The web authentication process requires Java to be installed on the user’s system. Windows users will be prompted to install Java if this is not already installed. Mac users will already have Java installed as standard. However, it might need to be updated using Apple’s standard Software Update mechanism.

The screenshots that follow guide Windows users through the process.

1. There will be a short delay before a window opens up asking the user to install an Active X control. Click where asked and choose “Install Active X Control . . .” (Figures 11 – 13)

2. Follow the remaining steps as depicted in Figures 14 - 17.

3. Once finished, close the browser. Open a new web browser session and authenticate when prompted.