

Some members may experience issues when using our upgraded Internet Banking.

These issues are caused when our old Internet Banking platform is cached within the browser and it is these locally cached files that are causing our new platform to perform in this manner.

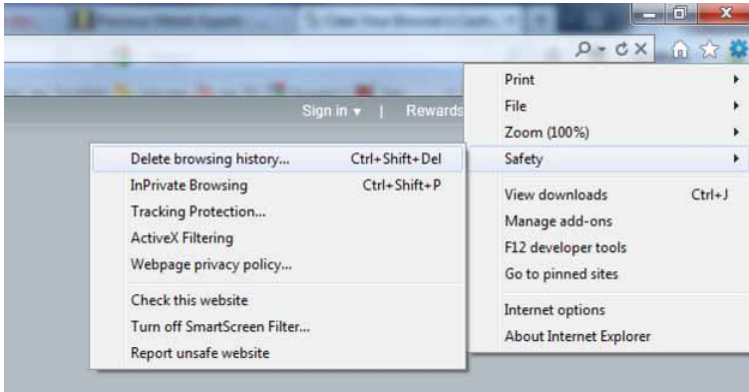
These issues can be resolved by clearing the cache, alternatively known as 'deleting temporary internet files'.

Instructions for clearing your cache can be found below

How to Clear Your Browser's Cache

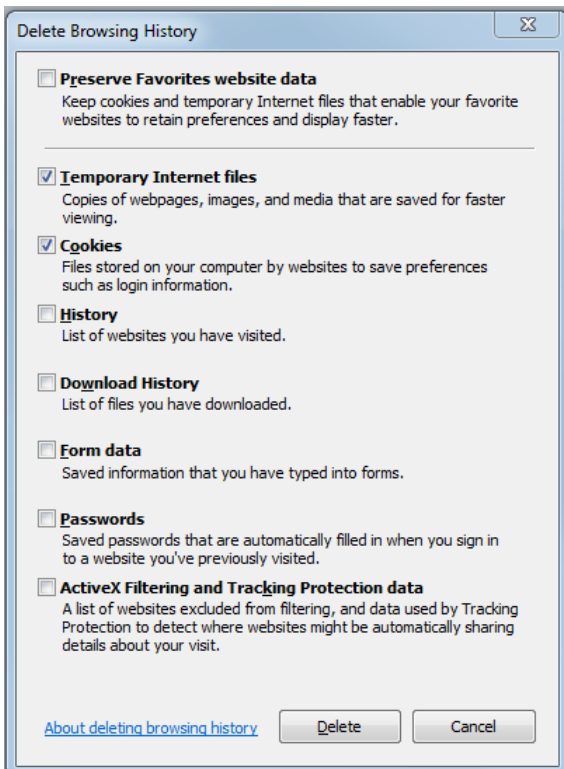
Internet Explorer 9

1. Open Settings > Safety



Once your browser is open, click the gear at the top right to open the settings menu. Then, select **Safety** and **Delete Browsing History...** Or, optionally you may simply press Ctrl-Shift-Delete to open the Delete Browsing History window.

