ANZ TRANSACTIVE – GLOBAL TROUBLESHOOTING GUIDE

To ensure you have the appropriate level of web technology permissions for using ANZ Transactive – Global we recommend you check the below settings.

1. ADD ANZ TRANSACTIVE TO YOUR TRUSTED SITES

If you are having issues logging on, importing a file or producing reports, you may need to add ANZ Transactive to your Trusted Sites.

Follow these steps to change your **Trusted Zone** Trusted Sites settings:

Step	Action
1	Open Internet Explorer
2	Navigate to the top of the screen and select **Tools** and **Internet Options**
3	Navigate to the **Security** tab
4	Select and highlight **Trusted Sites**
5	Click the **Sites** button
6	Under "Add this website to the zone" please type the following wildcard URLs: **https://*.anz.com** and **https://*.online.anz.com.** If your organisation does not allow wildcard URLs, please add the following fully qualified domain names: **https://logon.online.anz.com**, **https://transactive.online.anz.com** and **https://anztransactive.online.anz.com.**
7	Click **OK** or **Close** and then click **OK** again

If you continue to receive errors when printing such as "Your current security settings prohibit running ActiveX controls on this page", then you may have your **Trusted Zone** settings set to **Custom** or **Medium**. You only need to do this once and you can easily revert back to your original settings once the initial print has been successful.

Follow these steps to change your **Trusted Zone** ActiveX settings:

Step	Action
1	Open Internet Explorer
2	Navigate to the top of the screen and select **Tools** and **Internet Options**
3	Navigate to the **Security** tab
4	Select and highlight **Trusted Sites**
5	Click on the **Custom Level** button
6	Scroll through the list and under the option **Automatic prompting for ActiveX controls**, select **Enable**
7	Click **OK** or **Close** and then click **OK** again

2. TURN OFF POP-UP BL OCKERS

Pop-up blockers prevent new windows from automatically opening when you visit a website. This feature must be turned off or configured to allow pop-ups for ANZ Transactive.

Follow these steps to turn your pop-up blockers off in Internet Explorer:

Step	Action
1	Open Internet Explorer
2	Navigate to the top of the screen and select **Tools** and **Internet Options**
3	Under the **Privacy** Tab, select **Pop-up Blocker** and click **Turn Off Pop-up Blocker**

Note: You may also have third party toolbars that may be blocking pop-ups. These are typically located under the main Internet Explorer address field. Please make sure that any toolbar pop-up blockers are turned off or configured to allow pop-ups from this site.

Follow these steps to allow pop-ups from the ANZ Transactive – Global application:

Step	Action
1	Open Internet Explorer
2	Navigate to the top of the screen and select **Tools** and **Internet Options**
3	Navigate to the **Privacy** tab
4	If **Block pop-up** or **Turn on Pop-up Blocker** is checked, then click the **Settings** button
5	In the space provided for **Address of website to allow**, type: ***. anz.com** and click the **Add** button so that it appears in the list of **Allowed Sites**
6	Select **Close** then **OK**

If you are using any additional pop-up blockers, then you will need to ensure ANZ Transactive – Global is not blocked by these applications.

3. ENABLE COOKIES

Each time you visit the ANZ Transactive – Global site, your browser will send your ANZ Transactive – Global cookie to the ANZ server to identify users and prepare customised web pages for them. For example, your User ID may be prepopulated if you select the 'Remember Me' option. You are still required to authenticate.

Follow these steps to enable cookies:

Step	Action
1	Open Internet Explorer
2	Navigate to the top of the screen and select **Tools** and **Internet Options**
3	Navigate to the **Privacy** tab
4	Click the **Advanced** button and a new window will appear
5	Tick the **Override automatic cookie handling** check box
6	For First-party Cookies, click **Accept**
7	Click **OK** and then click **OK** again

4. ENABLE SECURE SOCKET LAYER (SSL)

SSL is a protocol that provides encrypted communications over the internet and is used on ANZ Transactive – Global web pages to protect sensitive information in transition. Your system must be able to access SSL in order to operate the ANZ Transactive – Global application.

Follow these steps to access SSL:

Step	Action
1	Open Internet Explorer
2	Navigate to the top of the screen and select **Tools** and **Internet Options**
3	Navigate to the **Advanced** tab
4	Navigate down to the **Security** heading
5	Tick the **Use TLS 1.0** (and above) check boxes within the Security heading
6	Click **OK** and then click **OK** again

For more information about this internet technology, please visit the Microsoft Internet Explorer website or speak with your System Administrator.

5. CHECK COMPATIBILITY MODE SETTINGS

If your webpage is not displaying correctly or certain fields are not behaving as expected, follow the steps below to change how your browser views the page:

Step	Action
1	Open Internet Explorer
2	Navigate to the top of the screen and select **Tools** and **Compatibility View Settings**
3	To disable Compatibility Mode, remove the ANZ Transactive Global URL (**https://transactive.online.anz.com**) from the **Websites you've added to Compatibility View.**
4	To enable Compatibility Mode, insert the ANZ Transactive Global URL (**https://transactive.online.anz.com**) into the **Add this website** text box and click on the **Add** button.

NEED HELP?

For further assistance, please contact your local Customer Service Centre. Details can be found at www.anz.com/servicecentres.