

User Tips for the RITS Interface No. 1

This email is to provide RITS users with information on how to most effectively use the new interface. It is based on the questions and feedback received from users by the RITS Help Desk. These tips will also be available on the RITS Information Facility.

How do I obtain faster response times?

To obtain the best response times for the user interface you need to ensure that your settings in the Internet Explorer Tools/Internet Options/Advanced tab are correct. Ensure that under "HTTP1.1 settings", both "use HTTP1.1" and "use HTTP1.1 through proxy connections" are selected. You may need to consult with your IT personnel to implement these changes.

If you believe that response times remain consistently slow following this change, please contact the RITS Help Desk. Note: If you are accessing RITS via the Internet, response times can vary depending on a variety of factors (line speed, ISP, heavy downloads by other internal users etc.).

What happens if I forget my Token Codeword?

It is crucial that you remember your token codeword, as it cannot be reset by an Administrator. If you forget the codeword it is necessary to re-format your token and obtain a new digital certificate. This may cause inconvenience to you and your organisation, as you will not be able to access RITS while you are without your token and certificate.

Token codewords do not require changing on a regular basis, unless you choose to change codewords yourself. As with your login password, your token codeword should be safeguarded and known only to you.

How do I submit Queue Status Updates?

Updates to the ESA, Credit and Cash Account statuses of transactions on the Queue are made in the functions accessed from the menu under ESA/Credit / Queue Mgt and Cash Account / Queue Mgt.

Updates to statuses do not take effect or update on the screen immediately, as the Queue has to receive and process the update requests. This may take several seconds. It is therefore advisable to wait a short time (depending on the speed of your network connection) after submitting the update to check that the request has been processed. To enquire on the progress of the update request perform another "Find".

If you attempt to update a transaction that has already settled, you will receive a notification message from the system.

How do I effectively use the Mouse Scroll Wheel?

Some users have experienced difficulties when attempting to use the scroll wheel on their mouse when using RITS. Specifically, after making a selection in a list box (by clicking on an option in the list), the user has rolled the scroll wheel to move down the screen. This has the effect of changing the selection in the list box.

If you wish to use the scroll wheel to navigate around the screen, it is advisable to "click off the field" after making the selection. This will ensure that the selection does not change when the scroll wheel is used. Alternatively, use the scroll bar to move down the screen.

Future releases of the software will disable the use of the mouse wheel to select fields.

How do I run more than one RITS Session on my PC?

Some users have more than one RITS logon (e.g. users who perform RITS actions for two related RITS Members) or some users may share a PC with another RITS user.

In these situations ensure that each RITS session is started in its own browser session. To do this, start each logon via a separate Launch Page (i.e. Double click on the Launch Page icon for each separate Production logon).

Where do I find the User Guides?

All information about RITS (including forms) can be found on the RITS Information Facility, which can be accessed by selecting the information "i" symbol from within RITS or via the internet on www.rba.gov.au/rits

If you experience any problems with using the new interface, or have suggestions that may be helpful to other users, please bring them to the attention of the RITS Help Desk by either email to rits@rba.gov.au or telephone on 1800 659 360. This information will enable us to offer advice in subsequent editions of User Tips for the RITS Interface.