

**What does my computer need to run i-Search?**

You need a modern web browser (Internet Explorer 5.0 or newer, Mozilla 1.0 or newer, Netscape 6.0 or newer) and an Internet connection.

**What web browser settings do I need to run i-Search?**

Cookies must be enabled for the NZX website.

**I try to go to i-Search.nzx.com but I get an error message. What do I do?**

If the i-Search login screen is not displayed, there are two possible explanations:

- (1) The most likely is that there is a problem with your network or Internet connection. Try checking a different website (e.g. www.stuff.co.nz). If that doesn't work either, talk to the person who looks after your computer systems.
- (2) There might be a problem with the i-Search website. Report the problem to the NZX Helpdesk on +64 4 495 2825.

**Why do I get returned to the log in page when I try to log in?**

Your web browser must be configured to allow cookies from nzx.com.

**Why do I have to log in again after not using i-Search for a while?**

The i-Search system logs out users after 12 hours with no activity.

**What is my username?**

Your username is the email address specified when your account was created. Enter your full email address (e.g. yourname@company.co.nz) in the username field when logging in to i-Search. The username is not case sensitive.

**How do I change my account name/email address?**

Call NZX on +64-4-472-7599 and ask to speak to NZX Data.

**How long does my password remain valid for?**

Your password does not expire. NZX recommends changing the password every three months.

**Are there any requirements I should take into account when choosing a password?**

There is no minimum length for passwords. NZX recommends choosing a password between eight and ten characters long that includes at least one non-letter (i.e. a number or punctuation character).

Passwords are case sensitive. This means that 'SECret' is different to 'secret'.

**Why doesn't my password work?**

There are a number of reasons your password might not work:

- You might have made a mistake in entering your username.
- The password is case-sensitive. This means that 'SECret' is different from 'secret'. Make sure your keyboard doesn't have caps-lock on and try it again.
- You can't remember what it is any more. See the answer to the "I've forgotten my password, how do I get it reset?" question below.

**I got my password wrong multiple times and now the system says I'm locked out. What do I do?**

Call NZX on +64-4-472-7599 and ask to speak to NZX Data.

**I've forgotten my password, how do I get it reset?**

Click the Forgot Password? link on the i-Search login screen, enter your username on the next screen and press the Reset Password button. A new password will be created and emailed to you. If your new password hasn't arrived within ten minutes, call NZX on +64-4-472-7599 and ask to speak to NZX Data.

**Can I search for an announcement based on its content?**

No. You can search by company, date range and announcement type.

**What types of files can be attached to announcements?**

NZX accepts a selection of file types as noted below.

FILE EXTENSION	
Microsoft Word document	.doc
GIF image	.gif
JPEG image	.jpg
Adobe Acrobat document	.pdf
PNG image	.png
Microsoft PowerPoint presentation	.ppt
RTF document	.rtf
Microsoft Excel spreadsheet	.xls
Zip archive	.zip

**How large can a file attachment be?**

Each file attachment can be up to 10MB (10 megabytes).

**How many files can be attached to an announcement?**

There is no limit.

**What is a CSV?**

Comma-separated values (or CSV; also known as a comma-separated list or Comma-Separated Variables) file format is a file type that stores tabular data.

The CSV file format is very simple and supported by almost all spreadsheets and database management systems.

Questions/comments/feedback to [data@nzx.com](mailto:data@nzx.com)

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