

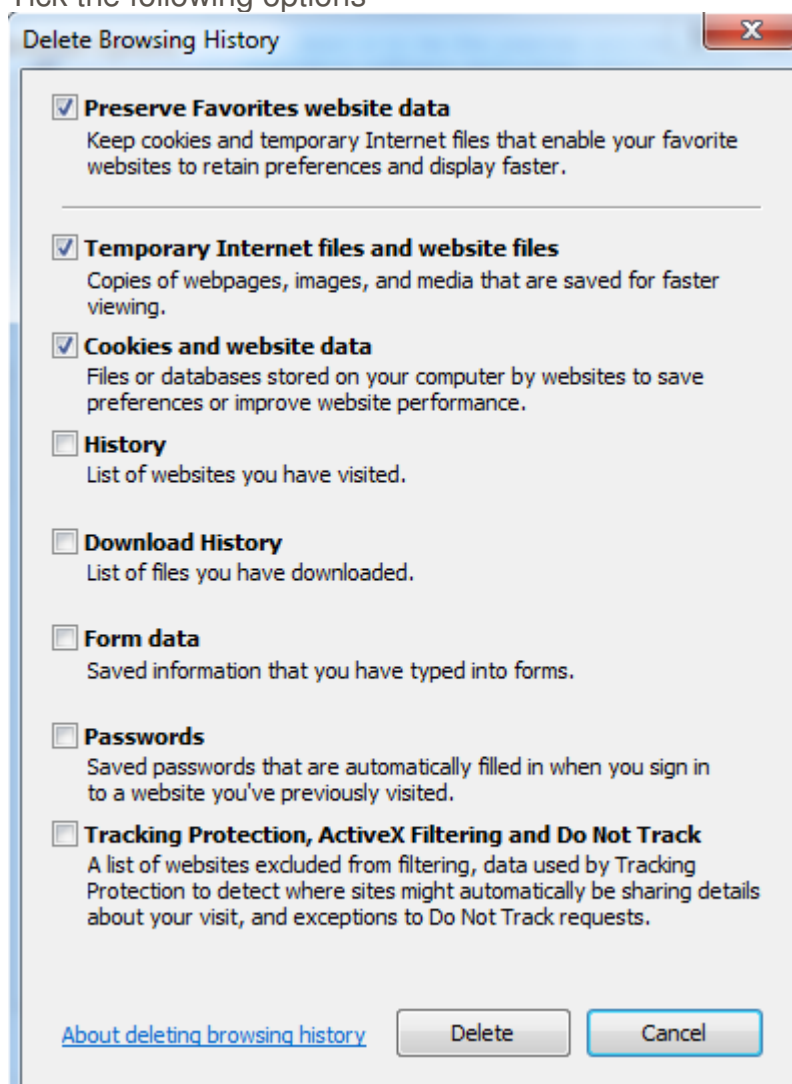
If you are having problems connecting to our new Internet Banking site, click [here](#) for some suggested browser fixes

Microsoft Edge (default browser for Windows 10 users):

- In the top right hand corner there is an icon of three dots. (It appears to the right of a smiley face)
- Click on the dots, and a list of options will come up
- Click “Clear Browsing Data” and then choose what to clear (Cookies and Cached Files)
- Click “Clear”
- Close down out of the menus, close and re-open the internet browser and try logging in to internet banking again.

Internet explorer (Default for older versions of windows)

- Click on the little cog in the top right hand corner of the browser
- Click “Internet Options”
- In the “General Tab” there is a section titled “Browsing History”
- Click “Delete”
- Tick the following options



- Click “Delete”
- Close all menus, restart Internet Explorer and login to online banking.

Safari (default for Apple products)

Safari is a little more complicated:

To delete cookies:

- Click Preferences
- Under the “Security” tab, click “Show Cookies”
- Click “Remove All”

To delete cached data:

- Click Preferences
- Click Advanced
- Tick “Show Develop menu in menu bar”
- Close preferences.
- There will now be a “Develop” option in the tool bar at the top of the page – click Develop
- 2/3rds of the way down will be an option “Clear Cache” – Click that.
- Restart Safari and login to internet banking.

Firefox

To delete cookies

- Click Menu (the button with three horizontal lines)
- Click “Options”
- Click “Privacy”
- Click “Show Cookies”
- Click “Delete all cookies”

To delete cached data

- Click Menu (the button with three horizontal lines)
- Click “Options”
- Click “Advanced”
- Click “Network”
- Under “Cached Web Content” click “Clear Now”

Google Chrome

- Click Menu (three verticle dots)
- Click Settings
- Click Privacy
- Click “Clear Browsing Data”
- Tick “cookies and site data” & “cached images and files”
- Click “Clear data”