2. Choose what to delete

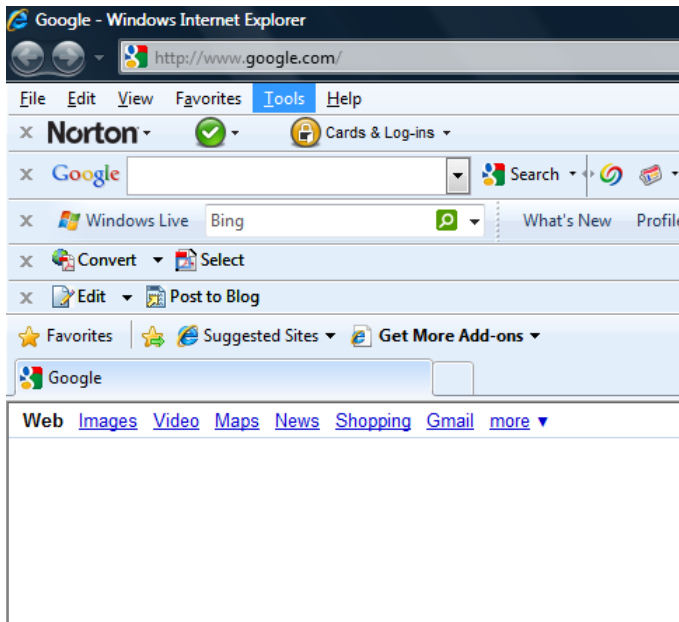


Select Temporary Internet Files. You will also need to **uncheck** all the other boxes, especially **Preserve Favourite website data**. This option makes the window also delete objects from websites in your Favourites folder, which is necessary to completely clear your cache.

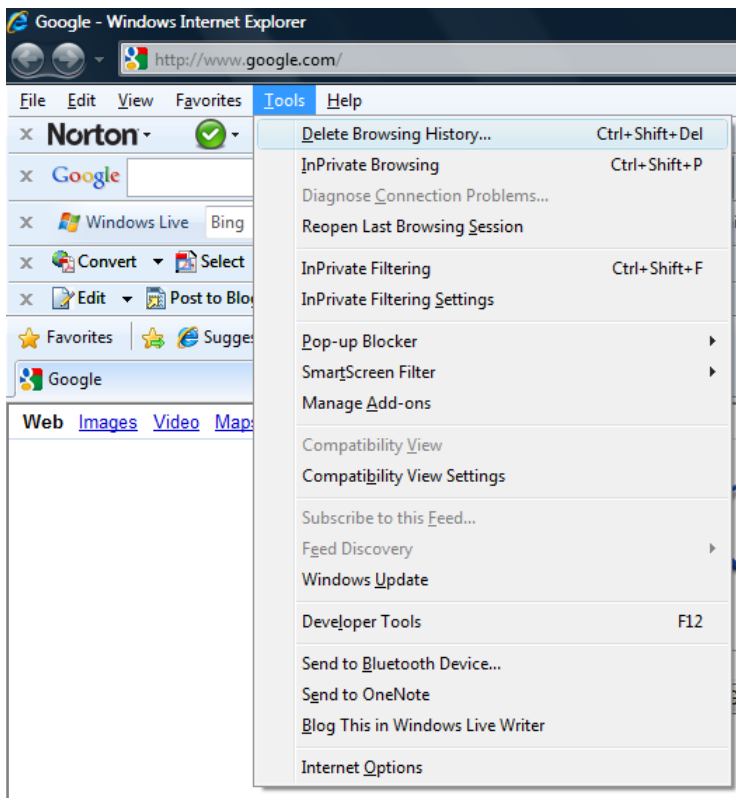
3. **Click the Delete button near the bottom of the window to perform the operations** (i.e. clear your cache by deleting temporary files).
4. **Your computer will work for a moment, and then the process will be complete.** You've successfully cleared Internet Explorer 9's Cache.

Internet Explorer 8

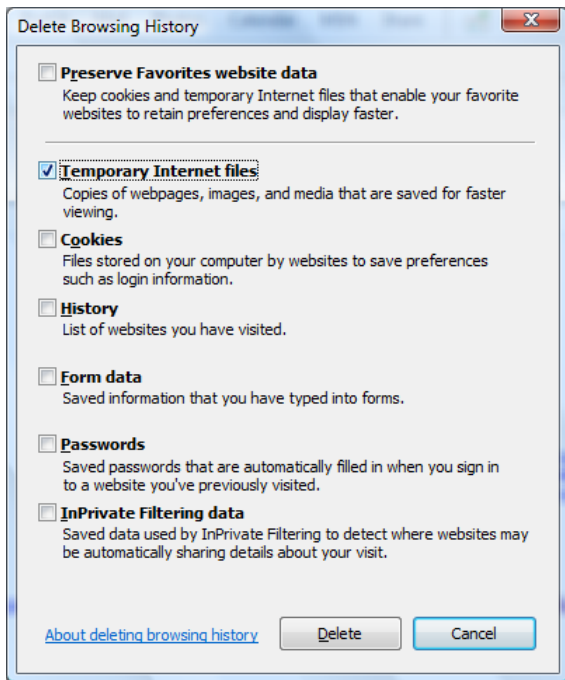
1. **Once your browser is open, click the Tools menu.** Or, optionally you may simply press Ctrl-Shift-Delete to open the Delete Browsing History window (and skip step 2).



