Common Problems accessing the ABS Secure Deposit Box
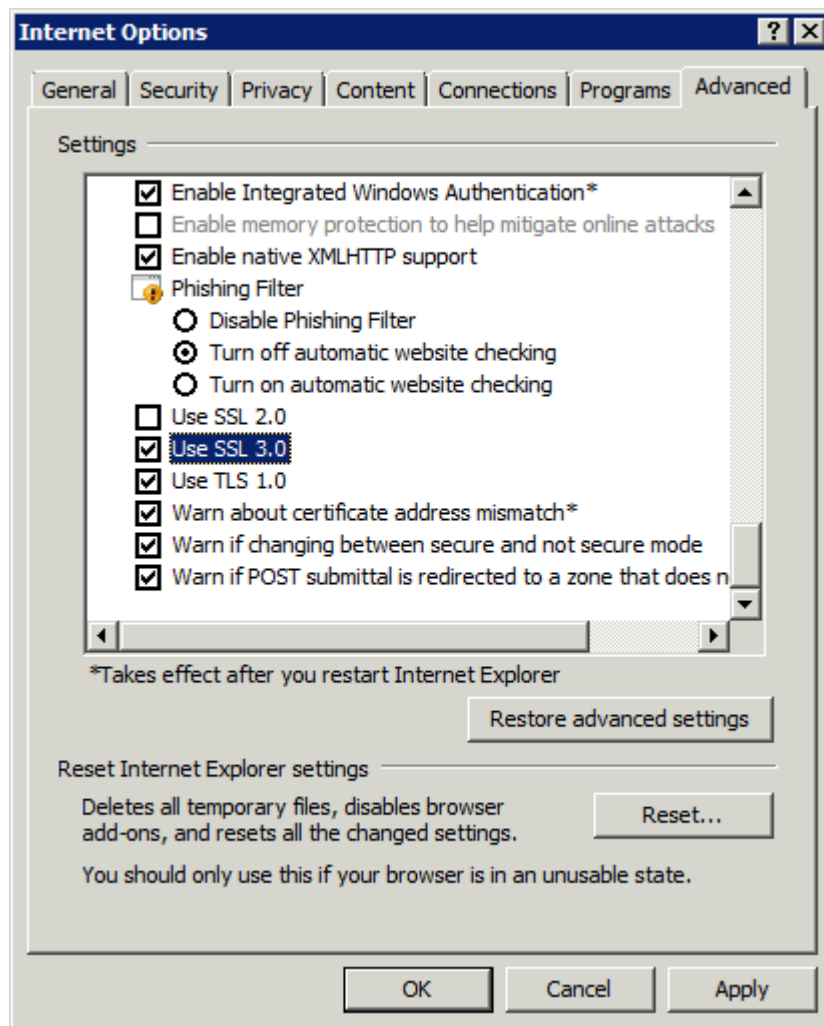
Common Problem 1:
Unable to access the ABS Secure Deposit Box website
(https://www6.abs.gov.au/)

If you are unable to access the Secure Deposit Box website (ie. unable to get to the logon page at *https://www6.abs.gov.au/*), it may be that your internet security settings are incorrect.

