

## Troubleshooting Guide for Accessing the Vision Super Member & Employer Secure Sites

The Vision Super Secure Site is an online Internet service available from the Vision Super website that provides members and employers with real time access to their information within Vision Super's database system.

This Guide has been written to assist both members at home and IT Support personnel at employer workplaces, troubleshoot problems in accessing either the Member or Employer Secure Sites, including situations where:

- **The Secure Site doesn't work at all** – the login password prompt won't appear, or
- **The Secure Site website is extremely slow**

Covered in detail below are a number of possible reasons for experiencing difficulties with the Secure Site. Depending upon your specific circumstances, any of them could be causing you problems and sometimes a combination of issues may be the cause; so please consult each section of the Guide in turn.

If you are still having problems with the Secure Site after reading this Guide, contact our Member Services team on 9911 3222 (within Melbourne) or 1300 300 820 (local call outside Melbourne).

### 1. Check your browser is compatible with the Secure Site

To provide an interactive online service, the Secure Site uses Java scripts. Scripts can be thought of as small programs downloaded from a website and executed by your browser to provide more advanced features.

Due to differences in the way alternate browser programs interpret scripts, not all browsers will be compatible with the Secure Site. Both the Member and Employer Secure Sites have been designed to support:

- **Internet Explorer version 5.0 or higher on Windows Computers Only**

#### **PLEASE NOTE:**

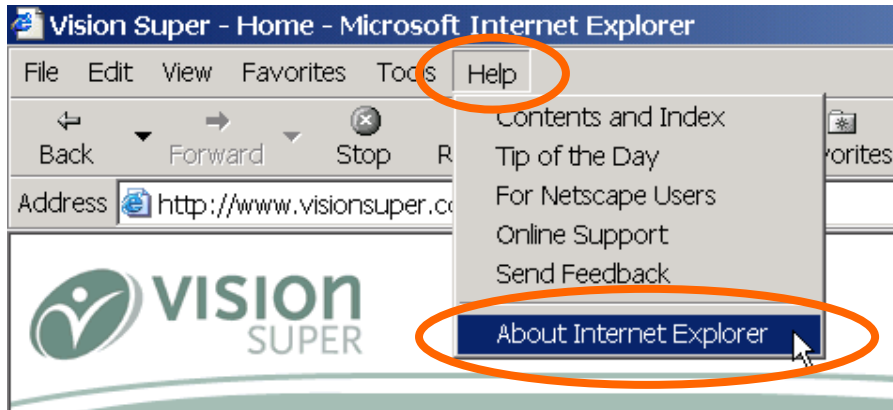
Currently the Vision Super Secure Site only provides full support for Microsoft Windows computers using Internet Explorer. Vision Super has not verified the secure site for:

- Internet Explorer Version 8 running on Windows Vista. Internet Explorer Version 7 is supported on Windows Vista.
- **NON Windows** computers – eg. **Mac** or **Linux** computers
- Browsers other than Internet Explorer 5.0 and above – eg. Firefox, Mozilla, Opera

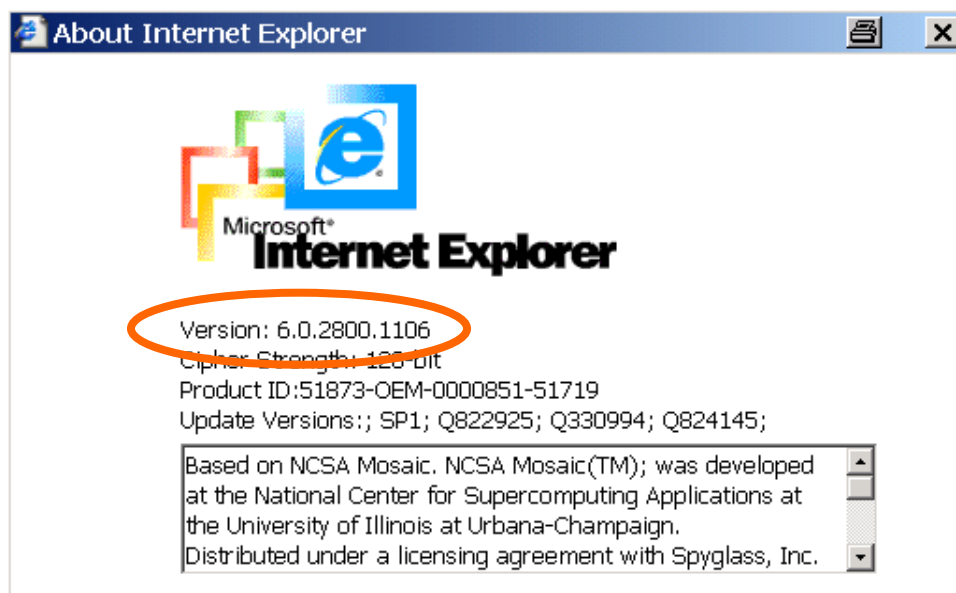
Unsupported browsers are likely to experience problems processing the scripts required for the Secure Site to operate correctly.

