

How to Activate your HomeStart Online account

Step 1: Go to HomeStart Online Activation

Go to homestart.com.au/activate-account

Enter your **NEW** Customer Number and email address you have registered with us

Complete the reCAPTCHA and click [Submit](#)

The screenshot shows the 'Activate Your Online Account' form. It includes a heading, a sub-heading, and a paragraph of instructions: 'Please enter your HomeStart Customer Number and email address in the field below to activate your HomeStart Online Account:'. Below this are two input fields: 'Customer Number' and 'Email Address'. There is a reCAPTCHA section with a checkbox labeled 'I'm not a robot' and a reCAPTCHA logo. At the bottom is a blue 'Submit' button.

Step 2: Verify your email

Go to your email inbox and open the email from noreply@homestart.com.au, titled "Verification"

This email may take up to 1 - 2 hours to land in your inbox.

Please wait until you've received the verification email to complete this step before setting a new password to avoid being locked out of your account.

Click on [Verify my email address](#)

Your email address is now confirmed. You will now need to create a new password before logging in.

If you haven't received the email please check your spam/junk folder

Step 3: Create your new password

You will receive another email to your inbox from noreply@homestart.com.au titled "Welcome to HomeStart Finance"

Click on [My password](#)

Create a new password with a minimum of 8 characters including at least 3 of the following:

- Lower case letters (a – z)
- Upper case letters (A-Z)
- Numbers (0-9)
- Special characters (eg @#\$%)

Re-enter the new password and click [Submit](#)

Your new password is now created

Step 4: Creating multi-factor authentication

You can choose your multi-factor authentication to be via SMS to your mobile number or by scanning a QR code via Google Authenticator App or Microsoft Authenticator App

Go to homestart.com.au and click [Login](#) at the top of the screen (Desktop computer) or in the menu in top left of screen on mobile device and select [Customer](#)

Enter your **NEW** Customer Number OR email address

Enter your new password

You will be asked to Secure Your Account with your preferred method:

- SMS to your mobile phone
- or
- Scan a QR Code with an authenticator app such as Microsoft Authenticator or Google Authenticator

SMS

- Click on [SMS delivery](#)
- Enter your mobile number and click [Continue](#)
- You will receive a SMS with a Verification Code
- Enter the Verification Code
- Click [Continue](#) and this step is now complete

Authenticator App

- Ensure you have Google Authenticator or Microsoft Authenticator App on your device
- Open your Authenticator App
- Go to Verified IDs
- Scan the QR Code on the screen
- Enter your one-time code displayed on your device to the webpage
- Click [Continue](#) and this step is now complete

Need help?

08 8203 4081

Between 8:30am and 5:30pm

homestart.com.au

Connect with us on:



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