

FREQUENTLY ASKED QUESTIONS

I do not have an email address. Can I still use the website?

If you do not have an email address, you can create a free email address through hotmail (www.hotmail.com) or Google (www.google.com). Please note: In order to register to the 'AllYours' employee website, a unique email address is required for every employee. Therefore, family members who work for the company cannot all use the same email address account.

Will I receive a confirmation email when I register?

You will receive a confirmation email acknowledging your registration. If you do not receive any communication from us within 72 hours please check your emails junk or spam folders. In addition to this, you may wish to check that the email address entered on your registration is correct.

I cannot remember my email address. What do I do?

If you have forgotten your username, you can click on "Forgot your email" link at the login page. You will be asked to enter your New email > First Name > Surname > Payroll number > Post code to verify your details. Please ensure the information provided is the same as the information on your staff discount card and payslip.

I cannot remember my password. What do I do?

If you have forgotten your password, you can click on the "Forgot your Password" link at the login page. You will be asked to enter your email address and you will be sent an email to reset your password.

I am trying to create a registration and it says my information is incorrect? What am I doing wrong?

If you have not been able to register, your details may not have matched information contained in our database. As a result, the system will not allow you to create a registration. Please go to www.allyours.com and click on the 'Need Help?' link and complete the 'Contact Us' form at the bottom of the page. The AllYours team will respond to you within three working days of receiving your email.

The system says my account is locked. What should I do?

This message appears after several unsuccessful attempts to login using incorrect email or password. Enter your email address on the new screen to recover password, you will be sent a link to your email account to reset your new password. You will receive a confirmation email when this has been updated, click on the link to login again.

I wish to change my details. How do I do this?

If you wish to change any information on your profile, login to the website. Click on the “My details” icon at the top of the page. You will then be able to update your information as necessary under the sections of: About me / Subscriptions / Change email address / change password.

When I receive emails from AllYours@woolworths.com.au, it is sent on behalf of an unknown email address (NGComms -www_prod_wwhr@id.ngcomms.net)?

You will receive confirmation emails from AllYours@woolworths.com.au which is being sent from our provider on behalf of Woolworths Limited. Your information is still protected by the company as outlined in Terms and Conditions and will not be provided to any unauthorised third party.