# ANZ ONLINE ADMINISTRATOR GUIDE



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# **ABOUT THIS GUIDE**

This document covers essential processes and procedures for ANZ Online Administrators. It is recommended that Administrator Users read this guide in conjunction with the ANZ Online Terms and Conditions.

# LEARNING ABOUT ANZ ONLINE

The following range of resources are available to assist you in your use of ANZ Online.

### 1. ANZ ONLINE HELP

The online help should be your primary source of information about using ANZ Online.

As new operating features or functions, particularly those relating to security, integrity and authentication are introduced, instructions covering changes and the usage of such features will be provided.

As shown below, there are two ways to access ANZ Online help.

1. The Help button at the top of the page provides a complete online help index for the majority of ANZ Online functions.

ANZ Online	Log out Home Help
Messages Trade Reports Reference Data Cash Managem	nent Subsidiary access
Welcome, Nicki Presley         View my user profile         Change my password           Summary	Click the 'Help' button and the help screen will appear as shown
Messages	0 0 https://64.254.16.51 - Trade Services -
You have <u>0 new mail messages</u> awaiting attention. Create a mail message You have <u>0 notifications</u> from the bank.	Image: Second
Instruments	Online Help (Home Glossary Exit Help )
You have <u>1 pending transactions</u>	Help Overview
Payment Transactions T	The online help system provides information for both new and experienced users of the Trade Services System. This Help Overview covers the basics of using online help, including the following sections:
You have <u>Q pending transactions</u>	What's in Online Help?     Accessing Online Help     Returning to the System from Online Help
System Overview and Bank Support Information	Help Overview What's in Online Help?
	You can obtain the following types of help through the Trade Services system's online help:
	<ul> <li>General Information about the system features at a system. Vipage help?), including a description of fields and controls on each age or section, in the system (Page help?), including a description of fields and controls on each age or section. Such as possible and the operation of the system (Page help?), including a description of fields and controls on each age or section.</li> <li>Step-by-step instructions for performing tasks in each functional area of the system (Messages, Instruments, Reports, and Reference Date).</li> <li>A glossarry of terms used in the Trade Services system and the online help system. (Messages, Instruments, Reports, and Reference Date).</li> <li>A glossarry of terms used in the Trade Services system and the online help system. allowing you to download Adobe Acrobat PDF files containing the text of the online help system, which you can view online or save to your computer for offline viewing or printing.</li> <li>Monowice Machine Help PDF Files page is available within the help system, allowing you to download Adobe Acrobat PDF files containing the text of the online help system, which you can view online or save to your computer for offline viewing or printing.</li> <li>Monowice Machine Help PDF Files page is available methon page appears, providing you with links to all areas of the help system. Accessing the field henp system from the system (addition of the help browser window, what Table of Contents and Index. Via can use the help Hone bubbin, and the soft help henp bubbin, and any help bit, in the online help system, detailed help for the current page or section help to system. Accessing the sign in weak, the available from the viewing help. For this reasor, you should save your work often while you are working in a detail and print of the text states of the help system. Accessing the sign in the system from the online help proveser window, your Table Services system role in easies in the system (addition of the current page or section help to row</li></ul>

