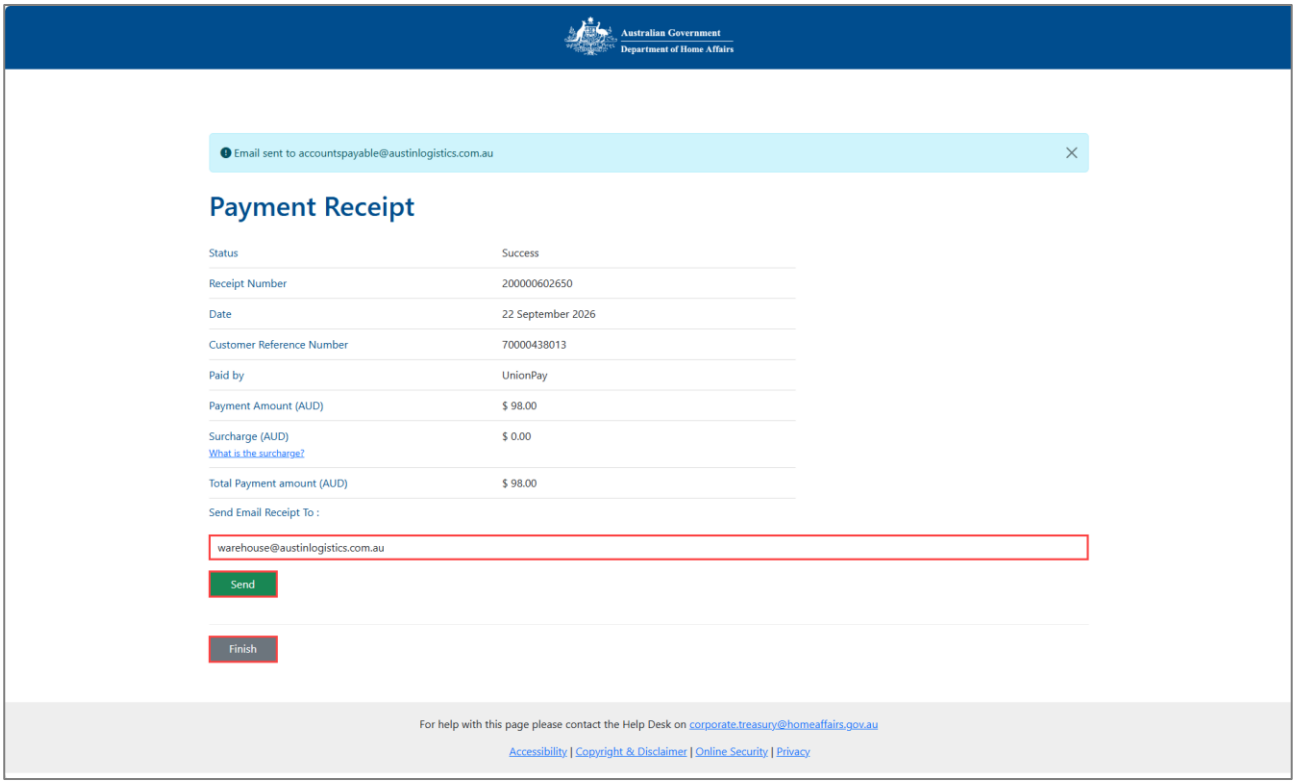
The Department of Home Affairs secure banking provider checks the card details. If the card details are correct, the **Payment Receipt** screen displays.

The **Payment Receipt** screen displays.

A message displays at the top of the screen advising the receipt has been emailed to the address you specified in the **Recipient Email Address** field.

If you wish to send a copy of the receipt to an additional email address:

7. In the **Send Email Receipt To** field, enter the appropriate email address,
8. Select the **Send** button.
9. Select the **Finish** button when done.



You are returned to the **Manage Payments** screen. The **Status** of the invoice(s) you paid is set to **Paid**.

Paying by Direct Debit (ICS Users only)

Note: Paying via **Direct Debit** is not available for:

- Duty Assessments issued at the airports / seaports / national posts
- AMIB payments
- ICS invoices not registered against the myID account.

In order to pay via **Direct Debit** you must have already registered the bank account(s) you wish to use. For more information see the Bank Account Details (ICS Users only) section in this guide.

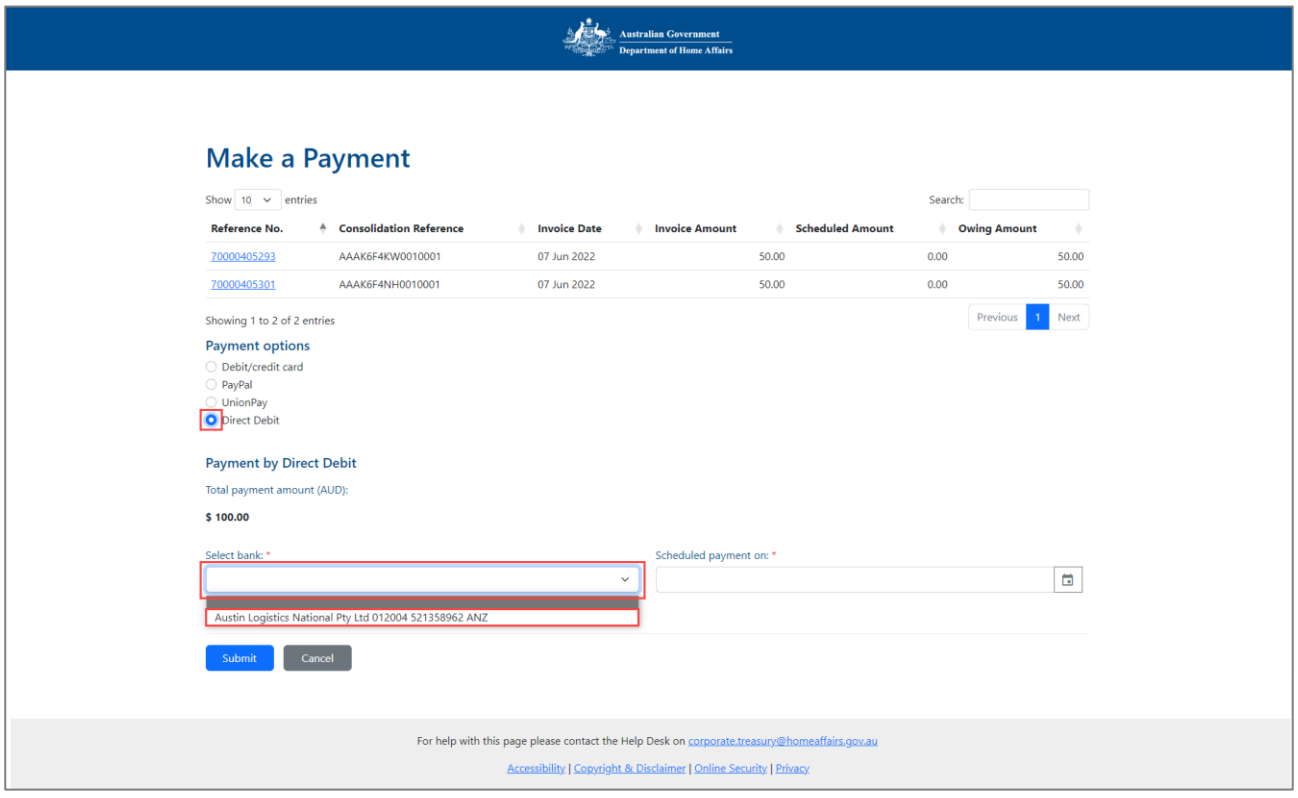
Hint: When paying by **Direct Debit** you can schedule the payment to be made on a particular date.

To pay by Direct Debit:

1. If you have selected a single invoice and do not want to pay the full amount, in the **Amount Owing** field, enter the amount you wish to pay.
2. Select the **Direct Debit** radio button.

The screen updates to display additional fields.

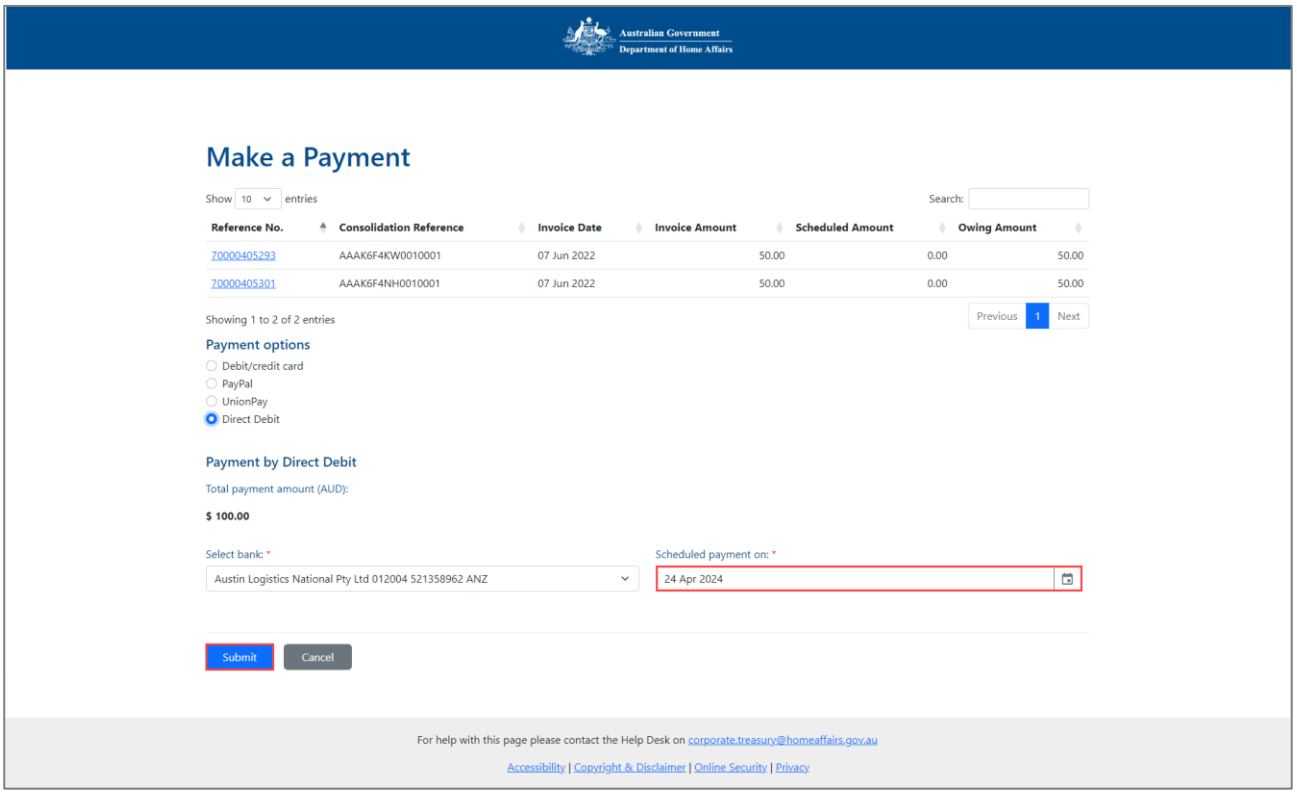
3. From the **Select Bank** field, select the bank account you wish to use for this payment.



4. If you wish to pay the invoice on a specific date, from the **Scheduled payment on** field, select the date.

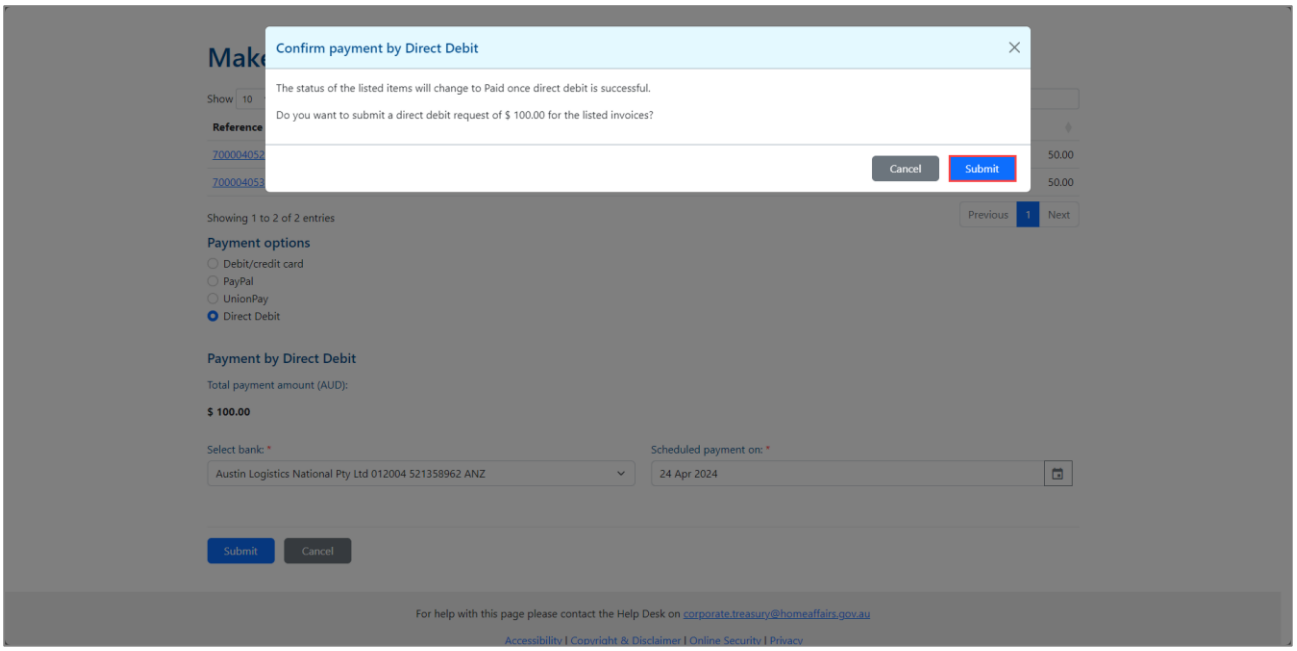
Note: If you leave the **Scheduled payment on** field blank, the payment will be made when you select the **Submit** button.

