

# YOUR QUICK START GUIDE TO ANZ DIRECT ONLINE (ADO)

## EIGHT STEPS TO GETTING STARTED

### STEP 1

#### CHECK YOUR SOFTWARE

Check that your computer is setup correctly to operate ANZ Direct Online by running our handy Technical Environment Check tool ([anzdirect.co.nz/check](http://anzdirect.co.nz/check)).

Follow the instructions, as directed by the tool, to update/install any missing components.


If you ever get stuck or need extra help, we're only a phone call away on 0800 269 347.

Eligibility, terms and conditions and fees apply to ANZ Direct Online. Details are subject to change. See our ADO Conditions of Use at [anz.co.nz/terms](http://anz.co.nz/terms) for more information.

Please note, the account information in this guide is for example purposes only.

06/25 H250613



Check Your Technical Environment

Click on the Run button below to check whether your technical environment meets the system requirements for ANZ Direct Online and ANZ Internet Banking.

We recommend you perform all checks. Untick the checkboxes if you do not want to run all system checks.

- ☒ Browser and Version
- ☒ JavaScript Enabled
- ☒ Cookies Enabled
- ☒ Operating System
- ☒ Pop-up Blockers Turned Off \*


\* Not required for ANZ Internet Banking

Run

Need further help?

[Contact ANZ Internet Banking](#)

[Contact ANZ Direct Online](#)

Check Your Technical Environment

Results: [Click here](#) if you wish to check again.

1. Browser and Version	✓ Google Chrome - 86.0
2. JavaScript Enabled	✓ Successful
3. Cookies Enabled	✓ Successful
4. Operating System	✓ Successful
5. Pop-up Blockers Turned Off	✓ Successful

▶ [View Detailed Results](#)

**Troubleshooting Tips:** We recommend taking a look at these troubleshooting tips which step you through how to get your technical environment set up to meet the system requirements for ANZ Direct Online and ANZ Internet Banking.

Need further help?

[Contact ANZ Internet Banking](#)

[Contact ANZ Direct Online](#)

## STEP 2

### LOG ON AND CHANGE YOUR PASSWORD

Before you start you must change your password from the password provided in your initial log on email.

- 1 Open your browser  
e.g. Google Chrome or Mozilla Firefox.  
Then go to **www.anzdirect.co.nz**.
- 2 Select **Log on**.
- 3 Enter the log on details from your initial log on email.
- 4 Click **Log on**.
- 5 Change password.

## STEP 3

### PLAN ON PAPER

We recommend that you plan the set-up of ANZ Direct Online for your organisation on paper before you proceed. Please refer to the **Plan-on-Paper** sheet sent with this guide, to complete this. This will assist you with the next four steps.

The image displays three screenshots of the ANZ Direct Online interface, with numbered callouts (1-5) indicating the steps for logging on and changing a password.

**Step 1:** The browser address bar shows **anzdirect.co.nz**.

**Step 2:** The ANZ Direct Online homepage is shown. The header includes the ANZ logo and "ANZ Direct Online". A "Log on" button is in the top right corner. The main content area features the text "AUTHORISING YOUR ANZ DIRECT ONLINE PAYMENTS JUST GOT EASIER" and a "Learn more" button. A smartphone displaying the ANZ app is visible on the right.

**Step 3:** The "ANZ Direct Online Log on" screen is shown. It prompts the user to enter their ANZ Direct Online client code, user ID, and password. A "Remember Me" checkbox and a "Forgotten Password?" link are also present. A "Log on" button is at the bottom right. To the right of the login form is a promotional banner for "SEND MONEY OVERSEAS WITH ANZ DIRECT ONLINE NOW FROM JUST \$5". Below the banner are "Helpful Links" including System Requirements, Security and Privacy, iOS Quickstart Guide, Android Quickstart Guide, and Other Mobile Quickstart Guide. A disclaimer at the bottom states: "By accessing this service, you confirm you are an authorised user and have agreed to ANZ Direct Online Conditions of Use. Unauthorised use may be referred to the appropriate authorities."

**Step 4:** The "Change Password" screen is shown. It includes an information icon and a message: "Information: You are required to change your password when you log on for the first time or after the password has been reset by your administrator." Below this are three input fields: "New Password", "Confirm New Password", and "Password Strength". The "Password Strength" field shows "Password not entered". To the right of the input fields, a list of password requirements is provided: "Must be between 8 and 20 characters", "Must contain at least 2 numbers", "Must contain at least 2 letters: 1 uppercase and 1 lowercase", and "Can contain any of the following: ~!@#\$%^&\*()\_+-={}[]\|;':\",.<>/?". At the bottom are "Cancel" and "Confirm" buttons.

