

ANZ Digital Services Help

Create Two-Factor Authentication users in ANZ Transactive Global

Your organisation can create new ANZ Managed Users or upgrade existing Company Managed Users to ANZ Managed. All ANZ Managed Users require Two-Factor Authentication.

To create a new ANZ Managed User, click Administration, then click Create User.

Complete all mandatory User Details fields, ensuring they match the user's identity documents.

Select ANZ Digital Key to enable Two-Factor Authentication for the user.

Add User Permissions by selecting Copy Permissions from Another User or Add Permissions.

Select the role that the user requires, then click Continue.

Assign the appropriate Division and entitlements, then click Add Permission.

Click OK.

Selecting a role with high risk features will display the Feature Access section.

Selecting a role with non-high risk features will not display the Feature Access section and will not trigger eKYC.

Confirm whether the user requires access to these features, as this determines whether identity verification (KYC) is required.

Select an Authorisation Group, if required.

Click Submit.

Review the details confirming the name matches the user's identity documents, then tick the confirmation box, then click Confirm.

The user profile will now be in a Pending Approval – Create workflow status, requiring additional Administrator approval(s).

Once the user is in an Approved workflow status, they will receive an email from ANZ containing instructions to complete eKYC (if required) as well as instructions to access ANZ Transactive Global.

The eKYC process can usually be completed within minutes.

Once verified and their User ID is activated, the user can access ANZ Transactive Global.

For more information on eKYC, visit anz.com/eKYC

For more information on the Create User menu, visit ANZ Digital Services Help.



For more information on creating two-factor authentication users in ANZ Transactive Global, visit [ANZ Digital Services Help](#).

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

