

## ONLINE BANKING TROUBLESHOOTING

If you're encountering problems accessing the upgraded Online Banking, please try the following:

### 1. Restart your device

Turn your PC, phone, laptop, tablet or phone off completely and back on again. Once restarted, try accessing our website again [www.horizonbank.com.au](http://www.horizonbank.com.au) and click on "Online Banking".

### 2. Clear Browser Cache

If you are using Internet Explorer, Edge, Google Chrome, or Mozilla Firefox you can quickly clear cache with a keyboard shortcut.

While in your browser, press **Ctrl + Shift + Delete** simultaneously on the keyboard to open the appropriate window.

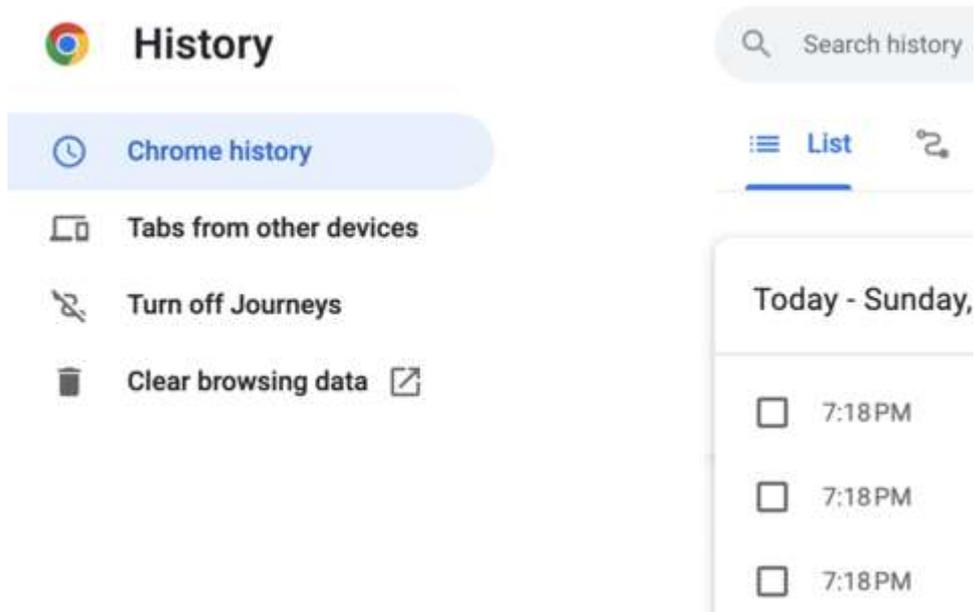
**IMPORTANT:** Be sure and close/quit the browser and restart it after clearing the cache and cookies.

**Find your browser below and follow the instructions to clear the cache.**

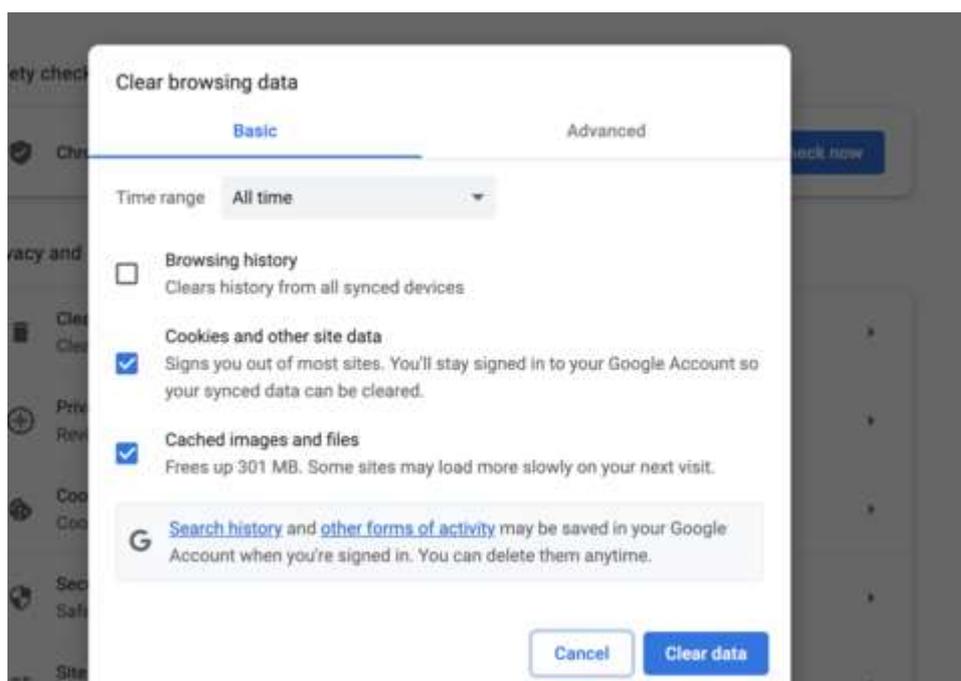
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- **GOOGLE CHROME**

