



THE NEW ACIS WEBSITE: HELPFUL HINTS

How the site works: Our website operates as 2 distinct areas:

1. **Public Area:** This is the 'front-end' of the site that is accessible to the general public. This operates in a similar fashion to our previous site and can be used to download order forms, view news and bulletins, conduct name checks etc.
2. **Client Access Area:** This is the secure area of the site to which a registered user may login to: order and track products; manage invoices and payments; view previously completed works; and produce documentation etc.

Logging in for the first time:

1. **Existing ACIS clients:** You will need to navigate to the client login page via the "LOGIN" button on the homepage and then click on "I'm an existing ACIS client using this site for the 1st time". If your email address cannot be matched within our system, you will need to contact us.
2. **If you're new to ACIS:** Proceed to the client login page as above. Click on "I'm new to ACIS and want to register for online ordering", then complete and submit your application.

If you forget your username or password: Your username will always be your first given name followed by your family name (as they are recorded in our database). If you are unsure about your username or password, you should navigate to the client login screen and then click on the appropriate link to have your login details immediately emailed to your registered email address. Alternatively, you should contact us.

For additional security, no 2 users can have the same password. If you are registered as a user at multiple locations, a different password will be required for each location. To avoid confusion between multiple listings with the same username and email address, any login reminder email will include details of that user's firm name and street address.

Basic system requirements:

1. **Web browser:** To gain the benefit of our website's full functionality, we recommend that you use Microsoft's Internet Explorer (version 5+).
2. **Pop-up blockers:** The ACIS online ordering system relies on pop-up windows to perform various tasks. Many applications have inbuilt pop-up detection which will need to be disabled, or altered to allow the ACIS ordering system to function properly.
3. **Adobe Acrobat:** Version 4 or later is necessary for the normal operation of both the secure and public areas of the site.

Always add your company orders first: When ordering structures (involving combinations of companies and other elements such as trusts, agreements etc.), always enter the details of the company first. By doing so, you will subsequently be able to avoid repetitive data entry by accessing details from the existing company record.

Your credit card details: Being as our policy is not to store credit card details, to avoid repetitive entry of your card details each time you wish to make a payment using our site, you may choose to use an 'auto-fill' function. These are commonly found in web toolbars such as those offered by Google, Yahoo etc. Of course, we strongly recommend that you consider the security implications of any decision to use such an application.

Pay for multiple orders/invoices in a single transaction: Please be aware that you can pay for multiple orders and/or invoices with a single credit card payment at our 'checkout'.

'Pay by other means': If you select the 'Pay by other means' option when finalising an online order, a member of our team will contact you thereafter to make the necessary arrangements.

Help while ordering online: Throughout the various online ordering processes, we have installed help in the form of 'Tool Tips'. To view a Tool Tip for a given subject, simply situate your mouse pointer over that heading and the help text will appear as a hover. Tool tips can be enabled and disabled as required by clicking on the link provided.

System Announcements: Once removed from your "My ACIS" homepage in the secure client area, system announcements can subsequently be viewed by clicking on 'Help & Support' under the 'Support' section in the main navigation bar.

To go 'Home', use the ACIS logo: Throughout the new website (including both secure and non-secure areas), clicking on the ACIS logo in the top left hand corner of each webpage will navigate you directly to that area's respective homepage.

Name availability searches using ASIC: To search the availability of a proposed company name, simply navigate to our 'FREE NAME CHECKS' webpage, which is situated in the public area of our website. Enter your proposed name in the space provided and then click on 'Search'. This will automatically submit your search to both ASIC's Identical Names Search and to their National Names Index. Be sure to read ASIC's disclaimer/important notes prior to acting on any result provided by these services.

Similar automatic name submission is also positioned throughout our online ordering system for purposes such as name availability searching, checking ACN's etc.

Updating your (or your organisation's) details: When logged in, any user can update their personal details (including password, email address etc.) by

clicking on 'Details', then 'View/Edit Details' under the 'Your Profile' section in the main left hand navigation bar.

Only a 'Master' account holder can:

1. update organisation details (simply follow the instructions above relating to changing your personal details);
2. manage whether or not another user is registered as a 'Master'; or
3. add or remove users (i.e. control access to the secure client area of the site).

To effect changes under points 2 and 3 above, a 'Master' user should click on 'User Management' under 'Details' in the 'Your Profile' section of the main left hand nav bar.

'Master' users: In addition to the above, a 'Master' user can view ALL matters (including orders, invoices etc.) for a given organisation, regardless of which user initially started the matter. Other users are limited to dealing with matters that they started.

Online ordering 'tasks': Our secure client area allows registered users to create, manage, submit and track orders for a number of key ACIS products or 'tasks'. Once created, tasks are classified as:

1. **'In progress'** means that an order for the matter has been submitted and that the matter is yet to be concluded. Such tasks are further described as either:
 - (a) **'Awaiting Processing'** - meaning that the order has been submitted and is yet to be processed by a member of our team; or
 - (b) **'Awaiting Completion'** – meaning that the order has been accepted, logged into our internal system and is being processed. If an order cannot be completed for any reason, it will be listed here – simply hover your mouse pointer over the name for full details.
2. **'Saved orders'** have been stored for your later action. These can be edited or deleted at any time prior to being submitted.
3. **'Completed'** matters have been concluded for our purposes.

For each major ACIS product (i.e. company registration, trusts and super funds), the task management described above can be accessed directly from the navigation bar (situated to the left hand side of each webpage) in the secure client area.

For simplicity, the task management for our other services (such as our agreement products and company name changes, deregistrations and searches) is handled separately on their respective web pages.

Order Validation: While our Order Validator works to ensure that you are providing us with sufficient information to process your order, it acts as a guide only i.e. you can submit orders to us even if an issue has been flagged in the validation process. We will contact you thereafter as necessary.

Order Summary: Once a task has been started in our online system (and assuming that it has not subsequently been deleted), it is possible to view/print a summary (in PDF) of that task at any time thereafter. Summary buttons appear at each step throughout our online ordering processes and, where a task is listed elsewhere in the system, you can click on its name to view an order summary.

The ACIS Document Depot: From 1 Aug 2006, the ACIS Document Depot will contain copies (in PDF) of all documents produced by ACIS in relation to the formation of any new company, trust or superfund; as well as any service or loan agreement. You can access the Document Depot by first logging in to the secure client area. Simply click on the name of any completed task, then click on "View documents" (or the PDF file icon) and then select the document/s that you need.