



# How to Update your Payment Details

A simple customer guide for updating your payment details.

Password reset steps are included first, followed by the updating steps.

# Before you start

You will need access to the email inbox linked to your FibreMax account.

Have your card number, expiry date, CCV and Name on Card ready.

If you already know your password, you can begin at Step 6.

## Password reset

Follow Steps 1 to 6 if you need to reset your password or log in again.

## Invoice payment

Follow Steps 7 to 11 to view update your payment details.

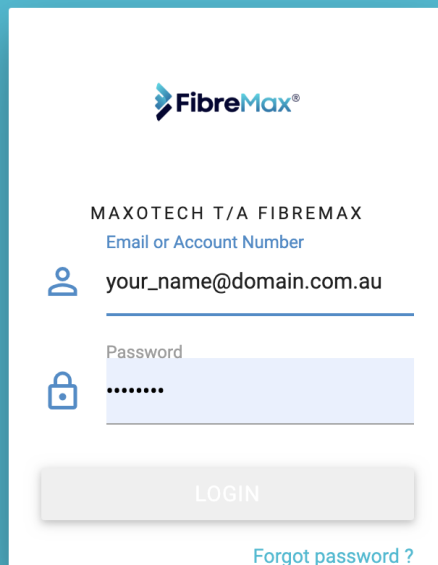
## Important note

Only click or tap Continue after checking the amount and card details on the confirmation page.

For help, please contact FibreMax Support on 1800 880 881.

### Step 1, Tap Forgot Password

Click or tap Forgot password if you cannot log in or need to create a new password.

A screenshot of the FibreMax login interface. It features a white card on a teal background. The card has the FibreMax logo at the top, followed by the text "MAXOTECH T/A FIBREMAX" and "Email or Account Number". Below this is a text input field containing "your\_name@domain.com.au". Underneath is a password input field with a lock icon and a masked password ".....". At the bottom of the card is a grey "LOGIN" button and a blue link that says "Forgot password?".



MAXOTECH T/A FIBREMAX

Email or Account Number

 your\_name@domain.com.au

Password

 .....

LOGIN

[Forgot password ?](#)

### Step 2, Enter Email to Reset

Enter the email address linked to your FibreMax account, then click or tap Reset Password.

## Forgot Password

We can resend you your password

Email



your\_name@domain.com.au|

RESET PASSWORD

### Step 3, Confirmation, Reset Link

Wait for the confirmation message that the reset link has been sent.

A password reset link has been sent to  
your\_name@domain.com.au



MAXOTECH T/A FIBREMAX



newsroom@fibremax.com.au



Password

LOGIN

[Forgot password ?](#)

**Step 4, Check email received**

Open the email from FibreMax Support, then click or tap the password reset link.

**FibreMax Support**

Password Reset Request - Maxotech t/a FibreMax

To: verification.arial.com.au

Hello Name,

You have requested to reset your password for your account.

Please click the link below to set a new password:

[https://myaccount.fibremax.au/reset-password?  
token=c6162bb9d6939ae116a5a9def8f124e8f9cc24abeec40e721ac49c8d2305104e](https://myaccount.fibremax.au/reset-password?token=c6162bb9d6939ae116a5a9def8f124e8f9cc24abeec40e721ac49c8d2305104e)

This link will expire in 1 hour.

If you did not request this password reset, please ignore this email.

Regards,  
Maxotech t/a FibreMax



## Step 5, Enter New Password and Tap Reset

Enter your new password twice, then click or tap Reset Password.

### Reset Password

Please enter your new password

New Password



.....

Confirm Password



.....|

RESET PASSWORD

Remember your password? [Login](#)

## Step 6, Login with New Password

Log in with your email address and new password.

Your password has been reset successfully ×



MAXOTECH T/A FIBREMAX

Email or Account Number



your\_name@domain.com.au

Password



.....

