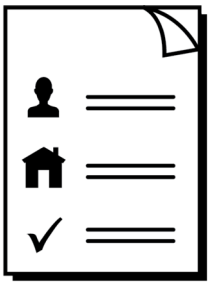
Australian Government

Services Australia

How to turn tap to pay on or off



Easy Read

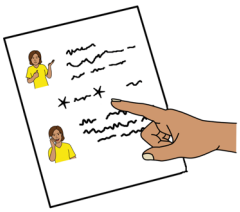
About this guide

This guide is from Services Australia.

You can read more information about this on our SmartCard web page

www.servicesaustralia.gov.au/smartcard

This guide is written in a way that is easy to understand.



We add a star before and after ***hard words***. Then we explain what the words mean.

You can ask someone to help you read and understand this guide.

Contact information is at the end of this guide.

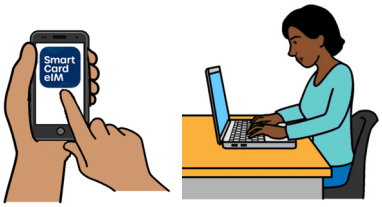
Use the app or online account to manage payments

People on ***enhanced Income Management*** have an enhanced Income Management account and SmartCard.

Enhanced Income Management means

- some money you get from Centrelink goes to your enhanced Income Management account

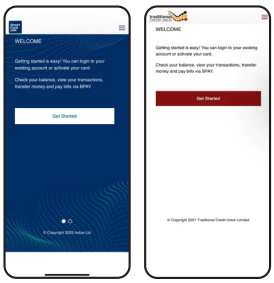
- some money goes to your bank account.



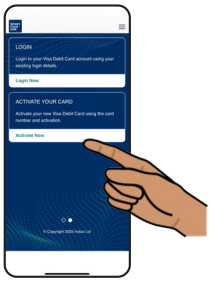
You can manage your payments using the SmartCard ***eIM*** app or online account.

The letters eIM mean
enhanced Income Management.

People with a Traditional Credit Union SmartCard can use the TCU SmartCard eIM app.



The apps and online accounts look different but they work the same.

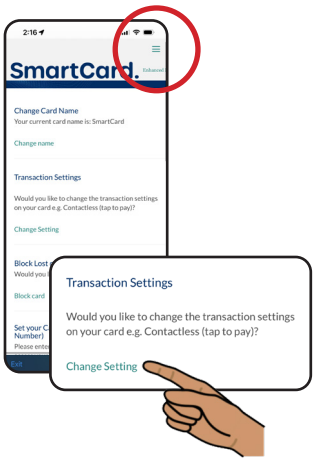


This guide shows the SmartCard eIM app.

You can use ***tap to pay*** with your SmartCard.

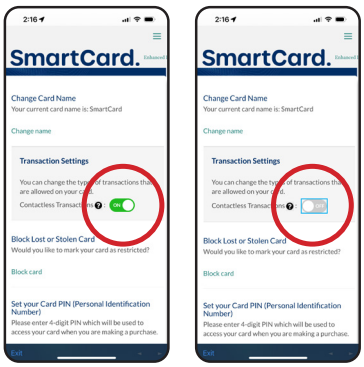
Tap to pay means you tap your card when you pay at a store instead of using a PIN.

You can turn tap to pay on or off in the SmartCard eIM app.

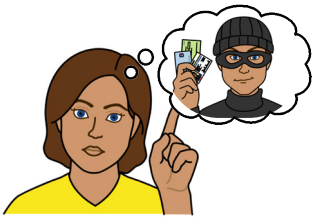


Log in to your SmartCard eIM app and go to **Settings** in the top right corner.

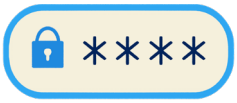
In **Transaction Settings**, click on **Change Setting**.



Use the setting to turn tap to pay ON or OFF.



If someone has your SmartCard and tap to pay is turned on, they can spend the money in your account without needing your PIN.



You must keep your SmartCard safe at all times to protect your money.

More information and support

You can find more information on the

SmartCard web page

www.servicesaustralia.gov.au/smartcard

Call 1800 252 604

Tell us if you need an interpreter.

If you have a TCU SmartCard go to the

TCU SmartCard web page

www.tcu.com.au/smartcard

Call 1800 828 232

Visit a Services Australia service centre or

TCU branch.

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