


111.02020 - Accessing and personalising Customer First


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This topic provides technical information on Customer First, such as access, navigating and personalising Customer First.

Access to Customer First is *granted through ESSentials*.


 *Extra* contains links to videos that demonstrate how to use various features of Customer First.

Contents

 [Accessing and navigating in Customer First](#)

 [Personalising Customer First](#)

Other related links

 [Searching for a customer on the system](#)

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Procedure last issued 2014/08/04, see [Procedural Updates](#) and [Current Daily Updates](#) for details of major e-Reference updates.

e-Reference is Centrelink's endorsed customer service reference tool and must be complied with by all Centrelink employees.


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This page contains links to videos that demonstrate how to use various features of Customer First.

Video demonstrations

 [Customer First Established Support Links](#)

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