

Woolworths Group—International visitors

INTERNATIONAL VISITORS CREATING AN APP PROFILE

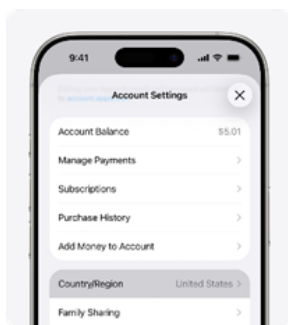
If you are unable to see the app in the App or Play store to download – please follow the below instructions:

Note*The App or Play store may ask you to update credit card details or your address. This section can be skipped. The Woolworths Group Visitor app is FREE to download and use.

1. Change the Country/Region in the App store or Google play store to Australia or New Zealand via your device settings.

iPhone

1. Open the **Settings** app.
2. Tap your name, then tap **Media & Purchases**.
3. Tap View Account. You might be asked to sign in.
4. Tap **Country/Region**.
5. Select your new country or region.
6. Tap **Change Country** or **Region**.



7. Tap your new country or region, then review the **Terms & Conditions**.
8. Tap **Agree** in the upper-right corner, then tap Agree again to confirm.
9. Select a payment method and enter your new payment information and billing address, then tap Next. You must enter a valid payment method for your new country or region.

Android

Samsung account users currently cannot use an app to change the country or region on their account profile. However, you can make the change by opening your internet browser and following the instructions below.

Step 1. Go to account.samsung.com and log into your account.

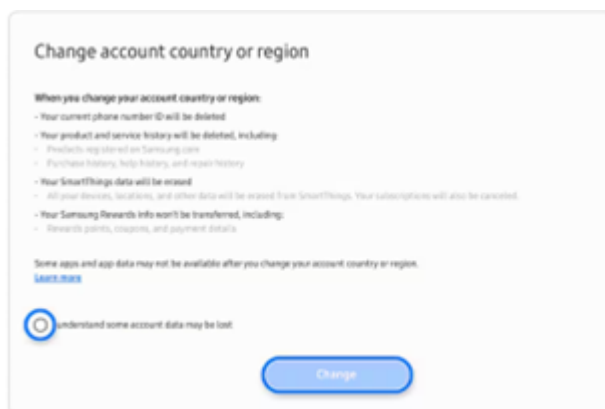
Step 2. Click on **Profile**.

Step 3. Scroll down and click **Edit personal information**.

Step 4. Click on **Country or Region**.

Step 5. Select the desired region and country, then click **Change**.

Step 6. Read the information provided on screen. Click the **checkbox**, and then click **Change**.



Change account country or region

When you change your account country or region:

- Your current phone number ID will be deleted
- Your product and service history will be deleted, including:
 - Products registered on Samsung.com
 - Purchase history, help history, and repair history
- Your SmartThings data will be erased
 - All your devices, locations, and other data will be erased from SmartThings. Your subscriptions will also be cancelled.
- Your Samsung Rewards info won't be transferred, including:
 - Rewards points, coupons, and payment details

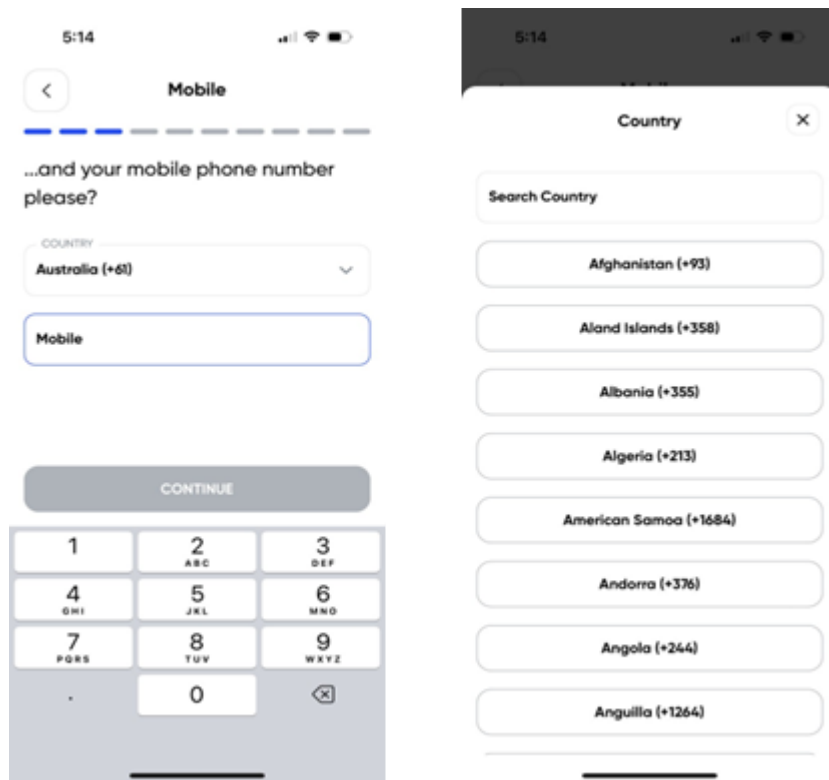
Some apps and app data may not be available after you change your account country or region.
[Learn more](#)

☐ I understand some account data may be lost

Change

After you download the Woolworths Group Visitor app.

1. Tap **New User** and create profile.
2. Select the **prefix** for the phone number being used.
3. Continue with setting up your profile.
4. Login using the correct prefix for your phone number.
5. Once you are on the check in screen, you can now go back into your settings and change your Country/Region back to your country.



*OTP verification does not support visitors with American and Canadian phone numbers.

For support, please contact Site360 on **1300 853 990** OR **support@site360.io**