

MySalPack app

User Guide

Welcome to the MySalPack app, which has been developed to allow you greater flexibility to access information with regards to your individual salary packaging arrangements.

This user guide will assist you setting up your MySalPack account for the first time as well as provide instructions on how to perform other functions within the app, including how to submit claims and update your personal details.

Download the app:

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



User guide contents:

1. [Create your account](#)
2. [Set up Face and Touch ID/PIN](#)
3. [Forgotten password](#)
4. [Update details](#)
5. [View your transactions & next pay](#)
6. [Submit Meal Entertainment claim](#)
7. [Add Evidence to benefits](#)
8. [Change your password](#)

1. Create your account (first time user):

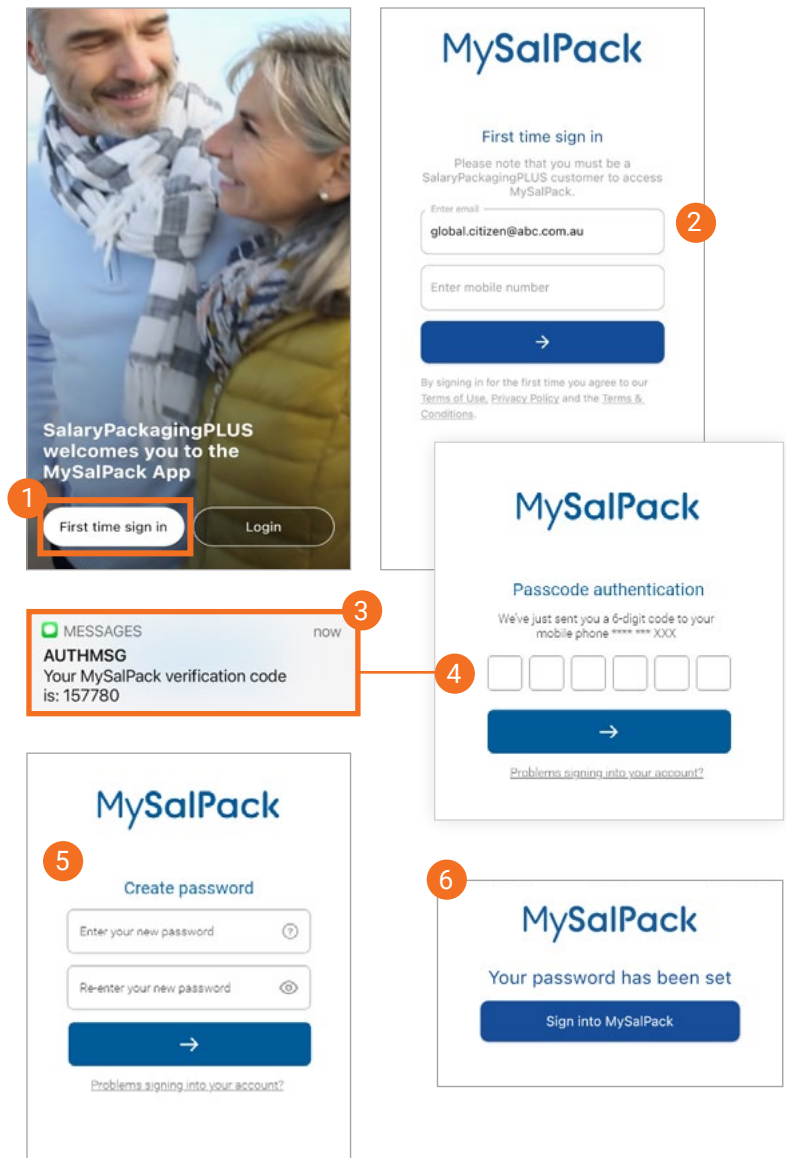
1. Click the **First time sign in** button
2. Enter your username (this is typically your email address) then enter your mobile number
3. You will receive a 6-digit verification code on your mobile
4. Enter the 6-digit passcode to verify the authentication
5. Enter your new password and re-confirm the new password.

Note: Your password should be between 8 and 15 characters long and include at least 1 special character and 1 digit.

