

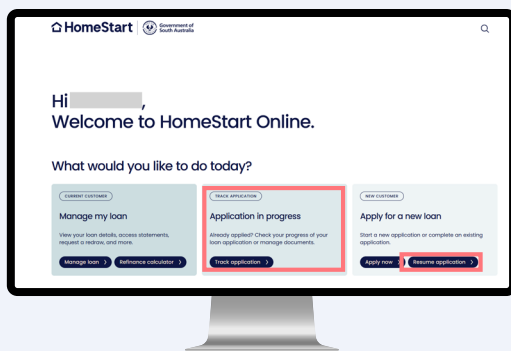
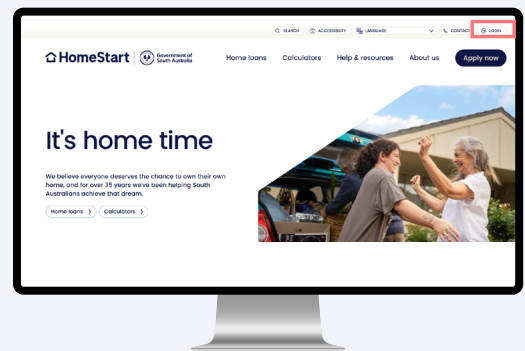
# Navigating your new HomeStart Online dashboard

We have recently made changes to HomeStart Online. While navigating to your HomeStart Online dashboard has changed, your login details (username and password) stay the same.

This guide will help you navigate the changes and access your account.

## Step 1 – Log into your HomeStart Online account.

- > Sign in to HomeStart Online via [www.homestart.com.au](http://www.homestart.com.au) and select [Login](#) at the top right. Enter your login details and complete the Multi-Factor authentication prompts to access your account.

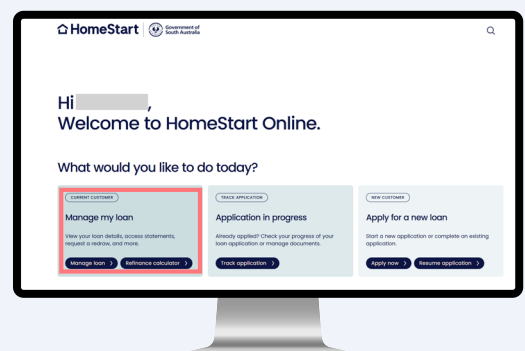


## Step 2 – For customers with a loan application in process

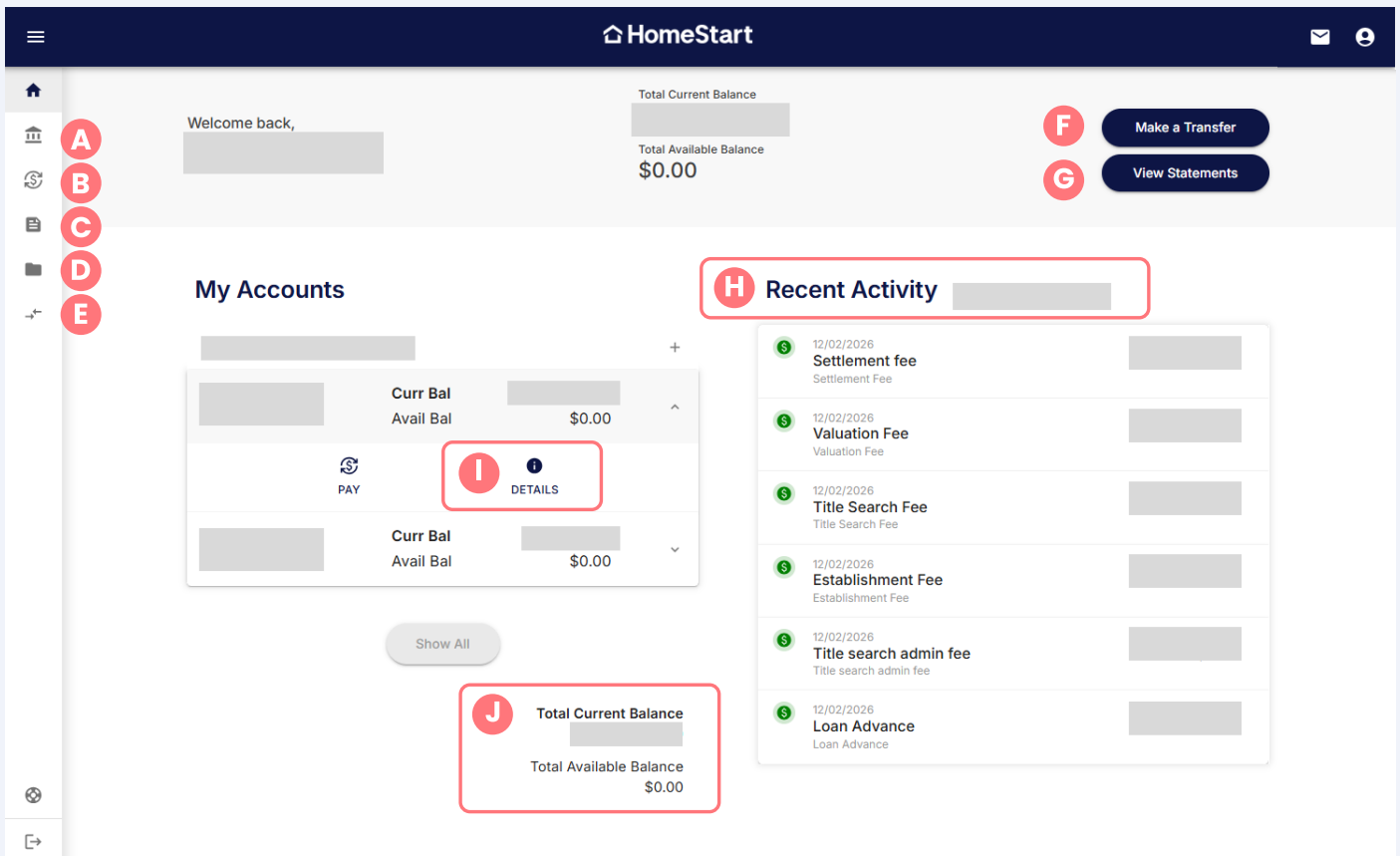
- > Track your application: If you have submitted an application and would like to track its status, select [Track application](#).
- > Resume application: If you have started an application and would like to continue this, select [Resume application](#).

## Step 2 – For current customers

- > [Manage your loan](#): Navigate to the updated customer dashboard.
- > [Refinancing calculator](#): Check if you are eligible to refinance to another lender using our refinancing calculator.



### Step 3 – Navigating your new HomeStart Online dashboard



A – View your accounts

B – Make Transfers and schedule payments

C – View your statements

D – View documents related to your loan

E – View transactions related to your loan

F – Select [Make a transfer](#) to complete a redraw or create a direct debit

G – View your 6-monthly statements

H – An overview of recent activity on your loans

I – Select [Details](#) to open a new page, which will show Loan details, Transactions, Scheduled transfers or you can Request an ad-hoc statement.

J – The [Total current balance](#) refers to the amount owing on the loan(s). The [Total available balance](#) is the amount that you currently have available to redraw.

For more details on how to check your loan details and navigating the platform, please view the [relevant guides](#).

#### Need help?

1300 636 878 Between 8:30 am and 5:30 pm  
[homestart.com.au](http://homestart.com.au)

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R/26/163123



Government of  
South Australia