



Uniting Online Trouble Shooting Guide

Uniting Online Connection Expired

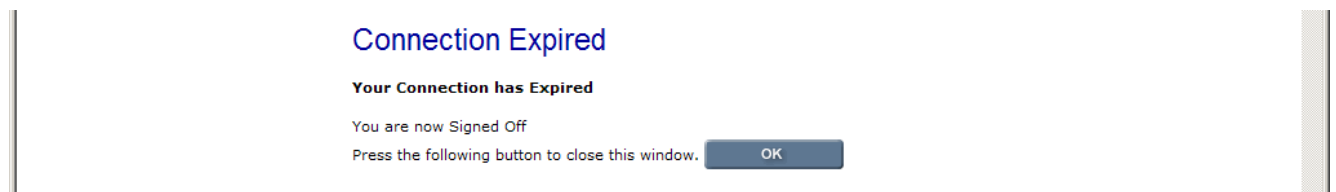
Document History

Date	Reason	Version Number	Altered By
7 Aug 08	Updated	2_2	Les Bannister
2 Aug 12	Updated	2_3	John Carruthers

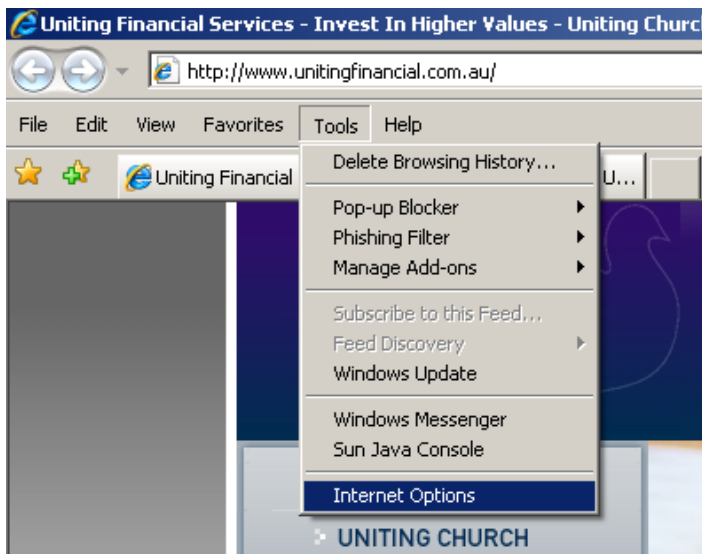
Connection Expired Message

This is for Microsoft Internet Explorer 6 & 7.

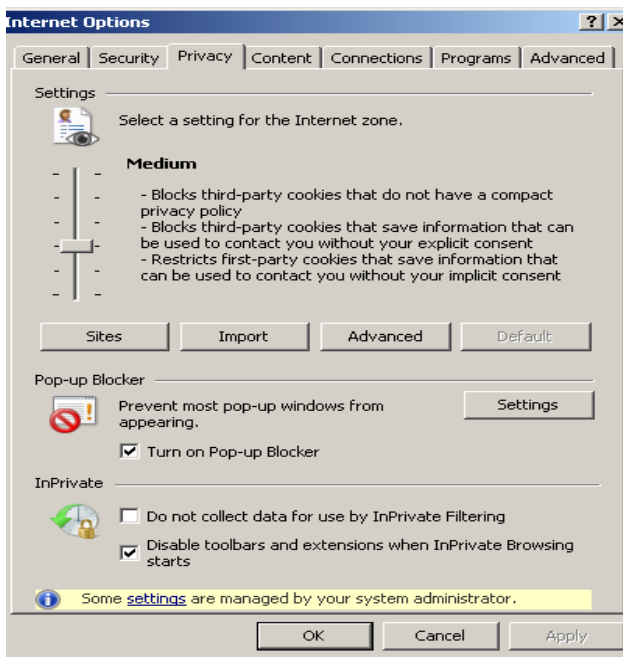
If you get the following message when trying to access Uniting Online then try the following changes. If you have successfully accessed Uniting Online and get this message later it could be that you have not used Uniting Online in the last 15 minutes. If Uniting Online session is idle for 15 minutes it will log you out and give the same message.



Open Internet Explorer and go to “Tools”. Click on “Internet Options”

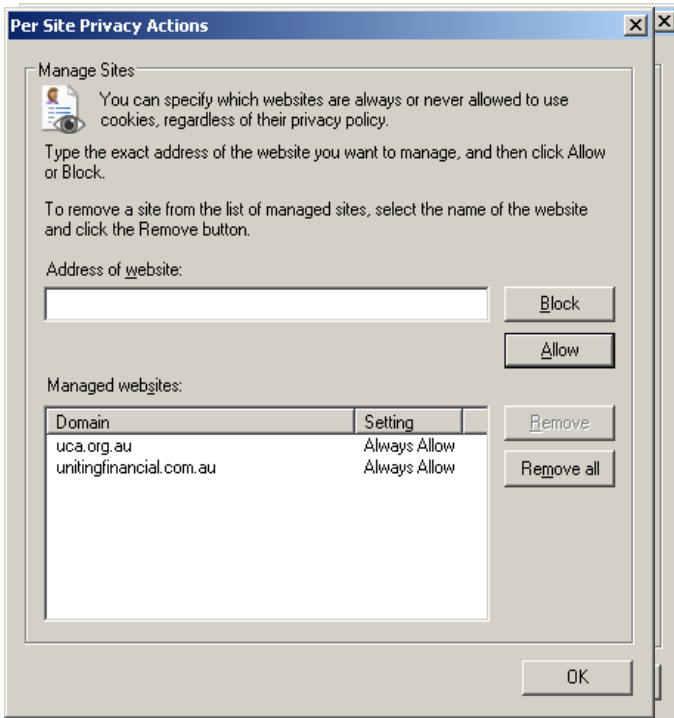


Select “Privacy”



Then change the settings from “Block All Cookies” to “High” by sliding the bar down. If already on High or lower setting go to next step.

Click on the “Sites” button and in the address of Web Site type “uca.org.au” and click on Allow. Then add www.unitingfinancial.com.au and click on Allow again. Both websites should appear in the ‘managed websites:’ list.



Click on OK and then click on APPLY.

Try accessing again.