5. Select the **Submit** button.



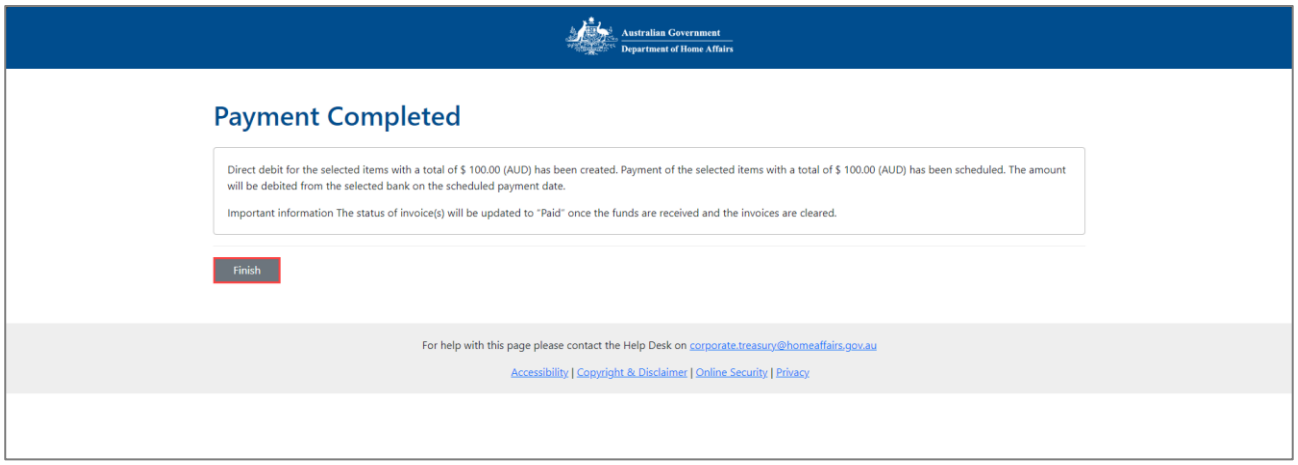
The **Confirm payment by Direct Debit** dialog box displays asking you to confirm the payment.

6. Select the **Submit** button.



The **Payment Completed** screen displays.

7. Select the **Finish** button when done.



You are returned to the **Manage Payments** screen. The **Status** of the invoice(s) you paid is set to **Paid** or **Awaiting Payment** if scheduled for a future day.

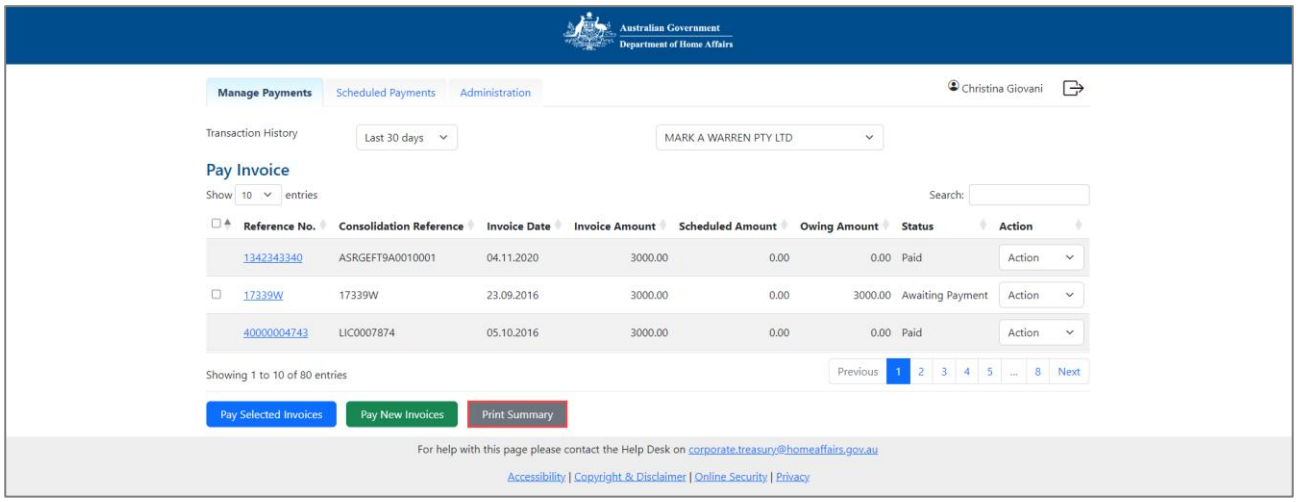
Print a summary of your invoices

You can produce a print version of the **Manage Payments** screen. You can:

- save it to your system or local device; and/or
- send it to a printer.

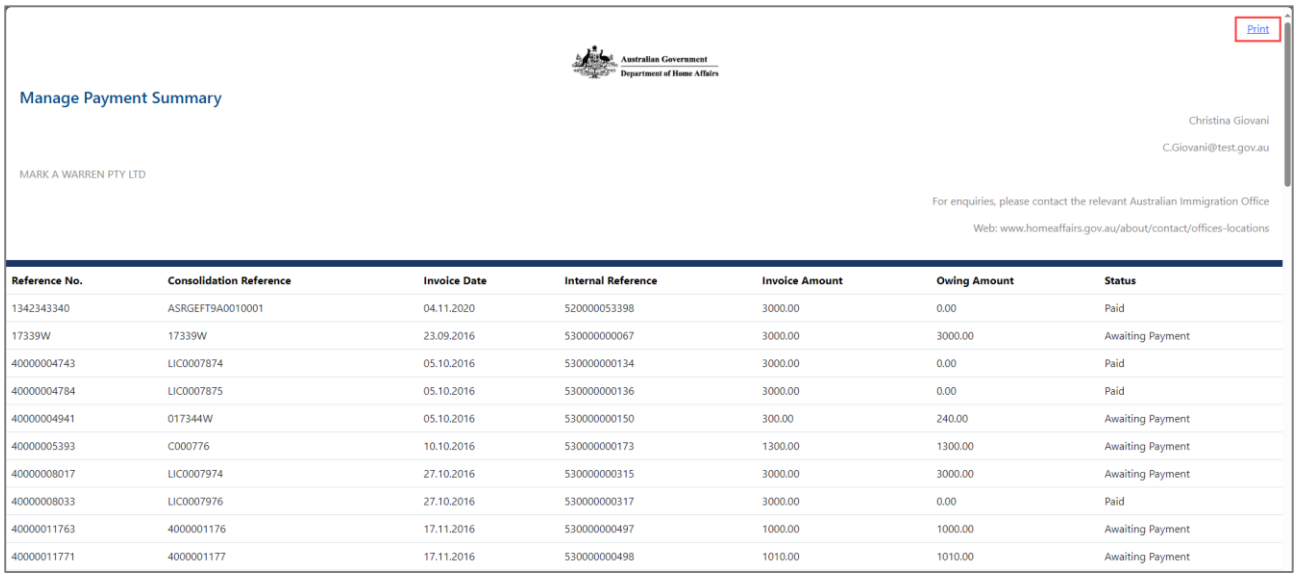
To create a print version:

1. Select the **Print Summary** button.



The **Manage Payment Summary** screen displays.

2. Select the **Print** link to save or print the summary.

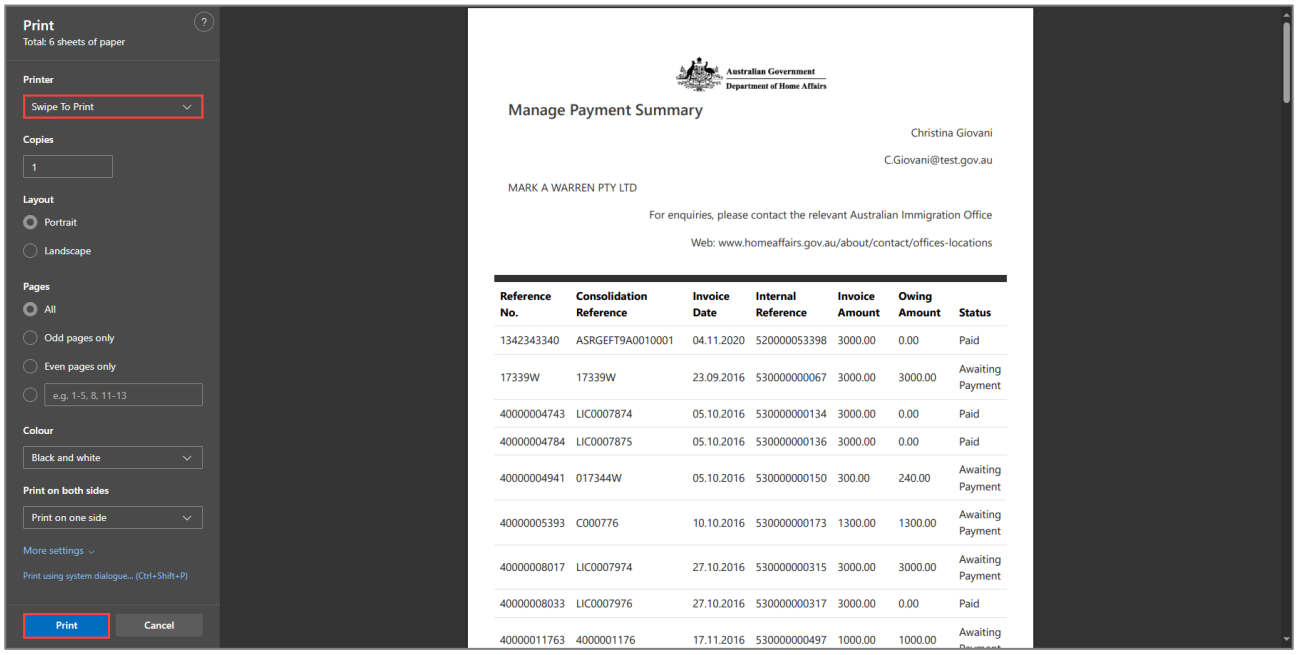


The **Manage Payment Summary** dialog box display.

Print the Manage Payment Summary

To print the summary:

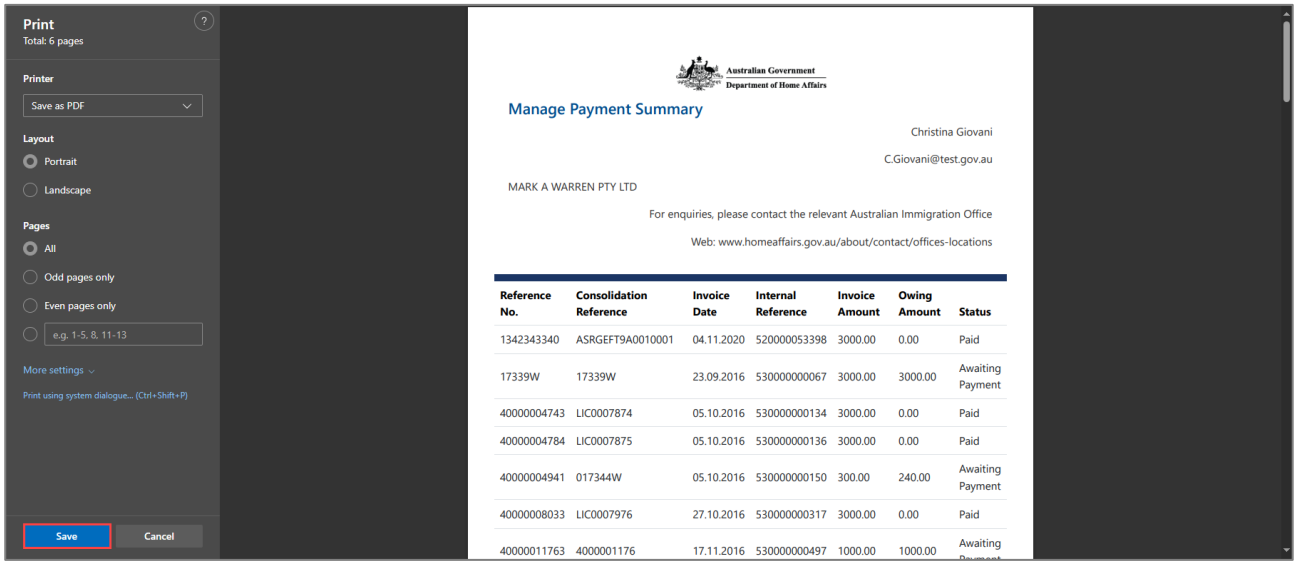
1. Select the appropriate printer.
2. Select the **Print** button.



