

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

Introduction

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 staff at employer workplaces, to troubleshoot problems in accessing either the Member or Employer Secure Sites, including situations where:

- **The Secure Site doesn't work at all**
- **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, a combination of issues could be causing your problem; 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).

Check your browser is compatible with the Secure Site

The Vision Super secure site supports Windows PC and Apple computers using:

- **Windows PC Browsers:**
 - Internet Explorer version 6.0 or higher
 - Mozilla Firefox version 3.5 or higher
 - Google Chrome version 4 or higher
 - Apple Safari version 4 or higher
- **Apple Computer Browsers:**
 - Mozilla Firefox version 3.5 or higher
 - Google Chrome version 4 or higher
 - Apple Safari version 4 or higher

PLEASE NOTE:

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

Please be aware that the following information will **only** assist in diagnosing Internet Explorer browser related problems.

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:

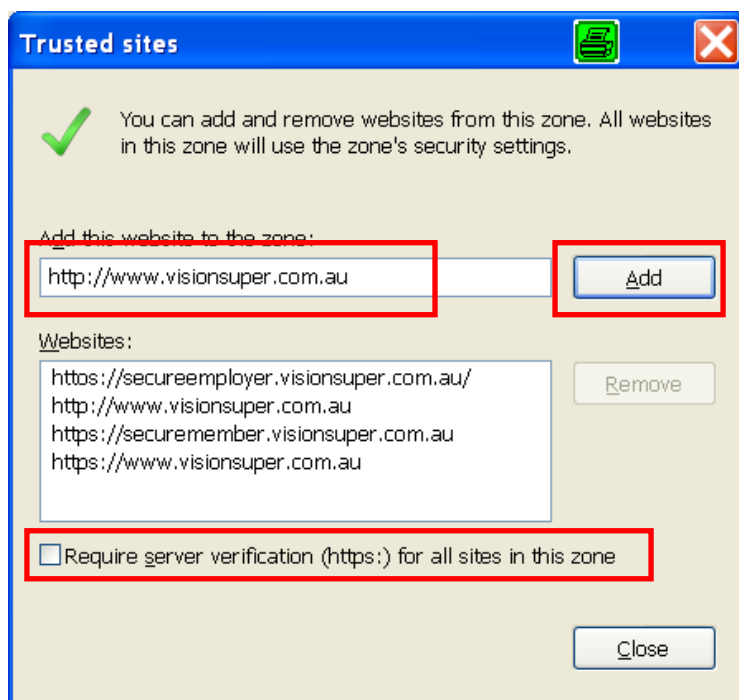


Adding Vision Super as a Trusted Site

Newer versions of Internet Explorer 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.



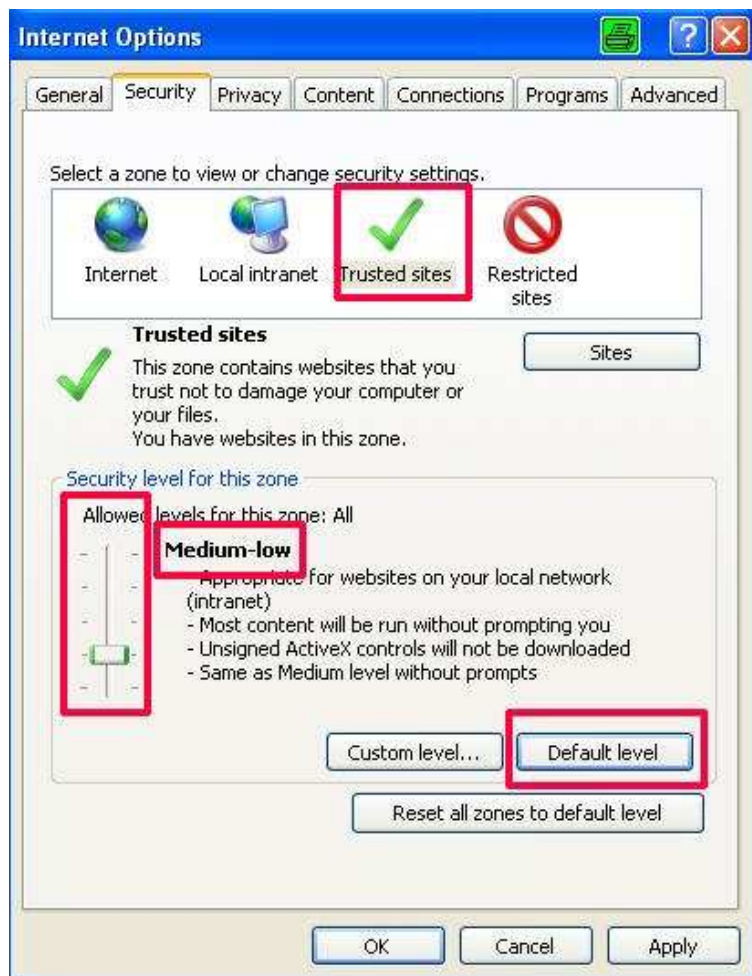
- Uncheck the option **Require server verification (https:) for all sites in this zone**
- Enter the following website to the test field **Add this web site to the zone:**
 - <http://www.visionsuper.com.au>
- Select **Add** button.
- Repeat the steps above for the following list of websites
 - <https://www.visionsuper.com.au>
 - <https://securemember.visionsuper.com.au>
 - <https://secureemployer.visionsuper.com.au>
- You should now have four entries for the Vision Super website as shown in the diagram above.
- Click **Close** to close the Trusted Sites window, and
- Click **OK** to close the Internet Options window