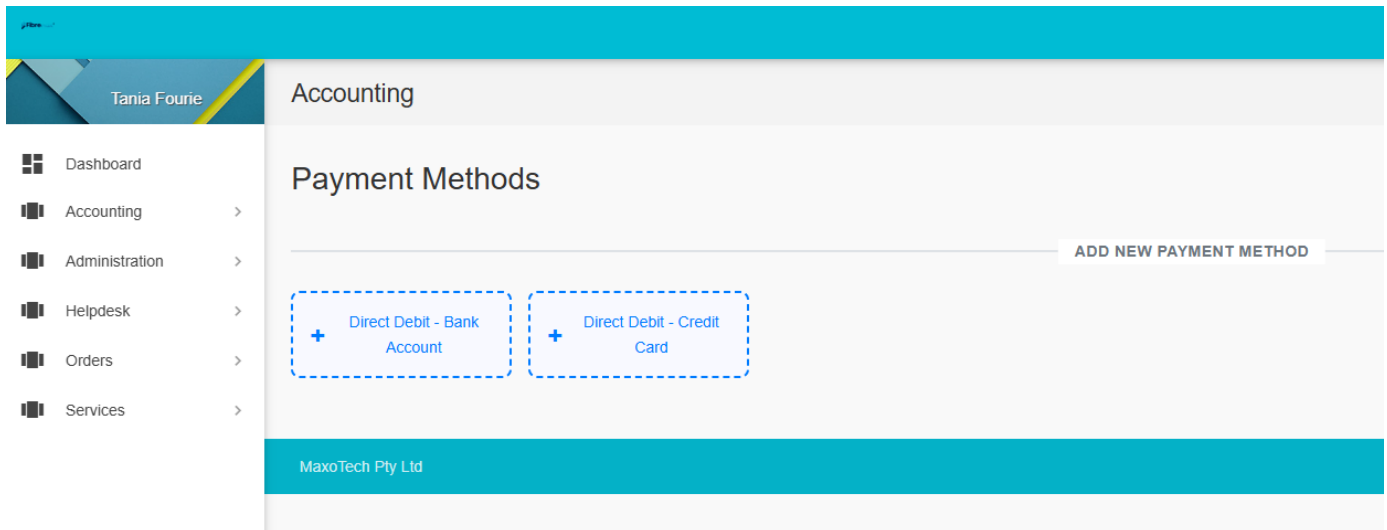
LOGIN

[Forgot password ?](#)



### Step 7, Click Accounting and then Click Payment Methods

On the Accounting Page, click or tap Payment Methods and choose either Direct Debit – Bank Account or Direct Debit – Credit Card.



### Step 8, Select Direct Debit – Bank Account

Enter Account Name, BSB, Account Number, Nickname and click Make Primary. Tap 'Save'.

The screenshot displays the 'Accounting' section of the FibreMax system. On the left is a navigation menu with 'Tania Fourie' at the top, and options: Dashboard, Accounting, Administration, Helpdesk, Orders, and Services. The main content area is titled 'Payment Methods' and includes a button 'ADD NEW PAYMENT METHOD'. Two dashed boxes represent payment methods: 'Direct Debit - Bank Account' (selected with a green checkmark) and 'Direct Debit - Credit Card'. Below these is a 'Bank Details' form with fields for Account Name, BSB, Account Number, and Nickname. A 'Make Primary?' checkbox is at the bottom of the form. At the very bottom are 'SAVE' and 'CANCEL' buttons.

Accounting

Payment Methods

ADD NEW PAYMENT METHOD

Direct Debit - Bank Account ✓

Direct Debit - Credit Card

**Bank Details**

Account Name

BSB

Account Number

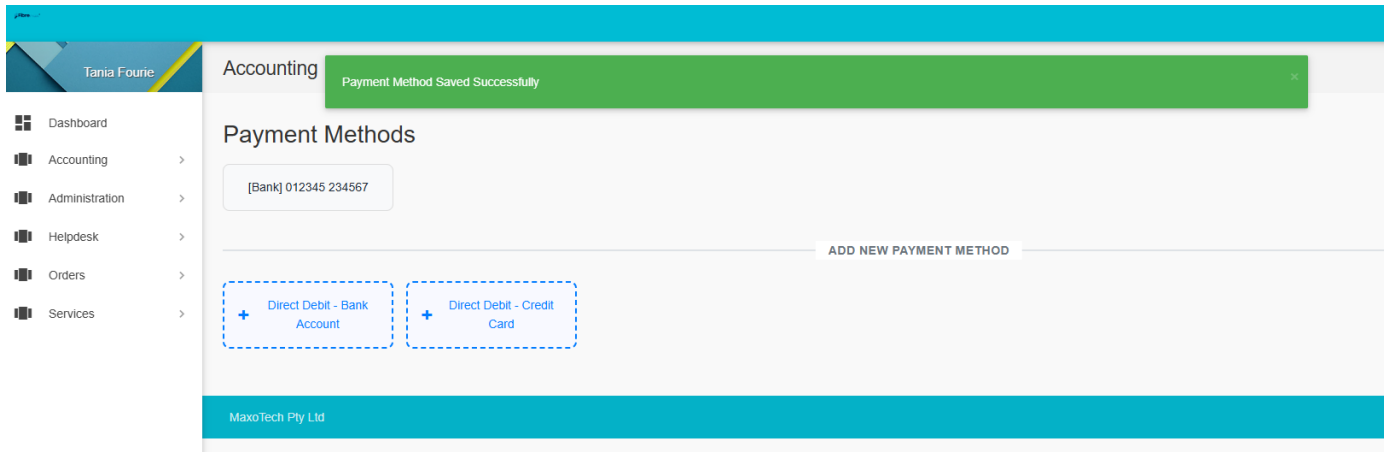
Nickname

☐ Make Primary?

