



my+ user guide

Welcome to my+, your all-in-one app for managing your employee benefits, including salary packaging and LeasePLUS novated leasing. This guide will walk you through the key features and show you how to make the most of my+, anytime, anywhere.

Download the app:

Click the button below to download the app on to your device:



DC 1018 V1 (03/03/2026)

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General

Login

1. **Launch the my+ app**
You'll be taken to the Login screen. Enter your registered email address (the one linked to your my+ account), then tap **Next**.
2. **Enter password, tap Next to continue.**

You'll receive a 6-digit verification code on your mobile device.

3. **Verify your account:** Enter the 6-digit code to complete authentication.
4. **Set your PIN:** Choose a 4-digit PIN using the keypad.

You'll be asked to re-enter the PIN to confirm.

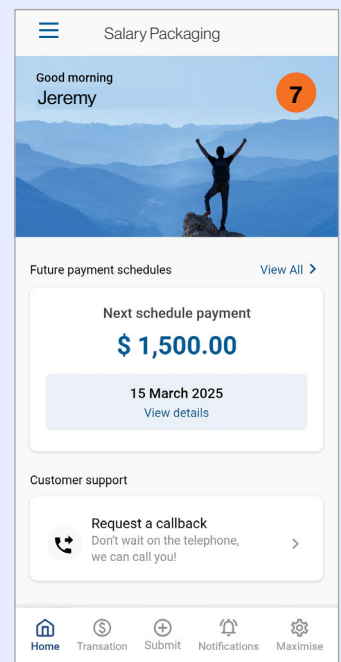
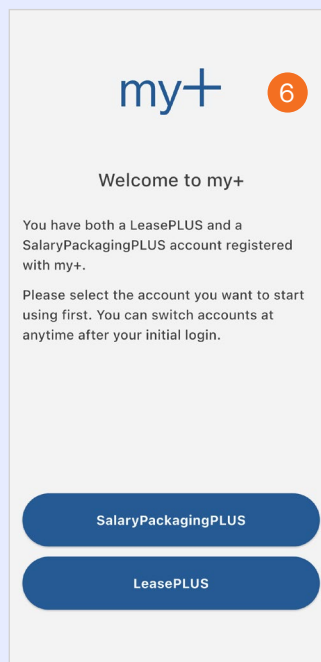
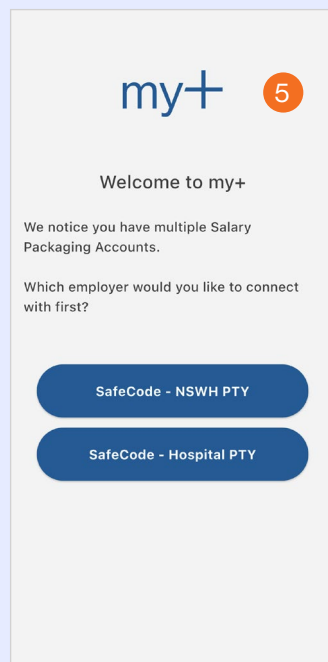
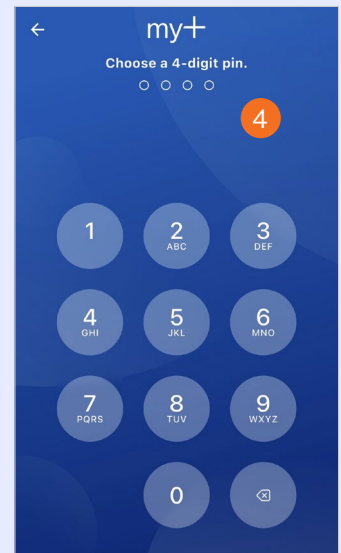
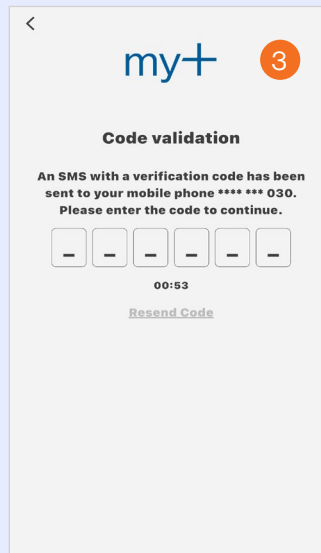
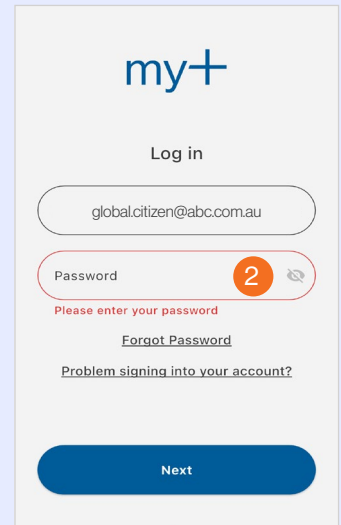
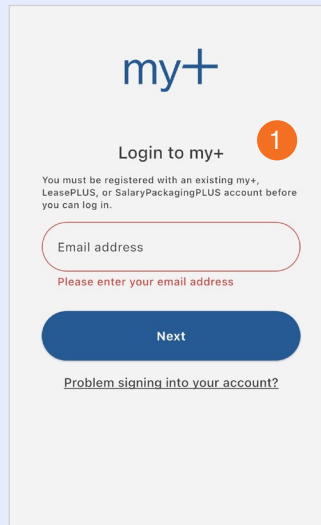
5. **Select your employer:** You'll be taken to the Welcome screen to choose which employer to connect with first.

