RESERVE BANK INFORMATION AND TRANSFER SYSTEM

Assisted Transactions User Guide

September 2024

R I T S

Document Change History

Version	Date Completed	Comments
1.0	September 2008	Initial version
1.1	June 2023	Updated contact details
1.2	September 2024	Updated cross-references

1.   ASSISTED TRANSACTIONS FACILITY

1.1   Overview

The RBA offers RITS Members an Assisted Transactions facility. Assisted Transactions are transactions entered into RITS by Settlements Section, Payments Settlements Department, on a Member's behalf, subject to the appropriate identification of the RITS user.

Members who require urgent transactions to be performed in RITS, but are unable to access RITS, should contact Settlements Section directly.

Assisted Transactions can be performed for any update functions that a user would normally be able to complete from the RITS menu on a PC, such as enquiries on ESA position, queue management, setting statuses, changing sub-limits, entering cash transfers and authorising entries made by another user.

Password and certificate administration functions are not available in the Assisted Transactions Facility. However, these actions can be performed by the RITS Help Desk on a Member's behalf. Instructions to the Help Desk must be in writing (faxes are acceptable if Member has elected to accept fax instructions) and signed by two RITS authorised signatories. Standard forms are available from the RITS Information Facility.

A valid RITS username and password must be provided to the RBA to validate the identity of the user. The user must also have been allocated the appropriate role and have the appropriate authorisation privilege.

If you are experiencing technical difficulties in accessing RITS, please advise the RITS Help Desk as soon as possible.

The contact numbers and business hours for Settlements Section and the RITS Help Desk are listed in chapter 1.2. Members are recommended to go through the checklist in chapter 2.2 of this user guide before contacting the Settlements Section.

1.2   Contact Details

Settlements Section, Payments Settlements Department

Domestic Settlements   (02) 9551 8912*

Business Hours:
Monday – Friday: 8.00 am to 6.30 pm Australian Eastern Standard Time (AEST)
Monday – Friday: 8.00 am to 8.30 pm Australian Eastern Daylight-saving Time (AEDT)

RITS Help Desk

RITS Help Desk   1800 659 360* or +61 2 9551 8930*

Business Hours: The RITS Help Desk is staffed 24 hours a day, on every day of the year.

*Calls to and from these numbers are recorded.

2.   REQUESTING AN ASSISTED TRANSACTION

2.1   Troubleshooting

Prior to requesting the RBA perform an Assisted Transaction, Members should check the following:

- *Connectivity* – Members who have problems with the ANNI leased line connection may try to access via the internet. Select the 'Options' tab in the RITS Launch Page, then select 'Autodetect disabled' and re-select 'RITS' for a different connectivity option.

- *User status* – confirm that the user's RITS status is 'active' in 'User Privileges'.

- *Certificate status* – check that the user's RITS digital certificate status is 'active' in 'User Privileges', under the 'Certificate Administration' tab.

- *Authorisation* - check if the function requires an authorisation in 'Auth by Function'. A function requires an authorisation if a 'Y' is placed beside the function. If the function requires an authorisation you will need to supply two user logons and passwords.

- *User's roles* - does the entry user have the appropriate role to perform the action required? Check the user's role in 'User Privileges' – 'Roles for this User' tab.

- *Authoriser's roles/ privileges* - does the authoriser have the Authoriser role and the privilege to authorise the action? Check the user's role in 'User Privileges' then the 'Authorisations' tab.

- *Other technical requirements* – check if the PC satisfies all the technical requirements for running the RITS application. Refer to the *Technical Information Paper* available under [Technical Requirements](#) on the RITS Information Facility or at www.rba.gov.au/rits/info/pdf/RITS_UI-Technical_Information_Paper.pdf.

2.1.1   Password Problems

If a user is unable to login to RITS due to a RITS password-related problem, the user should contact their Password Administrator to reset the password. If the Password Administrator is unavailable and the user requires urgent access to RITS, the user should fill in a *Changes to an Existing User* form (signed by two RITS Authorised Signatories), fax it to the RITS Help Desk to request the resetting of a password.

Passwords reset by the Password Administrator or the RITS Help Desk are 'pre-expired', which means that the user must logon to RITS using the new password and immediately change it.

Remember that a valid password is required to request that the RBA perform an Assisted Transaction.

2.2   Details required

Members are recommended to go through the following checklist to ensure that they have all of the necessary details at hand prior to contacting the Settlements Section for an Assisted Transaction.

Item to supply	Description
Entry person's user ID, password	The Member must supply a user logon that is in 'active' status and has a valid password.
Authoriser's user ID, password	If the function required has an authorisation placed on it, the Member must supply **another** user logon with a valid password. Check the user's details in 'User Privileges'. This user logon MUST be different to the entry user's logon.
Type of transaction required	What transaction do you wish to enter?
Counterparty	Check that you have the counterparty's RITS Member Code.
Amount of the transaction	How much is the Member transferring to another Member or how much does the Member expect to receive from the counterparty?
Purpose of the transaction	The Settlements Section may inquire why the transaction is needed.
Account balance	For verification purposes, the Settlements Section may inquire the approximate account balance the Member has in its ESA.
Session times	Assisted Transactions can be made whenever RITS is open, subject the session rules. For details on RITS session times please refer to section 4 of the Overview of Functionality User Guide.
Session extensions	If a RITS session extension is required, contact the RITS Help Desk. For details, refer to the *RITS Session Extension Arrangements* under the 'Session Arrangements' tab in the RITS Information Facility or at www.rba.gov.au/rits/info/pdf/RITS_Session_Extension_Arrangements.pdf.

2.3   Phone the RBA

After you have checked all the points listed in chapter 2.1 and have all the information from chapter 2.2 on hand, phone Settlements Section. Contact details are listed in chapter 1.2. Note that all calls to and from Settlements Section are recorded for verification purposes.

2.4   Reset your Passwords

To safeguard the integrity of access to RITS users must reset their RITS passwords (using the function Change Password) following an assisted transaction.

Users whose passwords are not reset by the end of the next business day will be contacted by the RBA.