



UPGRADE AND DATA CONVERSION GUIDE

National Online

For more information visit us at
nab.com.au

WELCOME TO NATIONAL ONLINE

Welcome to the latest version of National Online. As a current licence holder you have already experienced the advantages of electronic banking. The enhanced version of the software includes new and improved features offering further ways to deliver convenient and efficient financial management at your fingertips.

National Online is another example of the advantages available when you bank with NAB.

What's in the upgrade kit?

In the National Online upgrade kit you will find:

- A CD-ROM containing National Online version 8.41+ software
 - Recommended System Requirements
 - This National Online Upgrade and Data Conversion Guide providing step-by-step instructions on how to upgrade your current National Online software, and hints about using the new look software
 - Trouble-shooting Guide to assist with the upgrade.
- Your existing account details, Direct Entry User ID(s) and authorisers will be set up in the software ready for you to use once you have finished the upgrade and data conversion.

If you are missing any of the above items from your upgrade kit, please call National Online Support on **1300 780 119**.

What should I do now?

- Read the Recommended System Requirements
- Thoroughly read this guide to ensure you understand the process to upgrade your existing National Online software.

Any advice contained in this booklet has been prepared without taking into account your objectives, financial situation or needs. Before acting on any advice in this booklet, National Australia Bank Limited recommends that you consider whether it is appropriate for your circumstances.

NAB recommends you consider the Product Disclosure Statement or other disclosure document, available from NAB, before making any decisions regarding this product. This product is issued by the National Australia Bank Limited ABN 12 004 044 937.

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UPGRADING NATIONAL ONLINE

To upgrade the latest release of National Online software you will require:

- National Online CD-ROM version 8.41+
- A Security Officer logon ID and password from your current National Online software licence (version 4.00/4.10)

(If the holder of the Security Officer ID and password is not known, or forgotten, you will need to contact National Online Support on **1300 780 119** for assistance)

- This National Online Upgrade and Data Conversion Guide.

Follow the install procedures carefully to ensure you upgrade National Online correctly.

Important Notes:

- The person who upgrades and converts your existing National Online data must be a Security Officer (and becomes known as an Administrator).
- When the upgrade and conversion are complete, the Administrator will need to setup Authoriser limits and System Default Paths if applicable. The Administrator will need to establish access rights for the General Operator logon ID's converted from the existing software. Access rights differ between the two versions of National Online.
- Ensure all your critical payments have been made and confirmed prior to starting the upgrade. It is recommended that you do not attempt the upgrade close to cut-off times.

To upgrade National Online, and its relevant components, follow the install procedures as detailed on the following pages.

STEP 1: UPGRADING TO THE 'NEW LOOK' NATIONAL ONLINE SOFTWARE

1. Insert the enclosed National Online CD-ROM in your computer's CD-ROM/DVD drive. The install will start automatically. If it doesn't:
 - From Microsoft® Windows®, select **Start > Run**. The Run dialog box displays
 - In the Open field, type **d:\setup** (where d is your CD-ROM/DVD drive)
 - Click **OK**.
2. The setup program starts and the 'Select Drive' box displays asking where you intend to install the latest version of National Online. A check will be performed to ensure you have the Recommended System Requirements.

Note: If you are installing National Online to a **LAN/Network** drive, you will need to be an Administrator of the server.

3. Where you don't have the Recommended System Requirements the software will respond with a 'Pre-Installation Checklist' screen. You should follow the instructions to assist with a smooth installation before proceeding.

National Online uses a database management system called Borland® Interbase® Server and Client. It is installed automatically during the setup program.

If your computer already has a software application using Borland® Interbase® version 6.0 or above, then National Online will use this.

If your computer has an older version of Interbase® installed, an error message displays. The installation stops. You will need to contact National Online Support on **1300 780 119** for further assistance.

4. Where all Recommended System Requirements are met, the setup program continues and displays the 'Welcome to National Online' screen. This is followed by the 'Setup Type' screen in which you should select the 'Upgrade software to version 8.41+ option.

Follow the instructions on the remaining screens to complete the installation process.

