# How to activate your SmartCard

## Video transcript

You can activate your SmartCard and manage your payments using the SmartCard eIM app or online account. If you have a Traditional Credit Union SmartCard, use the TCU SmartCard eIM app, which works the same but looks a little bit different.

The process to activate your SmartCard is different depending on if you already have an online account set up.

In this example, we will show you the SmartCard eIM app that already has an online account set up.

### How to activate your SmartCard

You’ll need your SmartCard and the activation code you got in the mail with your card.

Open the SmartCard eIM app and log in to your online account.

On the home screen, find the SmartCard you want to activate from the ‘My Cards’ dropdown list. This will be a SmartCard that has a green arrow over the card image. Click the ‘Activate Card’ link.

Enter the activation code that’s in your letter. Then click ‘Submit’.

You’ll need to create a Personal Identification Number, or PIN, for your SmartCard. Remember to create a PIN that cannot be easily guessed by other people.

Confirm your new PIN by entering it again, then click the green button to complete the card activation. A message will show on the screen saying your SmartCard is active and ready for you to use it.

If you need help or more information, go to **servicesaustralia.gov.au/smartcard**, call **1800 252 604** (you can ask for an interpreter if you need one), or visit a service centre.

If you have a TCU SmartCard, go to **tcu.com.au/smartcard**, call TCU on **1800 828 232**, or visit a TCU branch.