Save the Manage Payment Summary

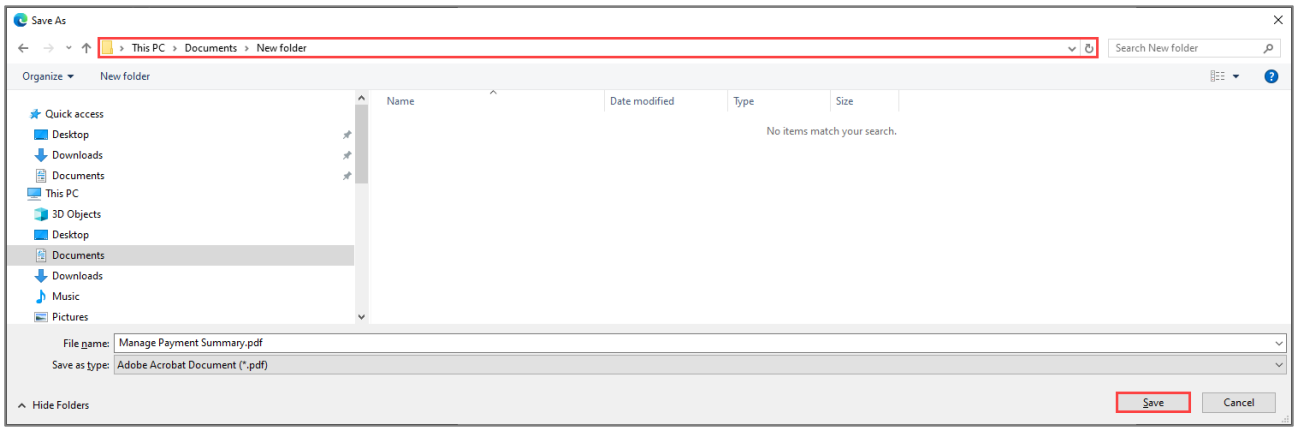
To save the summary to your system or local device:

1. Select the **Save** button.



The **Save As** dialog box displays.

2. Navigate to the location where you want to save the summary.
3. Select the **Save** button.



The summary document is saved.

Scheduled Payments (ICS Users only)

The **Scheduled Payment** screen allows you to view any scheduled direct debits you have set up in the Digital ID Online Payment Facility.

The information displayed on this screen is covered in Table 3 – Information displayed on the Scheduled Payments screen below.

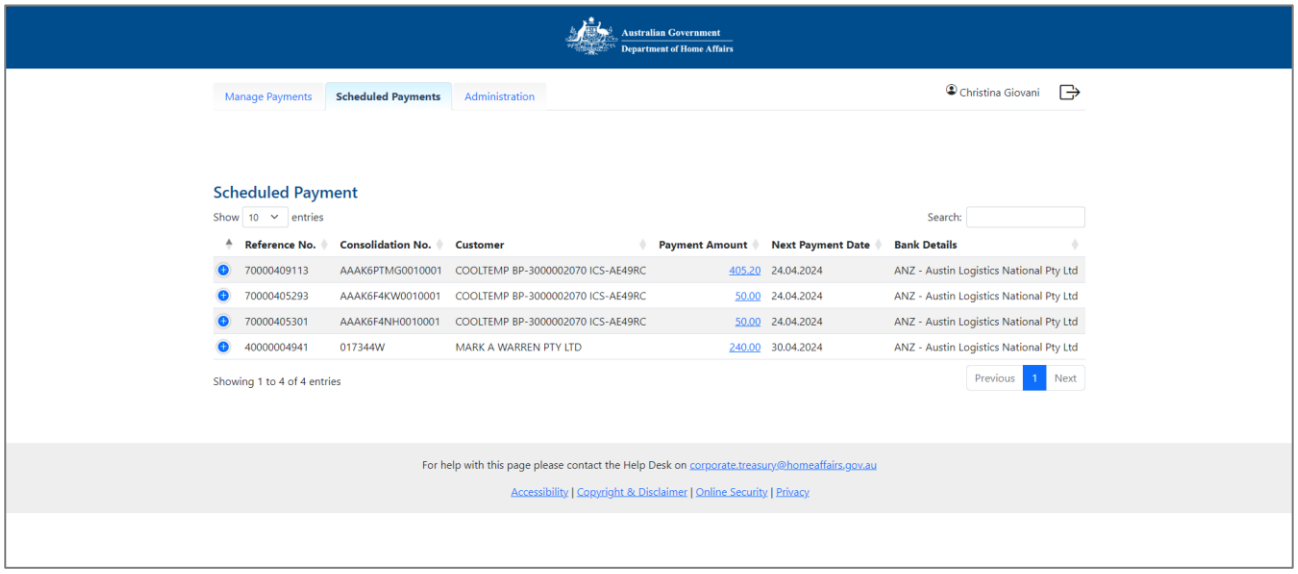


Table 3 – Information displayed on the Scheduled Payments screen

Column	Description
Reference No.	The reference number used to identify a particular client.
Consolidation Reference	The unique transaction identifier from the ICS system.
Customer	The name of the customer to whom this payment relates.
Payment Amount	The amount to be paid by direct deposit on a specific date.
Next Payment Date	The date the payment will be debited.
Bank Details	The name of the bank account from which the payment will be debited.

Change the bank account

You can change the bank account for a scheduled payment.

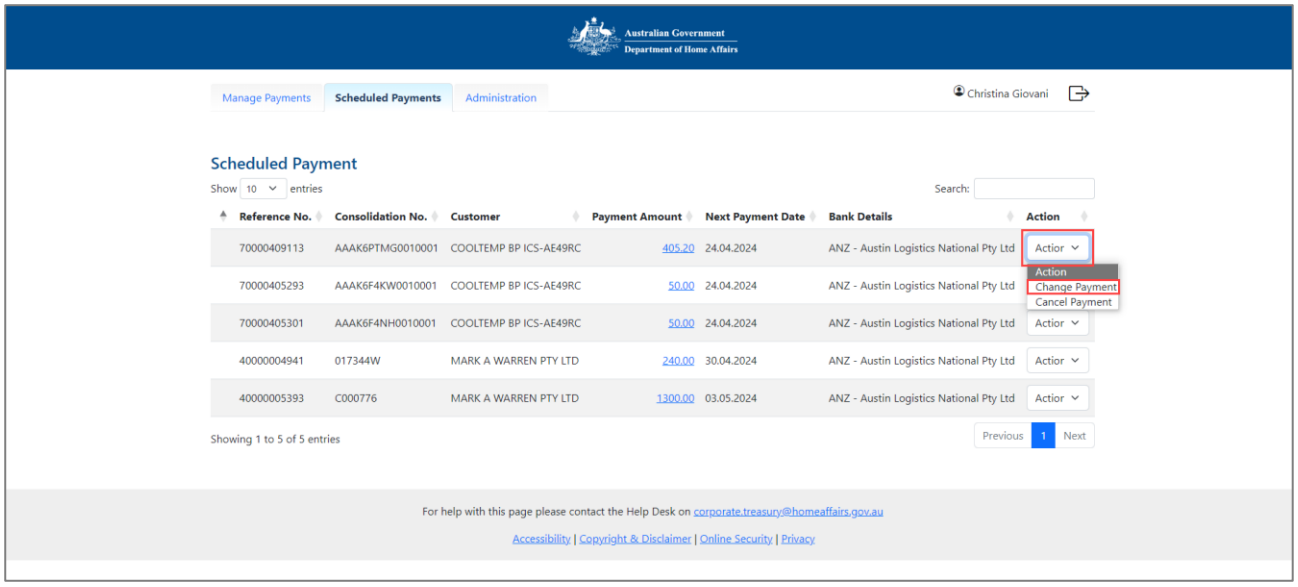
Notes: You may not able to change the bank account in the 24 hours leading up to the scheduled payment date.

You cannot change the scheduled payment date at any time.

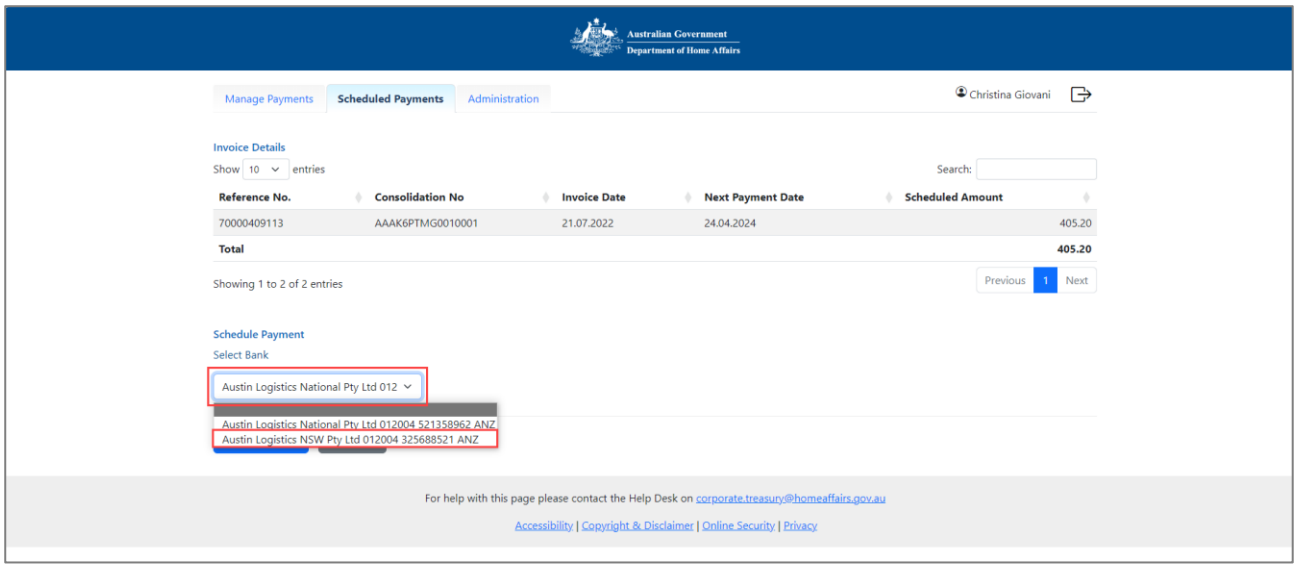
You can cancel the payment and reschedule/change the bank account. For more information see the Cancel a scheduled payment section in this guide.

To change the bank account:

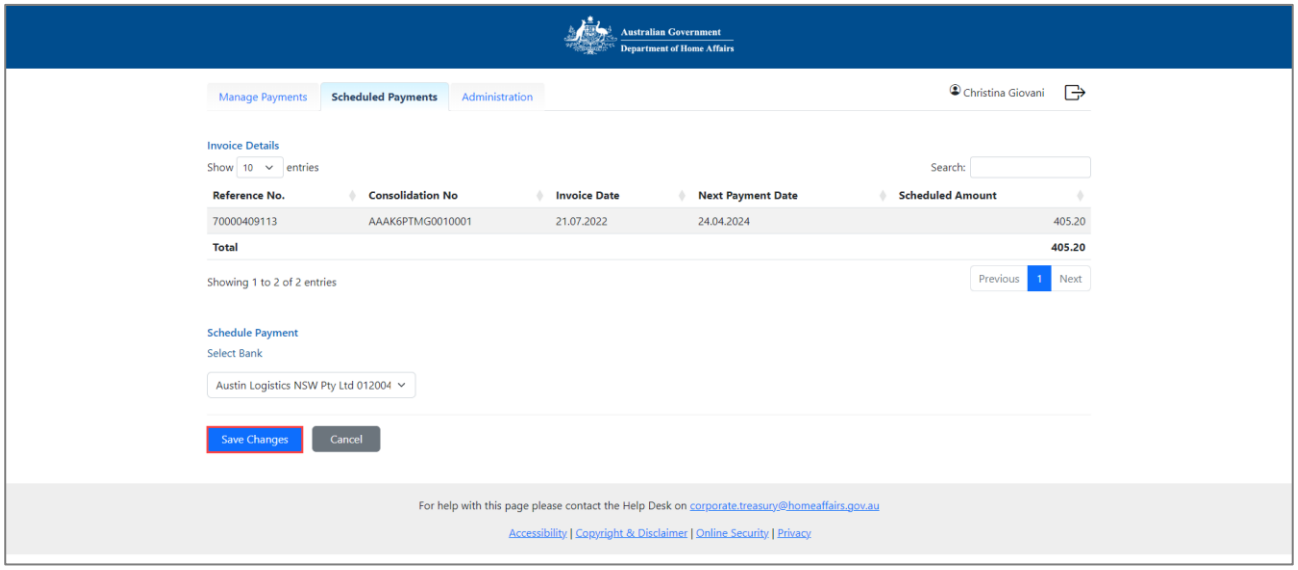
1. From the **Action** drop-down, select the **Change Payment** option.



2. From the **Select Bank** field, select the account you wish to use for the scheduled payment.



3. Select the **Save Changes** button.



The scheduled payment is updated with the new back account.

