VMoneyWeb

How to Use Security Code

Contents

What is Security Code Access?

Secure Code Access helps protect your accounts and your identity by requiring a unique security code, in addition to your username and password, to access your online VMoney Web account. This provides an additional layer of security that makes it nearly impossible for someone other than you to get into your VMoney Web account. It requires users to validate their identity using two separate steps; in essence this represents something you know (username/password) and something you have (security code).

Your username will be provided to you via email when you have been set up in the VMoney Web application. You are then required to phone the State-wide Service Desk (SWSD) on 1300 28 55 33 to set your password.

Is my mobile phone suitable for Secure Code Access?

Most mobile brands and models are supported. In fact the only requirement is that your mobile phone should have the ability to receive an SMS message.

What is a Security Code?

A security code is a randomly generated four (4) character code. It is sent to your registered email and/or SMS and is only valid for five (5) minutes. The Security Code allows you, with your username and password access to the system. Each time you login to the system you will need to generate the Security Code, this includes if you are logged out or loose connection and try to reconnect.

How do I verify my Security Code?

Once you enter your credentials (Username & Password) to the VMoney Web application you will receive an email to the registered email address and a SMS with the Security Code to your registered mobile number.

1	Enter your Username and Password and select '**Login**'
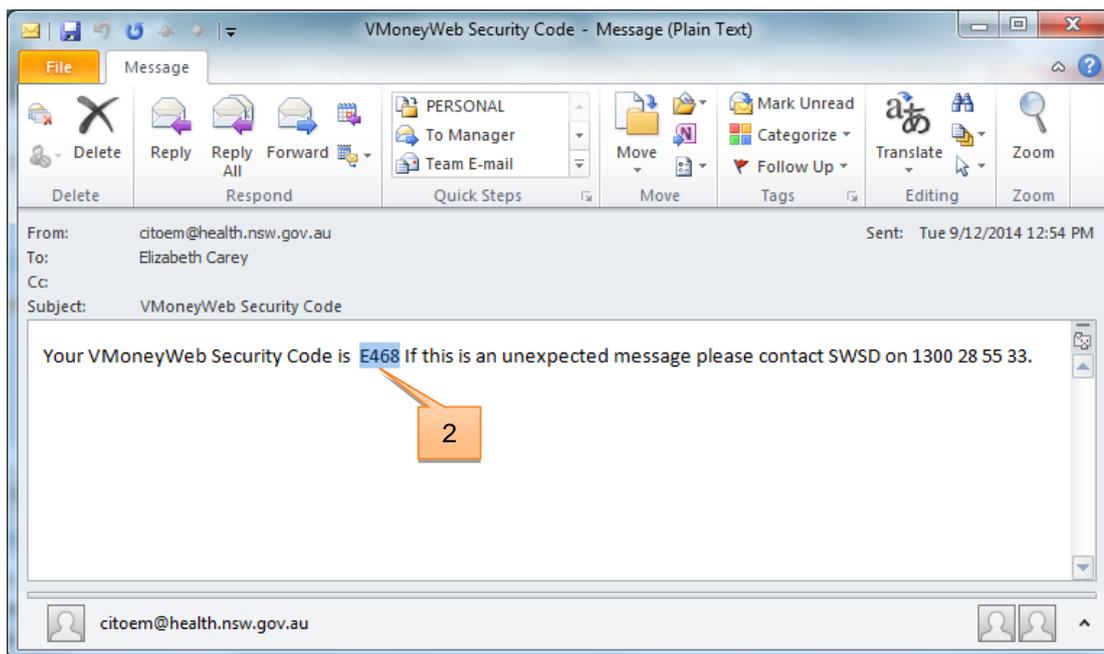
| 2	You will receive an email/SMS with a valid Security Code
3	Enter the Security Code and select '**Validate Security Code'**

How do I login to VMoney Web for the first time?