6. A confirmation will be sent to you to notify that the new password has been set.

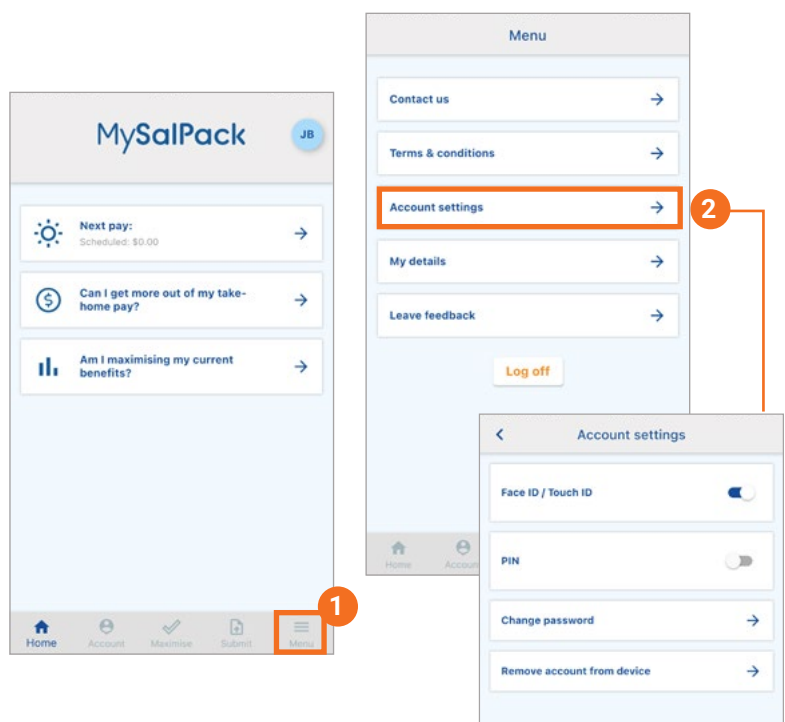
Now, you can sign into MySalPack with the new password

Tip: To have quick and secure access to the app, simply set up a Touch ID/Face ID or PIN in the app.



2. To setup Face ID / Touch ID / PIN:

1. Click **Menu** button ☰ in the bottom navigation bar.
2. Click on the **Account settings** tab, follow the prompts to set up your Face ID/Touch ID and PIN



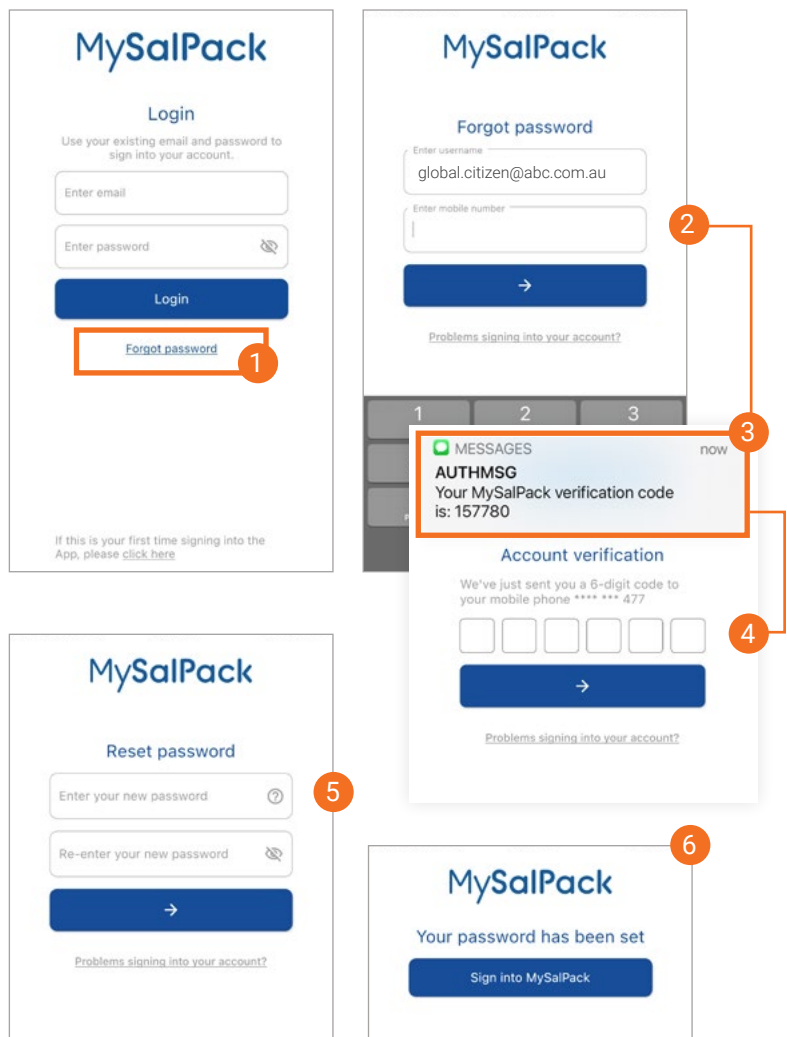
3. Forgotten password:

1. Click on the **Forgot password** link.
2. Enter your username then enter your mobile number.
3. You will receive a 6-digit verification code on your mobile.
4. Enter the 6-digit verification code in order to go to the next screen to reset your password.
5. Enter your new password and re-confirm the new password.