To check your version of Internet Explorer:

- Open a browser window, and
- Select the **About** option from the **Help** menu



A window appears indicating the full version number – any version greater than 5.0 is compatible:



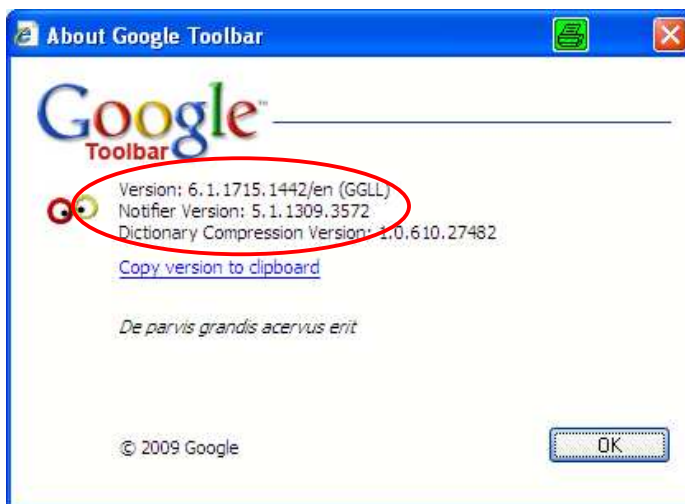
## 2. Google Toolbar

To check which version of Google Toolbar is installed:

- Open Internet Explorer
- Select the drop down arrow on **Google Options** icon located the right hand side of the screen.



- Select option **About Google Toolbar**, the following information screen appears