Important Notes:

- The new setup path and file name **must be different** to the path and file name for the existing software.
- If you are installing National Online to a **LAN/Network** drive, you will need to be physically located at the server to start the installation. Once completed, you should run the client/workstation install on each of the individual computer's that require access to National Online.

If you are installing to a LAN/Network drive, it is recommended that you do not start the new National Online software until you have completed your first client/workstation install.

5. When the 'Installation Complete' screen displays, if you do not wish to launch National Online now, click on the tick box to remove the tick.
6. Click **Finish** to complete the install to National Online version 8.41+.

STEP 2: BEFORE CONVERTING YOUR EXISTING NATIONAL ONLINE DATA

As the data conversion can only be completed on a computer that has a modem attached, it is easier to run the complete process on this machine.

If you have installed version 8.41+ of National Online the conversion program will automatically be activated when you first start the new software.

You need to ensure:

- Dial Up Networking is configured
- The modem for your computer is switched on
- You have access to your current National Online program folder
- Ensure that your existing National Online software is not being used and all operators are logged off
- All your National Online messages have been processed (**Bank OK status**) and all confirmation messages have been received from NAB
- You are a Security Officer with a valid User ID and password.

STEP 3: CONVERTING NATIONAL ONLINE DATA

After installing the latest National Online software you will need to run through the conversion process to transfer your existing data to version 8.41+.

To start the data conversion wizard you will require:

- An active Security Officer logon ID and password
- Access to your current National Online data (version 4.00/4.10)
- The 8 character Site ID Code (4 characters followed by 0001).

1. To start the converter simply double-click on the newly created “National Online” shortcut icon from your computer desktop.

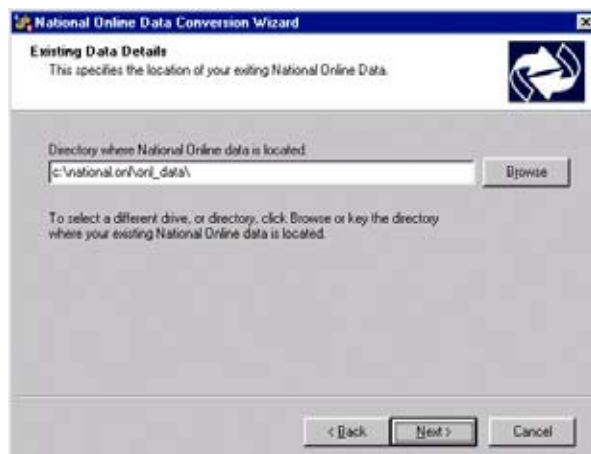
The data conversion process will start automatically:



2. The data conversion wizard guides you through the conversion process. This includes consenting to receiving your Terms and Conditions electronically, and acknowledging updated Terms and Conditions pertaining to this new version of software effective 12 August 2003. Follow the instructions on the screen.
3. On the 'Existing Data Details' screen (see below), key or select the current location of your 'old' National Online software. The standard default path is displayed in the field so it will only be necessary to change this if your original National Online software was not installed in the default path.

Note: You will need to include the full National Online directory path including '\onl_data' for the wizard to correctly locate the data you want converted.


4. Continue following the instructions on the screen.

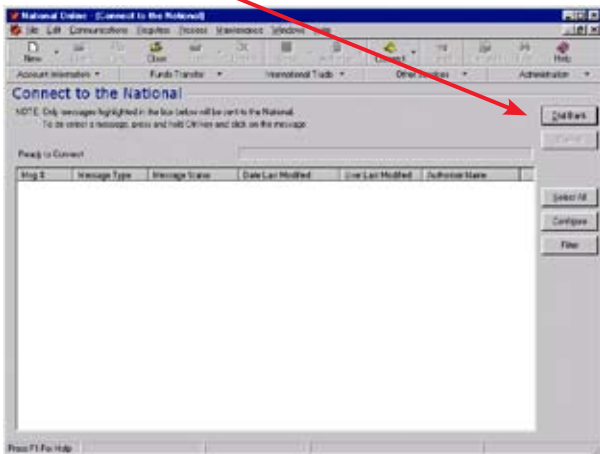


5. When the 'Conversion Complete' screen displays, click **Finish**.

Finalising the Conversion

Your version 8.41+ National Online software now needs to connect to NAB to complete the conversion.

