

# ANZ Transactive Mobile

## GETTING STARTED - DOWNLOADING THE APP

Download the ANZ Transactive mobile app by searching for "ANZ Transactive" on the App Store on an iPhone or the Google Play Store on Android devices, then follow the prompts to install

## GETTING STARTED – FIRST LOGIN

Use your current ANZ Transactive User ID and password to log into the ANZ Transactive mobile app

Please note: ANZ Transactive Mobile does not accept temporary passwords. All password resets will need to be actioned through ANZ Transactive - Global Web

## BIOMETRIC CREDENTIALS – ENABLING TWO-FACTOR AUTHENTICATION (2FA) LOGIN

Enabling 2FA Login requires you to always log in with your preferred security device, either using your ANZ Digital Key (ADK) or physical token. To enable this feature:

1. Tap Settings
2. Tap Security
3. Enable Two Factor Authentication Login
4. Generate a One-Time Password (OTP) from your security device
5. Enter the OTP into the pop-up screen

## BIOMETRIC CREDENTIALS – ENABLING FACE ID

Enabling Biometrics allows you to log into the app with your stored face ID. To enable this feature:

1. Tap Settings
2. Tap Security
3. Enable Face ID
4. Enter Password
5. Tap Submit

## GETTING STARTED

Tap the menu icon on the top-left hand side of any screen to access your menu options

## NOTIFICATIONS

Tap on Notifications to view News, Announcements and Service Notifications

## ACCOUNTS

Within the Accounts screen you can view real-time account balances including current and prior day account transactions

The Accounts screen will categorise your accounts as Favourite Accounts and Other Accounts

#### ACCOUNTS - ADD TO YOUR FAVOURITE ACCOUNTS LIST

1. Tap the three dots on the top right-hand corner to reveal More Actions options
2. Tap Reorder Accounts
3. Tap on desired account to add it to your Favourite Accounts list
4. Tap Move
5. Tap the green tick to confirm

#### LOANS – VIEW LOAN FACILITIES

1. Tap Loans from the main menu
2. Tap on a loan facility to view details, pricing information, facility borrowers interest cycles and fees
3. Summary view will show you the loan amounts, dates, pricing options and facility borrowers
4. Tap Fees to view Line Fees and the current cycles

#### APPROVALS

Within the Approvals screen, you can view, approve or reject Payments, Direct Debits and Trade transactions in a Pending Approval status

#### APPROVALS - APPROVING PAYMENTS, DIRECT DEBITS AND TRADE INSTRUMENTS

1. Tap Approvals from the main menu
2. If applicable, select an ANZ Application
3. Search through the approval list using any of the labels on the screen such as the Payment Day, Date, Amount, Type and Name
4. Tick one or more transaction to approve
5. Tap Approve
6. Tap Yes
7. The final approver will need to digitally sign the transaction on their security device

ANZ recommends approving no more than 25 transactions at any one time

#### APPROVALS - APPROVING A PAYMENT FROM THE PAYMENT DETAILS SCREEN

1. Tap on a payment from the Approvals screen
2. Tap Approve
3. Tap Yes
4. The final approver will need to authorise the approvals on their security device

#### RATES

Within the Rates screen, you can obtain a dynamic FX rate for cross-currency payments funded from an AU or NZ domiciled account

#### RATES - GET A RATE

1. Tap Rates from the main menu
2. Tap on a payment to view the payment details
3. Tap Get Rate
4. Tap Accept

#### HISTORY

Within the History screen, you can view the status of Payments (including International Payment Tracking), Direct Debits and Trade transactions that have been processed

By default, this screen shows up to seven days of transactions

#### HISTORY - ADVANCED SEARCH

1. Tap History from the main menu
2. Tap the Filter icon from the top right-hand corner
3. Modify your search using different criteria such as Payment Type, Payment Status and Value Date (up to 30 days)

#### INTERNATIONAL PAYMENT TRACKING

Track your successfully submitted cross-border payment's end-to-end journey via SWIFT GPI in near real-time

You can view the Instructing Bank, Intermediary Bank and Beneficiary Bank details, Cumulative Deductions, processing durations and timestamp when the payment was credited to the beneficiary

#### INTERNATIONAL PAYMENT TRACKING - TRACK YOUR PAYMENT

1. Filter payments by Type = International and Status = Completed
2. Tap on a payment to view details
3. Tap Beneficiary to view details then tap Payment Tracking

#### DEPOSITS - VIEW YOUR TERM DEPOSITS

1. Tap Deposits from the main menu
2. Search through Deposits using Name, Account Number, Principle Amount or Maturity Date
3. Tap on the three dots on the top right-hand corner to filter between Outstanding, Rolled Over and Matured term deposits
4. Tap on a term deposit to view the Summary of terms
5. Tap History to view the historical and accrued details of the term deposit

## CONTACT US

To contact ANZ:

1. Tap Contact Us from the main menu
2. Select your region from the drop-down menu
3. For Australia-based users, tap a suitable option and then tap Call to contact an ANZ Representative with your One-Time phone number and passcode. You will be automatically identified and verified
4. For users in other regions, tap View List of global contacts, select your region and call or email the contact details for your enquiry

**For more information on ANZ Transactive Mobile, visit [ANZ Digital Services Help](#).**

[Help.online.anz.com](https://help.online.anz.com)