# STEP 4A

## SET UP AND MANAGE USERS

**Note:** User profiles for your authoriser(s) have already been established, however the initial passwords will need to be assigned (see Step 1).

Any other users will need to be created (see Step 2).

### Setting the initial password for your authorisers

- 1 Select **Manage Users** from the **Administration** menu.
- 2 Click on the applicable **User ID** hyperlink from the list of users displayed.
- 3 Check the **Reset Password** box.
- 4 Give the user a temporary password.
- 5 Check the box to allow the user to log on via the ANZ Direct Online mobile site.
- 6 **Optional field** – Allocate user transaction limit(s).
- 7 Click **Update**.

Repeat these steps for each authoriser. Give each authoriser the Client Code, their User ID and their temporary password.

Authorisers have been allocated the Default Authoriser role. Additional or alternate roles can be allocated in Step 6.

1

2

ANZ Direct Online

408859 | 153649  
09 Apr 2018 11:52 NZT

Log off

Batches ▾ Reports ▾ Database ▾ Administration ▾ Tools ▾ Help ▾

Welcome Home Help ?

### Manage Users

You can search for, add, edit, delete and assign roles to users.

Search for users where:

User ID ▾ contains

Add New

Display 50 records per page

All

showing 1-50 back | next

User ID	Name	Roles	Mobile	Status	Last Logon (NZT)	Lockout	Select
000012	STAFF MEMBER	Default - Authoriser	Yes	Active		No	<input type="checkbox"/>
000111	JOHN CITIZEN	Default - Authoriser	Yes	Active		No	<input type="checkbox"/>

Management menu options: Manage Users, Manage Batch Groups, Manage Roles, Manage Account Names, Manage Account Information Groups, View Signatories & Devices, Your Organisation's Details, Your Details, Change Password.

3

4

5

6

7

ANZ Direct Online

408859 | 153649  
26 Jul 2018 16:19 NZT

Log off

Batches ▾ Reports ▾ Database ▾ Administration ▾ Tools ▾ Help ▾

Welcome Home Help ?

### Edit User

Click next to view or edit roles assigned to this user

User Details Roles

User ID: 0011223

First Name: JOE

Last Name: CITIZEN

Email: joe@company.com

Mobile Number: +64 21 232 323

Password Expiry: ☒ Never expires ☐ After 99 days

Status: Active ▾

Reset Password: ☒

New Password: Password

Confirm Password: Confirm Password

Reset to 'Able to Log On': ☐

View Welcome Screen: ☒

ANZ Direct Mobile User: ☒

Transaction Limits ⓘ

Domestic Payment: 999,999,999.99

International Payment (NZD Equivalent): 999,999,999.99

Same Day Cleared Payment: 999,999,999.99

Cancel Next >> Update

## STEP 4B

### SETTING UP OTHER USERS

- 1 Select **Manage Users** from the **Administration** menu.
- 2 Click **Add New**.
- 3 Enter the user's details.
- 4 Select the **Password Expiry** period for the user.
- 5 Give each new user a temporary password.
- 6 Check the box to allow the user to log on via the ANZ Direct Online mobile site.
- 7 **Optional field** – Allocate user transaction limit(s).
- 8 Click **Update**.

Repeat these steps for each new user.  
Give each new user the Client Code, their User ID and their temporary password.

Roles for all these users will be allocated in Step 6.

Refer to chapter 9 in the User Guide for assistance.

The first screenshot shows the 'Manage Users' page. Callout 1 points to the 'Administration' menu, and callout 2 points to the 'Add New' button. The page displays a table of existing users:

User ID	Name	Roles	Mobile	Status	Last Logon (NZT)	Lockout	Select
000012	STAFF MEMBER	Default - Authoriser	Yes	Active		No	<input type="checkbox"/>
000111	JOHN CITIZEN	Default - Authoriser	Yes	Active		No	<input type="checkbox"/>

The second screenshot shows the 'Edit User' page for User ID 0011223. Callout 3 points to the 'User Details' tab. Callout 4 points to the 'Password Expiry' section. Callout 5 points to the 'New Password' field. Callout 6 points to the 'ANZ Direct Mobile User' checkbox. Callout 7 points to the 'Transaction Limits' section. Callout 8 points to the 'Update' button. The 'Transaction Limits' section includes fields for Domestic Payment, International Payment (NZD Equivalent), and Same Day Cleared Payment, all set to 999,999,999.99.

## STEP 5

### CREATE AND NAME YOUR BATCH GROUPS

- 1 Select **Manage Batch Groups** from the **Administration** menu.
- 2 Click **Add New**.
- 3 Enter a unique name for each Batch Group.
- 4 Click **Save**.

Repeat these steps for each batch group.

Refer to chapter 9 in the User Guide for assistance.