# INTRODUCTION TO ANZ ONLINE

### 2. The ? button provides a help function for the specific page you are accessing.

ANZ S ANZ Online	Log out Home Help
Messages         Trade         Reports         Reference Data         Cash Manag           Welcome, Nicki Presley         View my user profile         Change my password	Click the Click
Summary	will appear as shown
Messages	O O https://64.254.16.51 - Trade Services Corporate Customer Help     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O     O
You have <u>0 new mail messages</u> awaiting attention. Create a mail message You have <u>0 notifications</u> from the bank.	L Contents I Index (2) Search
rou nave <u>a nouncauons</u> from the bank.	Home > About Online Help > Help Overview
Instruments	Online Help (Help Home Glossary Exit Help )
You have <u>1 pending transactions</u> Create a transaction	Help Overview
Payment Transactions	The online help system provides information for both new and experienced users of the Trade Services System. This Help Overview covers the basics of using online help, including the following sections:
You have <u><b>0</b> pending transactions</u>	What's in Online Help? Accessing Online Help Returning to the System from Online Help
System Overview and Bank Support Information	Help Overview What's in Online Help?
A system overview is available to help you learn about the application.	You as in Comme Heipr You can obtain the following types of help through the Trade Services system's online help:
<ul> <li>Helpful Hints</li> <li>Do not use your browser's "Back", "Forward", or "Reload" / "Refresh" buttons to navigat</li> <li>Always use the "Logout" button, located at the top of most pages, to exit the system.</li> <li>Be sure to let each page load fully before you begin entring information or performing</li> <li>Make sure you are using a supported Internet Explorer Version.</li> </ul>	<ul> <li>A description of every page and page section in the system (page help<sup>2</sup>), including a description of fields and controls on each page or section. You can access help for a specific page by clicking on the <sup>2</sup> kon that appears at the top of every page and page section.</li> <li>Step-by-step instructions for performing tasks in each functional area of the system (Massagues, Instruments, Reports, and Reference Data).</li> <li>A glassary of terms used in the Trade Services system and the online help system.</li> <li>In addition, the <u>Online Help RDF Files page is available within the help system, allowing you to download Adobe Acrobat PDF files containing the text of the online help system, which you can view online or save to your computer for offline viewing or printing.</u></li> <li>Too for the system shore provides a navigation bar, the Help Home page appears, providing you with links to all areas of the help system. Accessing the Help Home page from the system also provides a navigation panel on the left side of the online help browser window, with a Table of Contents and Index. You can use the Help Home tange or section in the system, detailed help for the current page or section happears. When you access page help in the way, the navigation panel does not display with the page or section help to post.</li> <li>Note: After you invoke help and are viewing help to the order help to proveer window, you trade Services system togin session may time out, depending on your browser settings and how long you spend viewing help. For this reason, you should save your work often while you are working help at the online help to proveer window. You should save your work often while you are working he adeal page in the system from Online Help</li> <li>Too of Page</li> <li>Help Commuting to the System from Online Help</li> <li>To return to the Trade Sarvices system from the online help torveer window, press Exit Help at the top of the help browser window. Depending on your browser settings and how long you have been v</li></ul>
iavascrint:openHelp('/portal/help/en/customer/customer_help.htm')	Done 64.254.16.51 🖀 😜

### 2. GENERAL SYSTEM NAVIGATION INFORMATION

To navigate through ANZ Online simply use the page controls available within the system. It is recommended you do not use the controls on your browser's toolbar (such as Back, Forward and Refresh) to navigate through the system.

General system navigation information is also provided within the ANZ Online online help. See the Navigating the System section of the ANZ Online help.

# INTRODUCTION TO ANZ ONLINE

### 3. SUPPORT INFORMATION

When you first log on to ANZ Online, your home page appears. To view ANZ contact numbers and updates about the system, click the View Support Information button.

ANZ 😯	AN	Z Online			Log out Hom	e Help	
Messages	Trade	Reports	Reference Data	Cash Management	Subsidiary access		
Welcome, Nic	cki Presley 📒	View my user profile	Change my passwo	ord			
Summary							?
Messages							
	ail messages await ations from the bank.	-	Create	a mail message			
Instruments							
You have <u>1 pendin</u>	g transactions		Create	e a transaction			
Payment Trans	actions						
You have <u>0 pendin</u>	ig transactions						
System Overvie	ew and Bank Supp	port Information					

**Helpful Hints** 

- Do not use your browser's "Back", "Forward", or "Reload" / "Refresh" buttons to navigate in the system.
  We recommend you set your screen resolution to 800 x 600 or higher.
  Always use the "Logout" button, located at the top of most pages, to exit the system.
  Be sure to let each page load fully before you begin entering information or performing actions.
  Make sure you are using a supported Internet Explorer Version.

# **MINIMUM SPECIFICATIONS**

Below is the list of specifications required to access ANZ Online.

### **OPERATING SYSTEM**

The following five operating systems are supported:

- > Windows Microsoft 7
- > Windows Microsoft Vista
- > Windows Microsoft XP
- > Windows Microsoft 2000
- > Windows Microsoft NT

Macintosh is currently not supported for any User.

### FIREWALL AND ANTIVIRUS SETTINGS

Please ensure the appropriate permissions are configured for both firewall and antivirus software to allow Users to access ANZ Online.