1. To access the software either double-click on the newly created “National Online” shortcut icon, or from Windows Start > Program Files > National Online Banking > National Online.
2. Enter your Security Officer ID and password that was used during the data conversion and click **OK**. You will now be presented with the ‘splash screen’.
3. Click the **Connect** button . This will take you to the **Connect to the National** screen. From there, click the **Dial Bank** button.



4. National Online automatically dials NAB. During the connection, National Online:
 - Updates your National Online software licence details
 - Sets up any other relevant information
 - Receives any updated Account Information for your specified accounts.

5. When complete, the modem disconnects and the National Online main screen displays.
6. Your software has now been upgraded to National Online version 8.41+.

You may now set up additional operators, set authorising limits and change your National Online settings to suit your requirements.

Note: The ‘old’ National Online software will remain on your computer (usually in a directory called ‘national.onl’) and be available for historical reporting, or checking/printing of any payments you may have previously sent to NAB. The ‘new’ software (and newly created National Online shortcut icon) just installed from the CD-ROM will create a directory called ‘national online banking’, unless you chose to change it during the installation process.

STEP 4: SETTING UP OTHER USERS

The new National Online has two types of operator:

- Administrator – This type of operator is an ‘unrestricted user’ who has all access and rights (previously known as Security Officer)
- General user – This type of operator has limited access rights, as assigned by an Administrator.

1. From the menu bar, select **Maintenance > Security > Maintain Users.**

2. In the **User Name** field, type your full name.

3. Click 

4. To setup any additional users, click 

5. Click **OK.**

6. In the **User ID** field, type in the Login ID for the user.

7. In the **User Name** field, type in the user’s name.

8. In the **User Type** field, select the user type.

9. From the:

- **User Set Up** tab, set up the action rights
- **Account Privileges** tab, set up the account rights
- **DE Privileges** tab, set up the Direct Payments rights.

10. Click **Close.**

Installation checklist

Make sure that you have completed:

- ☐ Upgrading to the ‘new look’ National Online software.
- ☐ Converting your existing National Online data.
- ☐ Allocation of limits for authorisers.
- ☐ Setting up other users (if required).
- ☐ Change System Default paths (if required)
- ☐ Key in Sub Account balances (if required/applicable).

Keep your National Online CD-ROM and Registration Password in a secure place.

Congratulations, you have installed National Online.

What happens next?

To get you started using the latest version of National Online, you should read the following sections of this guide:

- Hints and tips
- Getting Help
- Commonly used functions.

You will then be ready to use National Online 8.41+

HINTS AND TIPS

- Create a model** To create a template that you can use for frequently made transfers or payments, create a model.
- Copy a model or message** To create a new message, copy a model or an existing message.














GETTING HELP

- National Online contains a comprehensive help system to make using National Online easy. If you have a problem using National Online you should always check the help first.
- To access the Online Help, do one of the following:
- Press **F1** – Displays help specific to the screen you are working in
 - From the toolbar, click **Help** – Displays help specific to the screen you are working in
 - From the menu bar, select **Help > User Guides** – Displays the user guide of your choice
 - From the menu bar, select **Help > FAQs** – Displays user frequently asked questions (FAQs).

COMMONLY USED FUNCTIONS

This section explains commonly used National Online functions and procedures. This quick reference guide can be removed along the perforation for your convenience.

A message contains all your payment items or instructions. A model is similar to a template.



Click	To...
	Create a new message
	Open a message
	Copy a message or model
	Close a message
	Print a message, report or enquiry
	Delete a message from the register
	Save a message with or without validation
	Secure and/or authorise a message
	Connect to NAB to send or receive messages (standard or Intraday)
	Reset a message to a previous status
	Search for a message or item on any register or grid in the system
	Create a Beneficiary Advice
	Display the Online Help

STARTING NATIONAL ONLINE

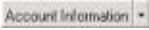
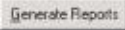
The setup program automatically creates a National Online Banking program group and desktop shortcut icon. Use one of these to open National Online:

- Program group** Select **Start > Programs > National Online Banking > National Online**
- Desktop shortcut icon** Double-click the **National Online** shortcut icon on your desktop

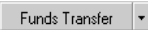


Receiving account information

- Check your modem is connected and ready to dial into NAB.
- Click 
Note: Any highlighted messages ready to send to NAB will also be sent.
- Click 
National Online connects to NAB and downloads your account information.
- If you need to cancel the connection, click Cancel.


