

# Hints and Tips for using



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## **Help function**


If what you are looking for is not included here, try **Help** in 

To access this, hover your mouse pointer over Help which is the right-most menu option towards the top of the screen.

You can select **This Page** for help specific to the page or function you are using at the time, or **General** to access a menu of Help topics.

## Downloading Transactions to Spreadsheets and Accounting Software

To download transactions from  into spreadsheets or accounting software such as Quicken or MYOB:

- 1) Log into 
- 2) Select **Download Transactions** from the **Services** menu.
- 3) Change the **From** and **To** dates to the period you want transactions for.
- 4) Select the transaction type you wish. This would normally be All Types of Transactions but you can be more precise if you wish to download only certain transactions, for example presented cheques.
- 5) Select the account for which you want the transactions
- 6) Select the format you wish to download. For Excel or other spreadsheet programs select **Comma Separated CSV** or **CSV with Running Balance** (same as the former but with a running balance).
- 7) Click **SUBMIT**. A new window will open. Click **DOWNLOAD**.  
Transactions will appear in this window in a spreadsheet format.
- 8) You can then either
  - i) Copy and paste the transactions into a sheet in your spreadsheet program, or
  - ii) Select **Save as** from the File menu in your browser and save the file. Make sure you change the file type to Excel Workbook or whatever the program is you will open the file with, and you can then add headings or embellish it as you see fit.

## **External Funds Transfers**

- **Select Payee:** This field contains only ADIG (ONLINE) and refers to the way in which we send the funds to the other financial institution. You cannot and do not need to adjust this field.
- **Select Previous Payee:** If you have previously sent funds to an account at another financial institution, the BSB of this institution(s) will appear in a drop down list of previous transfers. If you are again sending funds to the same branch and account you can select the BSB and the previous details will appear in all the fields necessary for you to make the transfer. Then you need only adjust the amount, if necessary, before clicking on SUBMIT at the bottom of the screen (you may need to scroll down to SUBMIT).
- **If this is the first transfer you are making** or the funds are going to an account to which you have not transferred funds before, simply complete all of the fields necessary including:

### **Amount**

**Reference** - short information for the recipient to identify the source of the funds, for example: From Bob

Invoice 12345

**Payee BSB** - The six digit Bank, State and Branch number of the receiving institution, including a hyphen in the middle.

**Payee Account Number** – Account number of the receiving account

**Payee Account Name** – The name of the account to which you are transferring the funds.

Then simply click on SUBMIT at the bottom of the screen.

- **Transfer Limits:** On your registration form for ADIGonline access you nominated two transfer limits – for internal and external transfers.

- If these are not completed we nominate our default limits which are:  
internal – unlimited  
external - \$1,000

These limits are the maximum amount that can be transferred per day. If your limit is not sufficient it can be increased by completing an ADIGonline registration form to increase your limit. The forms can be obtained at:

[http://www.adig.com.au/res\\_view.asp?id=53](http://www.adig.com.au/res_view.asp?id=53) for personal accounts, or

[http://www.adig.com.au/res\\_view.asp?id=51](http://www.adig.com.au/res_view.asp?id=51) for business/organisations

**Accounts that are Two-to-Sign:** Just as two signatures are required on cheques or withdrawals, accounts that are Two-to-Sign require two passwords for any funds transfers (both internal and external transfers).

The second password (or authorisation code) is only used to confirm transfers – it does not allow initial Login to your accounts.

You will not be prompted to change the second password from the temporary one provided, but it is important you (or the person who will authorise transfers) do so prior to attempting any transfers. We recommend this be done immediately.

To change the second password:

- Hover the mouse pointer over the **Personal** menu heading at the top of your screen, on the left of all the menu headings.
- Click on the second option in this menu, **Change Second password**.
- Change the password in the same manner as the main password, by entering the temporary password and twice entering the new password you have chosen.

## **Personalise settings**

Also under the **Personal** menu there is an option called **Personalise settings**.

This enables you to customise some parameters to your personal liking, for example **Transactions Direction** determines whether transactions appear on your screen with the latest transactions at the top of the screen, or at the bottom. These can be changed as often as you like.

We strongly recommend you do not adjust the parameter '**Transactions per Page**', which relates to printing statements. It is not literal in meaning it will print 300 transactions on a page, but it refers to how many transactions can be printed at one time. Changing this from the default number of 300 could cause inconvenience when printing statements

## **Statement printing**

From **View Accounts**: (the first page you are at when you Login).

- Select the account you want from the drop down box, type in the dates *from* and *to* for which you want the statement, make sure the filter is on *All Transactions* and then click **GO**.
- You can then view the transactions and there is a PRINT button at the very bottom of the screen - click on PRINT.
- Depending on the number of transactions you do and the length of the time period between the dates you have selected, you may experience a problem if there are too many transactions to print. To check this, look at the *new window* that opens for printing – if it says **page 1 of 1** all of the transactions will print OK.

**If** the *new window* says page 1 of 2, page 1 of 3 or anything other than page 1 of 1, all of the transactions within the period you requested will not

print. Close the window without printing and go to **Personal > Personalise Settings**. Ensure the **Transactions per page is 300**. This is the maximum number of transactions that can be printed at one time. Despite the wording, they are not all on one page.

- If there are more than 300 transactions, for example for a lengthy time period, you may need to print in batches. For example, if you want to print between 1<sup>st</sup> January and 31<sup>st</sup> December and this shows as **page 1 of 2** even though you have set the transactions per page at 300, you may need to print from 1<sup>st</sup> January to 30<sup>th</sup> June, then separately print from 1<sup>st</sup> July to 31<sup>st</sup> December.
- Printing statements like this is done per individual account. You can do this for as many of your accounts as you wish and as often as you like. You may want to print your cheque account weekly but your savings account monthly, for example.
- Under Personalise settings you can also adjust whether the transactions show, and print, most recent first or most recent last, whichever you prefer.