### **OPERATING SYSTEM AND BROWSER VERSION**

Below is the summary of compatible operating systems and browser versions for Token Users.

BROWSER TYPE & VERSION	JAVA VIRTUAL MACHINE (JVM)	WINDOWS 7	WINDOWS VISTA	WINDOWS XP PROFESSIONAL SP1/SP2/SP3	WINDOWS 2000	WINDOWS NT
Microsoft Internet Explorer 6.0 (SP1 & SP2)	MS 5.00.3802 SUN 1.4.2.0	Supported	Supported	Supported	Supported	Supported
Microsoft Internet Explorer 7.0	MS 5.00.3802 SUN 1.4.2.0 SUN 1.5.2.0	Supported	Supported	Supported	Supported	Supported
Microsoft Internet Explorer 8.0	MS 5.00.3802 SUN 1.4.2.0 SUN 1.5.2.0	Supported	Supported	Supported	Supported	Supported

Below is the summary of compatible operating systems and browser versions for Smartcard Users.

BROWSER TYPE & VERSION	JAVA VIRTUAL MACHINE (JVM)	WINDOWS XP PROFESSIONAL SP1/SP2/SP3	WINDOWS VISTA	WINDOWS 7
Microsoft Internet Explorer 7.0 & 8.0	MS 5.00.3802 SUN 1.4.2.0	Supported	Supported	Supported
Microsoft Internet Explorer 6.0	-	Supported	-	-

Macintosh is currently not supported by any user.

### INTERNET CONNECTION

An internet speed of 56kbps or higher is recommended.

### **VIDEO RESOLUTION**

A minimum screen resolution of 800 x 600 is recommended.

### HARDWARE REQUIREMENTS

Token Users and User ID/password Users:

- > Token (provided by ANZ)
- > No software installation required.

### Smartcard Users:

- > CD-ROM drive for software installation (or access over a network)
- > Available and enabled USB port required.

### ANZ ONLINE SECURITY INFORMATION

The following security is in place to protect your organisation when using ANZ Online.

# INTRODUCTION TO ANZ ONLINE

### PHYSICAL SECURITY

All buildings that contain ANZ Online web servers and/or database servers use industry-standard physical security to prevent access by unauthorised people.

# DATA ENCRYPTION

All data communication to and from ANZ Online uses 128-bit Secure Sockets Layer encryption and HTTPS (Hypertext Transfer Protocol – Secure) as communication protocol.

### FIREWALLS

Firewalls protect all data used in ANZ Online. Firewalls assist to ensure that data is only provided in response to valid requests from the application. It is advisable for your organisation to also have a firewall to protect its own computers and networks.

It is recommended that antivirus and anti-spyware software are installed on computers, particularly when linked to a broadband connection, digital subscriber line or cable modem. It is recommended to update anti-virus and firewall products with security patches or new versions on a regular basis.

### AUTHENTICATION

ANZ Online will verify the identity of each User accessing ANZ Online by the following three authentication methods:

- > A User ID and password
- > A Token device OR
- > A Smartcard

To authenticate a User the following action is taken:

- > The type of User is identified and the User's identity is verified
- > Confirm the User is permitted access to ANZ Online

Once authenticated the User's functionality is controlled by the assigned security profile, which is discussed in the Security Profiles section.

# INTRODUCTION TO ANZ ONLINE

### **SECURITY PROFILES**

An Administrator can assign a security profile for all Users on ANZ Online that do not require a security device.

- > A security profile determines which module of ANZ Online Users can access
- > The functions Users can use within each module of ANZ Online

### THRESHOLD GROUPS

If your use of ANZ Online involves authorising cash payment and/or trade transactions, then your organisation's Administrator may have assigned you a threshold group.

Your threshold group determines the value of transactions that you can authorise. For each type of transaction, there are limits for the:

- > Threshold amount, which is the largest single transaction you can authorise
- > Daily maximum value of the transactions you can authorise

### PANEL AUTHORITY

If your use of ANZ Online involves authorising cash payment transactions, then your organisation's Administrator may have assigned you a panel authority.

Your panel authority determines the amount range of the transactions that you can authorise and your panel User group. For each type of transaction under panel authorisation, there is an amount range assigned to each authoriser. This will determine how many panel authorisers from different panel groups are required to authenticate a transaction.