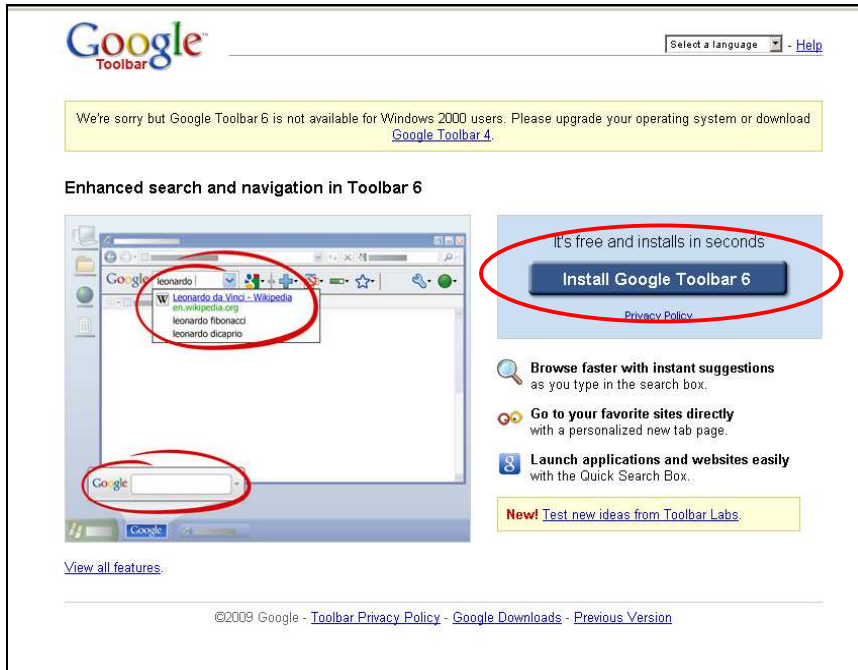


- Ensure it is version 6
- Click **Ok** button

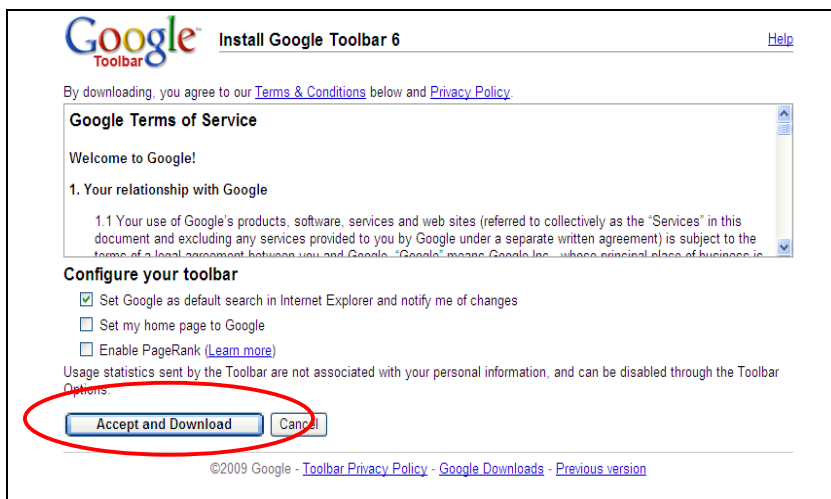
**NOTE:** Google Toolbar version 5, is not compatible with Vision Super's secure site, please install version 6.

**To install Google Toolbar Version 6:**

- Open a new Internet Explorer page
- In the URL address field, enter: <http://toolbar.google.com/T6/intl/en/>



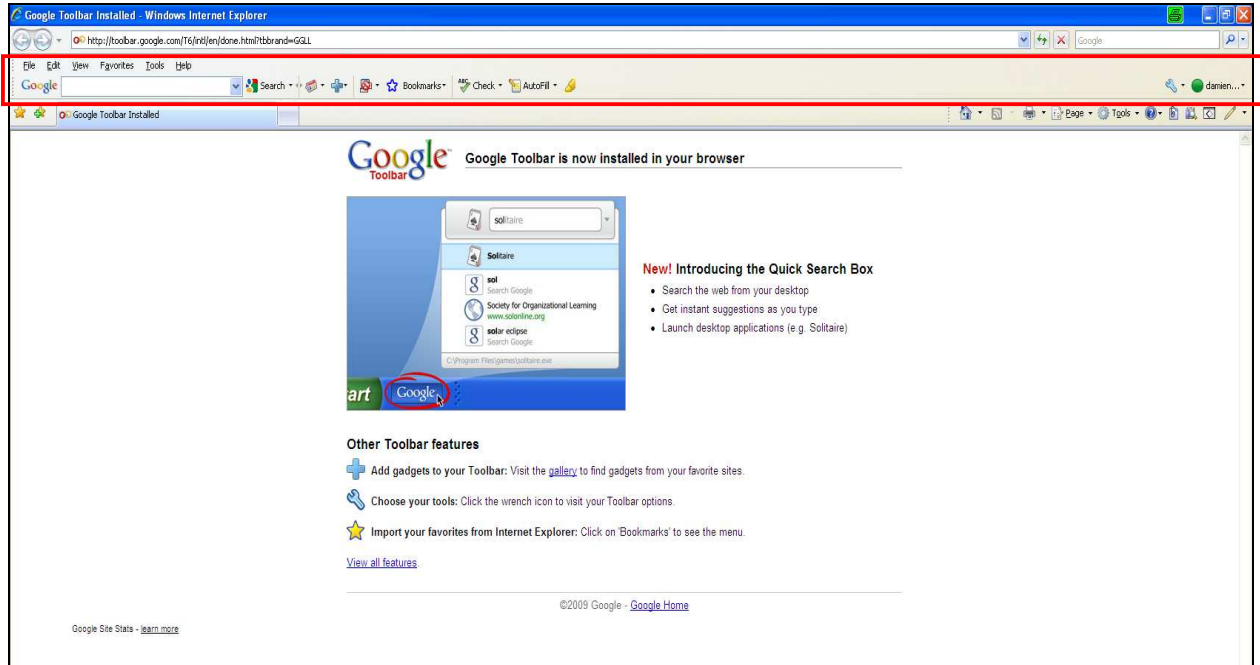
- Click the **Install Google Toolbar 6** to the right hand side, the following page will display



- Click **Accept and Download** button
- A **File Download** dialog box appears, select **Run** button.
- Please wait a moment for Google Toolbar Version 6 install on the pc.
- A dialog box appears prompting for you to run the application. Click the **Run** button.