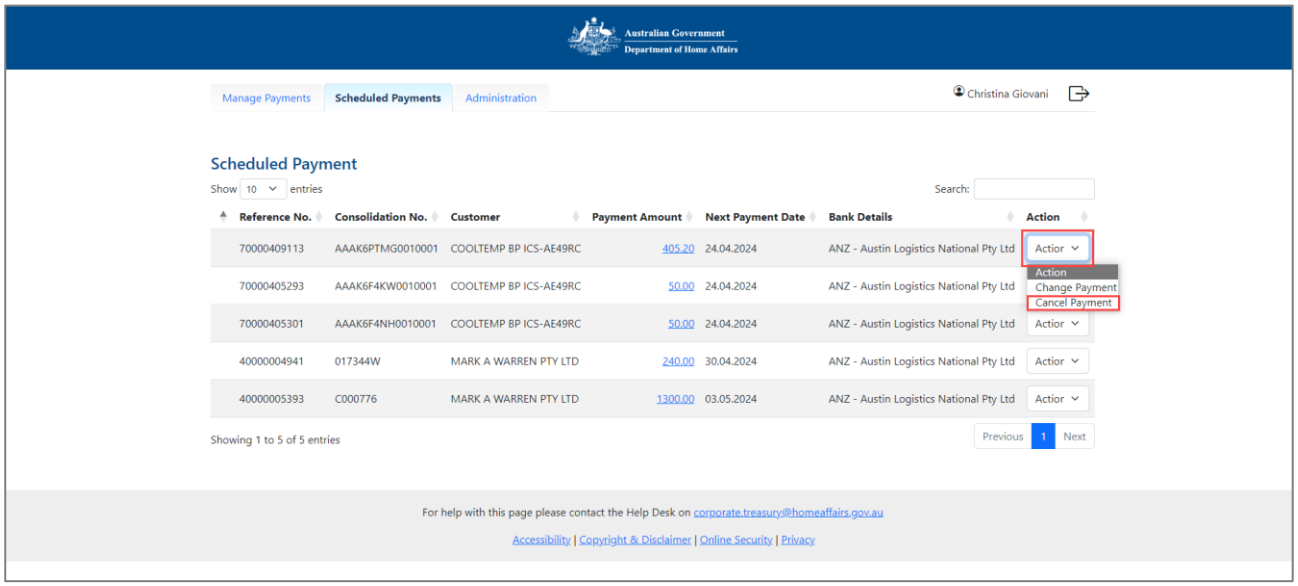
Cancel a scheduled payment

You can cancel a scheduled payment.

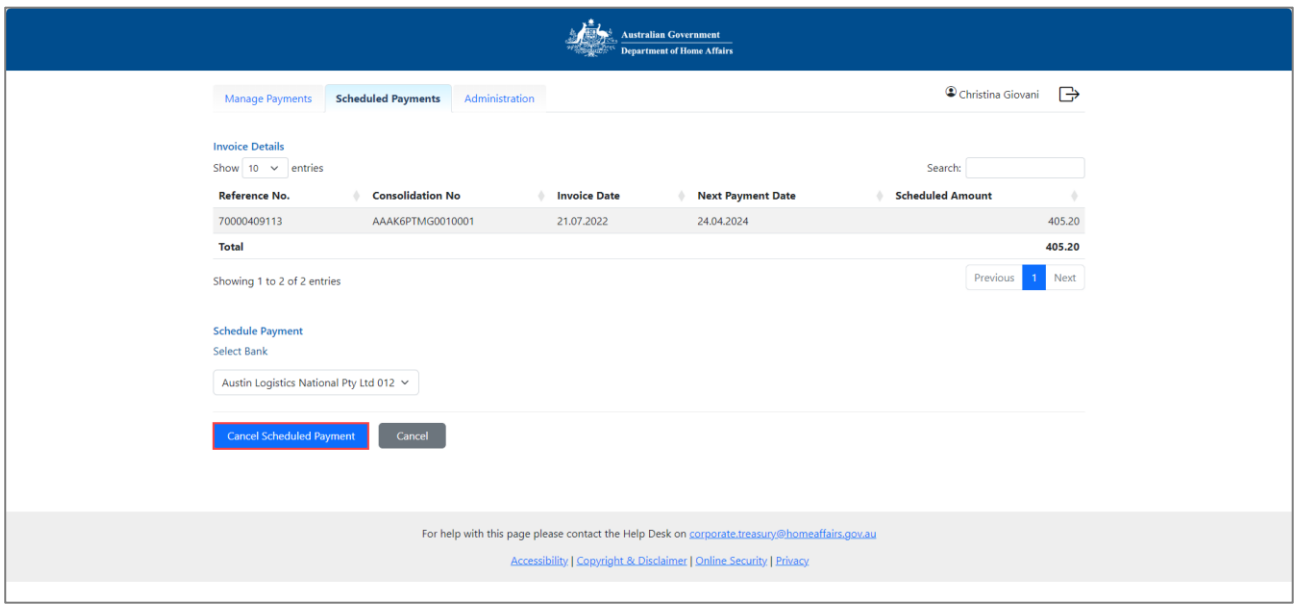
Hint: If you want to change the scheduled payment date, you must cancel the current scheduled payment and then reschedule the payment from the **Manage Payments** screen.

To cancel the scheduled payment:

1. From the **Action** drop-down, select the **Cancel Payment** option.



2. Select the **Cancel Scheduled Payment** button.



The scheduled payment is cancelled.

Administration

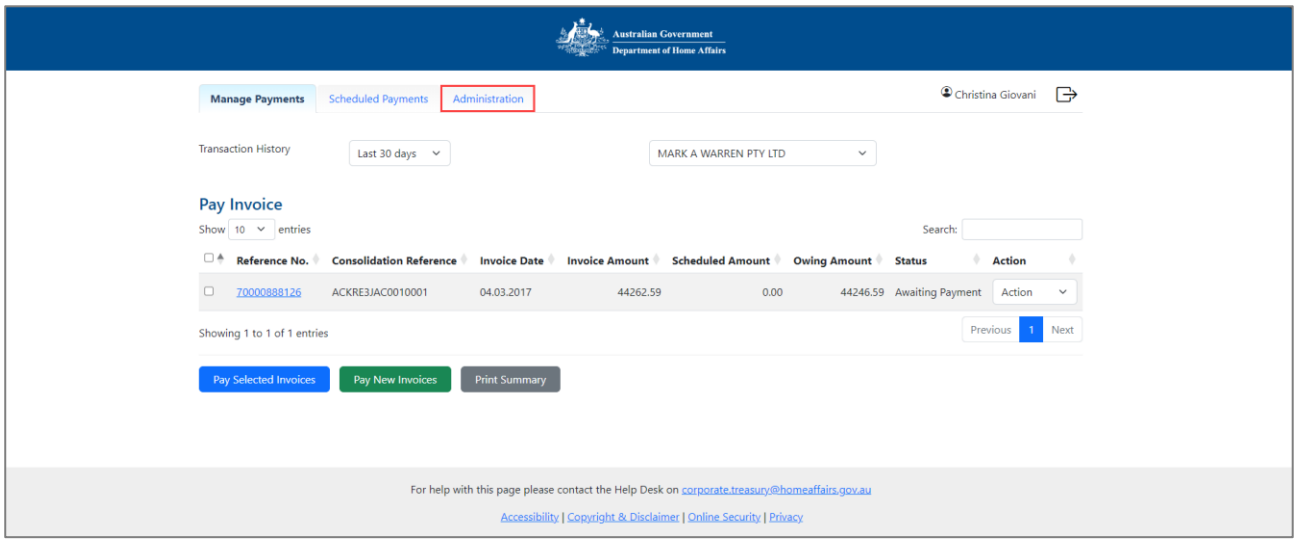
When you first authenticate using your digital identity, you have the ability to manage certain information about your Department of Home Affairs Online Account. This includes:

- your email address for Department of Home Affairs communications (see the Communication Email Address section in this guide)
- bank account details for payments via direct deposit (see the
- section in this guide)
- register the ICS account(s) for the invoices you intend to pay (see the Linked Customers section in this guide)

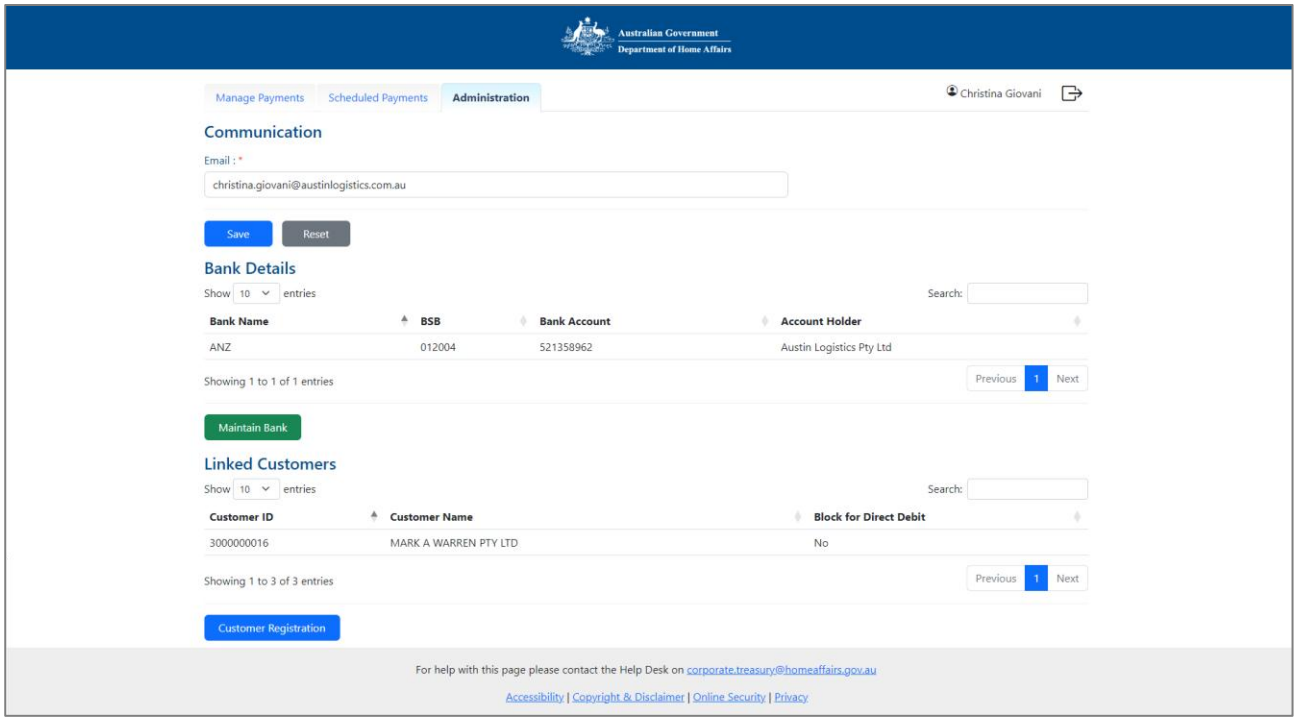
Hint: You can change these settings at any time.

To access the **Administration** screen:

1. From the **Manage Payments** screen, select the **Administration** tab.



The **Administration** screen displays.