### SEGREGATION OF DUTIES

ANZ Online allows your organisation to enforce segregation of duties between employees, which provides an additional form of security. For example:

- > Transactions may need to be authorised by someone other than the last person who entered data for those transactions
- > Transactions may require multiple authorisations. (e.g. via a panel authorisation or by users from different work groups)

### **REPORTING CATEGORIES**

> ANZ Online allows the ability to assign users to reports based on their roles and responsibilities within your organisation. Four report categories (Cash Payments, Trade Services, Confidential and Administrator) will be available to users and can be assigned to users via their user profile page. Only reports within that selected category will be available to the user from the Reports navigational tab. User's can have up to all four categories assigned to them.

# **PROTECTING YOUR BANKING**

- > Users should check the authenticity of the financial institution's website prior to accessing available products and services
- > Users should verify when accessing products and services offered by the financial institution that the browser session is secure. This can be verified by ensuring the webpage begins with "https://" rather than "http://", and the security lock is displayed on the bottom right of the browser. Users should not commence transactions prior to verifying
- > Always log out of ANZ Online by using the log out button in the top right hand corner of the browser
- > Do not install software or run programs of unknown origin
- > Delete junk or chain emails
- > Do not open email attachments from unknown senders
- > Do not disclose personal, financial or credit card information to suspect websites or unknown recipients
- > Do not use a computer or a device which cannot be trusted
- > Do not use public or internet café computers to access banking products and services
- > Do not share resources from your computer, (i.e. hard drives and printers) whilst operating on the internet
- > Do not disclose your password or security device passphrase to anyone else
- > If your security device is lost or stolen you must notify the ANZ Online Support Centre immediately to have the security device suspended or revoked

# GENERAL SYSTEM TASKS

This section outlines general system tasks for ANZ Online. The following tips will assist you in your use of ANZ Online.

# SESSION TIMEOUTS AND SAVING YOUR WORK

When using ANZ Online, your session will time out after 15 minutes of inactivity. A pop-up window will appear two minutes prior to session timeout, advising you that you have two minutes left before the session is timed out. When your session times out:

- > The system will save any work you have done on the Transaction and Reference Data pages, providing the entry meets the validation criteria
- > The time out page will display any errors encountered in attempting to validate and save the information

It is recommended that the User should save work periodically while working in ANZ Online.

🐴 https://www.tradeportal-trade 🔳 🗖 🗙
Your session will be timed out in 2 minutes unless you perform a system action (such as pressing a button in the application or clicking a link to another page).
Close
🗃 D 🔒 🎱 Internet 👫

# LOGGING OUT

When you've finished using ANZ Online, it is important to log out properly rather than simply closing the application window.

If you close the window rather than using the Log out button, ANZ Online considers you to be still logged in. This means you cannot log in again until your current session times out (approximately after 15 minutes).

Please ensure you click the 'Log Out' button to exit the session in a secure manner.

Log off the online session and turn off the computer when not in use.

ANZ 😯	AN	Z Online		-	Log out H	ome Help
Messages	Trade	Reports	Reference Data	Cash Management	Subsidiary access	
Welcome, Nic	cki Presley 📒	View my user profile	Change my passwo	Use the 'Log to exit ra	g out' button ither than	8
Messages				the 🔤	to close	
	<u>nail messages</u> await <u>ations</u> from the bank	-	Create	a mail message		
Instruments						
You have <u>1 pendir</u>	ng transactions		Create	e a transaction		
Payment Trans	actions					
You have <u>0 pendir</u>	ng transactions					
System Overvi	ew and Bank Supp	port Information				
A system overview	w is available to help	you learn about the a	pplication.	Viev	v support information	

**Helpful Hints** 

- Do not use your browser's "Back", "Forward", or "Reload" / "Refresh" buttons to navigate in the system.
  We recommend you set your screen resolution to 800 x 600 or higher.
  Always use the "Logout" button, located at the top of most pages, to exit the system.
  Be sure to let each page load fully before you begin entering information or performing actions.
  Make sure you are using a supported Internet Explorer Version.