Setting trusted Sites secure levels

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 **Trusted Sites** globe icon to display your security level for accessing the Internet



The Secure Site will work on the **Medium-low** security level or any lower level. A security level of High or Custom may prevent your browser from running the required scripts.

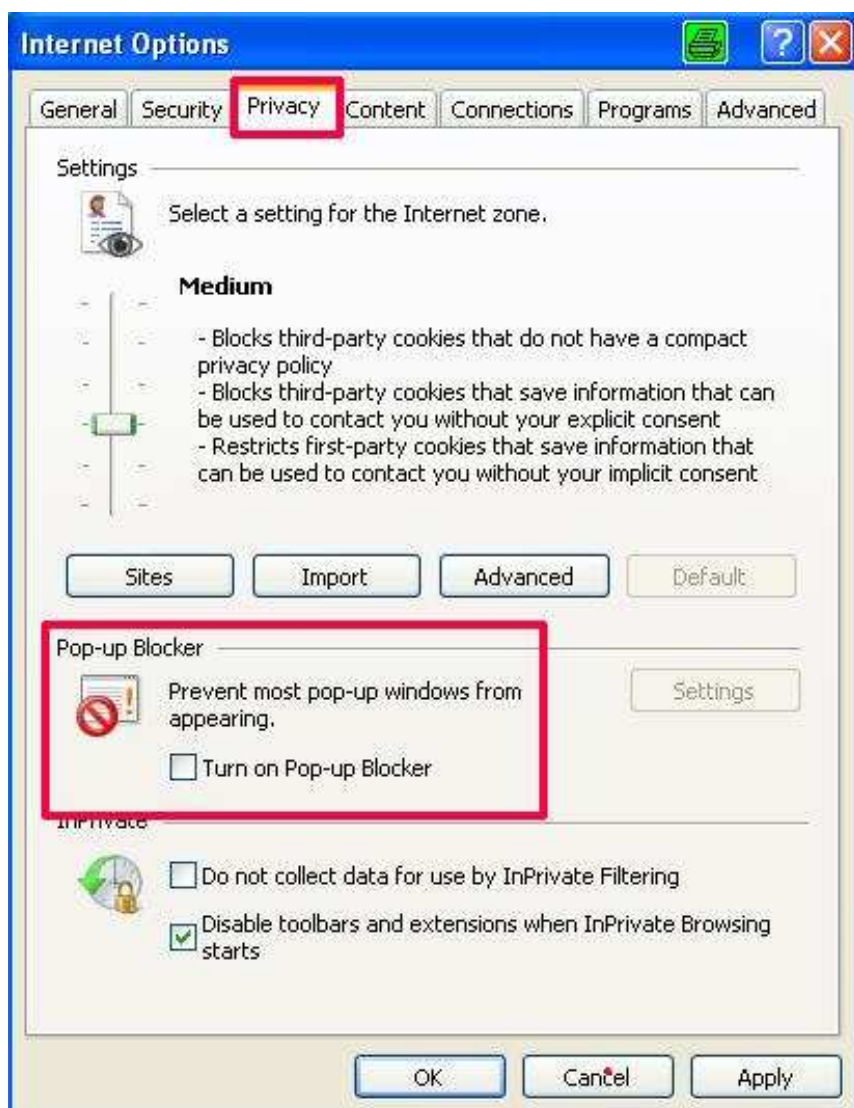
If you are at your workplace, we recommend that you contact your IT staff rather than change security settings yourself. If you or your IT staff wishes to remain on a High or Custom security level, adding **www.visionsuper.com.au** to your **Trusted Sites** list (see the next section) will permit the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

Internet Explorer Pop-up Blocker

Internet Explorer 7 and above introduced a new feature “Pop-up blocker”.Which can prevent files from downloading and some pages from opening.

