



Welcome to our new look AFSA Online

Your feedback is important to us and after consultation with clients we are pleased to announce a new look platform to transact and manage your accounts. We hope you find this platform has improved security, features and flexibility.

New system features

- Responsive – the new AFSA online platform has been created to be responsive: meaning it will automatically resize so that it can be viewed and accessed from your mobile, tablet or desktop computer.
- Resetting your AFSA online password – you will no longer be required to contact the AFSA Customer Service team to reset your password.
- Prioritise the order of your accounts – you will now be able to prioritise your accounts in order of preference.
- Secure messages – We have increased the security when you send messages to AFSA while you are logged in to AFSA Online. Our AFSA team will respond to you through this secure link.

Helpful tips on your first login

- Your AFSA Online login and password remain the same.
- Read the AFSA Online Terms and Conditions and acknowledge by clicking “I accept”
- Go to **Settings** and click on:
 1. **Address details** – ensure your current address is accurate and recorded correctly. Please update online if required.
 2. **Contact details** – ensure your details are correct. Please update online if required.
 3. **Password**: manage your password and change password if required.
 4. **Settings/Preferred Account** – choose a default account which will appear when creating a business batch.
- Go to **Services** and click on:
 1. **Notifications** – this will enable you to receive receipts and notifications when processing payments. We strongly recommend you activate “Business Online” email notifications prior to creating a batch for the first time. This will enable you to see if a batch has been successfully processed or why a batch has failed.

Business Online

For our clients that have accounts that require 2 signatures please select from the options on the top of the screen;

- **Transfer/Pay** and then select **Business Online**. All transactions are processed in this area including BPAY. Click create a batch.

If you are processing a manual batch, please click **ADD PAYMENT** and 4 options appear. To assist you select which option to choose we have listed more information below.

- **TRANSFER** – Please select this option if you are transferring between accounts under 1 AFSA Client. For example, Parishes/Schools with multiple accounts under the 1 Client would use this option if you are transferring from 1 account to another account within the same Client.
- **MEMBER** – Please use this option if you are transferring to another AFSA online account under the name of another Client name or number. For example, Parishes who remit assessment to the Adelaide Diocese would use this option. Please insert SYN as the first 3 characters required of the account title required.
- **ANYONE** - If funds are remitted to any other valid financial institution.
- **BPAY** – If funds are transferred to a valid BPAY number.

Detailed procedures can be found under the **Forms and T&Cs** tab on the left-hand side of the home screen.