This applies only if you have multiple employers with salary packaging.

6. **Select a service:** Choose the service you'd like to access.

This applies only if you have both novated leasing and salary packaging accounts registered with my+.

7. **Home screen:** You're all set – start using the app.



General

Problem signing in

Having trouble signing in?

1. Tap **Problem signing into your account?** on the login screen.
2. Review the **common login issues** listed to see if they apply to you.
3. If you're still unable to sign in, complete and submit the form.

Our consultant will contact you to help resolve your login issue.

The image shows the my+ login screen. At the top is the my+ logo. Below it is the text 'Log in'. There are two input fields: one for email (containing 'global.citizen@abc.com.au') and one for password (containing 'Password'). Below the password field is the text 'Please enter your password'. There are two links: 'Forgot Password' and 'Problem signing into your account?'. The 'Problem signing into your account?' link is highlighted with a red box and a red circle containing the number '1'. At the bottom is a blue 'Next' button.

The image shows the my+ screen titled 'Having issues signing in?'. Below the title is the text 'You might be having problems logging in because:'. There are three bullet points: 'Your account may not have been created yet.', 'You might be using a different email address than the one you registered with.', and 'Your email address might be typed incorrectly.'. Below the bullet points is the text 'Please let us know your details, so our consultant can assist you.'. There are four input fields: 'First name', 'Last name', 'Email address', and 'Mobile number'.

Forgotten password:

1. Click on the **Forgot password** link on the login screen.
2. Enter your registered email.

A 6-digit verification code will be sent to your email address.

3. **Code validation:** Enter the 6-digit code to verify the authentication.
4. Set up your new password and re-enter the new password.

Note: Your password should be between 8 and 15 characters long and at least 1 special character, uppercase and lowercase letters, 1 digit and 1 special character.

5. After your password is set, you will be taken to login screen.

Now, you can sign into my+ again with your new password.

To continue, go to the [Login](#) process.

The image shows the my+ login screen. At the top is the my+ logo. Below it is the text 'Log in'. There are two input fields: one for email (containing 'global.citizen@abc.com.au') and one for password (containing 'Password'). Below the password field is the text 'Please enter your password'. There are two links: 'Forgot Password' and 'Problem signing into your account?'. The 'Forgot Password' link is highlighted with a red box and a red circle containing the number '1'. At the bottom is a blue 'Next' button.

The image shows the my+ screen titled 'Forgot Password'. Below the title is the text 'Enter your email address'. There is one input field containing 'global.citizen@abc.com.au'. Below the input field is the text 'Please enter your email address'. There is a blue 'Next' button. Below the 'Next' button is a keyboard with a red circle containing the number '3' over the '123' key.

The image shows the my+ screen titled 'Set up password'. Below the title is the text 'Set up password'. There are two input fields: 'Enter new password' and 'Confirm new password'. Below the input fields is a list of requirements: 'X 8 character', 'X Uppercase letter', 'X Lowercase letter', 'X Numeric character', 'X Special character', and '✓ Passwords match'. At the bottom is a blue 'Next' button.

The image shows the my+ login screen. At the top is the my+ logo. Below it is the text 'Log in'. There are two input fields: one for email (containing 'global.citizen@abc.com.au') and one for password (containing 'Password'). Below the password field is the text 'Please enter your password'. There are two links: 'Forgot Password' and 'Problem signing into your account?'. The 'Problem signing into your account?' link is highlighted with a red box and a red circle containing the number '5'.

General

Change company / Apply for another lease / Switch services

You can manage your salary packaging and novated leasing options through the **main menu**.

1. Tap the ☰ menu button in the top-left corner of the Home screen.
2. In the menu panel, you can perform the following actions (where applicable):

Change company

- If you have multiple salary packaging accounts, tap Change Company.
- Select the employer account you would like to switch to.

