

Registering for HomeStart Online and setting up multi-factor authentication

Step 1 – Enter your details

Note: Complete this step only if you applied through a Broker or Home Loan Specialist. If you applied online, skip ahead.

- > Go to homestart.com.au/activate-account
- > Complete each field, ensuring you enter your email address that is registered with us and is unique to you
- > Click [Submit](#)

Step 2 – Verify your email

- > Go to your inbox and open the 'Verification' email from HomeStart
- > Click > [Verify my email address](#)

Step 3 – Create your password

- > Go to your inbox and open the 'Set Password' email from HomeStart
- > Click > [Set my password](#)
- > Follow the instructions to set your password
- > Click > [Log in](#)

Step 4 – Secure Your Account with Multi-Factor Authentication (MFA)

Log in to HomeStart Online and enter your email and password. You will then be prompted to choose your MFA method: [Authenticator App](#) or [SMS](#). A verification code will be sent to confirm your identity.

Receive code by SMS

- > Select [SMS](#)
- > Enter your mobile number
- > Enter the code sent to your phone to finish setup

Receive Code via Authenticator App

- > Open your Authenticator app on your phone
- > Scan the QR code on your desktop. If you're on mobile, select "Trouble Scanning?" to manually enter the provided code
- > Enter the one-time code from the app to complete setup



Tip: For a more secure experience we recommend using an authenticator app instead of SMS verification.

Step 5 – Navigate to the customer dashboard

- > Once logged in, select [manage loan](#). This will open the customer dashboard where you can view loan details, make a direct debit or complete a redraw.

Need help?

1300 636 878 Between 8:30 am and 5:30 pm
homestart.com.au

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