

HELP ME REGISTER

MEMBER PORTAL CHECKLIST




If you're new to Energy Super or an existing member who hasn't accessed your online account since October 2018, you may need to re-register as we've made some changes.

BEFORE YOU START

- Check your browser.** This is the system that lets you search the internet. You might have heard of Internet Explorer or Google Chrome. These are types of browsers. Our Member Portal works best on Google Chrome. If you're not sure, your browser icon should appear on the bottom of your screen. For instructions on how to change your browser, click [here](#).
- Clear your cache.** Your cache is essentially your search history, which keeps a version of websites you've visited. It's always a good idea to clear your cache so you get the latest version of the website you're trying to access. There are different ways to do this, depending on your browser. Click [here](#) for instructions.
- Check your device.** Sometimes, what works well on a mobile phone or laptop doesn't work so well on a desktop computer and vice versa. If you're having trouble on one device, try another. This often does the trick.

GET STARTED

- Click [here](#) to register**
- Allow pop-ups.** Don't be frightened about allowing pop-ups for this site. You won't be cyber-stalked or anything like that! You'll need to allow pop-ups to get into the Member Portal. If pop-ups are blocked, you'll see a little symbol in the top right-hand corner of your screen that looks something like this:

- Protect your account.** On the Registration pages we ask you some questions to protect your account information. You'll be asked to:
 - **Enter your member number:**
 - If you have more than one account,** just register with one of them. We'll link your other accounts within 72 hours. We'll email you when this has been done.
 - A member number trick for existing SUPER members.** Your member number should contain six digits. If it has only five digits, just add a zero at the beginning.

A member number trick for existing INCOME STREAM members.

Your member number should contain six digits followed by the letter 'P'. If it has only five digits, just add a zero at the beginning followed by the letter 'P' at the very end, e.g. 012345P.

- **Verify some details.**
- **Set up some security questions:**
 - A word about those pesky security questions.** Yes they can be annoying, but they're there to protect your account. Your answers to these questions don't even have to be accurate. You can say anything you like in response – just as long as you can remember exactly what you wrote when you set them up!
- Reset your password.** Your old password isn't going to work for this Member Portal, so put it out of your mind. Right now. Reset your password. Make it memorable.
- Confirm your registration.** When you've done all this, we'll send you an email asking you to confirm your registration. Often this email ends up in your Junk folder (very sneaky). Check your email inbox – and your Junk folder – and confirm your registration. If you need help to check your Junk folder, click [here](#). Some accounts can take up to 10 minutes to accept emails, so if the email's taking a while to come through, maybe now's a good time to make yourself a cuppa.

YOU'RE IN! CONGRATULATIONS

Play around and see where everything is. There's a lot of account information at your fingertips.

Your account number will show up on the right-hand corner. Click on the drop-down arrow to see your other accounts:



To see your other accounts while you're on a mobile device, go to the Menu and select 'Linked memberships'. All your linked accounts will show up. If you still can't see your other accounts, email us at linkmyaccount@energysuper.com.au and we'll get straight on it.

WE'RE HERE TO HELP

W energysuper.com.au E info@energysuper.com.au T 1300 436 374 8.00am to 6.00pm, Monday to Friday