FACT SHEET

FAQs – Login and Accounts

What does the verify email do?

When you click the verify email button the system will send a onetime password (OTP) to your email address which you will need to enter the box on the screen to proceed.

What if I don't get the One Time Password (OTP) email?

Check your email account including any junk folders.

Try resending the OTP request.

If you can't find the email, click Cancel and check you have entered your email address correctly. If you still don't have any success, you can either:

- download and complete the online application form or
- go to a Service Tasmania shop and a staff member can do the application on your behalf.

Why are all the fields grey on the online form and I can't enter anything?

You will need to enter and validate your email address to be able to complete the online form.

Why do I get an error message when I enter my date of birth or phone number?

The system won't let you enter a date of birth for a person less than 60 years old or older than 120 years.

You can only enter a valid Tasmanian number starting with the area code 03 or a mobile number.

Why doesn't the system come up with a match when I am entering my address?

The system only accepts valid Tasmanian residential addresses recognised by Australia Post.

- Enter more of your address in the same format of the addresses listed.

- If your address starts with unit number or floor level number start by entering the street number and address and the known address should appear in the list.

- If the system does not accept your address you should download, complete and post your application to Tasmanian Seniors Card Program GPO Box 123, Hobart 7001 or email your application to seniors@dpac.tas.gov.au

The data entry box has a red border, what does this mean?

Red borders mean there is a problem with what you have entered e.g., a blank date of birth or too many digits in the phone number.

Why does the Next button have a red border?

If there is problem with what has been entered, then the system won't let you proceed to the next page or submit the application.

- Fields with a * are mandatory and need to be completed.

- There are also fields in the form that must conform to a rule i.e., DOB 60 years or older.

- Hover over the Next/Submit button to see what errors are.

How do I upload my digital identity documents?

The easiest way to provide your proof of identity is to use your smart phone. When you select Choose File(s) your smart phone should give you the option to:

- Take a photo or

- Choose a photo from your photo library or

- Choose a file.

How do I use my digital image of my Seniors Card sent to me?

Open your Seniors Card email, select and open the attached document and save the file to your documents folder.

- On your smart device open digital image of your Seniors Card from your files folder.

- Alternatively, you can open the digital image of your Seniors Card from your email and show that to the service provider.

Why can't I login to my online self-service account?

Check you are using the right email address and password. If you do not remember your password, select the forgot my password (Get Help) option on the login screen. If your online self-service account exists, you will be sent an email with a link to reset your password.

If the system does not allow you to reset your password, it is likely your online self-service account may not be active so you will need to click **here** or visit Service Tasmania who can enter your email address and the system will send you an email to reset your password and activate your account.

Why doesn't the system work on my device?

If you are unsuccessful using the Seniors Card on your device your options are to:

- Visit Service Tasmania and they can put in an application, change your details, request a replacement card, or deactivate a card on your behalf.

- Call Service Tasmania on 1300 135 513 who can change your details, request a replacement card, or deactivate a card on your behalf.