- Once complete, the following page will appear. Ensure the Google Toolbar appears.



### 3. Check that Java is installed

For the Secure Site to operate correctly, a component of Internet Explorer called a Java VM is required to be installed AND enabled on your computer. This component processes the Java scripts that provide the interactive Secure Site in your browser window. The Microsoft Java VM used to be included with Internet Explorer as standard, however Microsoft stopped providing it with Windows XP and newer versions of Windows. Therefore if you are using Windows XP, you may not have a Java VM installed.

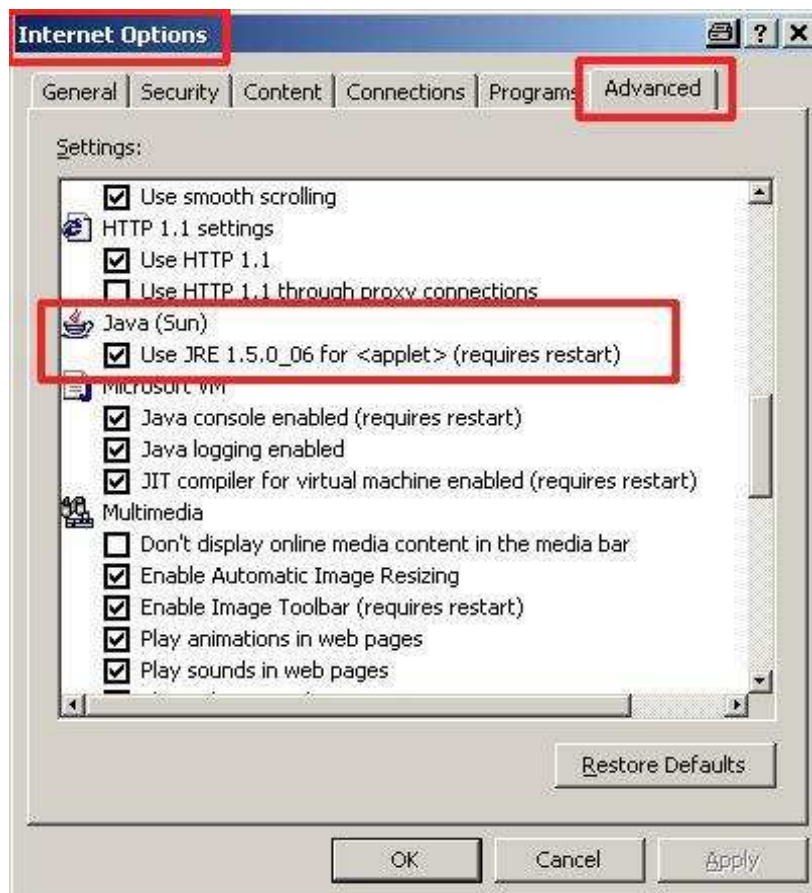
**Note:** There are two types of Java VM that can be installed for Internet Explorer: **Microsoft** and **Sun**. The Secure Site supports both, although the Sun Java VM is preferable as the Microsoft Java VM is not being developed further and is no longer readily available.

To check that Java VM is installed AND enabled on your computer:

- Open a browser window,
- From the top menu, select **Tools > Internet Options**
- Click on the **advanced** tab
- A list of settings will be displayed, grouped under various headings.
- Scroll through the list of settings, looking for the group headings **Java (Sun)** or **Microsoft VM**.

The screen shot below shows the Advanced Internet Settings for a computer with both Sun Java VM and Microsoft Java VM installed and correctly enabled. Only one of these headings needs to appear, but both Java VMs can be installed without causing any problems.

**Note:** The check mark must be turned on.



### **3a If the “Java (Sun)” group heading is NOT listed:**

A Version of Java VM is required to be installed on your computer for the secure site to work.

Currently the Vision Super Secure Site supports either the Microsoft Java VM or the Sun Java VM. As a result if you currently don't have Sun Java VM installed the site should still successfully run using Microsoft Java VM.