# GENERAL SYSTEM TASKS

# **VIEWING YOUR USER PROFILE**

### WHAT IS A USER PROFILE?

Your User profile contains details stored about you in ANZ Online. In particular, it contains:

- > Personal details, such as your name and address
- > Details of the security profile and threshold group that has been assigned to you (see Security profiles and Threshold groups)

### HOW TO VIEW YOUR USER PROFILE

To view your User profile, complete the following steps:

### STEP ACTION

JILI	
1	If your ANZ Online <b>Home</b> page is not displayed, click the <b>HOME</b> navigation button to display it.
2	Click the <b>View My User Profile</b> button.
	Your User profile appears.
3	When you've finished viewing your User profile, click the <b>Close</b> button.
CHAI	NGING YOUR USER PROFILE

# Users are unable to change their own profiles. For modifications to their profiles, users can contact their company Administrator for

restricted changes or contact the bank for assistance.

# GENERAL SYSTEMS TASKS

# TRANSLATIONS

Language content within ANZ Online can be customised to suit organisation Users. The following range of User languages are available:

- > Traditional Chinese
- > Vietnamese
- > Simplified Chinese
- > Korean
- > Japanese

The following categories of translated content are available:

- > Labels
- > Buttons
- > Error messages
- > Warning and information messages

### ASSIGNING USER LANGUAGE

Simply follow the steps below to assign the language option for each of your users:

### **STEP ACTION**

- 1 Log on to ANZ Online
- 2 Select the **REFERENCE DATA** tab
- 3 Select **Users** from the drop-down list.

Messag	jes	Trade	Reports	• Referen	nce Data	Cash Managem	ent	
Refere	nce Data			Refe	erence Data			
Please sele	ct the type of	Reference Data to	display from the	dropdown li	st below.			
_	sers	-						Create a user
Click on the	column head	ers below to sort th	ne data in ascendi	na or desce	ending order	(indicated by the r	ed arrow).	
<u>User Id</u>	User	First Name	Security Profi		Threshold		Group	
Presley	Presley	Nicki	Full Access					
		11 march	Administrator					
USER10	Name	User's	Administrator					
	Name	user's	Administrator					
USER11				se				
USER11 USER12	Name	user's	Administrator					
USER10 USER11 USER12 USER13 USER14	Name	user's User's	Administrator Initiate/Authori	se				
USER11 USER12 USER13 USER14	Name Name Name	user's User's User's	Administrator Initiate/Authori Initiate/Authori	se se				
USER11 USER12 USER13 USER14 USER15	Name Name Name Name	user's User's User's User's	Administrator Initiate/Authori Initiate/Authori Initiate/Authori	se se				
USER11 USER12 USER13	Name Name Name Name Name	user's User's User's User's User's	Administrator Initiate/Authori Initiate/Authori Initiate/Authori Initiate/Authori	se se				

# GENERAL SYSTEMS TASKS

### **STEP ACTION**

4	Select the User profile that you want to change the language settings for from the list displayed
5	Go to the <b>REGIONAL SETTINGS</b> drop down box and select the language you wish to assign to the User
6	Click the SAVE & CLOSE button
7	Request the user to log into ANZ Online to now view the regional settings in the selected language

ANZ 😯	ANZ	Conline				log out	Home	Hel	p
Messages	Trade	Reports	Reference Data	Cash Managen	nent	Subsidiary access			
<u>Users</u> > New User Indicates Requ	ired Information						Save & close	Close	2
User ID *							Save & c	ose	
First Name *	Middle Initial		Last Name *		-				
Phone Number			Fax Number						
Email Address			Region Setting *						
			Select a Region - Select a Region -		sele	ect language			
Default Work View *			English (Australia)		•	í			
Page Display Setti	_		English (Canada) English (Great Britai		_				
For transaction page	-		English (New Zealan English (United Stat						
Display transa	- ctions in a single	scrolling page. hternet connections (gre	French (Canada)						
O Display transa	ctions in a multipl		Korean						
Screen Resolution			Vietnamese(Vietnam	1)					
User's monitor	has a Screen Resolu	tion of 800x600 (Display	standard listviews)						

 $\bigcirc$  User's monitor has a Screen Resolution of 1024x768 or higher (Display extended listviews).

### UNICODE FUNCTIONALITY

Unicode functionality is available for specific input data fields required for Domestic Payments in some countries. Please refer to the ANZ Online File Format Guides for further details and clarification on the Unicode fields available.

> Unicode functionality is not available for any other Payment functionality or Direct Debits apart from Domestic Payments.

