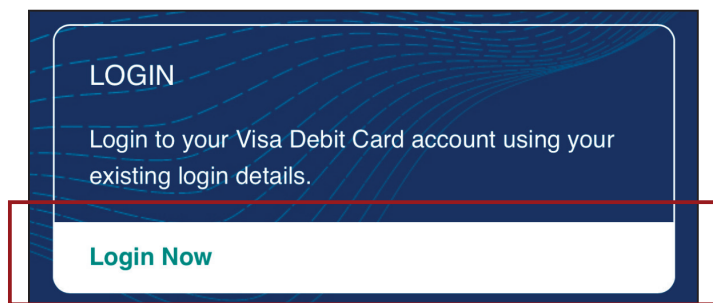# How to change your account and SmartCard settings

ⓘ This information sheet shows the SmartCard eIM app. The Traditional Credit Union (TCU) SmartCard eIM app and online account work the same but look a bit different.

Use this information sheet to learn how to change your enhanced Income Management account and SmartCard settings online.

LOGIN

Login to your Visa Debit Card account using your existing login details.

Login Now

SmartCard. Enhanced I

Settings

1 Open the SmartCard eIM app and log in to your account.

2 Click the **Settings** link.

In the settings menu, you can:

Transaction Settings

Would you like to change the transaction settings on your card e.g. Contactless (tap to pay)?

Change Setting

Turn tap to pay **ON** or **OFF**.

Block Lost or Stolen Card

Would you like to mark your card as restricted?

Block card

Block a lost or stolen card.

Replace Damaged Card

Do you wish to replace your damaged card?

Replace card

Replace a damaged card.

Set your Card PIN (Personal Identification Number)

Please enter 4-digit PIN which will be used to access your card when you are making a purchase.

Set your Card PIN (Personal Identification Number)

Change your SmartCard PIN.

Change Daily Card Purchase Limit

The daily purchase limit is the maximum amount you can spend with your card in a calendar day. Your daily purchase limit is: $1,000.00

Change daily card purchase limit

Change how much you can spend on your card each day.

transfers) in a calendar day. Your current daily payment limit is: $500.00

Remember, the higher your Daily Payment Limit, the more money you risk losing if your access details get into the wrong hands.

Change daily payment limit

Change how much you can BPAY or transfer each day.

Manage Alerts

Recieve email alerts to the email registered to your account. Simply set the parameters below.

Manage alerts

Set up alerts about your account balance and payments.

For more help or information

If you have a SmartCard:

💻 go to **servicesaustralia.gov.au/smartcard**

📞 call the **SmartCard eIM hotline** on **1800 252 604** – interpreters available.

📍 visit a Services Australia service centre.

If you have a Traditional Credit Union (TCU) SmartCard:

💻 go to **tcu.com.au/smartcard**

📞 call TCU on **1800 828 232**.

📍 visit a TCU branch.