ANZ Direct Online

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20 Feb 2015 09:15 NZT

Log off

Batches ▾ Reports ▾ Database ▾ Administration ▾ Tools ▾ Help ▾

Welcome Home Help ?

### Manage Batch Groups

You can search for, add, edit, delete and assign roles to batch groups.

Search for Batch Groups where:

Name contains

Display 50 records per page

All

showing 1-21 [back](#) | [next](#)

Batch Group	Batches	Creator	Creation Date	Modified Date	Select
<a href="#">PAYROLL</a>	<a href="#">view</a>	153649	05 Nov 2014		<input type="checkbox"/>
<a href="#">CREDITOR</a>	<a href="#">view</a>	ADMIN	08 Sep 2012	08 Sep 2012	<input type="checkbox"/>
<a href="#">PAYE</a>	<a href="#">view</a>	510205	19 Nov 2013		<input type="checkbox"/>

ANZ Direct Online

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10 Nov 2020 15:10 NZT

Log off

Batches ▾ Reports ▾ Database ▾ Administration ▾ Tools ▾ Help ▾

Welcome Home Help ?

### Add New Batch Group

Enter a batch group name. Assign roles to this batch group by selecting one or more roles from the left column and clicking the Add (>) button. Remove roles by selecting one or more roles from the right column and clicking the Delete (<) button.

Batch Group Name

Default Roles with access to Group: Default - Super User  
Default - Standard User  
Default - Advanced User  
Default - Authoriser

Select one or more Roles

Bank Limit Admin  
Demo role

Roles assigned to Group



## STEP 6A

### SET YOUR OWN ROLES OR USE THE BANK DEFAULT ROLES

#### Apply Bank default roles

- 1 Select **Manage Roles** from the **Administration** menu.
- 2 Click on the link for the required **default role**; remember there are six default roles.
- 3 From the list select the users to be assigned to this role. Click >>.
- 4 Click **Update**.

Repeat these steps for each different default role you want to use.

Refer to chapter 9 in the User Guide for assistance.

Bank default roles allow you to choose from pre-set user types. Default roles are as follows:

<b>Super User</b>	Full access to all functions
<b>Advanced User</b>	Access to all functions except system administration functions
<b>Standard User</b>	Access to basic functions with domestic batches
<b>System Administrator</b>	Access to System Administrator functions only
<b>Account Information Only</b>	Access to view account information only – payments functions are disabled
<b>Authoriser</b>	Access to approve and release batches

1

ANZ Direct Online

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10 Nov 2020 15:22 NZT

Log off

Batches Reports Database Administration Tools Help

### Manage Roles

You can search for, add, edit, copy, and delete roles.  
A number of pre-defined default roles have been created by the Bank. You can assign users to these roles, or create your own roles depending on the needs of your organisation.

Search for roles where:

Role Name contains  Search

Add New

Display 50 records per page

All

showing 1-8 back | next

Delete Copy

Role	Creator	Creation Date	Modified Date	Select
<a href="#">Default - Account Information Only</a>	ANZ	29 Jan 2012	29 Jan 2012	<input type="checkbox"/>
<a href="#">Default - Advanced User</a>	ANZ	25 Jun 2006	25 Jun 2006	<input type="checkbox"/>
<a href="#">Default - Authoriser</a>	ANZ	27 May 2018	27 May 2018	<input type="checkbox"/>
<a href="#">Default - Standard User</a>	ANZ	25 Jun 2006	25 Jun 2006	<input type="checkbox"/>
<a href="#">Default - Super User</a>	ANZ	25 Jun 2006	25 Jun 2006	<input type="checkbox"/>
<a href="#">Default - System Administrator</a>	ANZ	25 Jun 2006	25 Jun 2006	<input type="checkbox"/>
<a href="#">Bank Limit Admin</a>	ADMIN	12 Aug 2018	17 Jun 2020	<input type="checkbox"/>
<a href="#">Demo role</a>	153649	12 Jul 2016	13 Nov 2019	<input type="checkbox"/>

showing 1-8 back | next

2

ANZ Direct Online

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Log off

Batches Reports Database Administration Tools Help

### Edit Role

Default - Advanced User

This role and its permissions have been pre-defined by ANZ. Assign users to this role by selecting one or more users from the left column and clicking the Add (>>) button.  
The 'Advanced User' Role has access to all permissions, except the system functions.

Members Permissions View Accounts Batch Groups

Select one or more Users:

010074  
038536  
042033  
096573  
104548  
131968  
149789  
153649  
162991  
176423  
176913  
182221  
183408  
201886  
202224

Users assigned to this Role:

>> <<

Cancel

Next >> Update

3

4

## STEP 6B

### CREATE CUSTOM ROLES

Use this process if you would like to limit access for some users to particular functions, batch groups or accounts.