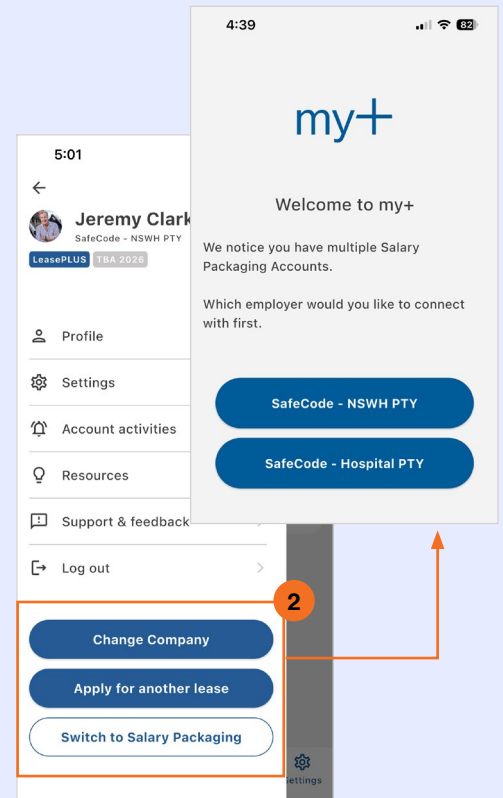
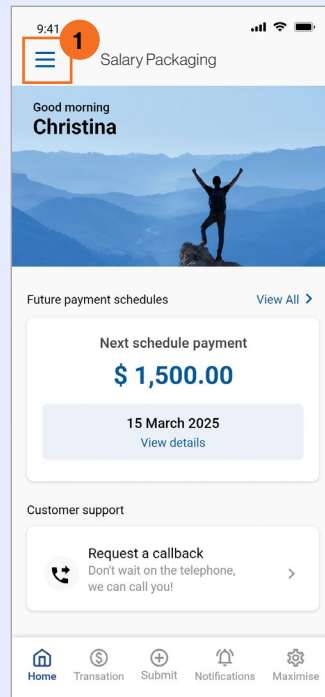
Apply for another lease

- Tap **Apply for another lease** to start an application for an additional novated lease.

Switch services

- Tap Switch to **Salary Packaging** or Switch to **Novated Leasing** to move between service views.

These options help you easily manage multiple accounts, leases, or services within the app.

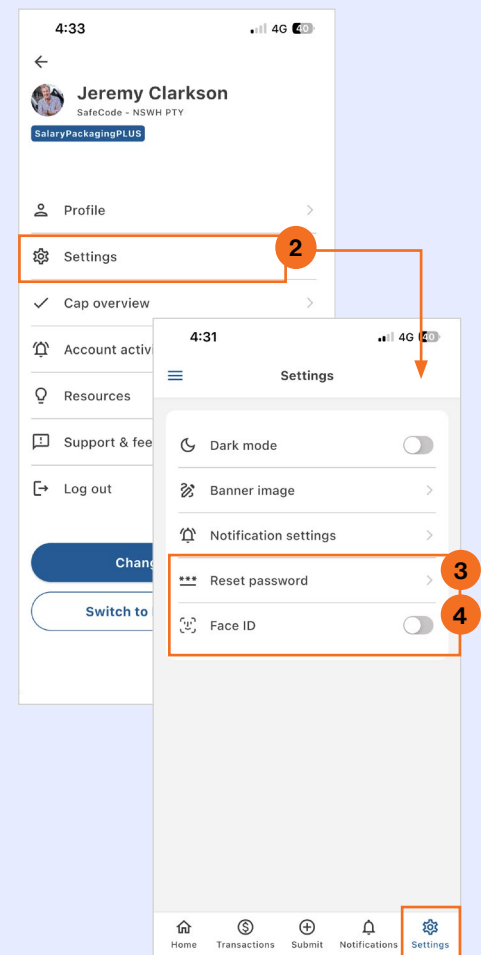
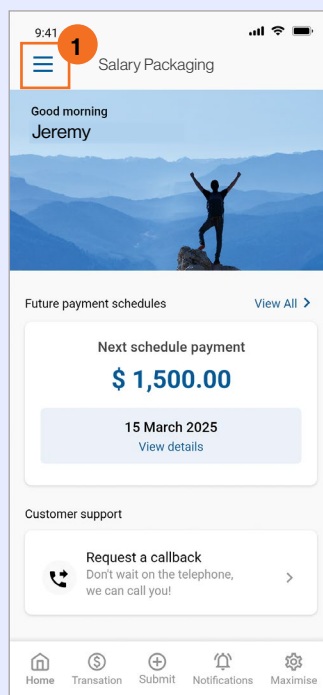


Setup Face ID/password:

You can update your login and security settings at any time through the app.

1. Tap the ☰ menu button in the top-left corner of the Home screen.
2. Select Settings from the menu panel.
3. To **reset password**, a verification code sent to your email address is required.
4. To set **Face ID**, switch on the button

Alternative access: You can also tap the Settings icon on the bottom-right corner of the navigation bar to reach the same options.