Generate an account report

- Do **one** of the following:
 - Click 
 - Select **Account Reporting** from the drop-down arrow.
- Click the **Reports** tab.
- Complete the required details.
- Click 
National Online generates the report. If you are exporting the report, complete the export details on the **Export Report** dialog box.
- Click **OK**.
National Online generates the report.

CREATING A DOMESTIC FUNDS TRANSFER MESSAGE



- Click 
- Select **Domestic > New**.
- Complete the payment details.
- Click 
National Online adds the payment to the grid
- If there are errors, an error message displays indicating the error. The cursor returns to the incorrect field. Correct the information, then repeat the previous step.
- To add additional payments, repeat steps 3 – 5.
- Click 
The message displays with a Valid status.
- Secure and authorise the message.
- Send the message to NAB.

Importing a Direct Payments file

- From the File menu, select **Import > DE File > File Import**.
- Select the file that you want to import.
- Click **Open**.
National Online checks that the file is valid and will display an error report.
- If a fatal error is found, the file is not imported:
 - From the **Direct Payments Error Report**, take note of the details of the error
 - Click **OK**
 - Manually correct the errors in your payroll or accounting system
 - Repeat this procedure from step 1.
- If the report indicates that the file contains non-fatal errors, click **OK**. The file details display.
- Check all information is correct.
- Click 
- Secure and authorise the message.
- Send the message to NAB.

You can also manually create a Direct Payments message without importing a file. See the Direct Payments Online Help for more information.

Securing/authorising a message

1. Select the message to authorise.
Note: The message must have the status of Valid.
2. Click  Open
The message displays.
3. Check that the message details are correct.
4. Click  Authorise
5. If you are using an authorisation password:
 - In the **Authoriser** field, select your authoriser code
 - In the **Password** field, type your password
 - Repeat for the required number of authorisers.
6. If you are using an Authentication Device:
 - Type the challenge number into your Authentication Device and take note of the response code
 - In National Online, in the **Response** field, type the challenge response code
 - Repeat for the required number of authorisers.
7. Click **OK**.
8. Click **Close**.
9. Send the message to NAB.

CUT OFF TIMES

NAB will hold over any message received after the established cut off times. NAB will process such messages on the next business day.

Domestic Funds Transfer

Overnight	5.00pm Monday – Friday Melbourne time
Within Day or Urgent	3.30pm Monday – Friday Melbourne time

Messages that contain credits to NAB accounts only will be processed on a **within-day** basis if NAB receives the message by **6.00pm Melbourne time**.

International Funds Transfer

Refer Online Help for the current cut-off times for foreign currencies.

Direct Payments

Overnight	5.00pm Monday – Friday Melbourne time
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Australia-wide public holidays

NAB does not process messages on Australia-wide public holidays. Messages that are held over will be processed on the next business day.

Messages sent on an Australia-wide public holiday, or forward dated to a public holiday, will be processed the next business day.

State or Territory public holidays

On State or Territory public holidays, NAB processes messages provided there are enough funds available in the accounts to be debited on the value date.

NATIONAL
ONLINE SUPPORT

If you have a problem using National Online first check the Online Help to find the answer.

If you still can't resolve the issue, National Online Support is available to assist.

National Online Support is available 8am – 8pm (Melbourne time), Monday to Friday on **1300 652 565**.

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DISPLAYING THE
CONNECTION LOG

Use this procedure to display the Connection Log.
For more information, see Viewing the Audit Log in the Online Help.

1. From the menu bar, select **Communication > Connection Log**.
2. To display the details of a connection, double-click a connection.
3. Click **Close**.