#### **Obtaining the installation for Sun Java VM:**

**Note:** *Vision Super disclaims all liability for any loss or damage that may arise from anyone acting on this information. This information is not intended to act as information technology advice or support; assistance from professional IT Support should always be sought.*

*Installation of any software on a computer carries certain responsibilities, including but not limited to:*

- ◆ *Ensuring the computer system is backed up,*
- ◆ *Confirming that the software to be installed is compatible with the system and will not affect other software already installed*
- ◆ *Ensuring that there is a tested procedure for restoring the computer system should anything untoward occur.*

The Secure Site has been configured so that if no Java VM is detected you will be redirected to the Sun Java VM Download page. However if you wish to download the SUN Java VM manually, follow the steps below:

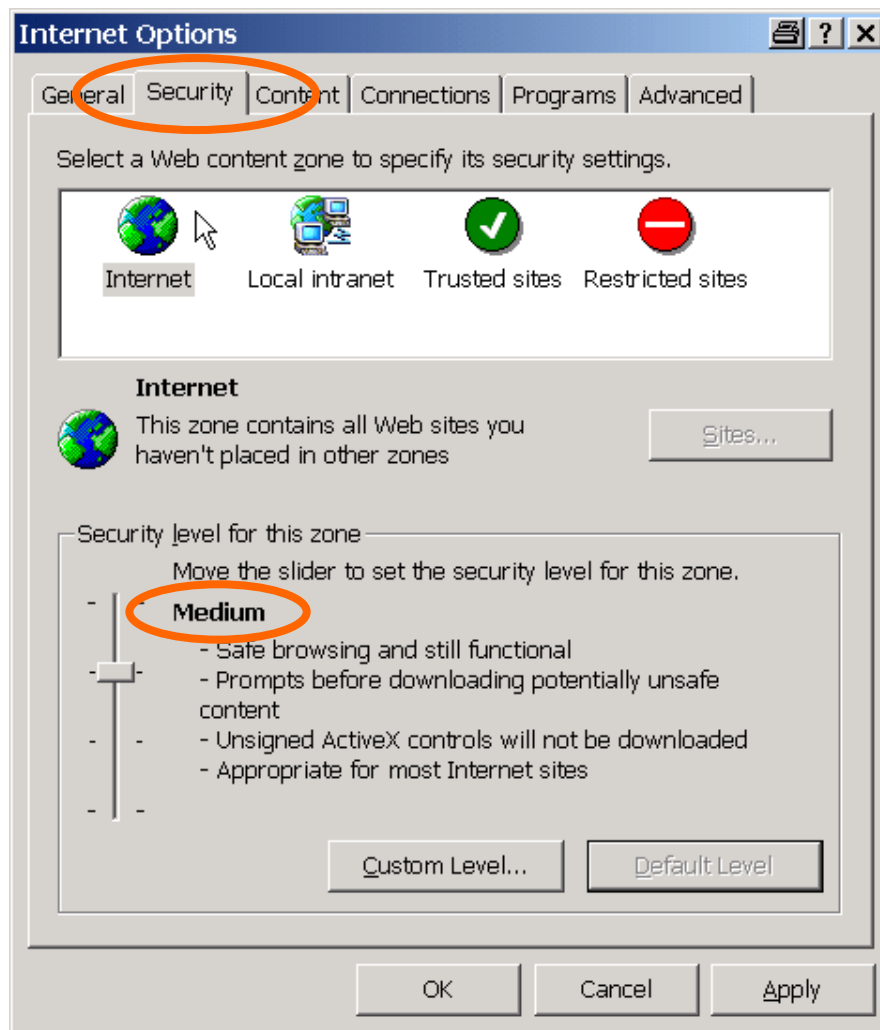
To obtain Sun Java VM click on the following link (<http://www.java.com/en/download/index.jsp>) and install via one of the two windows options.

## 4. Browser Security Settings

Your browser's security settings may be set to disallow the web-based scripts required for the Secure Site to operate.

To check your current Internet Explorer security level:

- Open a browser window,
- From the top menu, select **Tools > Internet Options**
- Click on the **Security** tab, then
- Click on the **Internet** globe icon to display your security level for accessing the Internet



The Secure Site will work on the **Medium** security level (this is the default level) or any lower level. A security level of High or Custom may prevent your browser from running the required scripts.

If you are at your workplace, we recommend that you contact your IT support rather than change security settings yourself. If you or your IT support wish to remain on a High or Custom security level, adding **www.visionsuper.com.au** to your **Trusted Sites** list (see the next section) will permit the Secure Site scripts from executing without affecting your security for other websites.

