

How to log in to our sites on Edge and Firefox browsers:

Following recent browser updates, Firefox and Microsoft Edge users may experience issues logging into our transaction sites (Authorisations/Administration/Reports).

- To log in on these browsers, you will need to manually type in your password. Please click on the eye symbol at the end of the password field before entering the password, so you can see what you are entering.

The screenshot shows the 'User Login' page. At the top left is the 'FIS | TRANSAXpay' logo. At the top right are links for 'Reset Password' and 'Change Password'. The main content area is a light green box titled 'User Login' with a 'Language' dropdown. Below the title is a 'Welcome bookseller' message and a 'Not You?' link. The password field is labeled 'Password *' and contains the text 'PASSWORD'. To the right of the password field is a red eye icon. Below the password field are 'Cancel' and 'Sign In' buttons. At the bottom of the form, there is a cookie notice: 'We only use cookies which are essential for the operation of our website. These are necessary for our website to work properly. To learn more about our use of cookies on this website please click here'. Below that is a disclaimer: 'This is an FIS Application environment, which may be accessed and used only for official business by authorized personnel. Unauthorized access or use of this environment is prohibited and may subject violators to administrative, and/or criminal, civil action. Users (authorized or unauthorized) have no explicit or implicit expectation of privacy. All information on this environment may be intercepted, monitored, recorded, read, copied, audited, inspected and disclosed by and to authorized personnel.'

- If you are also being asked for a PIN on the password screen, please click into the PIN field after entering the password/before accessing your authenticator app to get the PIN, as otherwise the password will need to be re-entered when you return to the log-in page.
- Please make sure to select the option 'Yes, this is my computer... ' and click on 'Sign in.

The screenshot shows the 'User Login' page with an additional PIN code field. Below the password field is a message: 'Please check your One-Time-PIN device to get the PIN code to use below'. Below that is a 'PIN Code *' field with a red eye icon. Below the PIN code field is a message: 'If you are using this computer at home or work, or this is your personal mobile device, you can register it to skip the security questions or PIN Code in the future. This should only be done on your own secure computer or device where nobody else uses it (never select this option on a shared computer in a public location)'. Below this message is a section titled 'Select the status of this device:' with two radio buttons: 'No, this is not my computer or mobile device.' and 'Yes, this is my computer or mobile device that I use regularly.' The 'Yes' option is selected. Below the radio buttons are 'Cancel' and 'Sign In' buttons. At the bottom of the form, there is a cookie notice: 'We only use cookies which are essential for the operation of our website. These are necessary for our website to work properly. To learn more about our use of cookies on this website please click here'.