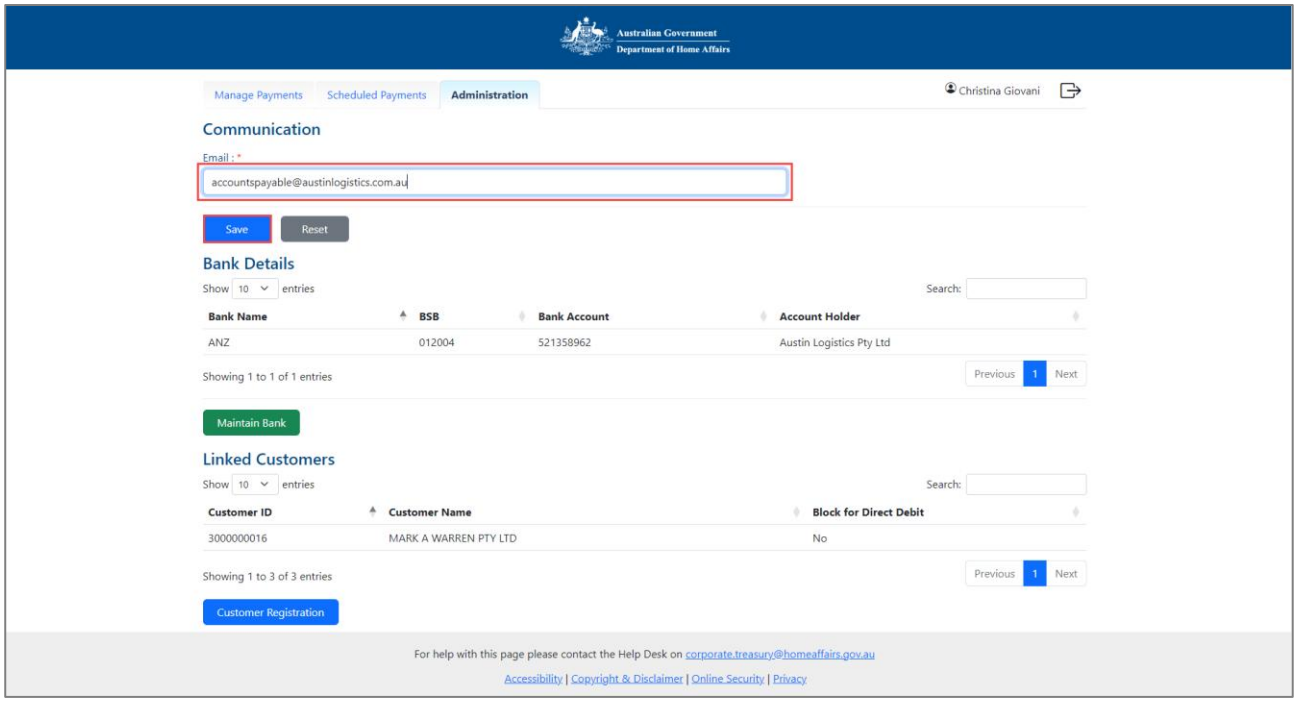


Communication Email Address

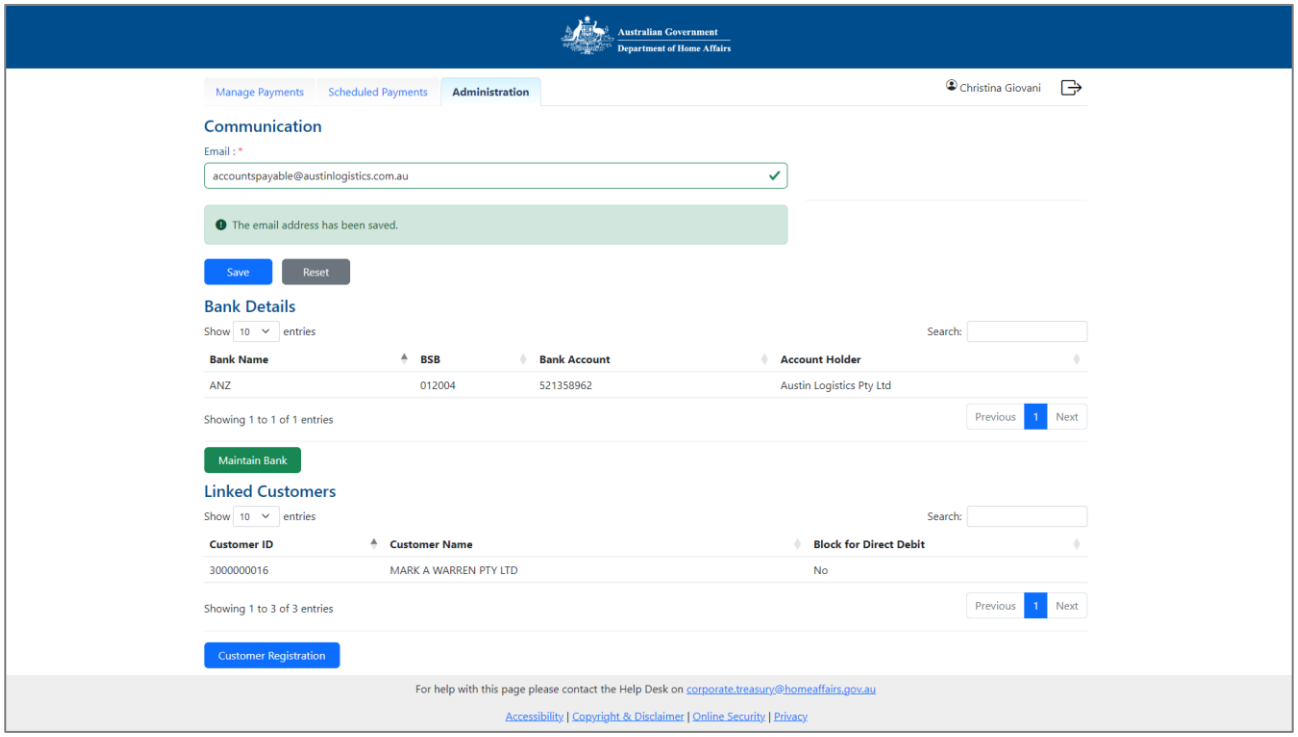
If the Department of Home Affairs uses the email address associated to your **myID** to communicate with you regarding your invoices and payments. If you wish to use a different email address for these communications, you can change it in the **Administration** screen.

To change the email address for these communications:

1. In the email field, enter the email address you wish to use for these communications.
2. Select the **Save** button.



The email address is updated and a message displays confirming that the new email address has been saved.



Hint: The **Reset** button resets the email address back to the **myID** email address.

Linked Customers (ICS Users only)

If you are paying ICS or Licensing invoices, you must list the ICS account(s) to pay invoice the invoices you intend to pay. To set up (and maintain) these ICS accounts you register them in the **Linked Customers** section on the **Administration** screen.

Register a new linked customer

In order to register a customer, you need to know the following information:

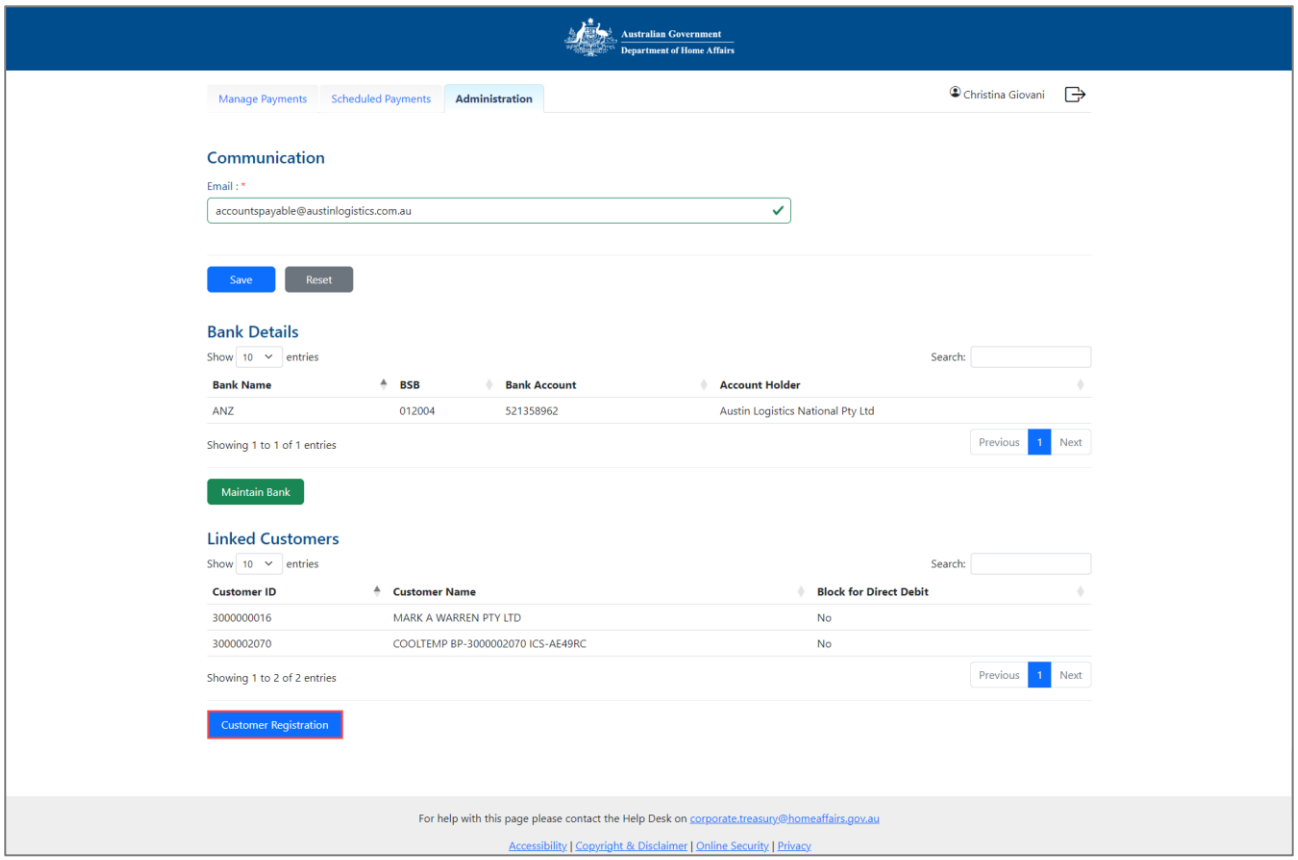
1. Either the customer's:
   a) **ICS ClientID** or
   b) **ICS BranchID** or
   c) **ABN**

AND

2. The number of one of the customer's unpaid invoices.
   This is the ICS payment **Consolidation ID** within an invoice:
   (declaration id + version id + sequence)
   e.g. AAAKRCJGA0020001

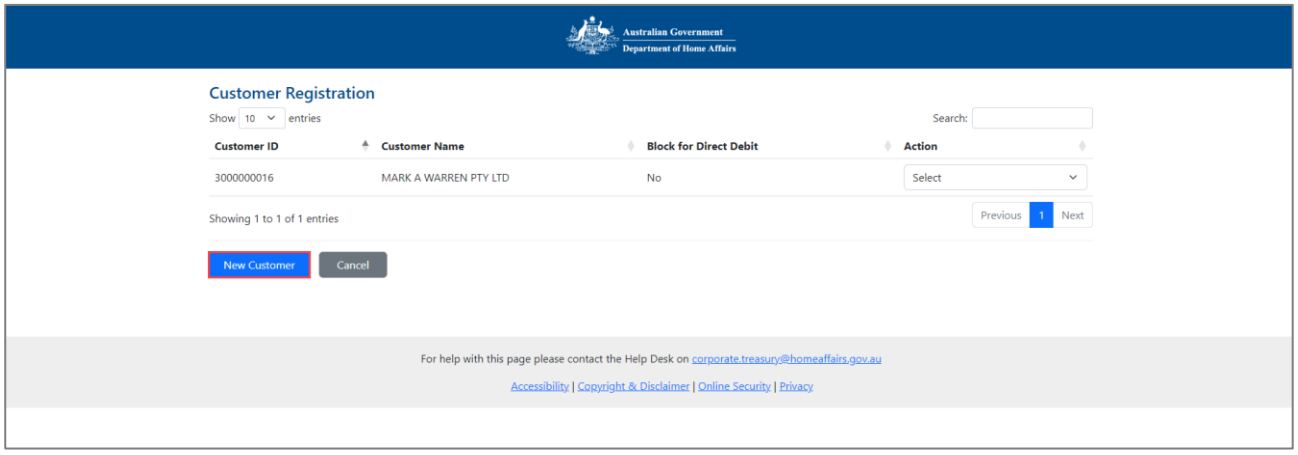
To register a customer:

1. On the **Administration** screen, select the **Customer Registration** button.



The **Customer Registration** screen displays.

2. Select the **New Customer** button.



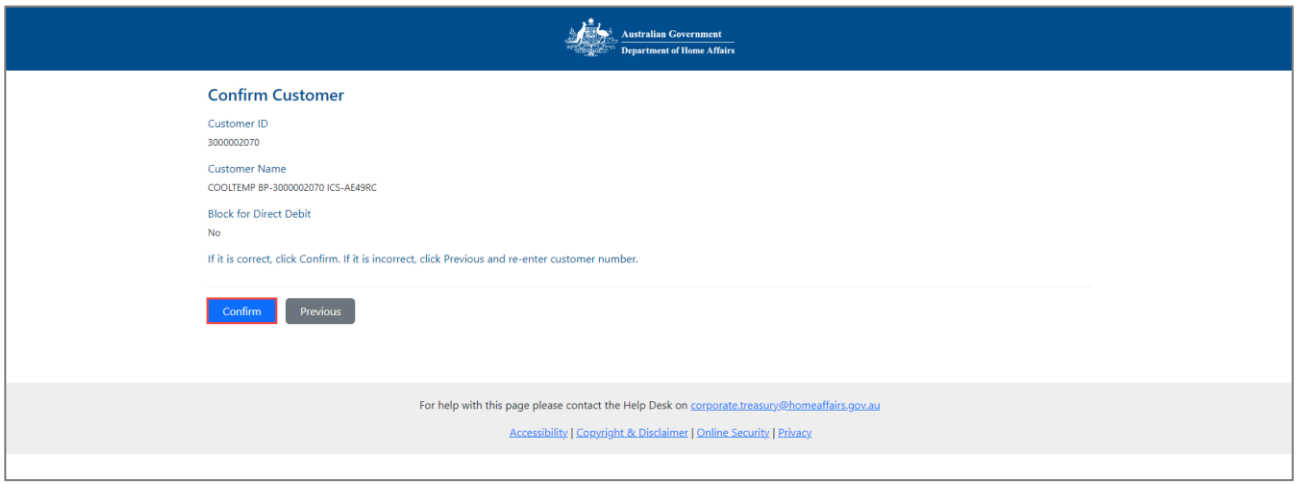
The **Select Customer** screen displays.

3. In the **Customer ID** field, enter either the customer's ICS **ClientID** or ICS **BranchID** or their **ABN**.
4. In the **Recent Invoice Number** field, enter the ICS **Invoice Number** (in the specified format).
5. Select the **Next** button.



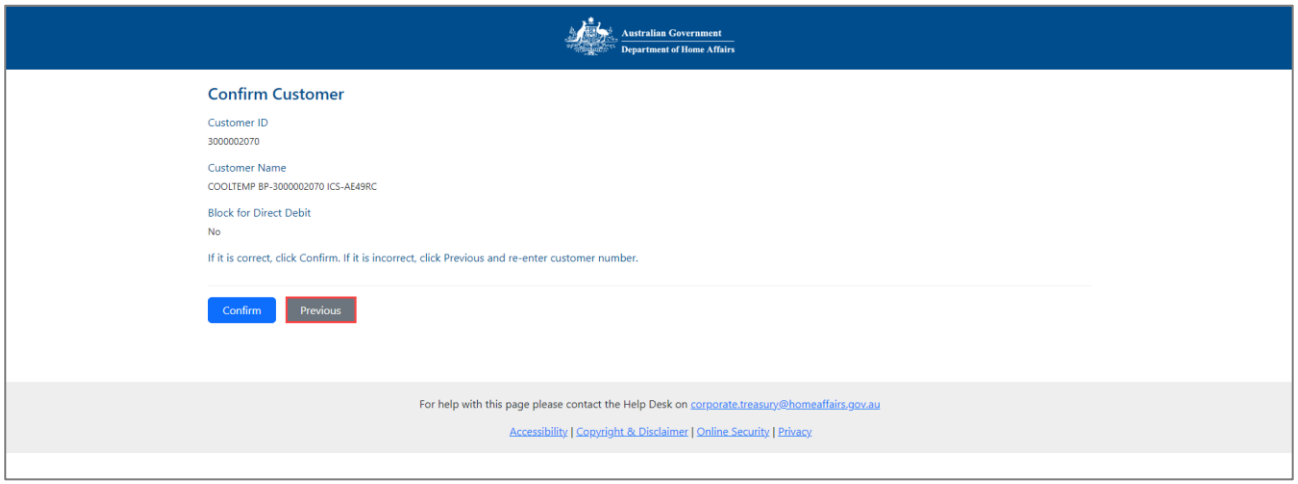
If the details you have entered match an ICS customer, the **Confirm Customer** screen displays. If there is no match, see the No match on Select Customer screen section in this guide.