Displaying a Tax Invoice/Billing Statement

Use this procedure to display or print the details of a Tax Invoice/Billing Statement from the Broadcast/Billing Register. For more information, see Viewing the Broadcast/Billing Register in the Online Help.

1. From the menu bar, select **Register > Administration > Broadcast/Billing**.
2. Select the Tax Invoice/Billing Statement to display.
3. Click **Open**.

Displaying a Broadcast Message

Use this procedure to display or print the details of a Broadcast Message from the Broadcast/Billing Register. For more information, see Viewing the Broadcast/Billing Register in the Online Help.

1. From the menu bar, select **Register > Administration > Broadcast/Billing**.
2. Select the Broadcast Message to display.
3. Click **Open**.

AUTHENTICATION DEVICES

If your organisation has chosen to use the Authentication Device method to authorise messages, you will have received a number of Authentication Devices in the National Online start-up kit.

Your Authentication Device is the key to authorising the transfer of funds from your accounts. Keep it in a safe, secure place to protect against unauthorised use.

What is an Authentication Device?

An Authentication Device is a small unit the size of a pocket calculator that consists of a Card that is protected by a PIN and a Reader. The Card is used in conjunction with a Reader to generate authorisation codes in response to the challenge codes generated in National Online.

You must assign the Authentication Device Cards to the staff members that you have designated as National Online authorisers. The Readers are generic and can be used with any Card.

Authentication Device PINs

Each Authentication Device Card is protected by its own Personal Identification Number (PIN). The Authentication Device PIN works in a similar way to the PIN on your ATM card. It proves to the device that you are authorised to use it to generate response codes.

You should never:

- give your PIN to another person
- write your PIN down where an unauthorised person could find it and use it to authorise payments.

When you receive your Authentication Device, you will also receive a sealed security envelope containing the PIN assigned by NAB. Ensure that the serial number on the envelope matches the serial number on the Authentication Devices.

You only use the PIN assigned by NAB the first time that you use the Authentication Device, then you must set a PIN of your own choice.

You must set your own PIN as soon as you receive the Authentication Device.

When you choose a PIN, the Authentication Device checks that it conforms to certain rules. For example:

- Your PIN must be at least four numbers, but no more than eight numbers
- You can't use sequential numbers or groups of numbers that are all the same.

Setting your PIN for the first time

- Step 1** Insert your Card into the Reader and turn the unit on by pressing the oval power button.
- Step 2** Enter the temporary PIN provided to you and press the green key.
- Step 3** Enter your new PIN (4–8 digits in length) and press the green key.
- Step 4** Re-enter your new PIN and press the green key.
- Step 5** Turn off the Reader by pressing the oval power button and remove your Card.

Changing your PIN at any time

- Step 1** Insert your Card into the Reader and turn the unit on by pressing the oval power button.
- Step 2** Press the down arrow twice to select the Change PIN option in the menu and press the green key.
- Step 3** Enter your current PIN and press the green key.
- Step 4** Enter your new PIN (4–8 digits in length) and press the green key.
- Step 5** Re-enter your new PIN and press the green key.
- Step 6** Turn off the Reader by pressing the oval power button and remove your Card.

Authorising with a Card and Reader – getting the response number

- Step 1** Obtain Challenge number from National Online by securing and printing the payment instruction or by clicking on the authorise button.
- Step 2** Insert your Card into the Reader and turn the unit on by pressing the oval power button.
- Step 3** Press the green key to select the Logon option.
- Step 4** Enter your PIN and press the green key.
- Step 5** Enter the 7 digit Challenge number obtained from National Online and press the green key.
- Step 6** Note down the 7 digit Response number on the payment report or enter this number directly into National Online.
- Step 7** Turn off the Reader by pressing the oval power button and remove your card.

Repeat these steps if more than one authoriser is required for each Payment Instruction.

Please contact National Online Support on **1300 652 565** if you have any questions.

Authentication Device battery

If the LCD display does not come on when you switch on the Reader or if it is faint, then you need to replace the batteries.

The Reader requires two 3 volt lithium CR2025 batteries. Please refer to the battery replacement instructions supplied with the Reader.

NATIONAL ONLINE SUPPORT

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