1. Internet Explorer Users

a. Please open up Internet Explorer and go to Tools->Internet Options->Advanced. Please ensure that your security settings have the "Use SSL 3.0" checkbox selected.
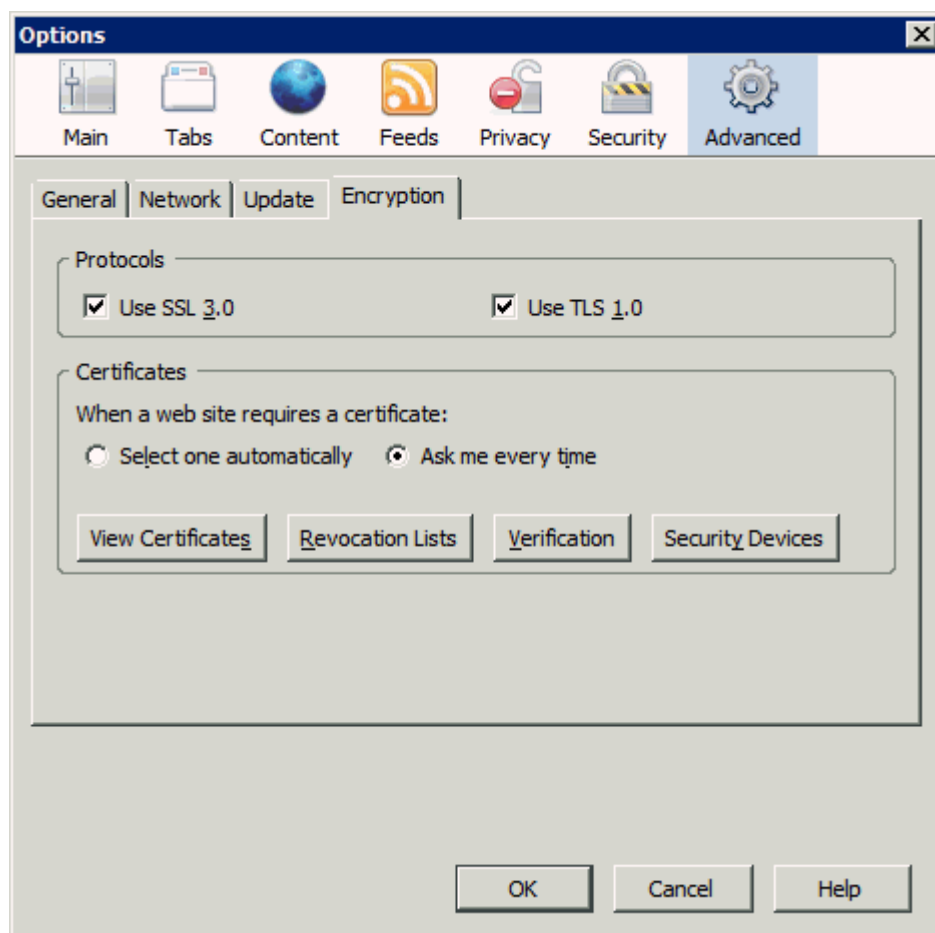
Please note your screen may look slightly different from the one shown above depending on the version of Internet Explorer you are running. Once you have made these changes, please try to access the ABS Secure Deposit Box website again. If you are still unable to access the website, please close all instances of Internet Explorer that you have open and then try accessing the website again by opening up a new instance of Internet Explorer.

b. Add the Secure Deposit Box website to a list of Trusted or Restricted Sites. Please go to the following link for a simply step-by-step guide from Microsoft (for Internet Explorer users only) *http://www.microsoft.com/windows/ie/using/howto/security/settings.mspx*

If the problem persists, please contact the ABS on **1800 208 683**. To allow the ABS to resolve your problem as quickly as possible, please take note of the exact details of the error message that you are experiencing, including the time it occurred, and communicate these to the ABS.

2. Firefox Users

Please open up Firefox and go to Tools -> Options. At the top of the Options dialogue box you will see a number of categories. Select the Advanced category by clicking on it, then select the Encryption tab. Please ensure that under SSL Protocol Versions you have the "Use SSL 3.0" checkbox selected and Click OK.

Once you have made these changes, please try to access the ABS Secure Deposit Box website again. If you are still unable to access the website, please close all instances of Firefox that you have open and then try accessing the website again by opening up a new instance of Firefox.

If the problem persists, please contact the ABS on **1800 208 683**. To allow the ABS to resolve your problem as quickly as possible, please take note of the exact details of the error message that you are experiencing and communicate these to the ABS.

3. All Users

a. Consult your IT staff to see if there are any issues with new/updated software, systems, firewalls, etc. which could be effecting your ability to access the Secure Deposit Box website.

b. Check the Secure Deposit Box website address. If *http://www6.abs.gov.au/* is entered in your internet browser the website will not open. You need to include a 's' after http to enable the internet browser to recognise you are accessing a secure website, *https ://www6.abs.gov.au/*

If the problem persists, please contact the ABS on **1800 208 683**. To allow the ABS to resolve your problem as quickly as possible, please take note of the exact details of the error message that you are experiencing and communicate these to the ABS.

Common Problem 2:
Unable to log onto the ABS Secure Deposit Box Website

If you are able to access the logon page at *https://www6.abs.gov.au/* but are unable to log onto the website, the following steps may resolve the issue:

i. Double check that you are using the correct username and password, including any upper-case or lower-case letters. Check that you do not have CapsLock on as passwords are case sensitive.
ii. If you lodge data to more than one collection, you may have several usernames and passwords. Please check that you are using the correct username and password for the collection that you are trying to submit data to.
iii. If the ABS has reset your username or password within the last 15-30 minutes, please wait another 15-30 minutes and then attempt to log in again using the new username or password. It may just be that the changes that were made to your details have not yet filtered through the ABS Servers yet.
iv. If your password is new or you have never lodged data previously using this password and are unable to log onto the website, please contact the ABS staff member that you have been liaising with and ask them to issue you with a new password. Once the password has been reset, it will take 15-30 minutes for the change to filter through the servers. Please wait 15-30 minutes and then attempt to log onto the website again using the new password.

If you are still unable to log onto the SDB website, please contact the **ABS** on **1800 208 683**. To allow the ABS to resolve your problem as quickly as possible, please take note of the exact details of the error message that you are experiencing and communicate these to the ABS.