6. If the **Customer ID** and the **Customer Name** match, select the **Confirm** button.



If the **Customer ID** and the **Customer Name** match, the customer is registered.

7. If the **Customer ID** and the **Customer Name** do **not** match the customer you are trying to register (perhaps you entered the details for another customer by mistake), select the **Previous** button and try again.

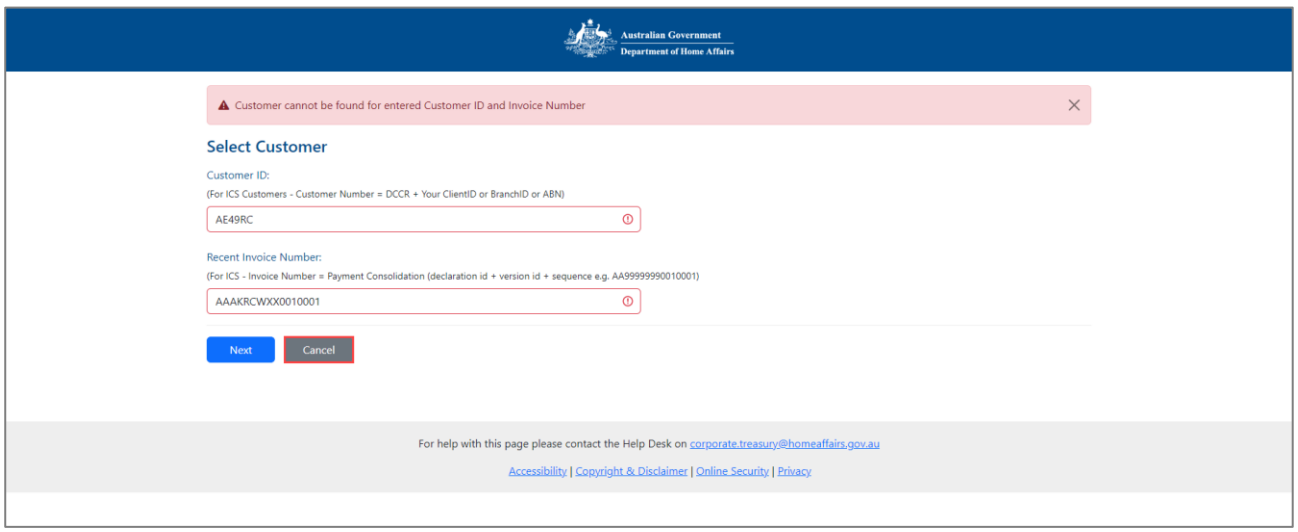


No match on Select Customer screen

If any of the following are incorrect in the **Select Customer** screen, when you select the **Next** button, an error message displays at the top of the screen.

- **Customer ID** is not valid
- **Invoice Number** is not valid:
  - either you have mistyped the number or
  - that invoice is not related to the **Customer ID** you have entered
  - or it is **not** an unpaid invoice).

You can either correct the incorrect information and select the **Next** button or select the **Cancel** button to return to the screen.

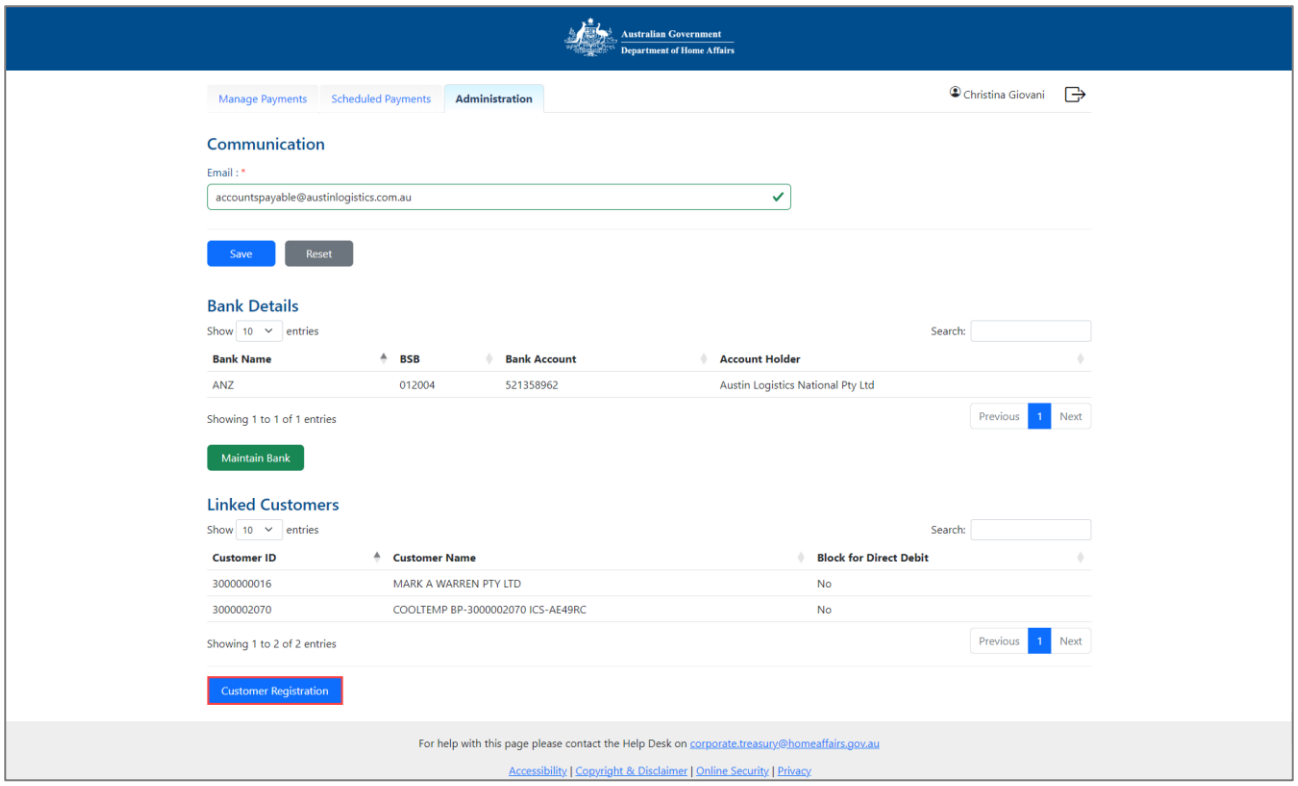


Deregister a linked customer

If you wish to remove an entity you have registered as a **Linked Customer**, you can de-register it.

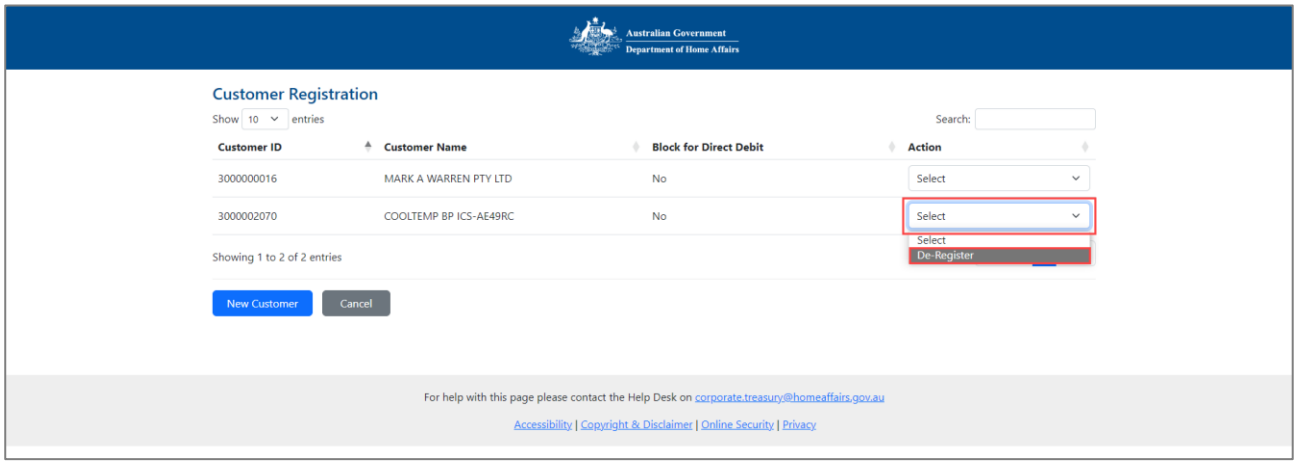
To de-register a linked customer:

1. On the **Administration** screen, select the **Customer Registration** button.



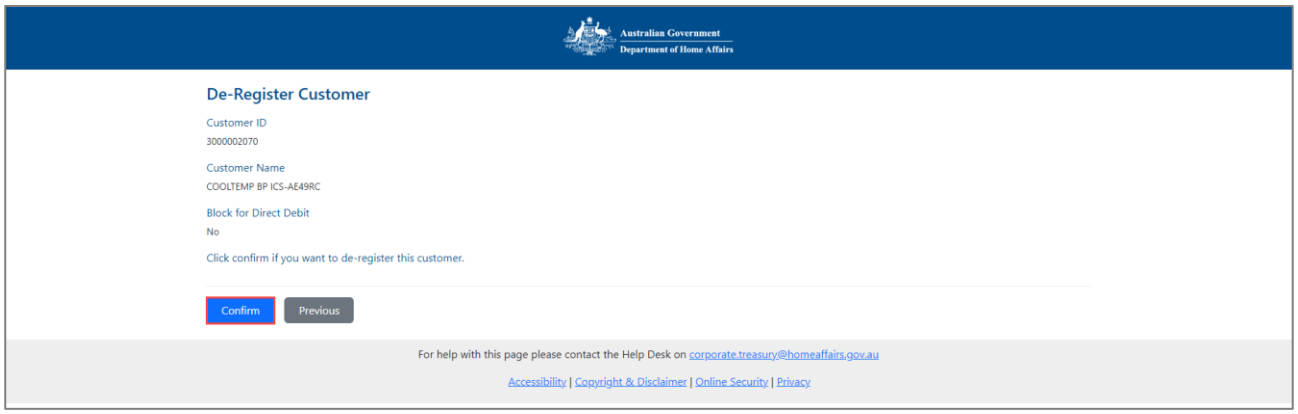
The **Customer Registration** screen displays.

1. From the **Action** drop-down, select the **De-Register** option.



The **De-Register Customer** screen displays.

2. Select the **Confirm** button.



The Customer is de-registered.

Note: If the customer has any payments scheduled, you cannot de-register the customer until the scheduled payments are cancelled.

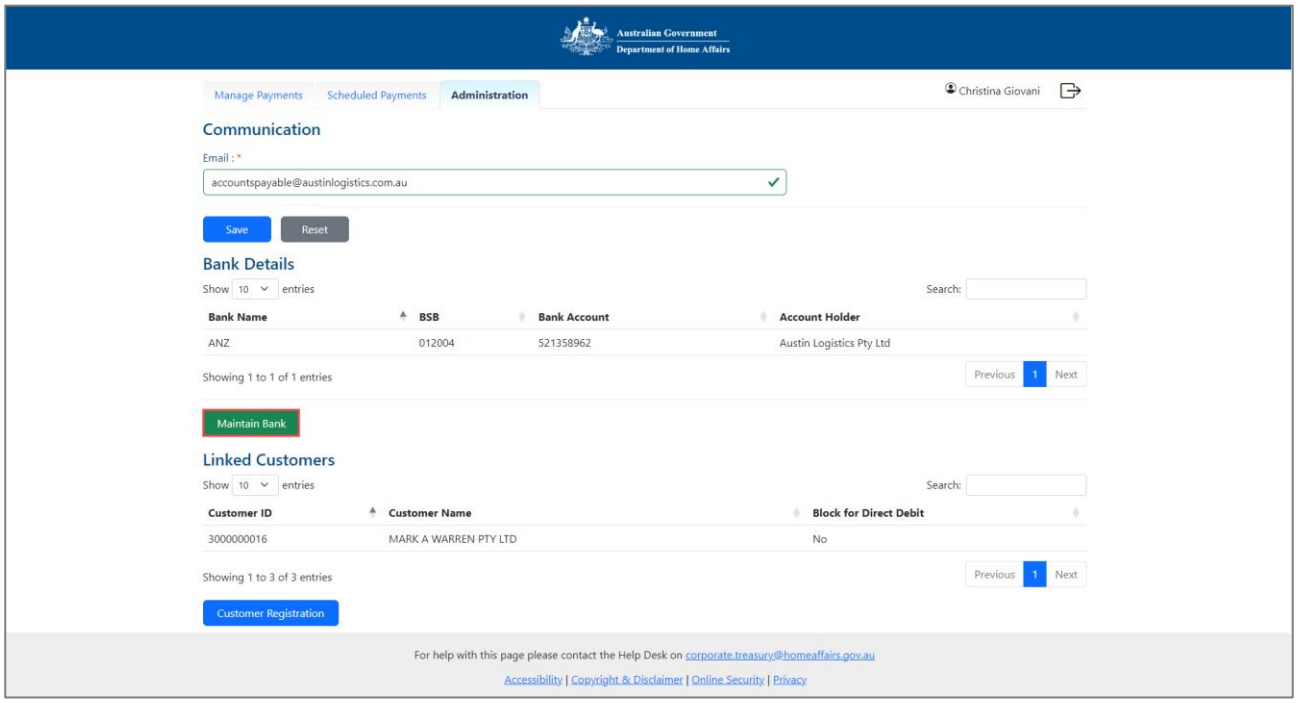
Bank Account Details (ICS Users only)

If you wish to pay invoices from the Department of Home Affairs by direct debit, you can setup (and maintain) the relevant bank accounts on the **Administration** screen.

