

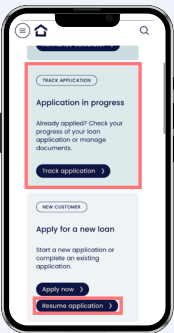
# Navigating your new HomeStart Online dashboard

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.

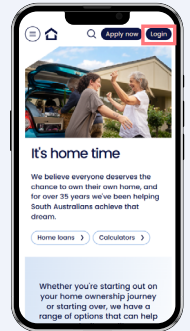
## Step 1 - Log into your HomeStart Online account.

- > 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.



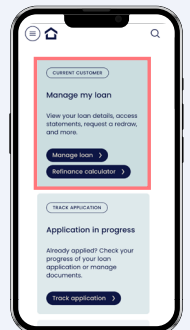
## Step 2 - For customers with a loan application in process

- > 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 by selecting [Manage loan](#)
- > 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 - This menu will open more options (as seen in the right screenshot)

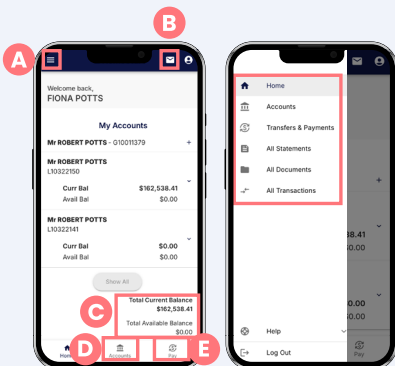
B - Access secure messaging

C - 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.

D - View your accounts

E - Make Transfers and schedule payments

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)

Australian Credit Licence 388466  
R/26/167543



Government of  
South Australia