General information

Update details:

You can update your personal and account information through the Profile menu.

1. Access your profile

- Tap the  menu button in the top-left corner of the Home screen.
- Select Profile from the menu panel.

2. Update your information

From the Profile screen, you can update the following:

3. Contact details

- Tap **Contact details**, then tap **Edit** to update your personal information such as preferred name, home and postal address. (Your PIN is required for this change).
- **Save** your changes when finished.

4. Authorised representative

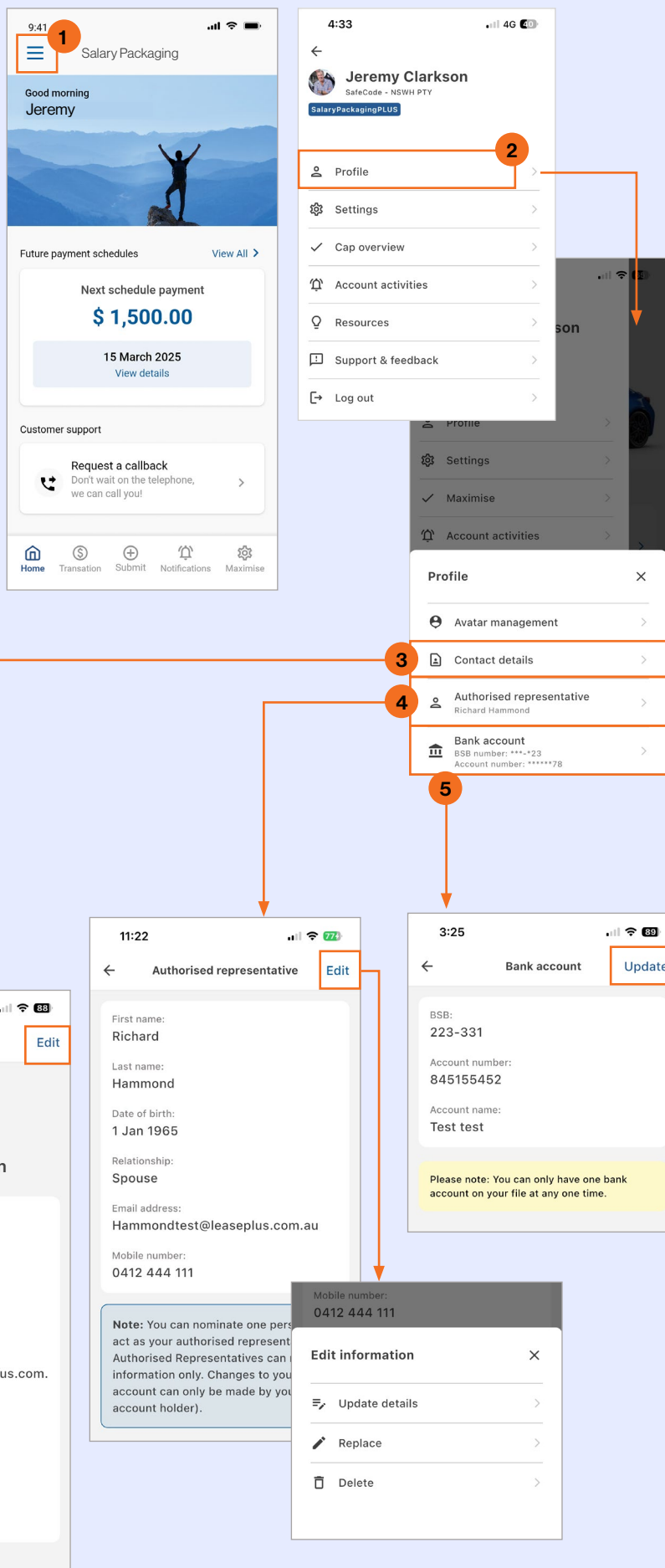
- Tap **Authorised representative** to update or add a person authorised to speak on your behalf. (PIN is required for this change).
- Tap **Edit**, make the required changes, then save.

Note: You can nominate one person to act as your authorised representative. Authorised Representatives can request information only. Changes to your account can only be made by you (the account holder)

5. Bank account

- Tap **Bank account**, then tap **Update** to modify your bank account details used for reimbursements or payments.
- Enter your new account information and save your updates.

Note: You can only have one bank account on your file at any one time.