Note: Your password should be between 8 and 15 characters long and include at least 1 special character and 1 digit.

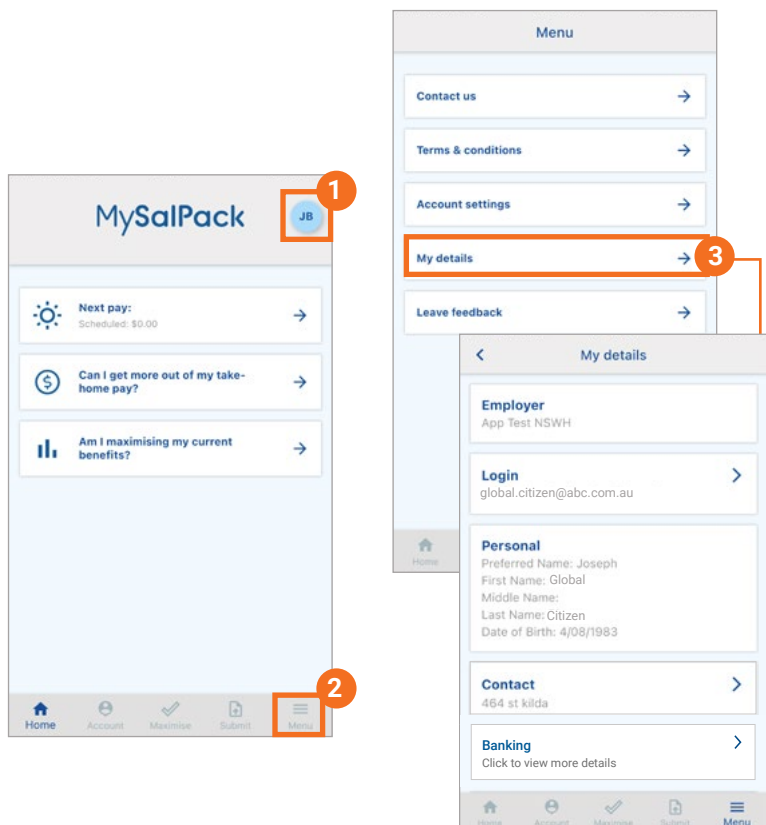
6. A confirmation will be sent to you to notify that the new password has been set.

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




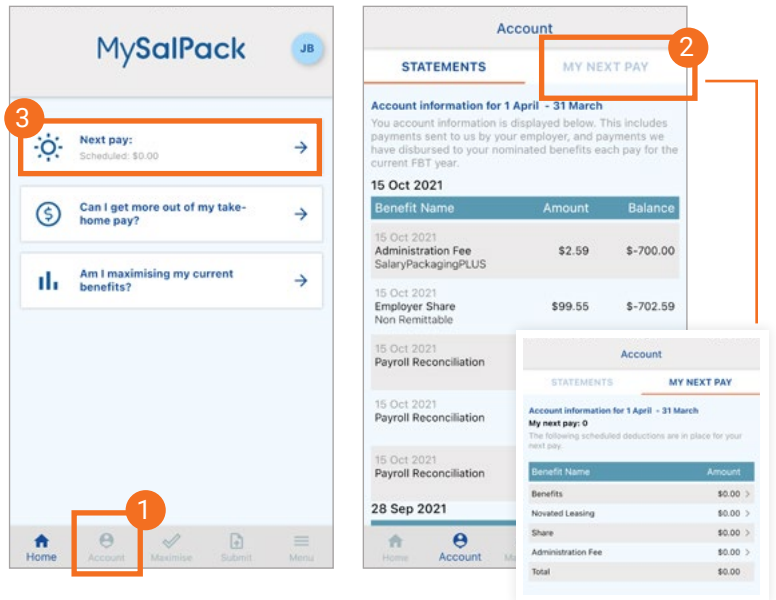
4. Update details:

1. To update your details, click on the profile icon located at the top right corner of the home screen.
2. Alternatively, click **Menu** button in the bottom navigation bar.
3. Click on the **My details** tab, from here you can update your password, address and banking details.