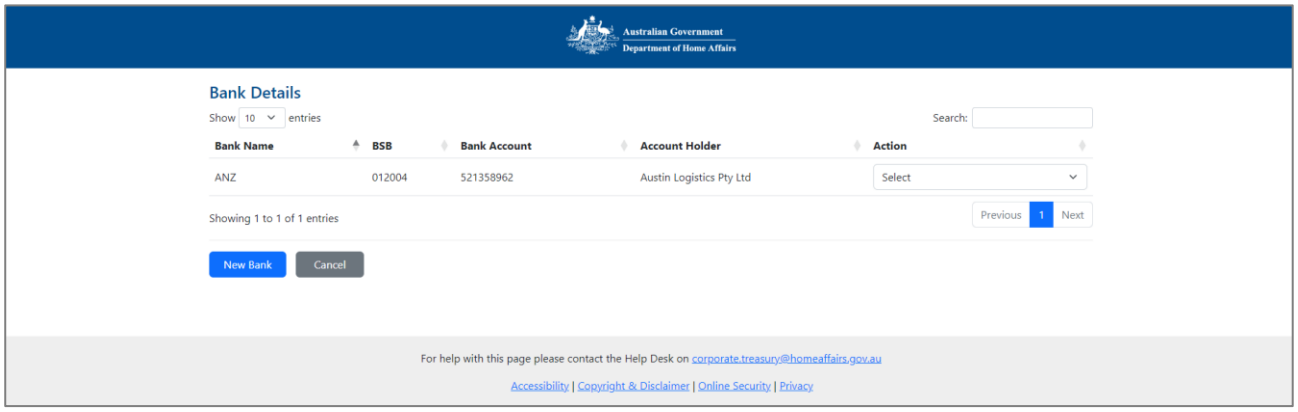
Note: In order to pay via direct debit, you must accept the **Direct Debit Agreement**.

To create, update or delete bank accounts:

1. Select the **Maintain Bank** button.



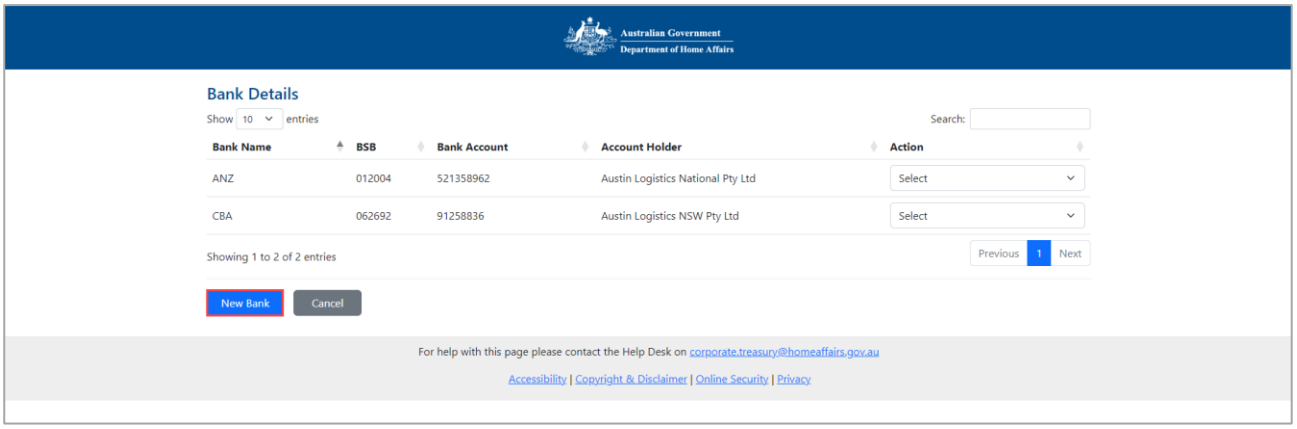
The **Bank Details** screen displays.



Add a new bank account

To add a new bank account for direct debit payments:

1. Select the **New Bank** button.



The **New Bank Details** screen displays.

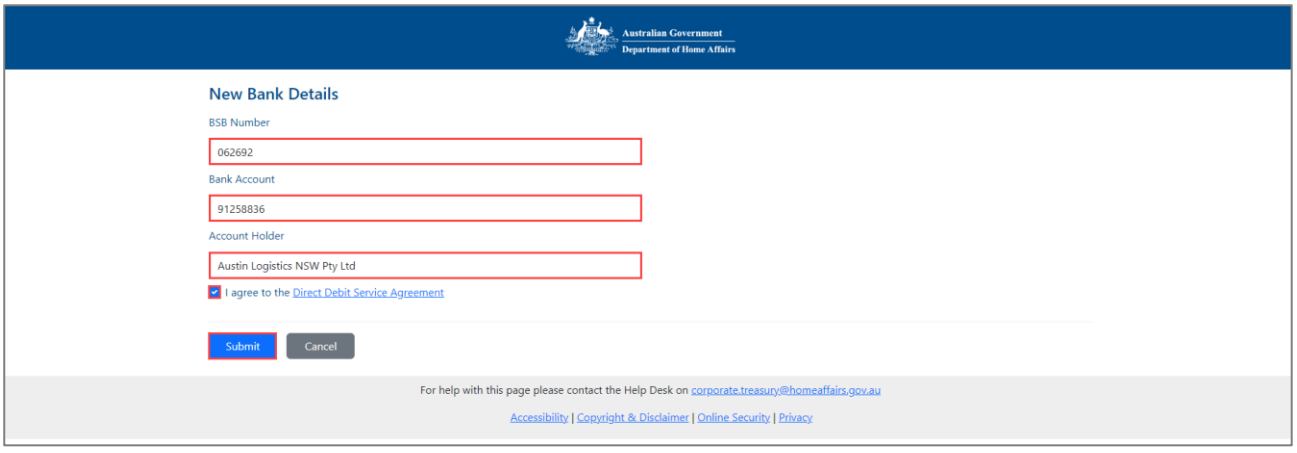
2. In the **BSB Number** field, enter the account's BSB number.
3. In the **Bank Account** field, enter the account number.
4. In the **Account Holder** field, enter the name of the account holder.

Note: You must agree to the **Direct Debit Service Agreement** to be able to save the bank account details.

5. Select the **I agree to the Direct Debit Service Agreement** checkbox.

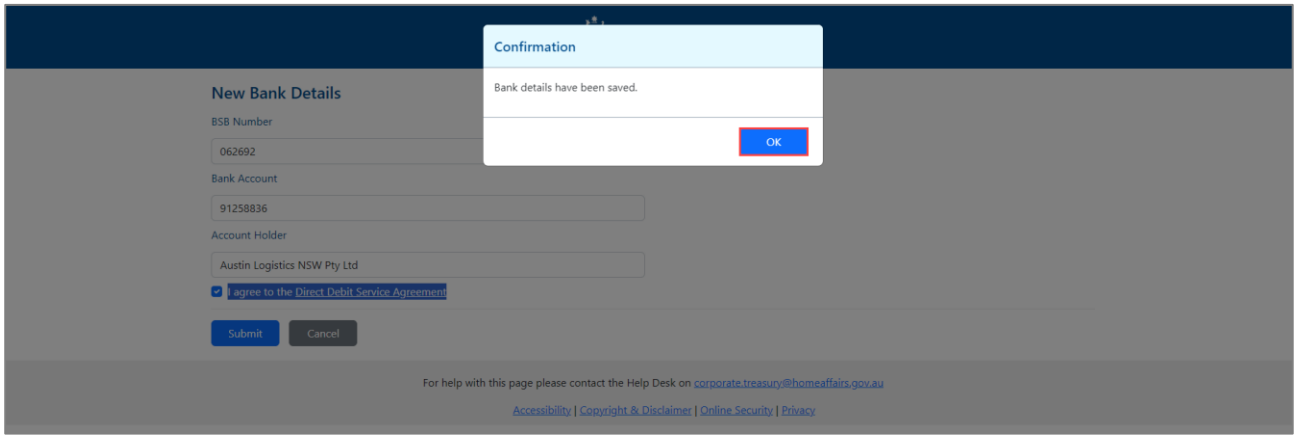
Hint: You can select the **Direct Debit Service Agreement** hyperlink to read the agreement.

6. Select the **Submit** button.



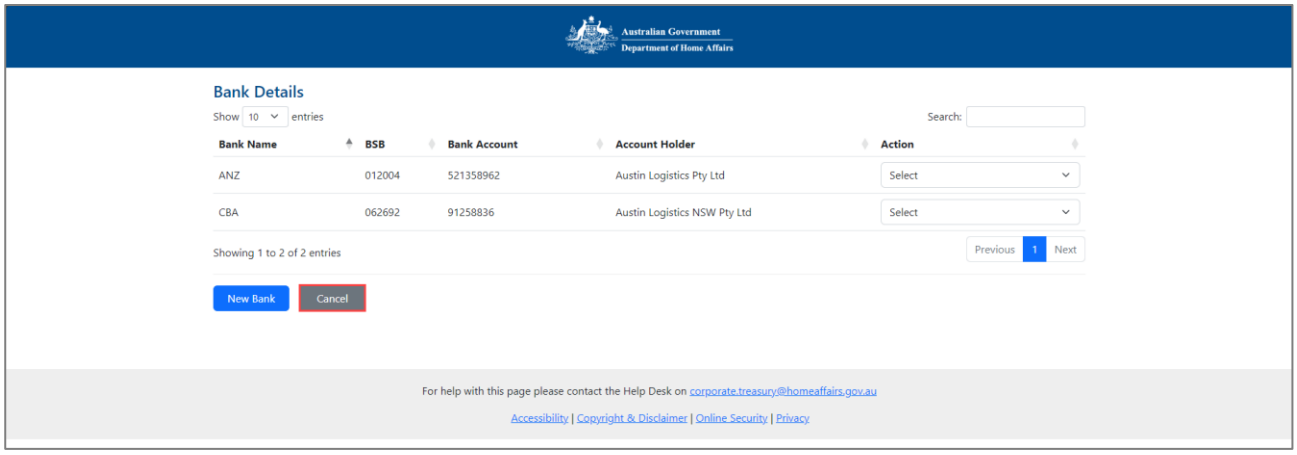
A **Confirmation** dialog box, advising the bank details have been saved, displays.

7. To close the **Confirmation** dialog box, select the **OK** button.



The new bank account is added to the list of bank accounts.

8. Select the **Cancel** button to return to the **Administration** screen.

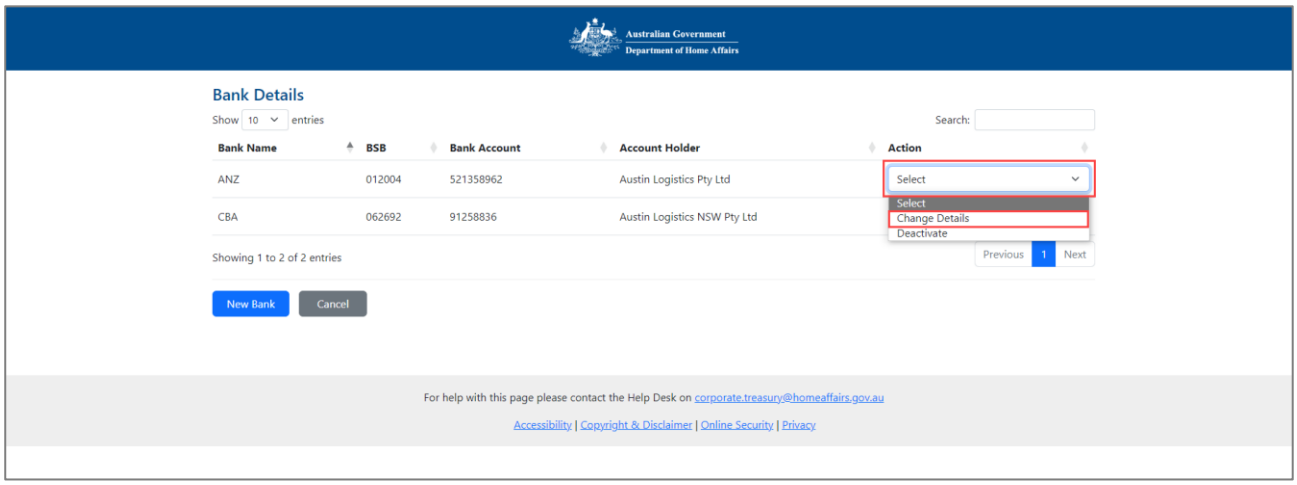


Change the details of an existing bank account

You can change the name of the account holder of one of your direct debit banks accounts.

To change the bank account holder details:

1. From the **Action** drop-down, select the **Change Details** option.



The **Change Bank Details** screen displays.

