

StarNet Login User Guider

If you are an existing user of StarNet and have not set up your new login ID and password, this is a step-by-step manual with screenshot examples to help you do so. Please follow the instructions here and enter your details online to proceed.

Step 1. Login to StarNet using your existing Loan ID and PIN and click 'Login'.

StarNet

Login to manage your loan

Login ID ⓘ

010101

Password

....

Login

[Forgot your password](#)

For more information on our Coronavirus (COVID-19) relief package, visit [here](#).

Need to activate your account?

Access your home loan information by [activating your StarNet account](#).

Need help?

Contact our Customer Care team:
Phone: 1300 558 775
Email: customer@advantagedge.com.au

We've made some changes

The same convenient access to your loan account - just simpler and smarter. Check out our video guide to familiarise yourself with the new site.

Watch guide

Existing users need to login using current Loan ID and PIN, then follow verification prompts to retrieve new Login ID in order to set up a new password.

Step 2. If this step appears, complete online authentication questions and click 'Next'.

StarNet

Date of Birth 📅 01 January 2000

Security Property Postcode

Next

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Step 3. If this step appears, select yourself and click 'Next'. Otherwise, you can skip to the next step.

StarNet

The following borrowers are on this Loan facility.
Please select your name from the list below:

☐ XXXXXXXXXX

☒ XXXXXXXXXXXXXXX

Next

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Step 4. Select how you would like to receive a one time verification code to complete online authentication. You can receive this via SMS or email.

Important: you must have a valid mobile phone number or email address with us to be able to complete this step. If you do not have this, please complete the [Update Contact Details](#) form, then scan or photograph and email it to: customercare@advantedge.com.au to have your contact details updated. Our Customer Care team will let you know as soon as this is updated and you will be able to continue to complete online authentication.

StarNet

To create your password, we will send you a security code to verify your identity.
Please select how you would like to receive the code:

SMS: *****75

or

Email: *****@nab.com.au

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Step 5. Once you receive your verification code via SMS or email, you need to enter it online and you will be asked to create a new password.

StarNet

Enter the verification code:

Didn't receive the code?

Resend Code

Create your password:

?

Confirm your password:

Next

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Step 6. After you set up your new password, your new StarNet login ID will be displayed on the next page. It will also be sent to you via SMS or email, whichever you chose in step 4.

StarNet

Your username is A1985468.

Click the button below to go back to the login screen.

Next

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How to complete Update Contact Details form

If you do not have a valid mobile phone number or email address with us, please complete the highlighted fields below on the [Update Contact Details](#) form, then scan or photograph and email it to: customercare@advantagedge.com.au.

- Client Request Form – Update Contact Details -					
Please email to customercare@advantagedge.com.au					
Client Details:					
Loan ID : <small>(noted on Loan Statement)</small>		Register for Telephone and Internet transactional services by visiting www.advantagedge.com.au or contact your Mortgage Manager			
<table border="1" style="width: 100%; height: 20px; border-collapse: collapse;"></table>					
Name of Borrower(s):					
(1) _____					
(2) _____					
I would like to change my contact details as follows (Borrower 1):					
Home phone: () _____		Mobile: () _____			
Business: () _____		Fax: () _____			
Email Address: _____		_____			
Unit Number: _____		Street or Lot Number: _____			
Street Name or PO Box Number: _____					
Suburb: _____ State: _____					
Postcode: _____ Country: _____					
I would like to change my contact details as follows (Borrower 2):					
Home phone: () _____		Mobile: () _____			
Business: () _____		Fax: () _____			
Email Address: _____		_____			
Unit Number: _____		Street or Lot Number: _____			
Street Name or PO Box Number: _____					
Suburb: _____ State: _____					
Postcode: _____ Country: _____					
Signature: _____		Name: _____		Date: _____	
Signature: _____		Name: _____		Date: _____	

FAQs

<i>Why is important that you have my up-to-date email address and mobile number?</i>
We have improved the security model used to access StarNet – our online home loan platform. One of the significant changes is the ability to reset passwords (upon request) via an email or SMS. It is important that we have the correct details on file to enable us to be able to respond to you in a timely manner.
<i>What will I see?</i>
The first time you log into StarNet, you will be asked to nominate your email address or mobile number to receive a new one-time passcode. When you get the message from us, you will be prompted to create your own password. Make sure your password is secure, otherwise you may be liable for any unauthorised transactions. Do not use obvious characters such as your date of birth, contact numbers or recognisable parts of your name as your password.
<i>What happens if I don't log on immediately?</i>
There is no immediate requirement to log on, your data will continue to be secure even if you don't log on immediately. Once you log on for the first time after this date, you will be required to complete the new security process before you can continue any further.
<i>If I confirm my mobile number and email address, does this mean that I will receive more emails and SMS messages from you?</i>
The purpose of having the correct details on file is NOT to increase the number of messages we send to you. This request is made to help us respond quickly to you when you require assistance logging into StarNet.
<i>What happens if I don't have a mobile phone and/or email address?</i>
Our improved security model requires each individual borrower to have a valid mobile number or email address if they want to continue using StarNet. We will need to be able to occasionally send you password resets or important updates via SMS or email and without a valid mobile number or email address we will not be able to do this.
<i>If I am unable to use StarNet because we don't have valid contact details, what are my options for managing my home loan?</i>
We have a telephone-based platform called StarCall (1300 300 988) which enables you to perform many of the same tasks and activities as you can using StarNet.
<i>What has changed in the Loan Contract Terms and Conditions?</i>
Changes have been made to Section 12: Using StarNet and Starcall in the Terms & Conditions booklet. All references to the term "access code" for StarNet, have been replaced with "password" as "access code" is no longer applicable. Access code details and all existing functionality will continue to apply and remain for StarCall.