5. View statement / deductions:

1. To view your transactions, simply click on the **Account** icon  in bottom navigation bar.
2. To view your deductions for the next pay, click on the **MY NEXT PAY** tab.
3. Alternatively, click **Next pay** tab on the **Home** page to view your deductions.

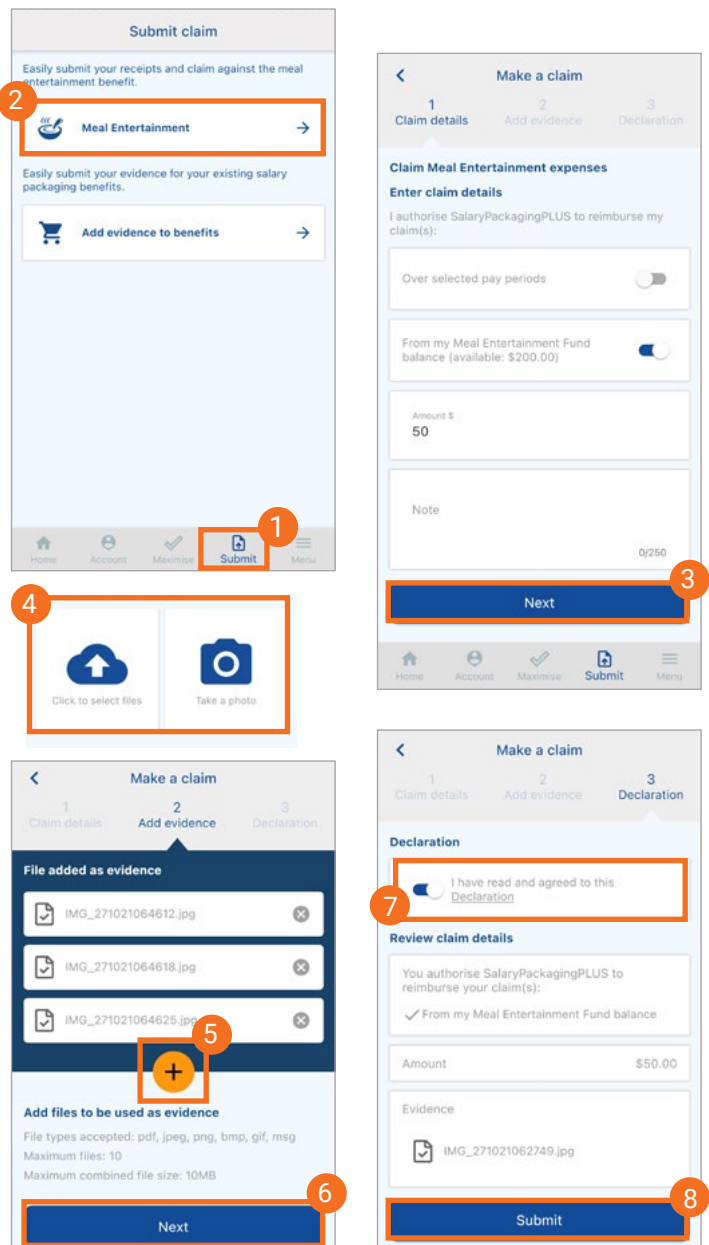


6. Submit Meal Entertainment claim:





1. To submit a claim, click on the **Submit** icon  in bottom navigation bar.
2. Click on the **Meal Entertainment** button.
3. Follow the prompts to enter in the claim details and click **Next** to continue.
4. Add your meal receipts by selecting a file  from your device or taking a photo  of your receipt.
5. You can add more evidence by clicking  icon.
6. Click **Next** button to go to review page.
7. Agree with the Declaration and review your claim.
8. Click **Submit** button to complete the claim submission.
9. A message will display to confirm your submission was successful.

You will receive an email when your claim has been assessed.

Tip - Did you know you can submit up to 10 receipts at a time?