1. Click the **Tools menu** (three dotted lines in the upper-right corner).
2. Select **History**.



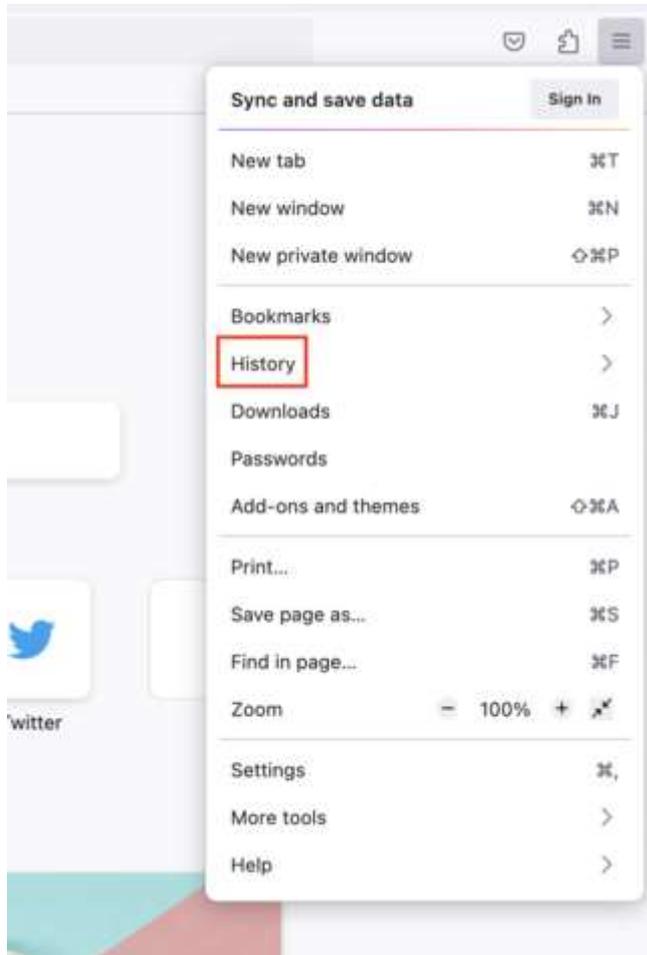
3. Select **Clear Browsing Data** from the left-hand side. Set the **Time Range** set to **All Time**. Check-mark **Cookies and other site data** and **Cached images and files** and select **Clear Data**.



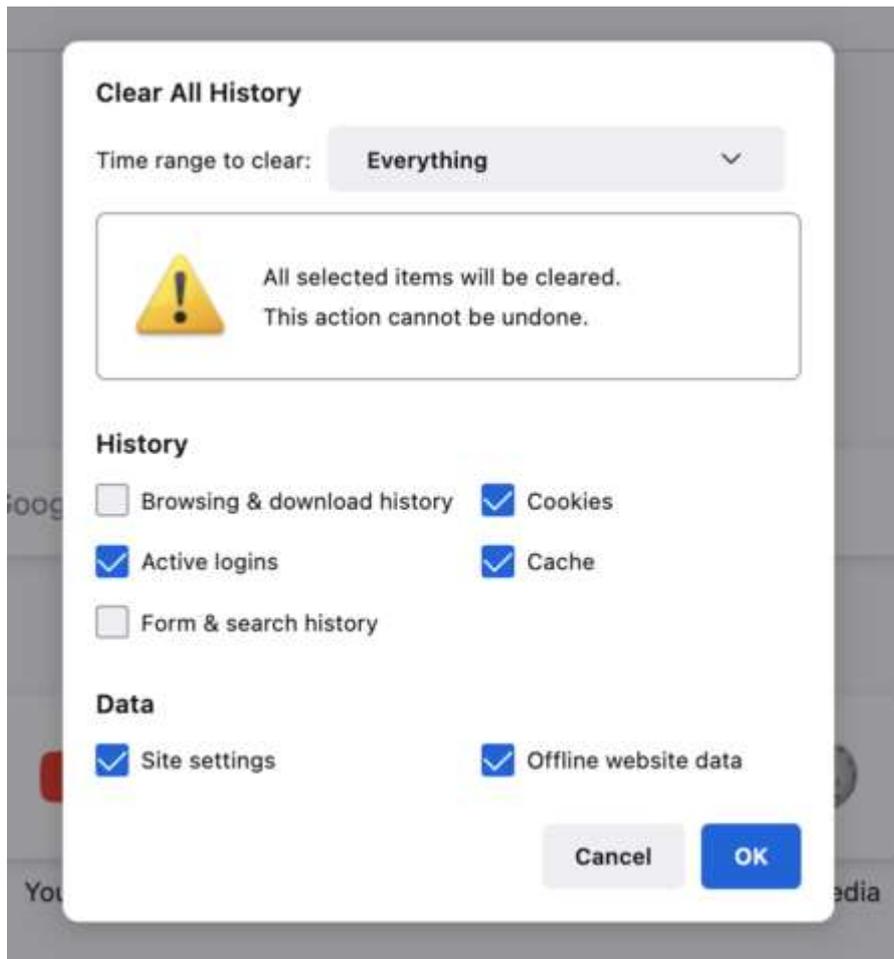
4. If on a Windows computer, close and re-open Chrome to save your changes. If on an Apple computer, go to the **Chrome** menu on the top menu bar and select **Quit** for the changes to take effect.
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- **MOZILLA FIREFOX**

