



Tech Savvy Seniors

# TELSTRA ID INFO SHEET FOR PARTICIPANTS IN “MY TELSTRA APP” TRAINING SESSIONS

## **Congratulations on signing up for a My Telstra App training session.**

Learning to use the My Telstra App will give you fast and convenient access to your Telstra account, enabling you to manage payments and services from the comfort of your home and elsewhere.

In order to get the most out of the training session, you will need to have your Telstra ID on hand.

Your Telstra ID is the account you use to access Telstra services like the My Telstra App (or previously the 24x7 app), and “My Account” through the Telstra website. You can sign in to all Telstra services with a single Telstra ID and password.

**If you don't already have one, you can register for a Telstra ID here:**

**[id.telstra.com.au/register](https://id.telstra.com.au/register)**

Simply enter your details:

- **email address**
- **a memorable password** (must be 8-16 characters long and include lower case letters and at least one upper case letter or number)
- **your personal details** (name and date of birth)
- **your Telstra details**, being either:
  - **a mobile number** – enter your Telstra mobile number and we'll send an SMS with a 6 digit Telstra ID verification code. When prompted, enter the code on this page to complete your registration; or
  - **your 13 digit account number** – either find this on your Telstra bill or, if you're a prepaid customer, go to [m.telstra.com](https://m.telstra.com) or call #150# to get your account number

Once you have registered, this email address and password will be your Telstra ID. You will use this to log into the My Telstra App during training.

If you had any difficulty registering for a Telstra ID, ask for help where you registered for the training and they will assist you.

**Note:** if, when you apply for a Telstra ID using the above process, you are told there is already a Telstra ID associated with that account, this means you must have at some stage signed up (possibly with a BigPond account that you do not regularly use). If this happens, the best way to resolve the issue is to call Telstra on 13 22 00. Telstra will be able to reset your account and provide your password over the phone, and remind you of your Telstra ID if needed.

You can learn more about Telstra IDs and the benefits, as well as answers to common questions, here: [www.telstra.com.au/support/account-payment/access-manage-account-online](https://www.telstra.com.au/support/account-payment/access-manage-account-online)