SAVE CANCEL

## Step 9, Confirm Bank Account entered successfully

Confirm correct BSB and Account Number was entered.



Tania Fourie

Accounting

Payment Method Saved Successfully

Payment Methods

[Bank] 012345 234567

ADD NEW PAYMENT METHOD

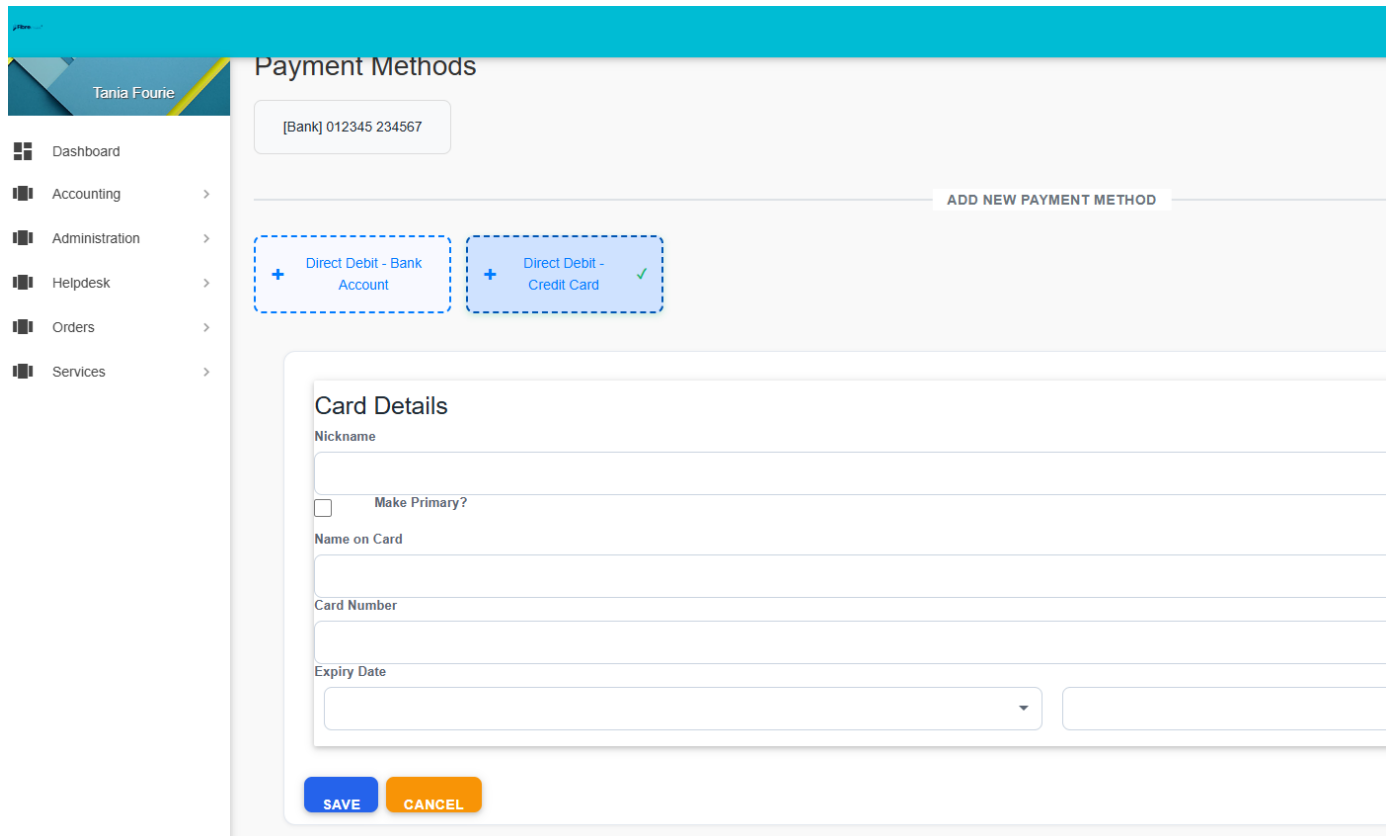
+ Direct Debit - Bank Account

+ Direct Debit - Credit Card

MaxoTech Pty Ltd

## Step 10, Select Direct Debit – Credit Card

Enter Nick Name, Tick 'Primary', Name on Card, Card Number and Expiry Date. Tap 'Save'.