To login to VMoney Web for the first time follow the steps below:

- Go to the VMoney website: *https://vmoney.health.nsw.gov.au/*
- Enter your Username and Password and select 'Login'
- An automatic email/SMS will be sent to you
- Enter your Security Code - verify your code from the SMS/email
- Select 'Validate Security' button

Please note: If no mobile number is recorded, the Security Code will only be sent to the email address which the VMO's supplied when they first were registered to use the VMoney Web application. The Security Token is only valid for five (5) minutes.

How do I register my Mobile number?

Simply edit your VMO Profile details by following the steps below:
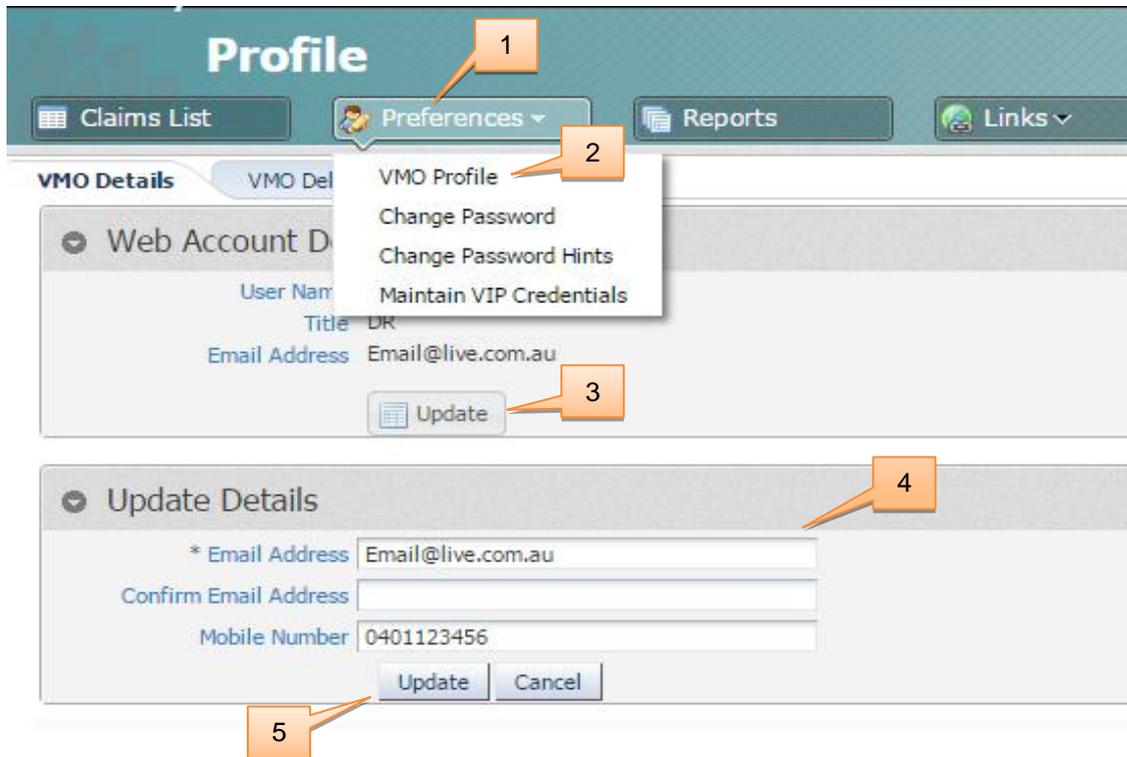
1	Open the Preferences menu
2	Select the' **VMO Profile'** option
3	Select the '**Update'** button
4	Update your mobile number and you can also update your email address
5	Select the '**Update**' button and your personal details are then saved

Please note: Only one mobile number and email can be registered against your username. You can also request VMO Processing Service Centre to register it or call the SWSD to update mobile numbers.

How do I delete my mobile number that has been set up?

By following the steps in questions six (6) you can delete or update your current mobile and/or email address. You can also request VMO Processing Service Centre to register it or call the SWSD.

Will I receive Security Code if overseas?

When overseas, VMOs will receive a security code via email, but will only receive a security code via SMS if they have activated international roaming on their Australian registered mobile phone.

Who can I call for support?

You can contact VMO Processing Service Centre on 1300 883 962 or the State Wide Service Desk (SWSD) on 1300 28 55 33.