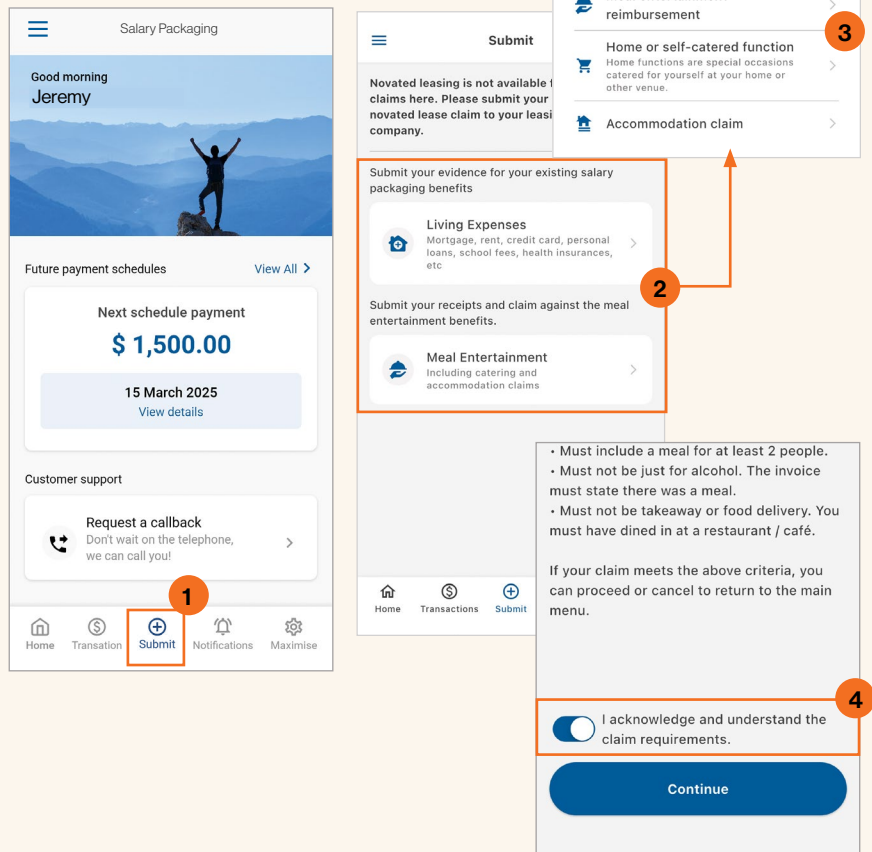
Salary Packaging

SPP How to Submit evidence (Living expense / Meal)

Upload your Meal Entertainment receipts and complete the claim form so your salary packaging claim can be processed.

1. Tap **Submit** on the bottom navigation bar.
2. On the **Submit** screen, tap **Meal Entertainment**.
3. Select the expense type that applies to your claim.
4. Follow the on-screen prompts to submit your claim.

You will receive an email notification once your claim has been assessed.

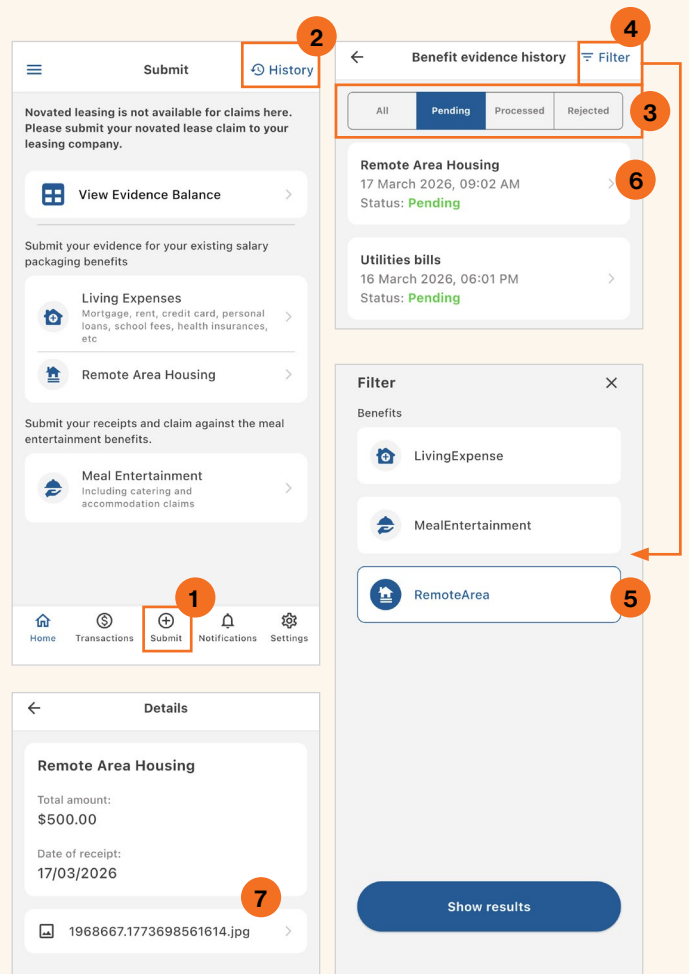


Benefit evidence history

1. Tap **Submit** from the bottom bar on the Home screen.
2. On the **Submit** screen, tap **History** in the top-right corner.
 - The Benefit Evidence History screen will display your claims.
3. Select a status tab (**All**, **Pending**, **Processed**, or **Rejected**) to filter the list.
4. Tap **Filter** in the top-right corner to refine your results.
5. Select one or more filter options, then tap **Show results** to apply.
6. From the list, tap the claim you want to view.
 - You will be taken to the **Details** screen.
7. On the **Details** screen:
 - Tap the image file name to view the submitted evidence attached to this claim.
 - If the claim has been rejected, the rejection reason will be displayed on this screen.