2. **Click on Delete Browsing History...**



3. **Select Temporary Internet Files.**

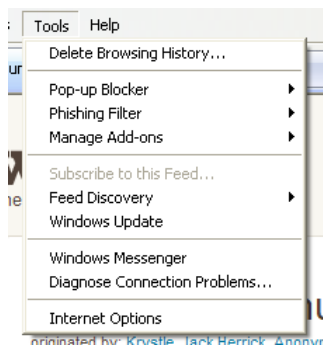


4. **Click the Delete button near the bottom of the window to delete your temporary files** (i.e. clear your cache).
5. **If you want the browser to automatically clear the cache whenever you close it, click the Advanced tab.** Click to check the box next to the **Empty Temporary Internet Files folder when browser is closed** option (in the section labelled **Security**). Click OK. This will delete everything except cookies.

Note: IE8 has a "feature" which retains some cookies even after you clear your cache if you do UNCHECK the "Preserve Favourite Website Data." If you truly need to clear your cache, you will want to uncheck this!

Internet Explorer 7

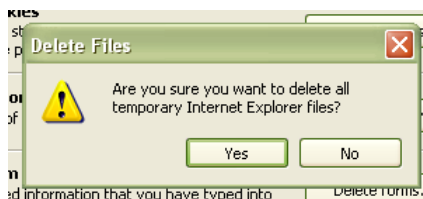
1. **Open IE 7 and click the Tools menu.** Click the **Delete Browsing History** link at the top.



2. **Under the Temporary Internet Files heading, click Delete files...**



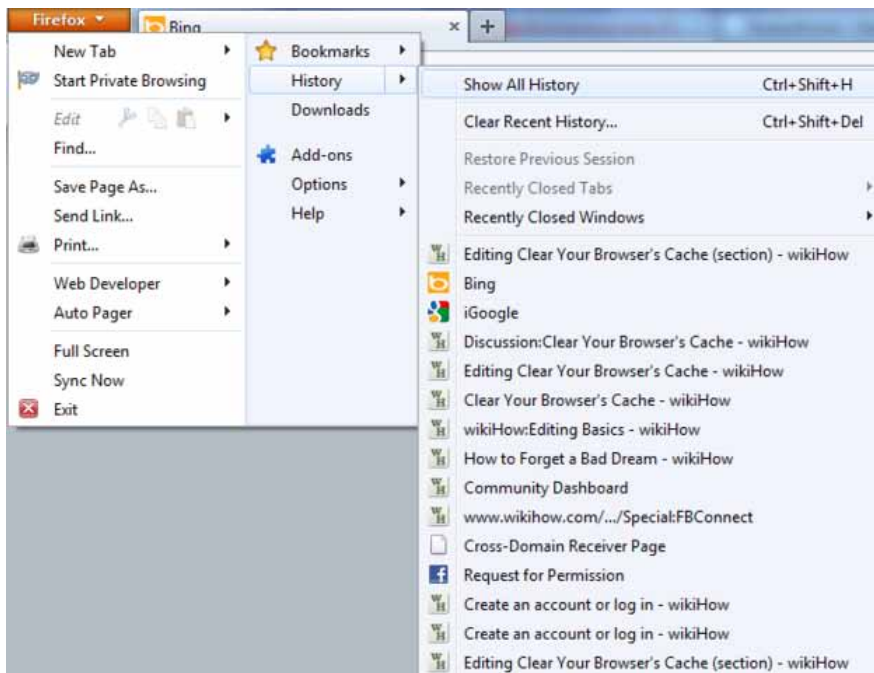
3. **Click Yes when you see the prompt asking if you are sure you want to delete all temporary files.**