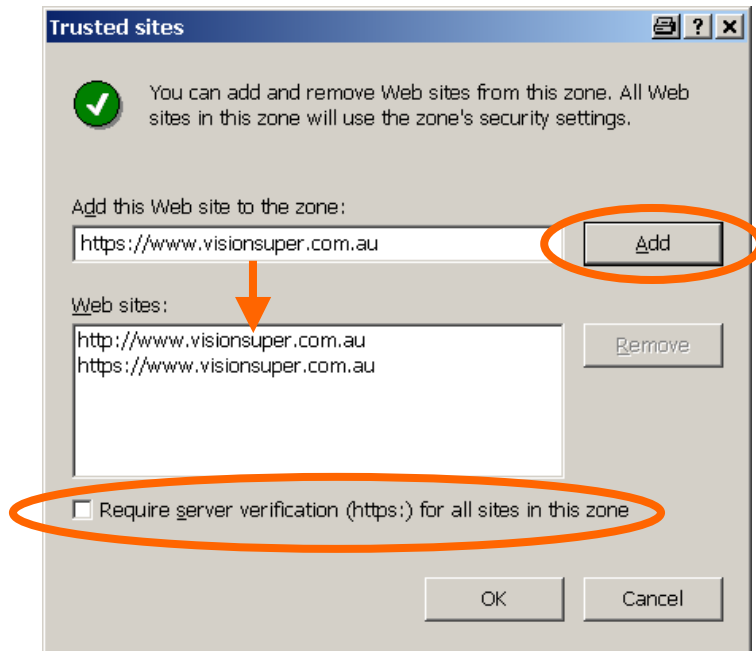
## 5. Setting Vision Super as a trusted website

Newer versions of Windows have additional security features such as “pop-up window blocking” and “file download blocking”. These features can impede the operation of the Employer Secure Site, especially where files are needed to be retrieved.

The following steps add the Vision Super website to the Internet Explorer list of “Trusted Sites” which effectively turns these features off when accessing the Vision Super website.

- Open a browser window,
- From the top menu, select **Tools > Internet Options**
- Click on the **Security** tab,
- Click on the **Trusted Sites** icon and select the **Sites** box.





- Uncheck the option “Require server verification (https:) for all sites in this zone”
- Enter <http://www.visionsuper.com.au> into the field titled “Add this web site to the zone”,
- and then select **Add** so that it appears in the list below
- Do the same for <https://www.visionsuper.com.au>