Alternative Access: Tap the menu icon (top-left corner), then select **Account Activities**.

The **Benefit Evidence History** screen will open, where you can view all your past claims.



Salary Packaging

Future payment schedule

View all future payments

1. On the Home screen, in the Future payment schedules section, tap **View All**.
2. On the Future Payment screen, scroll to review upcoming payment dates
 - Each row shows the scheduled date and Schedule Payment amount.
 - Tap any date row to view its full payment breakdown.

View My Next Pay

3. After tapping **View details** on Home screen in the Future payment schedules section (or selecting the nearest date from the Future Payment list), you'll see **My Next Pay** screen.
 - This screen displays all scheduled deductions for your next pay cycle, including amounts for each benefit.

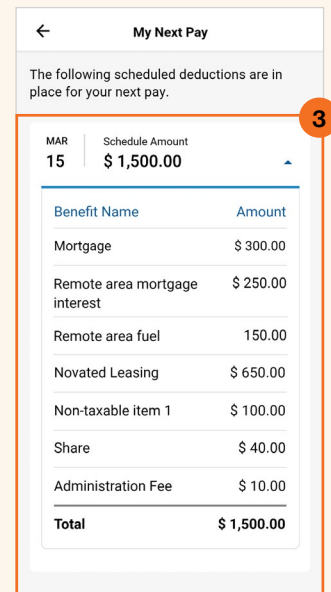
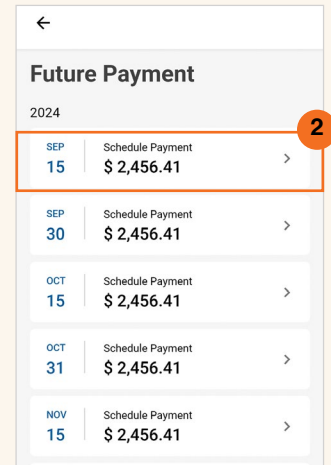
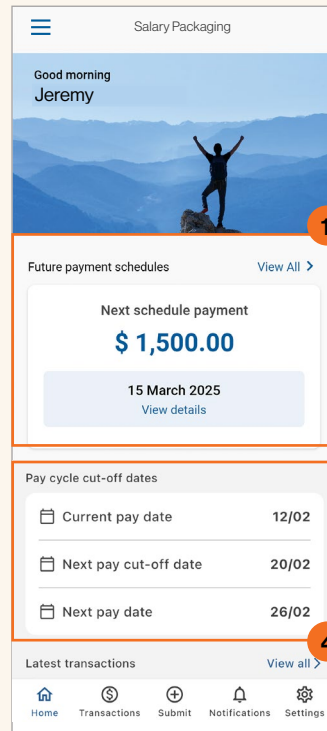
Pay cycle cut-off date

4. On the Home screen, below the Future payment schedules, you can view the Pay cycle cut-off dates.

This section shows three key dates in your current pay cycle:

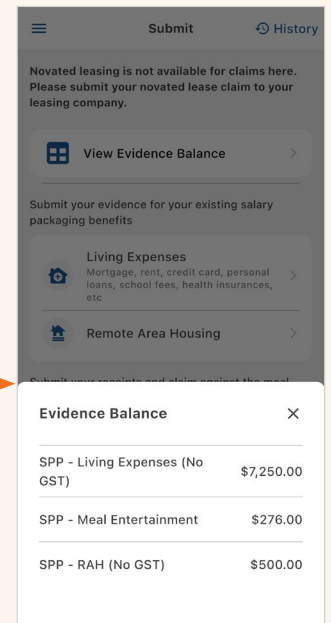
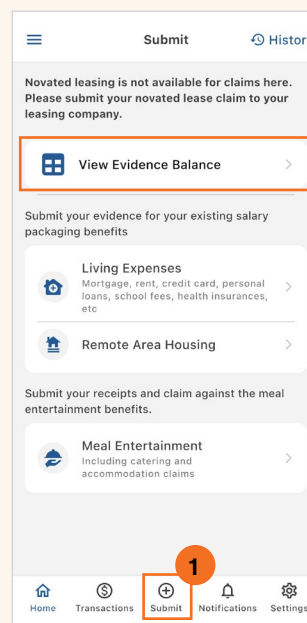
- **Current pay date:** Your current pay period
- **Next pay cut-off date:** Your cutoff date for your next pay period
- **Next pay date:** Date of your next pay

Note: This is the cut-off date for submitting claims or making changes before they're included in your next pay run. Anything submitted from this date will be included in the following pay run.