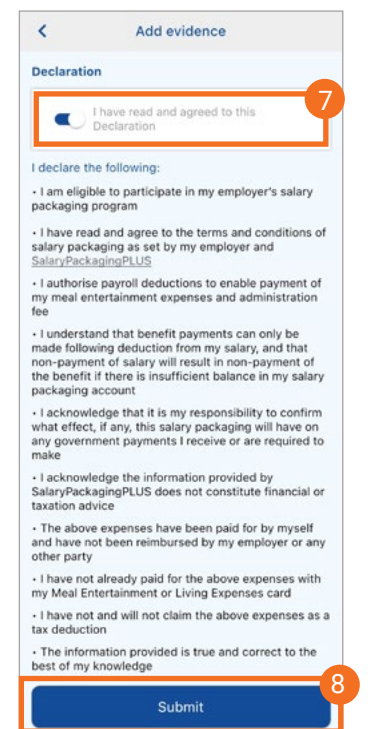
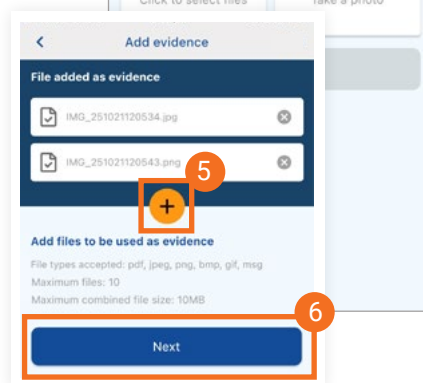
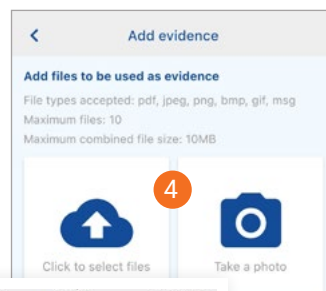
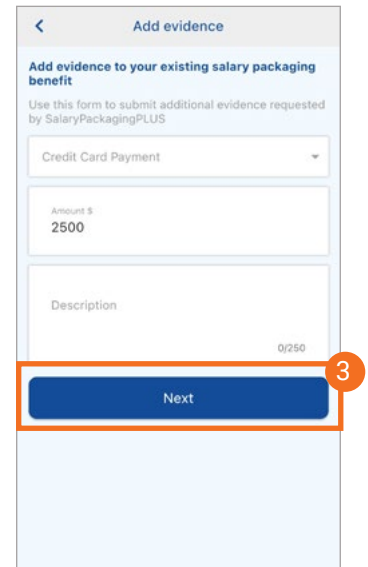
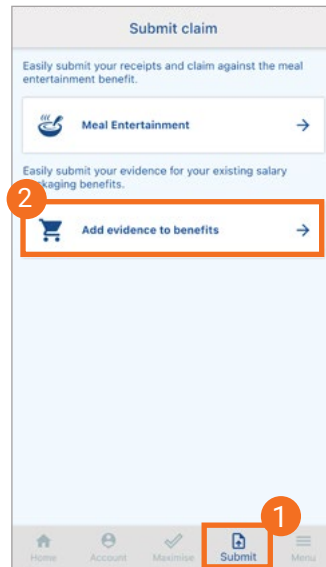
7. Add evidence to existing benefits:

1. To add evidence to benefits, click on the **Submit** icon  in bottom navigation bar.
2. Click the **Add evidence to benefits** tab.
3. Enter the details then click **Next** button to go to the next screen.
4. Add your evidence by selecting a file  from your device or taking a photo  of your receipt.
5. You can add more evidence by clicking  icon.


(Note: If you can't access your files or camera, go to Settings > MySalPack > to allow MySalPack to access camera)

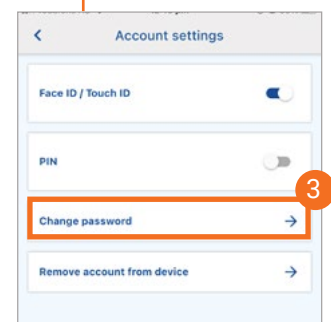
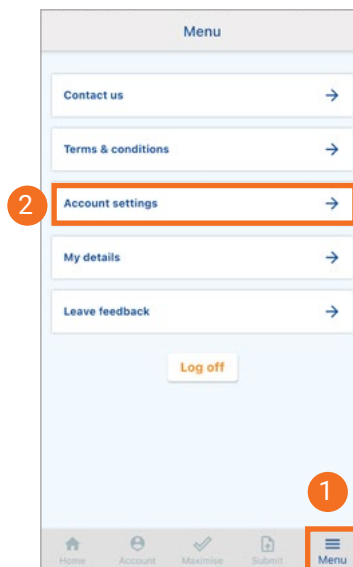
6. Click **Next** button to go review page.
7. Agree with the Declaration and review your claim.
8. Click **Submit** button to complete the evidence submission.
9. A message will display to confirm your submission was successful.

You will receive an email when your claim has been assessed.



8. Change password:

1. To change the password, click on the **Menu** button  in bottom navigation bar.
2. Select **Account settings** tab.
3. Select **Change password** tab then follow the prompts to reset your password.



Should you have any questions in relation to your salary packaging arrangements, please contact us at 1300 408 046 or email us enquiries@salarypackagingplus.com.au