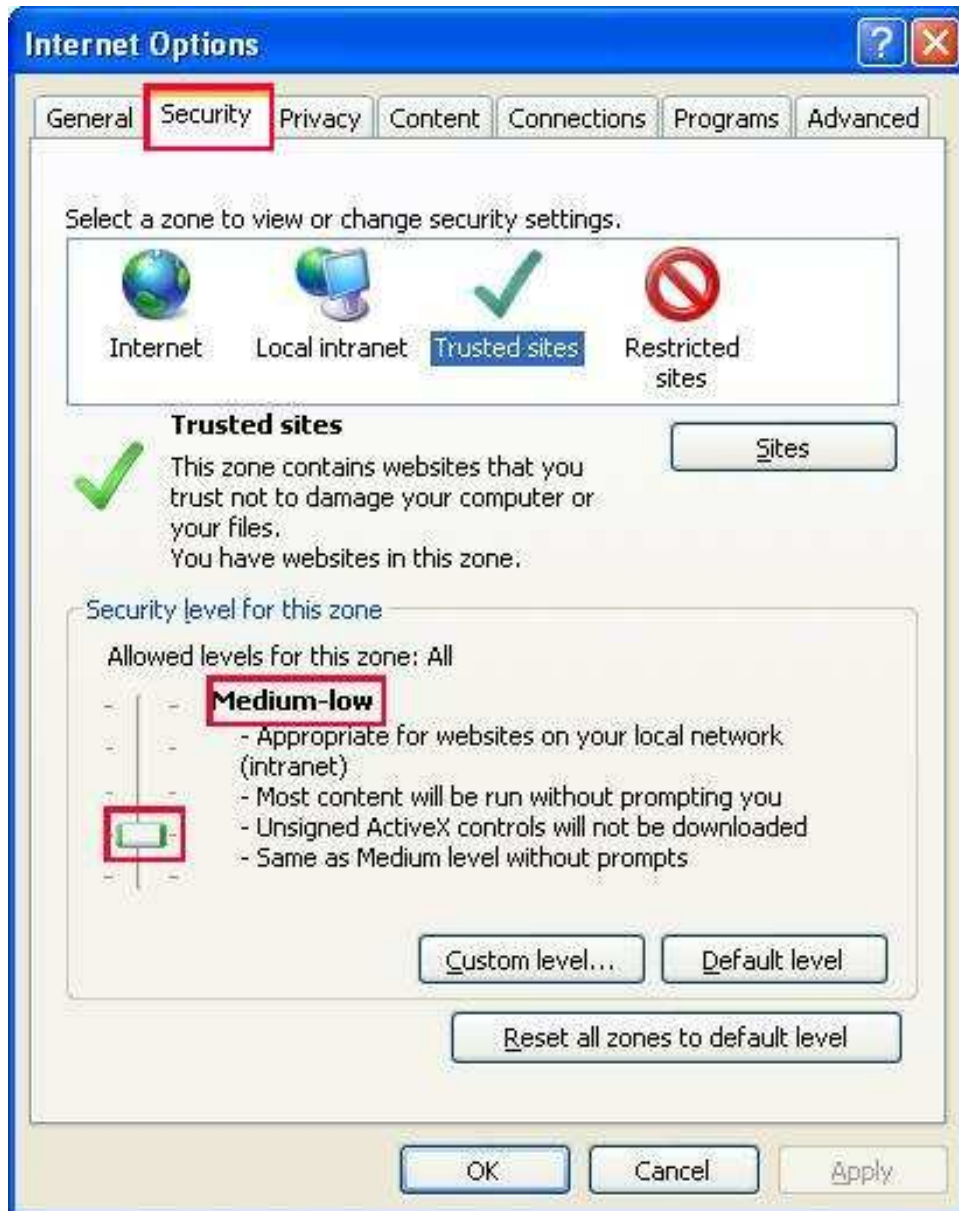
You should now have two entries for the Vision Super website as shown in the diagram above.

- Click **OK** to close the Trusted Sites window, and
- Click **OK** to close the Internet Options window

## 5a. Internet Explorer 7 (IE 7) Users.

Please be aware that due to new security settings in IE 7 there is an additional step.

- Open a browser window,
- From the top menu, select **Tools > Internet Options**
- Click on the **Security** tab,



- Click on the **Trusted Sites** icon and select **"Security Zone for this Zone"** and change the security level to **Medium-Low**
- Click **OK** to close

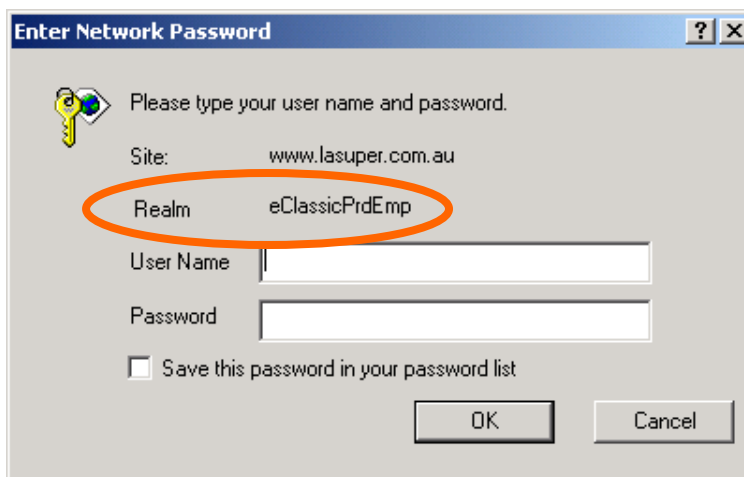
You then need to close all open Internet Explorer windows before retrying the Secure Site.

## 6. Internet Proxy Server Settings

Browsers are often configured to access the Internet via a proxy server (or caching server) to improve performance and reduce Internet traffic. This is particularly true of workplace computers. The Secure Site uses dynamically generated scripts to provide its interactive session and real-time data. Some proxy servers attempt to cache these scripts, which is incompatible with the operation of the Secure Site.

