



Minimum System Requirements

TAL Adviser Centre recommends the following minimum system requirements to ensure you have the optimum experience when using the site's features.

Operating System	PC: Windows 7 or higher Mac: OSX 10.5.8 or higher
Internet Browsers	We recommend installing the latest version of browser from below: <ul style="list-style-type: none">• Internet Explorer 10 or higher• Chrome• Firefox• Safari
Cookies	Cookies and pop-ups should be enabled for acceleratedprotection.com.au

Security and Compliance

Full security and compliance details are available upon request

Troubleshooting Guide

If you are experiencing issues with the features of the TAL Adviser Centre or the online Accelerated Protection application, please contact your **local TAL Sales team** or the Adviser Service Centre on 1300 286 937.

Where possible provide the following detail to assist is with reviewing the issue.

- Reference and/or policy number
- Your contact details including adviser number
- Details of the issue with screen grabs

Below are a few example of commonly occurring problems you can troubleshoot initially.

1. Unable to login





The screenshot shows a login form with two tabs: 'Login' and 'Register'. The 'Login' tab is active. The form contains a 'User ID' field with the value '12345', a 'Password' field, a 'Remember Me' checkbox, and a 'Login' button. Below the form is a 'Forgot Password?' link. A red error message box at the bottom states: 'The User ID or Password is incorrect.'

Possible Cause/s	Solution
TAL Adviser Centre (TAC) account not activated.	<p>Activate your TAC login from the activation email, as shown below:</p> <p>Getting started...</p> <p>For security reasons you will need to activate your account, in six easy steps:</p> <ul style="list-style-type: none">• Select https://activate.tal.com.au/ now or on TAL Adviser Centre FAQs select the link First time user/Activate here.• Enter your 'User ID' (distributor number):• Enter your Temporary Password:• Click 'Login'• You will then be prompted to set-up your self-servicing security questions & answers and personalise your password.• After the successful completion you will then receive an activation email.
Adviser distributor number not active	Check with your TAL Sales team or call the Service Centre on 1300 286 937 to check the status of your adviser account

2. Error screen referring to Frequently Asked Questions

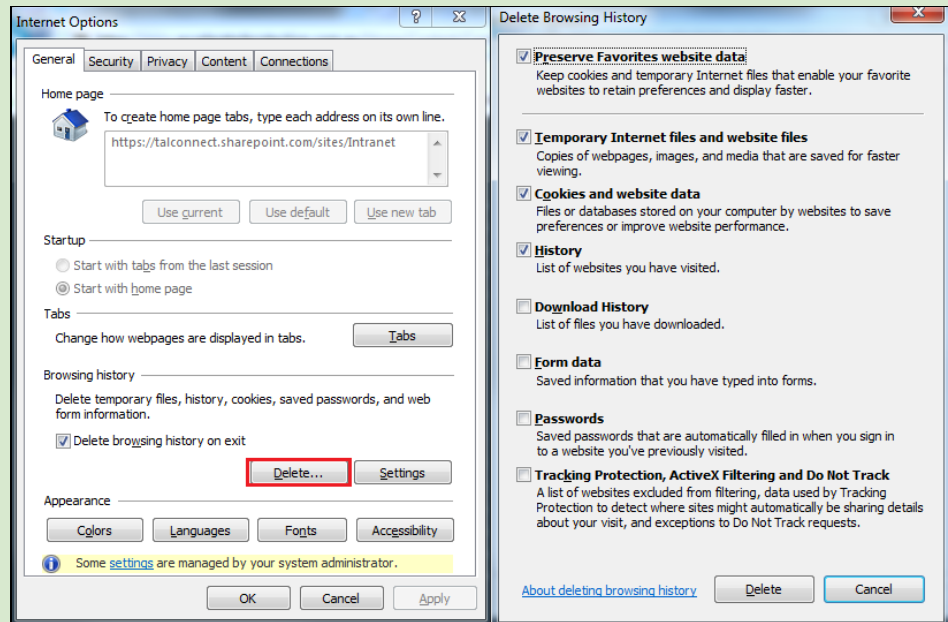


An error has occurred. Please refer to our [Frequently Asked Questions \(FAQ\)](#) for information.