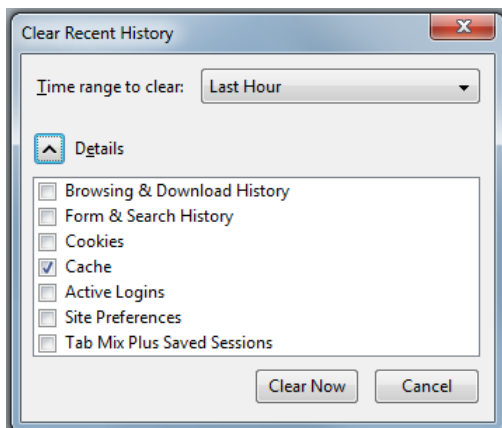
4. **Alternatively, clear your cache for just the current page you're visiting.** Press and hold [Ctrl] on your keyboard, then Press [F5] or click on the Refresh button (square button on the toolbar with opposite-facing arrows).

Firefox 4.0 / 5.0 / 6.0 +

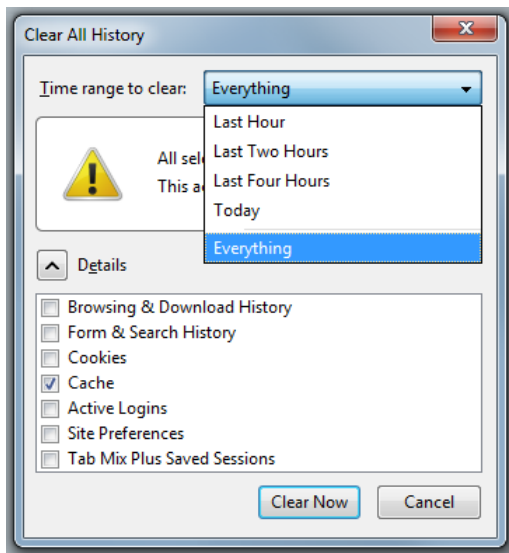
1. **Click the Firefox menu in the top left corner.** Next, select the right arrow next to **History >**, and click **Clear Recent History** (or click on Tools then Clear Recent History if you don't have the FireFox Menu) Or, you can press Ctrl-Shift-Delete to open the recent history window.



2. **Make sure 'Details' is expanded, then select Cache from the list.** Uncheck everything else.




3. **In the Time Range to Clear:** drop down, select **Everything**.




4. **Select Clear Now.**

5. **Your computer will work for a moment, and the process will be complete.** You've successfully cleared Firefox's Cache!

Google Chrome version 10 and newer

1. Click the **Menu icon**  in the upper right corner of the browser.
2. Click **Settings**.
3. Click **Show Advanced Settings** at the bottom of the Settings section.
4. Scroll to the Privacy section and click **Clear browsing data**.
5. Select **Empty the cache** and **Delete cookies and other site and plug-in data**.
6. Change **Obliterate the following items from to the beginning of time**.
7. Click **Clear browsing data**.

Google Chrome version 1-9

1. Click the **Tools icon**  in the upper right corner of the browser.
2. Click **Options**.
3. In the **Under the Hood** tab, click **Clear Browsing Data...**
4. Select **Empty the cache** and **Delete cookies**.
5. Select the period of time you wish to delete cached information from the **Clear data from this period** dropdown menu.
6. Click **Clear Browsing Data**.

Safari

1. If your menu bar isn't visible, click the **Tools icon**  and choose **Show Menu bar**.
2. Click **Edit**.
3. Click **Empty Cache...**
4. Click **Empty**.