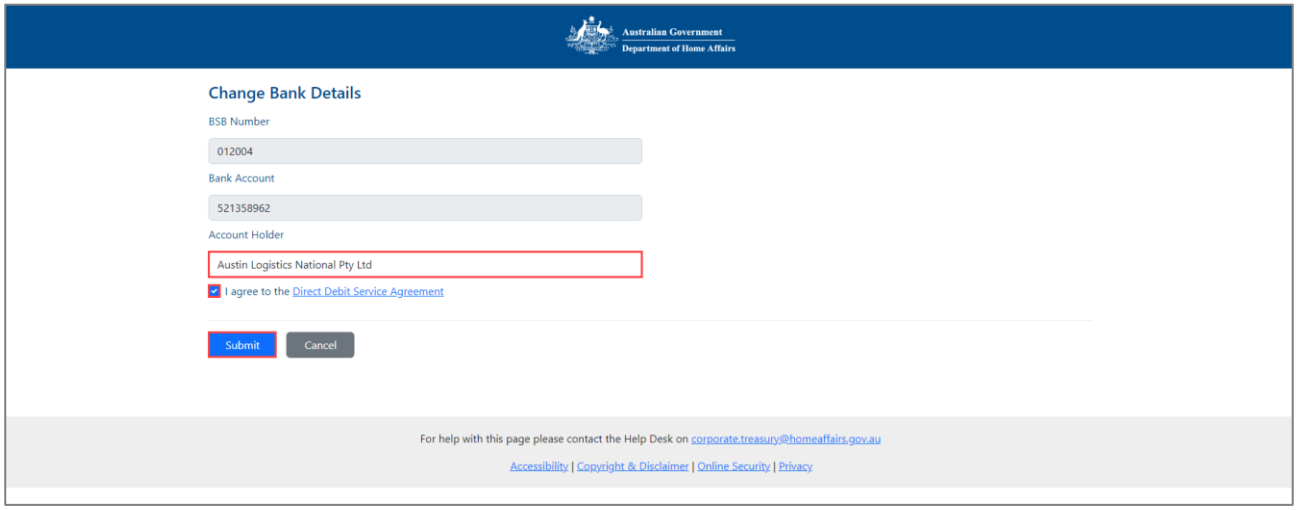
2. In the **Account Holder** field, enter the name of the account holder.

Note: You must agree to the **Direct Debit Service Agreement** to be able to save the bank account details.

3. Select the **I agree to the Direct Debit Service Agreement** checkbox.

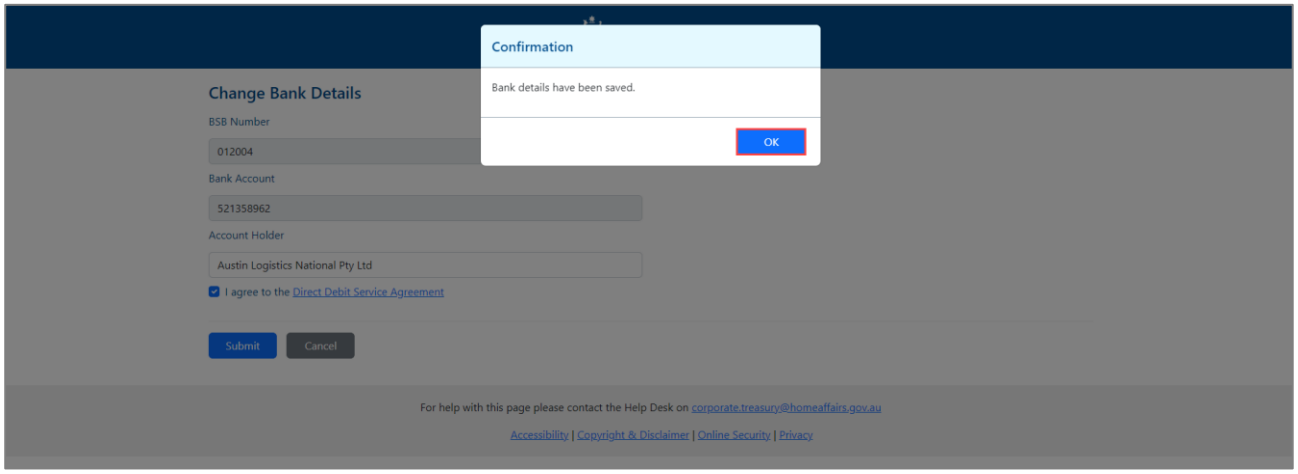
Hint: You can select the **Direct Debit Service Agreement** hyperlink to read the agreement.

4. Select the **Submit** button.



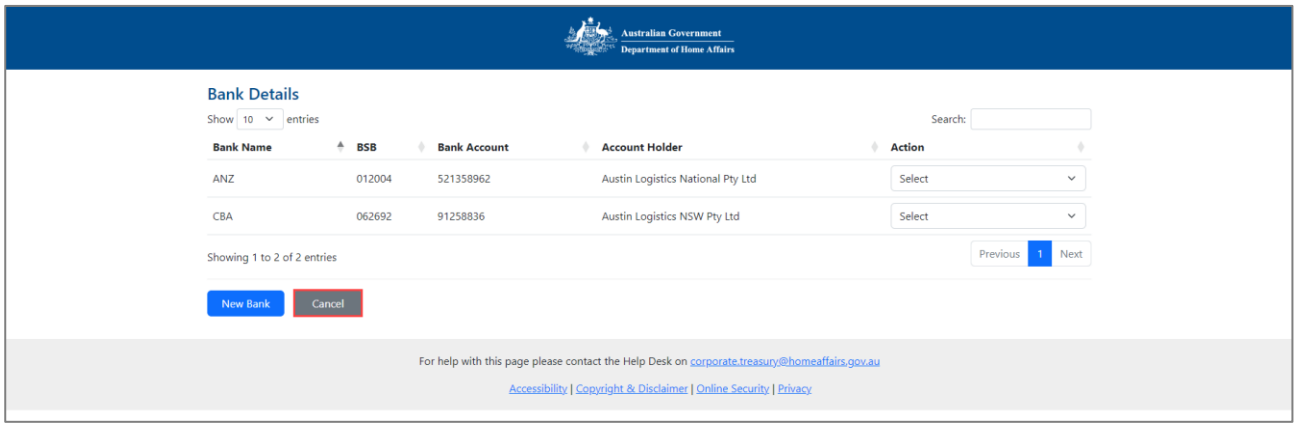
A **Confirmation** dialog box, advising the bank details have been saved, displays.

5. To close the **Confirmation** dialog box, select the **OK** button.



The bank account details are updated.

6. Select the **Cancel** button to return to the **Administration** screen.



Deactivate a Bank Account

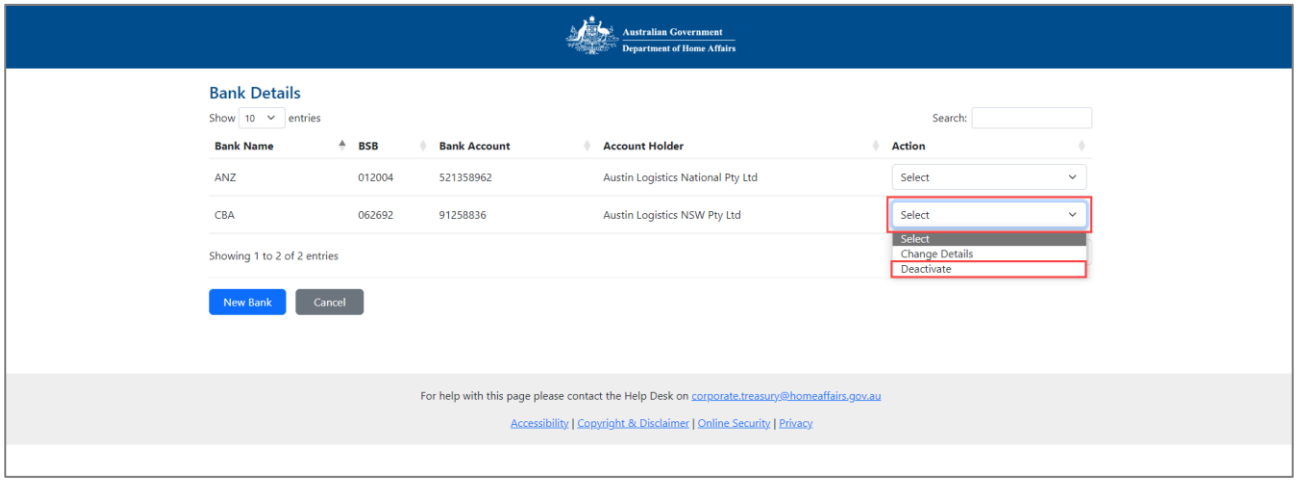
You can deactivate any of the existing direct deposit bank accounts. For example, you may wish to deactivate accounts for the following reason:

- the account is no longer required
- the **BSB** or **Account Number** were incorrectly entered
- you have changed banks

Note: If you have deactivated an existing account for either of the last two reasons, you can create a new bank account with the appropriate details.

To deactivate a bank account:

1. From the **Action** drop-down, select the **Deactivate** option.



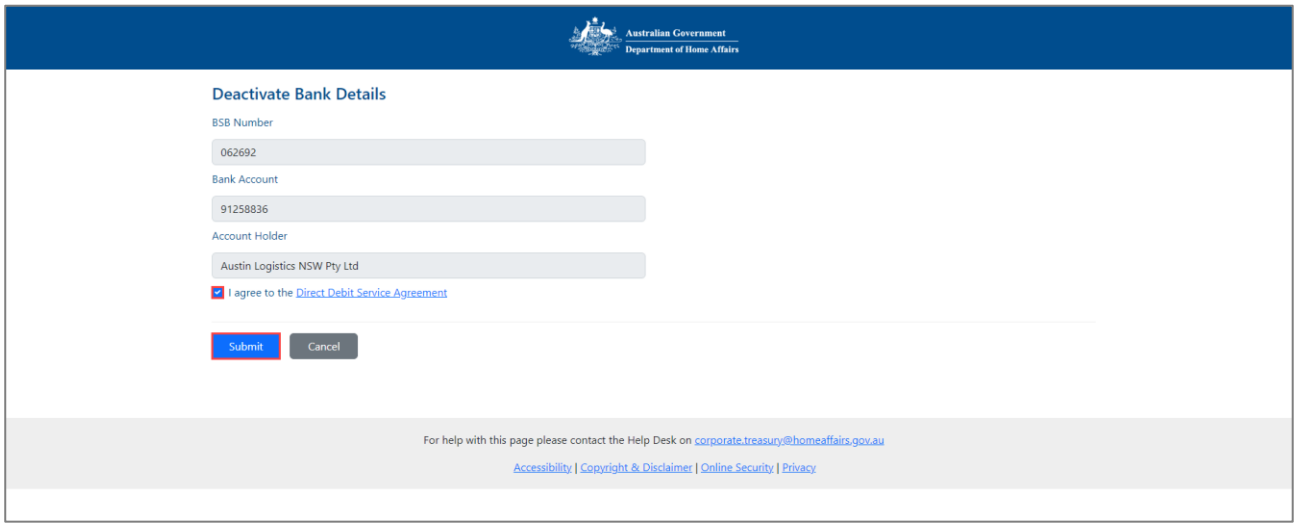
The **Deactivate Bank Details** screen displays.

Note: You must agree to the **Direct Debit Service Agreement** to be able to deactivate the bank account.

2. Select the **I agree to the Direct Debit Service Agreement** checkbox.

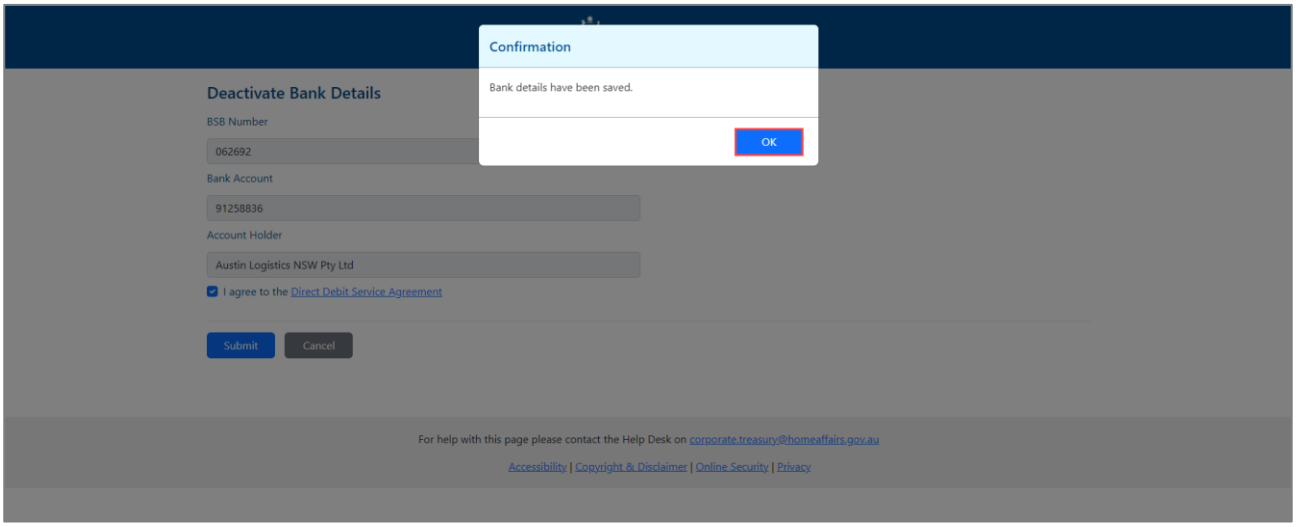
Hint: You can select the **Direct Debit Service Agreement** hyperlink to read the agreement.

3. Select the **Submit** button.



A **Confirmation** dialog box, advising the bank details have been saved, displays.

4. To close the **Confirmation** dialog box, select the **OK** button.



The bank account is deactivated and removed from your list of bank accounts.

5. Select the **Cancel** button to return to the **Administration** screen.