View evidence balance

1. On the Submit screen, tap **View Evidence Balance**
2. The evidence balance will be displayed on the screen.



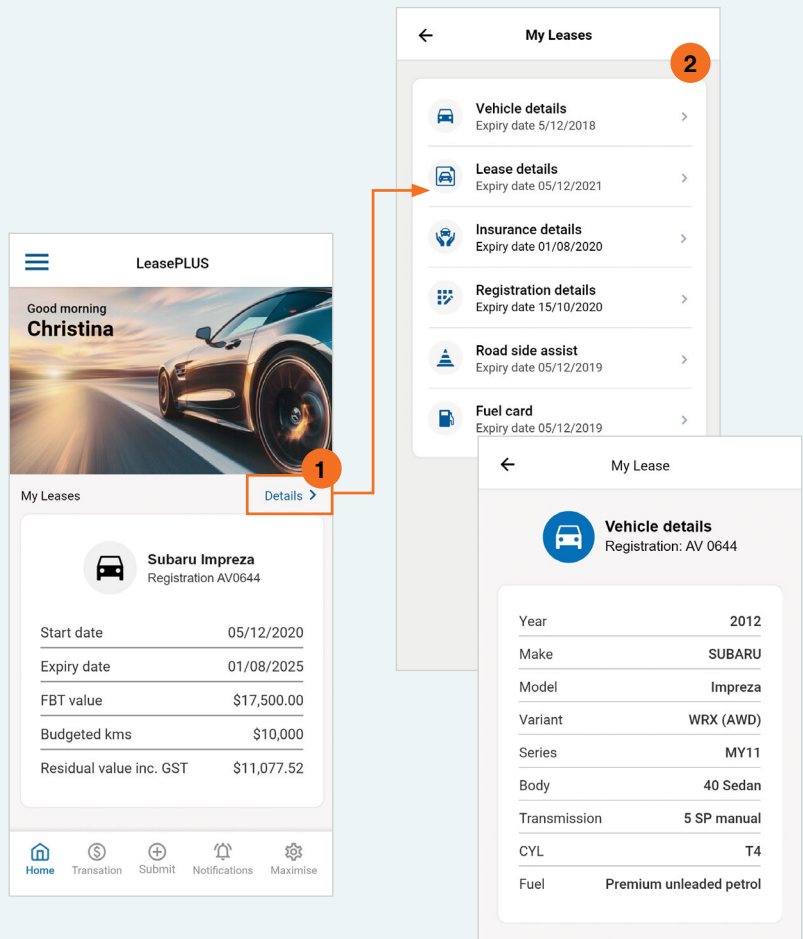
Novated Leasing

Vehicle lease details & expiry date

To view important information and key dates related to your vehicle lease:

1. Tap **Details** in the upper-right of the **My Leases** section on the **Home** screen.
2. The **My Leases** screen will open, showing a list of information categories for your current vehicle lease.
 - Tap any category to open and view its detailed information.

On a details screen, swipe **left or right** to quickly move between other information categories without returning to the main list.



Submit claims (Reimbursement / Pay on my behalf)

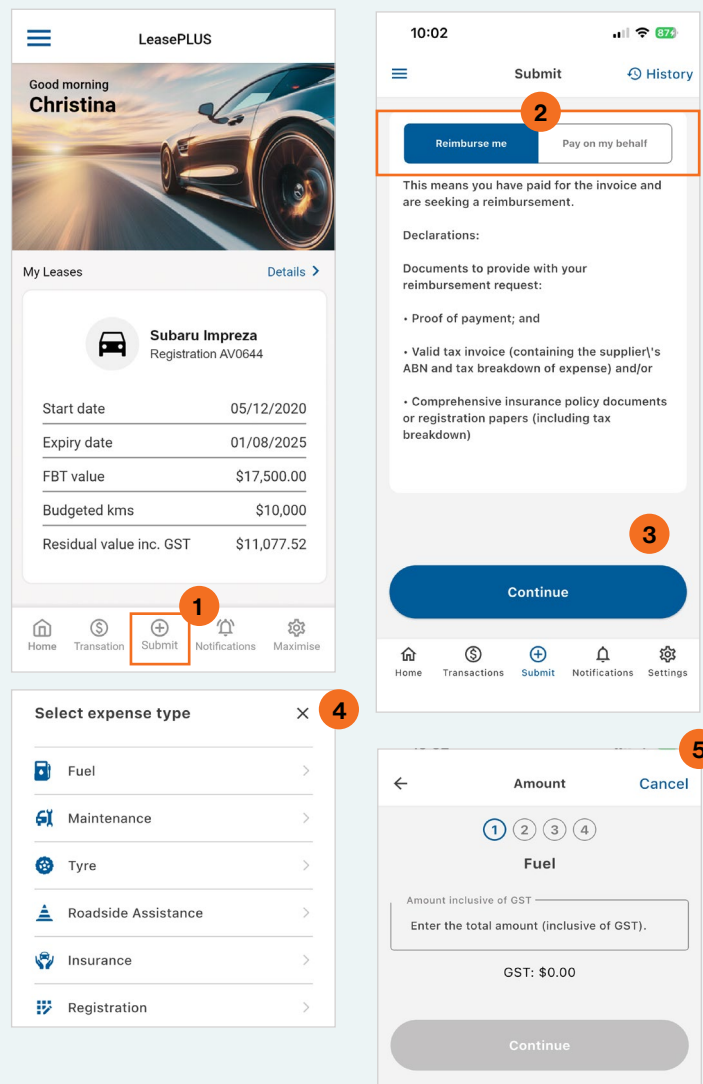
You can submit your claims in two ways:

- **Reimburse me:** You have already paid the invoice and would like to be reimbursed.
- **Pay on my behalf** – You want LeasePLUS to pay the invoice directly.

Reimbursement:

1. From the **Home** screen, tap the **Submit** tab at the bottom of the screen.
2. Tap **Reimburse me** or **Pay on my behalf** to proceed further.
3. Then, tap **Confirm** to acknowledge the declarations on the same screen.
4. Select the relevant expense type for your claim.
5. **Follow the on-screen prompts to complete the 4-Step process.**

Please allow one business day for your account to be updated.
You will receive an email notification once your claim has been assessed.

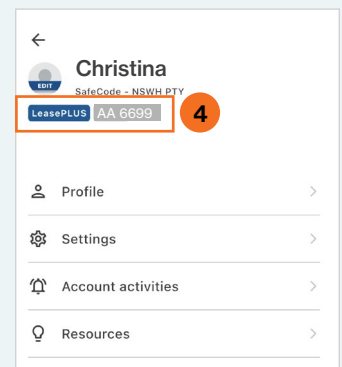
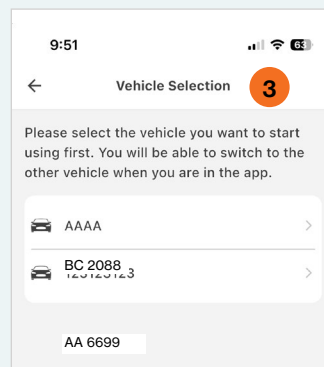
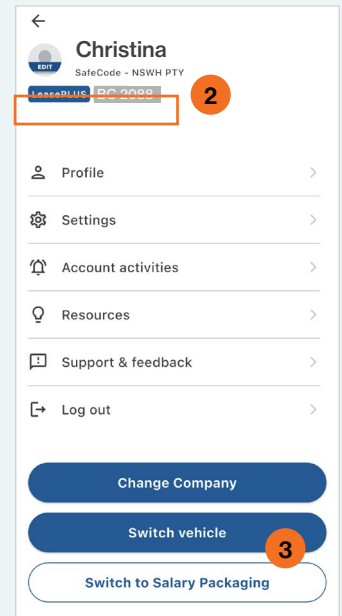
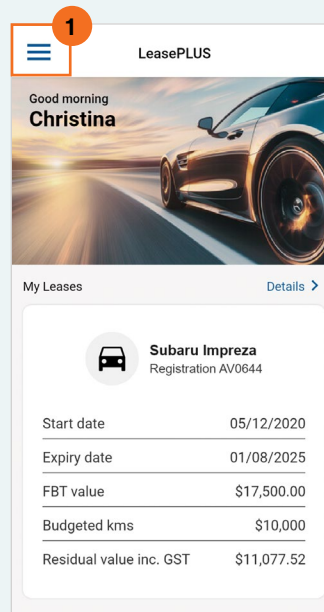


Novated Leasing

Switch vehicle

1. Tap the menu icon () at the top left of the Home screen.
2. On the Profile screen, tap Switch vehicle.
3. The Vehicle Selection screen will appear. Select the vehicle you want to use.
4. Once selected, you will be returned to the Profile screen, where your active vehicle number will be updated.

Note: You can switch between vehicles at any time while using the app.



Claim history

1. Tap Submit from the bottom bar on the Home screen.
2. On the Submit screen, tap History in the top-right corner.
 - The Benefit Evidence History screen will display your claims.
3. Select a status tab (All, Pending, Processed, or Rejected) to filter the list.
4. Tap Filter in the top-right corner to refine your results.
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