



## AccèsD Affaires: a virtual caisse unhindered by time or distance

### Basics

#### Minimum computer requirements

The use of AccèsD Affaires requires Internet access. The following table presents the recommended and minimum requirements. With the recommended configuration, the response time is much faster and transactions will be processed more quickly and easily.

	Recommended	Minimum
<b>Computer</b>	Pentium 350 Mhz	Pentium 100 Mhz
<b>Modem</b>	56 Kbps	33.6 Kbps
<b>Operating system</b>	Windows 95/98/Millennium/NT/2000/XP	Windows 95

#### Internet access

To access the Internet, you need an Internet Service Provider (ISP).

To find out what ISP services are available in your area, look in the Yellow Pages under Internet - Products and Services - Suppliers. You can also obtain a start-up package offered by some ISPs through computer outlets or department stores.

If you decide to use a local supplier, make sure that the supplier:

- has enough lines so you can get on the Internet whenever you like without having to deal with a busy signal;
- has an Internet server that provides rapid, high-performance service;
- provides assistance if you have any difficulties logging on, and support if you have any problems with your regular Internet use.

Your ISP should ask for your system configuration, and give you a start-up kit that includes software to access the Internet with installation instructions, and instructions on how to connect for the first time and register on the Internet.

You can log on to AccèsD Affaires the following ways:

1. Type "<http://www.acadie.com>" in your browser's address bar.
  2. Click on the AccèsD Affaires icon on the left side of the home page.
- Type the following in the address bar for the French version of AccèsD Affaires: "<https://accessd.affaires.acadie.com>"
  - Type the following in the address bar for the English version of AccèsD Affaires: "<https://accessd.affaires.acadie.com/desj?0LOGSHOW=&>"

To accelerate future access, you can bookmark AccèsD Affaires.

## Recommended browsers

Your computer must be equipped with a browser, also called a navigator, in order to surf the Internet. To use the AccèsD Affaires service, you must also make sure your navigator has a data encryption protocol to ensure security of Web transactions and information. The following three browsers are compatible with AccèsD Affaires:

- Netscape Navigator (version 4.6) with 128-bit encryption protocol.
- Microsoft Internet Explorer (version 5.0 and higher) with 128-bit encryption protocol.

The start-up kit provided by your ISP contains navigation software that you must install on your computer.

## Technical information

- Do not use the **Back** button to return to a previous page.
- Do not interrupt a download, results could be scrambled.
- To end your session click on Quit in the upper right hand corner of the page. This will end the data exchange between your station and our headquarters. It is always prudent to clear your browser's cache memory to guard against unauthorized use of your computer.
- A cookie file, which contains information to identify you, will be automatically created on your computer. Our server has access to it and it is destroyed at the end of your session. The cookie must be accepted for the AccèsD Affaires service to function.

## Controlling your transactions

With AccèsD Affaires, you have complete control of your transactions.

- You decide who the users will be and what services they can use.
- You browse by using the menus located at the top of each page.
- You can click the Cancel button at the bottom of each page at any time to interrupt an operation.
- You will always be asked to confirm transactions that affect your account balances.

## Business hours

AccèsD Affaires is available 7 days a week, 24 hours a day, except on Sundays from 3 a.m. to 7 a.m.

Various services offered through AccèsD Affaires may have different availability schedules. See the User Guide for more details.

## Initial access

The first time you log on, complete the following steps:

1. Bookmark AccèsD Affaires.
2. On the AccèsD Affaires log-on page:
  - a) Enter your user code;
  - b) Enter your case-sensitive password;
  - c) Click on the **Continue** button.
3. Choose a confidential [password](#) to replace your temporary password.
4. Personalize your [user file](#).
5. If you are the system administrator, define the [users](#) and their access rights.

If you are a system administrator and registered for the Cash Management service:

1. Define the access rights for each user.
2. Select the folios for which you want a virtual statement.
3. Set up a list of service providers and government remittances.

AccèsD Affaires is composed of services which the business subscribes to, depending on its needs. When your user code was assigned, the primary administrator determined which functions you can use. As a result, you may not have access to all the functions presented here. To learn more about the various services available, call your caisse.

## Creating a Bookmark

For faster access, you can add the AccèsD Affaires address to your bookmarks. Follow one the procedure described below for your browser.

**Note:** These instructions are for the English versions of the browsers. French menu words appear in brackets.

### Creating a Bookmark – Netscape Communicator 4.7 and higher

#### Initial access:

- Make sure that the Location toolbar [Barre d'outils d'adresses] is showing.

If the toolbar is not displayed:

- In the menu, click on **View** [Affichage].
  - Under View, select **Show location toolbar** [Afficher la barre d'outils d'adresses].
- In the Location toolbar [Adresse], enter the following URL:

For the French version of AccèsD Affaires:

<https://acesd.affaires.acadie.com>

For the English version of AccèsD Affaires:

<https://acesd.affaires.acadie.com/desj?0LOGSHOW>

The log-on page will appear on the screen.

- To create a bookmark:
  - On the Location toolbar line, click on **Bookmarks** [Signets].
  - In the sub-menu, click on **Add Bookmark** [Ajouter un signet].

#### Subsequent access

- Click on **Bookmarks** on the Location toolbar line.
- In the sub-menu, click on **AccèsD Affaires**.

## Favorites - Explorer 6.0 and higher

### Initial access:

- Make sure the Address Bar [Barre d'adresse] is showing.  
If it is not displayed:
  - In the menu, click on **View** [Affichage].
  - In the sub-menu, select **Toolbars** [Barre d'outils], then **Address Bar** [Barre d'adresses].
- In the Location toolbar [Adresse], enter the following URL:

For the French version of AccèsD Affaires:

<https://accesd.affaires.acadie.com>

For the English version of AccèsD Affaires:

<https://accesd.affaires.acadie.com/desj?0LOGSHOW>

The log-on page will appear on the screen.

- To create your bookmark:
  - In the menu, choose **Favorites** [Favoris].
  - In the sub-menu, click on **Add to Favorites** [Ajouter aux Favoris].
  - On the next page, select **No, just add the page to my favorites** [Non, ajouter seulement aux Favoris].
  - Click on **OK**.

### Subsequent access:

- Make sure the "Standard Buttons [Boutons standard] are displayed.  
If not:
  - In the menu, choose **View** [Affichage].
  - In the sub-menu, choose **Toolbars**, then **Standard Buttons** [Boutons standard].
- On the Standard Buttons line, click on **Favorites**.
- In the sub-menu, click on **AccèsD Affaires**.

## Need Help?

If you experience problems connecting to the Internet (lengthy downloads, busy signals, line is cut off, billing), contact your Internet Service Provider (ISP).

If you have questions about your accounts and transactions, contact your caisse. See [desjardins.com](http://desjardins.com) for caisse addresses and telephone numbers.

If you have questions about AccèsD Affaires:

- read the messages sent by the AccèsD Affaires Services Support Group during your session. You can find them on the Messages for users page when you log on;
- read the message sent by AccèsD Affaires; they appear at the top of the page where you are having problems;
- read the help pages;
- read the appropriate section in this guide;
- contact AccèsD Affaires Services at **1 877 AccèsD A**, option 2, then option 1 (technical support);
- you can also e-mail us at: [info@acadie.com](mailto:info@acadie.com)