Possible Cause/s	Solution
Logged in as Licensee and not Authorised Representative	Licensees cannot create new quotes. Log out and log in using an Authorised Representative login
Challenge Q&A not set up even though adviser account has been activated	<p>Following the activation step "Select your security questions and provide the answers" in the activation email.</p> <p>Alternatively if you have lost this email you set up your Challenge Q&A via the My Account (Manage Account) link at the top left of the TAC</p>  <p>The screenshot shows the 'My Account' section of the TAC interface. At the top, there are links for 'My Account' (highlighted with a red box), 'Logout', and a search bar labeled 'Search Forms & Documents'. Below this, the heading 'My Account' is followed by the text 'Manage your TAL account - change you details.'. A list of options is provided: 'Manage Account' (highlighted with a red box), 'Manage Password', and 'Edit Account Contact Details'.</p>
Update of internet browser	<p>Reset your password via the My Account (Manage Password) link at the top left of the TAC</p>  <p>The screenshot shows the 'My Account' section of the TAC interface. At the top, there are links for 'My Account', 'Logout', and a search bar labeled 'Search Forms & Documents'. Below this, the heading 'My Account' is followed by the text 'Manage your TAL account - change you details.'. A list of options is provided: 'Manage Account', 'Manage Password' (highlighted with a red box), and 'Edit Account Contact Details'.</p>

3. Blank screen or coded error message when using New Quote or Search

Possible Cause/s	Solution
Update of operating system	<p>Clear the internet cookies and browser history, and then restart your internet browser.</p> <p>For Internet Explorer</p> <p>Go to Internet Options</p> <p>Select the General Tab</p> <p>Select Browsing history</p> <p>Select Delete in pop up window</p>

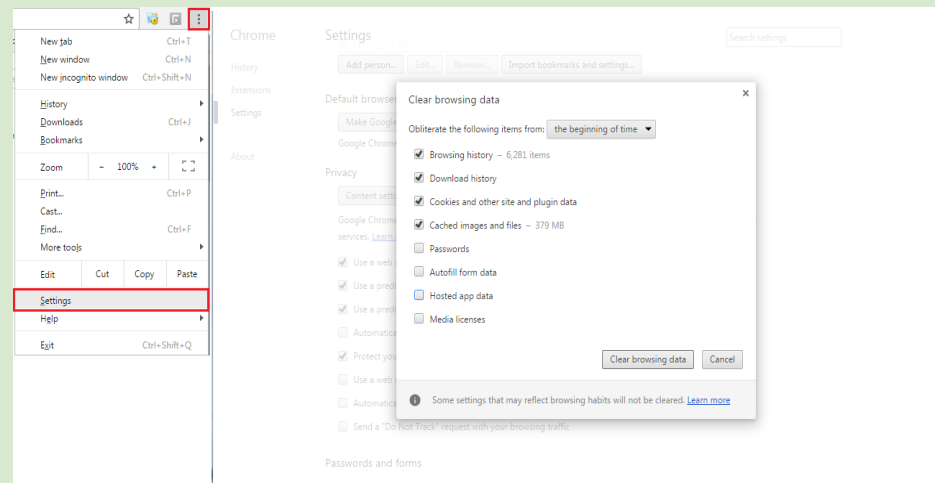


For **Chrome**

Go to Settings

Select Show Advanced Settings

Select Clear browsing data



Internet browser previously prompted the user to save password for a webpage, then the operating system is upgraded

Remove all saved passwords for acceleratedprotection.com.au

Restart your Chrome* browser.

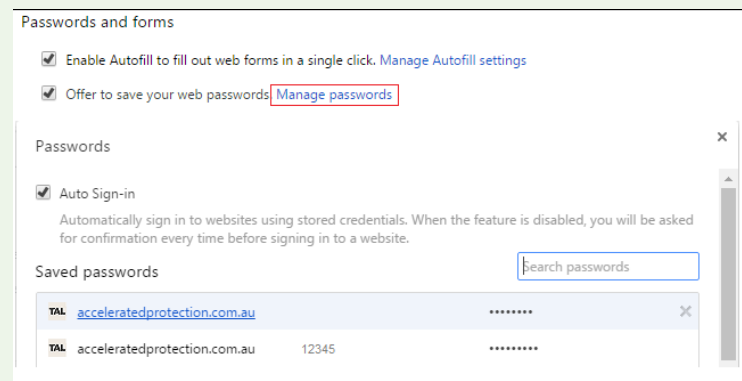
Go to Settings

Select Show Advanced Settings

Select Passwords and forms

Select Managed passwords

Delete saved password for acceleratedprotection.com.au site



*Chrome and Internet Explorer share the same website data setting