To disable this feature:

- Select **Tools** from the top menu
- Select **Options** and the Internet Options Dialog box appears
- Select **Privacy** tab and then remove the tick from **Turn on Pop-up blocker**
- Click **OK** to accept change



Google toolbar popup blocker

The Google Popup blocker can prevent files from being downloaded and screens from opening. To turn off the Google Popup complete the following steps:
Check the see if Pop up blocker is turned up on the Google toolbar



If the blocker is turned on go to option (via the spanner icon located on right hand side of Google toolbar)



Remove the tick from the Pop up blocker option



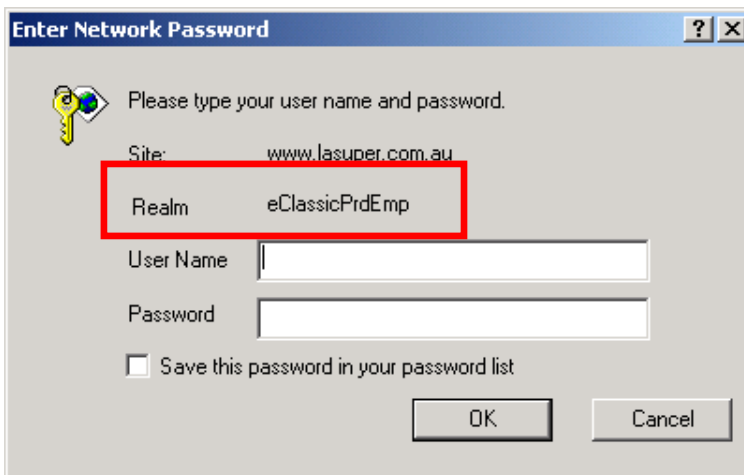
Internet Proxy Server Settings

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

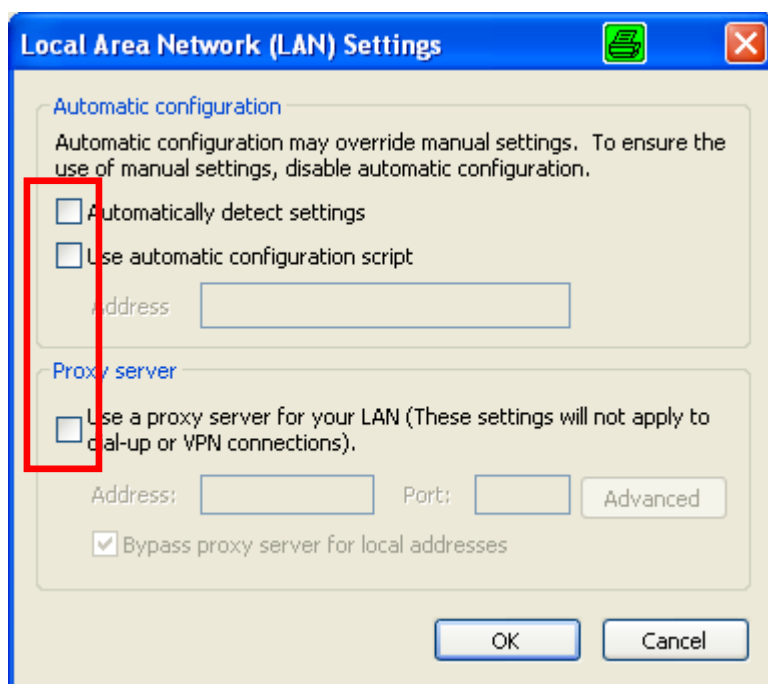
When trying to enter the Secure Site, your browser displays a windows network login prompt asking you to login to the website with a Realm specified, similar to the example below:



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 from being cached, thereby allowing you to continue using the proxy server for other websites.

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).