

3. How do I reset my Westpac One® online banking password?

You can reset your Westpac One® online banking password in the app or on the browser. Follow these simple steps:

1. At the login page, click on the '**Forgot your password**' link
2. Enter your customer ID or username. If on the app, enter your registered phone number
3. If on a browser, complete your Online Guardian challenge questions
4. Your temporary password will be sent to your registered mobile number
5. Enter your temporary password that was sent to your registered mobile number. If on a browser, enter your customer ID.
6. Choose a new password. If on a browser, enter your temporary password.
7. You will be logged in and taken to accounts screen.