

What is MiLink?

MiLink mobile banking is a wireless Internet-based version of Netlink online banking that allows you to do your banking safely and conveniently with your web enabled mobile phone, iPhone or PDA. By using your Mobile device, you are able to view your account balances, transactions, pay your bills using BPay, transfer funds internally and externally.

How do I register for MiLink mobile banking?

If you are an existing Netlink online banking registered user you are already registered for online banking and can use MiLink mobile banking using your Nurses First member number and online banking password.

If you are not an existing Netlink online banking registered user, you will need to contact us on 9419 1901 or 13 25 77 or visit our branch, for a staff member to complete the registration process for you.

What is the URL (Website Address) for MiLink?

You can use MiLink by accessing <http://milink.nurses1st.com.au> from your web enabled mobile device.

How much does MiLink cost?

As MiLink has been designed to be a fast and convenient version of Netlink online banking, there are a few functions that are not available in this format. Due to this, MiLink will not incur any fees. It is 100% fee free.

Is it safe to use my mobile for Internet Banking?

All web enabled mobile phones that support 128 bit security encryption, will be able to use MiLink, with the same level of security of the PC version of Netlink online banking.

Will I have to login using the security keyboard?

MiLink has been designed to be a fast and convenient version of Netlink, configured for mobile devices, so you will not be required to use the security keyboard to log on.

Will I need to download anything to my mobile to use MiLink?

MiLink works in the same way as most other websites, meaning that you simply access <http://milink.nurses1st.com.au> without the need to download any additional software.

What Phones is MiLink compatible with?

Whilst MiLink should be compatible with any web enabled mobile device, we have found that it is easiest to use on the following devices:

Apple	iPhone, iPhone 3G, iPhone 4, iPod Touch
Blackberry	8000, 8100, 8310, 8700, 8800
LG	KU990
Motorola	V6 Maxx
Nokia	6110, 6120, 6121, 6233, 6280, 6288, 6300, 6500, E51, E65, N73, N76, N80, N95
O2	XDA Flame
Palm	Treo 750
Samsung	Blackjack, SGH-A411, SGH-412, SGH-A501, SGH-A701, SGH-A801, SGH-i450, SGH-J600V
Siemens	Loox 830T
Sony Ericcson	k800i, t650i, w610i

Can I use both Netlink online banking and MiLink mobile banking?

Members that register for online banking, can use both the PC based Netlink online banking and mobile based MiLink mobile banking. As they are both linked to your account in the same way, any changes that you make on one of these services, will directly affect the other.

What happens if I lock myself out of MiLink?

If you lock your access to MiLink mobile banking, this will also mean that you have locked your access to Netlink online banking, as the two services are directly linked. To reinstate your access you will need to contact us on 9419 1901 or 13 25 77 or visit our branch. A Nurses First staff member will unlock your access and provide you with a temporary password, which you will be required to change the next time you log in.

What happens if I can't use MiLink?

If your problem relates to MiLink (ie. you can get the login screen, but receive error messages), please contact us on 9419 1901 or 13 25 77 or visit our branch.

If your problem relates to your mobile device (ie. unable to access the internet, page does not load, security error etc), we recommend you firstly consult your mobile device manual, failing this, please contact your service provider (Telstra, Optus, Vodaphone etc).