> Unicode functionality is not available for payment amounts, dates and accounts.

# MANAGING USERS

As an ANZ Online Administrator you are able to complete a range of activities in relation to ANZ Online Users within your organisation. This section outlines those activities.

### **CREATE A USER ID / PASSWORD USER**

Follow these steps to set up a new non-security device User.

### **BEFORE YOU BEGIN**

Before you can add a User to ANZ Online, make sure you have:

- > the personal details of the User that you want to create, and
- > details of the ANZ Online security profile and threshold group required for the new User

If your organisation requires Users to be issued with either Smartcards or Tokens to access ANZ Online, your company must complete an application form with the required user details and authorised signatures and submit to ANZ for processing.

Note: All company authorisers and administrators require a security device to access ANZ Online.

### **CREATING A USER ID / PASSWORD IN ANZ ONLINE**

To create a User ID / password User complete the following steps:

STEP	ACTION
1	Log on to ANZ Online, if you are not already logged in
2	Click the <b>REFERENCE DATA</b> navigation button
	The <b>Reference Data</b> page appears
3	From the <b>Show</b> list, select <b>Users</b>
	A list of your organisation's Users appears
4	Click the <b>Create a User</b> button
	The <b>User</b> page appears
5	Create a unique <b>User ID</b> for the User as per the below suggested naming conventions:
	> Whole ID must be in uppercase
	> Maximum 10 characters
	> The ID must comprise of: Surname first (1st 6 letters only), then the initial of the user's first name, followed by first three letters of company ID, e.g. David Wong from ABC Book Shop would be WONGDAB C
6	Enter <b>User</b> information into the page by completing all mandatory fields
	For information about what data is required in particular fields, click the 🛿 button for assistance
7	In the Security section, ensure the radio button is selected for the user to enter a Login ID and Password for authentication
8	Enter the User's unique <b>User ID</b> as created in Step 5 into the <b>Login ID</b> field
	This is the <b>Login ID</b> the user will use to access ANZ Online
9	Enter a temporary password into the New Password and Retype New Password fields
	See Password Rules for creating and/or resetting a user's password in ANZ Online
10	Select the user's Security Profile which will determine the user's rights within ANZ Online
11	Select the account numbers and/or report categories for the user to have access to
12	Select the Save & Close button when completed

### **PASSWORD RULES**

The following password recommendations can be used when creating a password for a User ID/password.

PASSWORDS MUST	PASSWORDS MUST NOT
Contain at least 8 characters but no more than	Contain three consecutive characters that are the same
30 characters	Start or end with a space character
Contain both upper- and lower-case letters	Be the same as your User ID, First Name, Last Name, or Login ID, regardless of case
Contain at least one number (09)	Be the same as any of your last 13 passwords
	Contain three consecutive characters that are the same
	Consist of repeating characters (i.e. aaaaaaaa)
	Consist of sequential numbers or letters

> Passwords are case sensitive (for example, xyz0123 is different to XyZ0123)

- > Passwords will expire every 90 days
- > After three failed login attempts, the user will be logged out and their password will be required to be reset by the company administrator.
- > After ten failed login attempts, the user will be locked out and their password will be required to be reset by the bank. This count is cumulative and is not reset after you successfully log in. However, the count is reset when a password is changed
- > ANZ Online passwords should not be used for different websites, applications or services, particularly when they relate to different entities
- > Users should not select the browser option for storing or retaining User names and passwords

# **RESETTING A USER'S PASSWORD**

Follow these steps to reset a User password.

### USER ID / PASSWORD USERS

To reset a User's password, complete the following steps:

STEP	ACTION
1	Log on to ANZ Online, if you are not already logged in
2	Click the <b>REFERENCE DATA</b> navigation button
	The <b>Reference Data</b> page appears
3	From the <b>Show</b> list, select <b>Users</b>
	A list of your organisation's Users appears
4	Select the user from the list to reset their password
5	In the <b>Security</b> section of the User page, type the User's new temporary password in the New Password and Retype New Password boxes
	Note: Passwords must comply with the password rules
6	Click the Save & Close button
	The User's details are saved
7	Inform the <b>User</b> of their new temporary password. The User will be prompted to change their password the next time they log on

### **TOKEN USER**

If your ANZ Online access is suspended, please contact the ANZ Online Support Centre to have your Token reinstated.