Common symptoms of a proxy server related problems are:

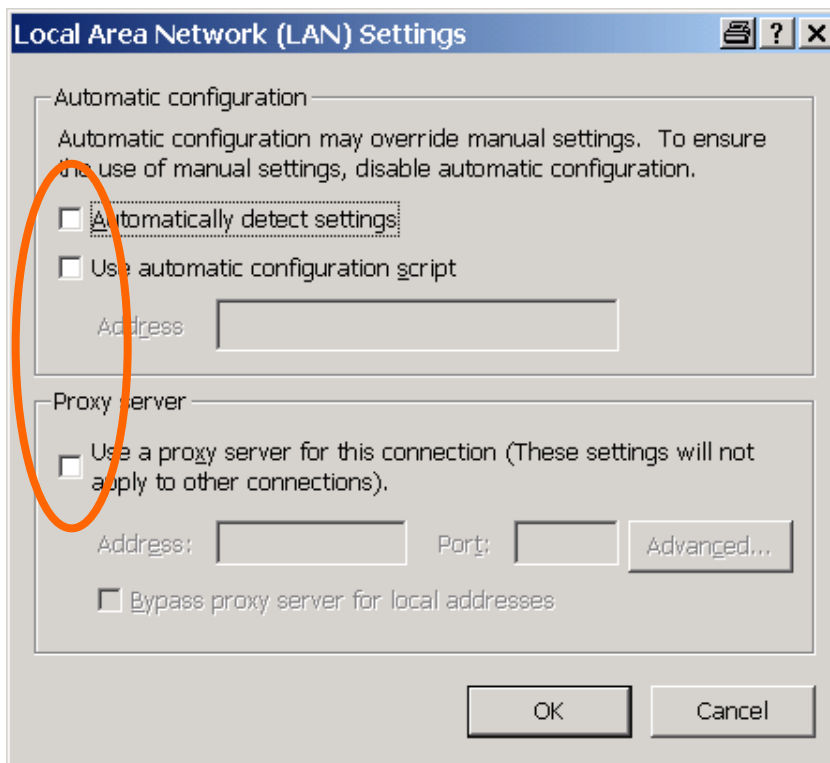
- The Secure Site operates, but extremely slowly
- When trying to enter the Secure Site, your browser displays a windows network login prompt asking you to login to the website with a **Realm** specified, similar to the example below:



**Note:** that the above may not occur in every case, so please carry out the following check even if you are experiencing different symptoms.

To check whether your browser is set to use a proxy server:

- Open a browser window, and
- Select **Internet Options ...** from the **Tools** menu,
- Click on the **Connections** tab, then
- Click on the **Settings** button for your *dial-up* or *Local Area Network* connection according to how your computer accesses the Internet.



If any of the settings in the **Automatic Configuration** or **Proxy Server** sections are checked on, then a proxy server may be causing the problem. If this is the case, perform the following test:

**Note:** If you are at your workplace, we recommend that you contact your IT support to assist with testing rather than change proxy connection settings yourself.

- Firstly, record how the connection settings are currently set on your computer before making any changes (if possible, print out a copy of the screen)
- Uncheck the settings in the **Automatic Configuration** and **Proxy Server** sections so they appear as in the example above
- Click on **OK** to accept the changes
- Close all Internet Explorer browser windows and then reopen a fresh Internet Explorer window that will be using the new connection settings
- Try to access the Vision Super secure site to test whether your problem has been resolved

If the above test **DID NOT** assist with your problem, then ensure you return to the Connection Settings window of Internet Explorer and reset all settings to their original state as you recorded them in the first step.

If un-checking the proxy connection settings **DID** resolve your problem, then you should consult your IT support and pass on the results of your test – they should be able to make a

configuration change to the proxy server or your browser to prevent only [www.visionsuper.com.au](http://www.visionsuper.com.au) from being cached, thereby allowing you to continue using the proxy server for other websites.

## **7. Internet Security related problems**

If after working through all the above sections you are still experiencing problems with the Secure Site, your problem may be an Internet security related issue which is preventing the scripts required for the Secure Site to execute correctly.

There are many different types of Internet security software and devices, most of which can be configured to deny Java scripts as a precaution against dangerous websites. Examples of Internet security measures include:

- Firewalls,
- Content Filters,
- Virus Scanners,
- Internet Access Controls,
- Proxy Servers

If you have IT support that manage your Internet security, please consult with them. Otherwise contact our Member Services team on 9911 3222 (within Melbourne) or 1300 300 820 (local call outside Melbourne).