The screenshot shows the 'Payment Methods' section of the FibreMax user interface. On the left is a sidebar menu with options: Dashboard, Accounting, Administration, Helpdesk, Orders, and Services. The main content area is titled 'Payment Methods' and shows a list of existing payment methods: '[Bank] 012345 234567', 'Direct Debit - Bank Account', and 'Direct Debit - Credit Card' (which is marked as the primary method with a green checkmark). An 'ADD NEW PAYMENT METHOD' button is located at the top right. Below the list is a 'Card Details' form with fields for Nickname, Make Primary? (checkbox), Name on Card, Card Number, and Expiry Date. At the bottom of the form are 'SAVE' and 'CANCEL' buttons.

Payment Methods

[Bank] 012345 234567

ADD NEW PAYMENT METHOD

Direct Debit - Bank Account

Direct Debit - Credit Card ✓

Card Details

Nickname

☐ Make Primary?

Name on Card

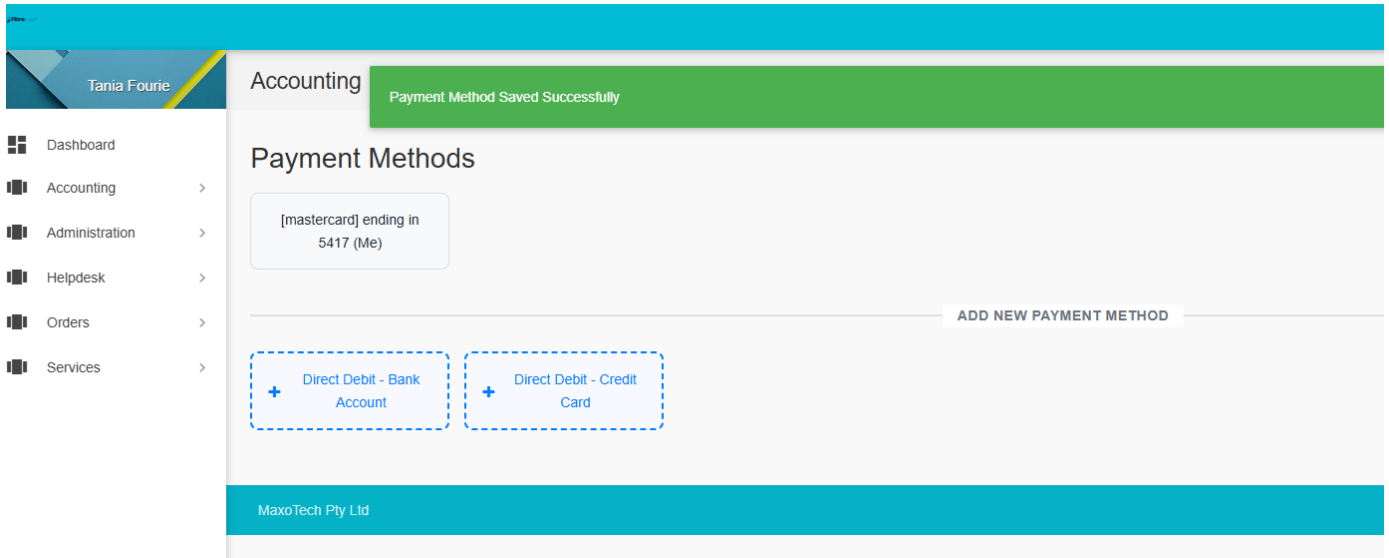
Card Number

Expiry Date

SAVE CANCEL

## Step 11, Confirm Credit Card Detail Successfully added

Confirm that you have entered the credit card detail correctly.



The screenshot displays the 'Accounting' section of the FibreMax dashboard. A green notification banner at the top states 'Payment Method Saved Successfully'. The 'Payment Methods' section shows a list of existing methods, including '[mastercard] ending in 5417 (Me)'. Below this, there are two dashed boxes for adding new methods: 'Direct Debit - Bank Account' and 'Direct Debit - Credit Card'. A button labeled 'ADD NEW PAYMENT METHOD' is also visible. The left sidebar contains navigation links for Dashboard, Accounting, Administration, Helpdesk, Orders, and Services. The user's name, Tania Fourie, is shown in the top left corner. The footer indicates 'MaxoTech Pty Ltd'.