### **SMARTCARD USER**

If your ANZ Online Smartcard PIN has been disabled, the user will be required to request another Smartcard via an application form and submit to the bank. The PIN cannot be reset as all information is sorted on the microchip on the card.

# **MAINTAINING USER DETAILS**

### **DISPLAYING A USER'S ANZ ONLINE DETAILS**

There are a number of procedures where the first step is to display the User's details on the **User** page in ANZ Online. To do this, complete the following steps:

STEP	ACTION
1	Log on to ANZ Online
2	Click the <b>REFERENCE DATA</b> navigation button
	The Reference Data page appears
3	From the <b>Show</b> list, select <b>Users</b>
	A list of your organisation's Users appears
4	In the <b>User ID</b> column, click the name of the User details you want to display
	The <b>User</b> page appears

### CHANGING A USER'S NAME, ADDRESS OR OTHER GENERAL DETAILS

To change a User's name or other general details, complete the following steps:

### STEP ACTION

1	Display the User's details
	For instructions, see Displaying a User's ANZ Online details
2	Change the User's details as required
	For information about the data required in particular fields, click the button for the relevant section of the page
3	When you have finished entering data, click the <b>Save &amp; Close</b> button to save the User's details

### SUSPEND / RE-INSTATE USER ACCESS

Security device Users can be temporarily suspended from accessing ANZ Online. Please contact the ANZ Online Support Centre for assistance.

### **DELETING SECURITY DEVICE USERS**

Please contact the ANZ Online Support Centre to delete / unassign Security Device Users from your organisation.

# **DELETING NON-SECURITY DEVICE USERS**

Company administrators can delete a user profile that does not maintain a security device. To do this, complete the following steps:

STEP	ACTION
1	Log into ANZ Online
2	Click on <b>Reference Data</b> navigation button
3	From the <b>Show</b> list, select <b>Users</b>
4	Select the <b>User ID</b> that is to be deleted
5	From the user profile page, select the <b>Delete</b> button
6	A message to confirm deletion will be presented. Select <b>OK</b> to complete the deletion process. User will now be deleted from the list

# MANAGING REFERENCE DATA

This section outlines the reference data available in ANZ Online.

### **TYPES OF REFERENCE DATA**

Reference data is information that is either:

- > required by the system (e.g. security profiles, Users, threshold groups, panel groups and template groups)
- > used to create transactions (e.g. templates, parties, phrases)

When registering for ANZ Online, your organisation will specify a number of default system settings that will govern the organisation's requirements. These settings provide the base set of reference data for the organisation.

Permissions to create and maintain reference data are usually provided to a small number of Users only. For example:

- > an administrator might manage system-related reference data such as security profiles, threshold groups, panel groups and Users
- > a financial controller might manage payment reference data such as templates and phrases

#### **SECURITY PROFILES**

A security profile is a group of system permissions that can be assigned to one or more ANZ Online Users. The permissions assigned determine what each User can create, view, edit, authorise or delete within ANZ Online.

For example, some Users might be able to view transactions, while others can create and authorise them.

The security profile assigned to a User depends on their role within your organisation. It is your responsibility to:

- > define appropriate security profiles for your organisation
- > assign the correct profile to each User

Note: Any security profile changes to a user's profile that requires or maintains a security device can impact the user's ability to perform their related functions within ANZ Online

#### **INITIATOR USERS**

Users assigned with an Initiator security profile will automatically be assigned the ability to upload payment files by default.

### **THRESHOLD GROUPS**

A threshold group defines authorisation limits for Users in relation to:

- > the largest individual transactions they can authorise
- > the combined maximum value of the transactions they can authorise each day
  - A threshold group can have different transaction and daily limits for each instrument and transaction type.
  - The threshold group assigned to a User depends on their role within your organisation. It is your responsibility to:
- > define appropriate threshold groups for your organisation
- > assign the correct threshold group to each User

Note: The use of threshold groups is optional. There is also the option of setting up panel authorities. To set up a panel authority you will need to contact the ANZ Online Support Centre. It's important to understand that if a threshold group is not assigned, the User will be able to authorise an unlimited value of transactions.