- 1 Select **Manage Roles** from the **Administration** menu.
- 2 Click **Add New**.
- 3 Enter role name.
- 4 From the list select the user(s) to be assigned to this role.
- 5 Click **Next >>**.
- 6 Open each function link. Tick the check boxes for the functions this role can access.
- 7 Click **Next >>**.
- 8 From the list select the **Domestic Accounts** assigned to this role.
- 9 Click **Next >>**.
- 10 From the list select the **Credit Card Accounts** assigned to this role.
- 11 Click **Next >>**.
- 12 From the list select the **Foreign Currency Accounts** assigned to this role.
- 13 Click **Next >>**.
- 14 From the list select the **Batch Groups** assigned to this role.
- 15 Click **Save**.

Repeat these steps for each new role.

The image displays three screenshots of the ANZ Direct Online interface, illustrating the steps to create a custom role. Numbered callouts (1-15) point to specific UI elements.

**Screenshot 1: Manage Roles and Add New Role**

- Callout 1 points to the **Administration** menu.
- Callout 2 points to the **Add New** button in the **Manage Roles** sidebar.
- Callout 3 points to the **Role Name** input field.
- Callout 4 points to the **Select one or more Users** list.
- Callout 5 points to the **Next >>** button.

**Screenshot 2: Permissions**

- Callout 6 points to the **Batch Functions - Domestic** section, specifically to the **Create New Batch** checkbox.

**Screenshot 3: View Accounts**

- Callout 8 points to the **Domestic** tab.
- Callout 10 points to the **Credit Card** tab.
- Callout 12 points to the **Foreign Currency** tab.
- Callout 14 points to the **Batch Groups** tab.
- Callout 15 points to the **Save** button.

## STEP 7

### SET UP OR CHANGE A DAILY PAYMENT SITE LIMIT

Use this process to set up or change a daily payment site limit for Domestic Payments, International Money Transfers and Same Day Cleared Payments processed on your ADO site.

**Note:** The ADO site limit is applied to all payment types ready to be processed on the site per day. To set a limit for transaction values that a user can create refer to Step 4B.

- 1 Select **Manage Payment Limits** from the **Administration** menu.
- 2 Enter the daily site limit amount.
- 3 Click **Save**.

The screenshot shows the ANZ Direct Online interface. At the top, the 'Administration' menu is highlighted with a blue circle containing the number 1. Below the navigation bar, the 'Manage Payment Limits' section is visible. It contains two main sections: 'Site Limits (per day)' and 'User Limits (per transaction)'. In the 'Site Limits' section, there are three input fields for 'Domestic Payments', 'International Payments (NZD Equivalent)', and 'Same Day Cleared Payments', each with a value of 50,000.00. A blue circle with the number 2 points to the 'International Payments' field. To the right of these fields is a blue 'Save' button, with a blue circle containing the number 3 pointing to it. Below the 'Site Limits' section is the 'User Limits' section, which includes a search bar and a table header for user limits.

ANZ Direct Online

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10 Nov 2020 15:24 NZT Log off

Batches Reports Database Administration Tools Help

Welcome Help

### Manage Payment Limits

Payment limits can be set for your ANZ Direct Online site and users. Limits are set by product type.

#### Site Limits (per day)

This section contains your organisation's daily payment limits, by product type.

Domestic Payments	50,000.00
International Payments (NZD Equivalent)	50,000.00
Same Day Cleared Payments	50,000.00

Save

#### User Limits (per transaction)

This section contains transaction limits for your ANZ Direct Online users, by product type. These limits can also be updated from the Manage Users page in the Administration menu.

Search for Users where:

User ID contains Search

Display 20 records per page

All  
showing 1-20 back next

User ID	First Name	Last Name	Domestic Limit	International Limit	Same Day Cleared Payment Limit
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Note: In order to make changes to your daily International Payments limit you will need to contact the ANZ Direct Online Helpdesk on 0800 269 347, available 7.30am-6pm Monday - Friday (excluding public holidays).



## STEP 8

### SET UP BATCHES

- 1 Select **Batch Workflow** from the **Batches** menu.
- 2 Click on the **Create New** link.
- 3 Select the **Batch Group**, **Batch Type** and **Transaction Type** from the drop down boxes and enter the new **Batch Name**.
- 4 Click **OK**.

Repeat these steps for each new batch.

Go to **Online Help** to find out how to create batches if you're bulkloading data from your accounting software or if you're sending secure mail requests to ANZ.

Refer to chapter 4 in the User Guide for assistance.

## SUMMARY

You are now ready to use ANZ Direct Online.

- A Please refer your users to the Online Help and PDF User Guide, accessible from the **ANZ Direct Online Help menu** for how-to information at their fingertips.