#### USERS

Each User has a unique User profile, which contains:

- > general information about the User, such as name and contact information
- > security access settings relating to passwords, Smartcards or Tokens
- > details of the threshold group and security profiles assigned to the User
- > details of the template groups, account numbers and reporting categories assigned to the User
- > details if the Confidential Payment Indicator is selected. If selected, the User will have access to confidential payments and transaction templates created. The ability to initiate new payment transactions from templates that have been selected as confidential will also be possible.

### PARTIES

A user can store commonly used Beneficiary party information in ANZ Online such as the party name, address, account numbers, etc. After you create a party in the Reference Data tab, the party details can be retrieved from any transaction when the Search for a Beneficiary button is selected. Once the required party has been selected from the list, the beneficiary details will auto-populate into the transaction.

### PHRASES

A user can store commonly used phrases that contains a standard text statement for insertion into a specific field within a transaction. Examples of phrases include:

> settlement instructions or standard goods descriptions

Note: Phrases can then be edited once selected within a transaction

#### **TEMPLATE GROUPS**

> Provides the ability to assign templates to a group and to define which Users can use which groups. Enables further control over the type of Instruments a User can create.

#### **INSTRUMENT TEMPLATES**

An instrument template is a predefined set of commonly used details within a single transaction. This allows the user to select a template when creating a new transaction whereby most of the required fields have already been input. Minimum details will be required to be entered or edited before Verifying the transaction.

An Instrument template can be assigned to a Template Group, and can have a Confidential Payment Indicator assigned, and can also be a fixed template.

#### **FIXED TEMPLATE**

- > A fixed template is one in which the data fields can not be edited.
- > Is only available for Cash payments eg: BKT, BCHK, ACH/GIRO, CBFT.

#### FOREIGN EXCHANGE RATES

Foreign exchange rates are indicative rates required for transaction authorisation purposes. ANZ Online uses available rates to convert transaction amounts to your organisation's base currency in order to correctly calculate the user's threshold limits.

### **MANAGING REFERENCE DATA**

Follow these steps to manage your reference data. You can view, create, edit and delete reference data in ANZ Online.

For further information, see the following section of the ANZ Online help: Using the System > Reference Data Procedures.

### **CREATING REFERENCE DATA**

Note: You cannot edit or delete any reference data that was 'Added by' the bank

To create reference data, complete the following steps:

STEP	ACTION
1	Log on to ANZ Online
2	Click the <b>REFERENCE DATA</b> navigation button
	The <b>Reference Data</b> page appears
3	From the <b>Show</b> list, select the type of reference data you want to create, view, edit or delete
	A table appears, listing the existing reference data items of the selected type
	If your security profile allows you to create reference data, a <b>Create button</b> also appears. For example, if you selected <b>Parties</b> from the <b>Show</b> list, the button is labelled <b>Create a Party</b>
4	Click the <b>Create a reference data item</b> button
	The relevant reference data creation page appears
5	Enter the details required for the reference data item into the page
	For information on what data is required in particular fields, click the button for the relevant section of the page

6 When you have finished entering the details of the reference data, click the Save & Close button to save the reference data item

# MANAGING REFERENCE DATA

### **DISPLAYING A REFERENCE DATA ITEM**

To display a particular reference data item, complete the following steps:

# STEP ACTION

1	Log on to ANZ Online
2	Click the <b>REFERENCE DATA</b> navigation button
	The <b>Reference Data</b> page appears
3	From the <b>Show</b> list, select the type of reference data item you want to view
	A table appears, listing the existing reference data items of the selected type
4	Click the reference data item you want to view
	The item you selected is displayed

### **CHANGING REFERENCE DATA**

To change a reference data item, complete the following steps:

#### **STEP ACTION**

1	Display the reference data item you want to change
	For instructions, see Displaying a reference data item
2	Change the reference data item as required
	For information regarding data required in particular fields, click the button for the relevant section of the page
3	When you have finished changing the reference data item, click the Save & Close button

### **DELETING REFERENCE DATA**

NOTE: You cannot edit or delete any reference data that was 'Added by' the bank

To delete a reference data item, complete the following steps:

#### **STEP ACTION**

1	Display the reference data item you want to change
	For instructions, see Displaying a reference data item
2	Click the <b>Delete</b> button
	A message appears asking you to confirm the deletion of the item
3	Click the <b>OK</b> button
	The item is deleted



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