1. Click on the **Tools** bar (three bars in the top-right corner).
2. Click **History**.



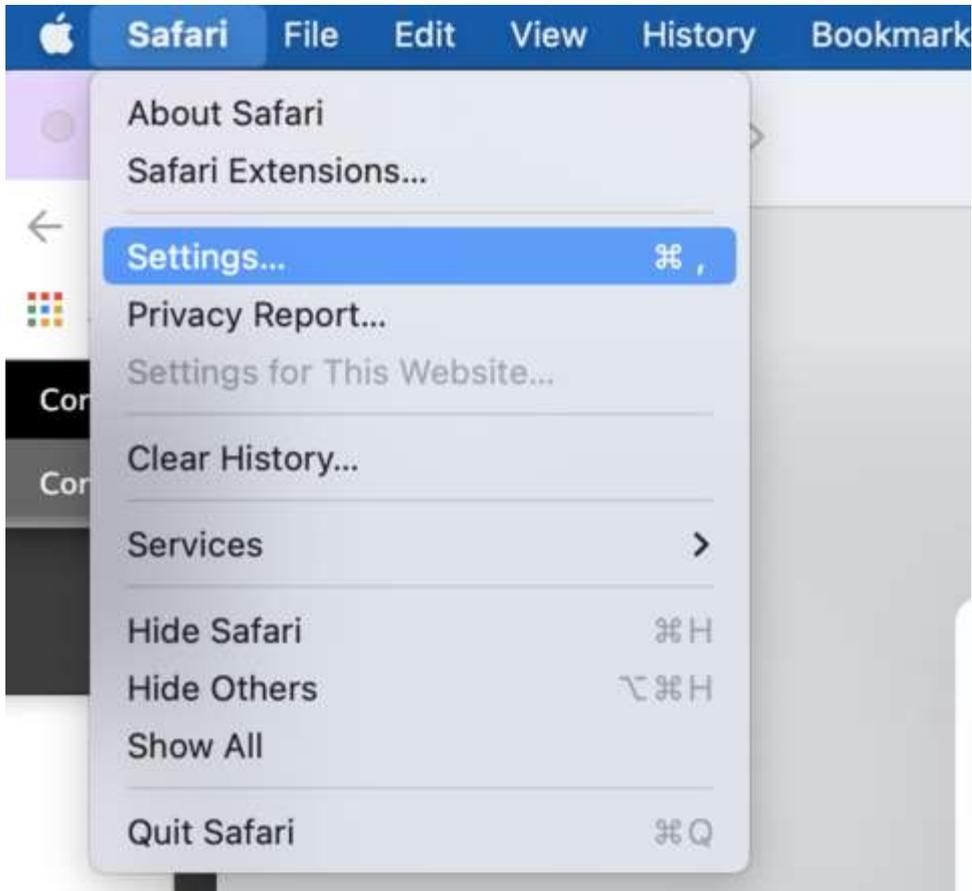
3. On the menu to the right, select **Clear Recent History**.
4. In the Clear All History menu, select the time range to **Everything**.
5. Select the options, **Cookies, Cache, Active Logins, Site settings, and Offline website data**.



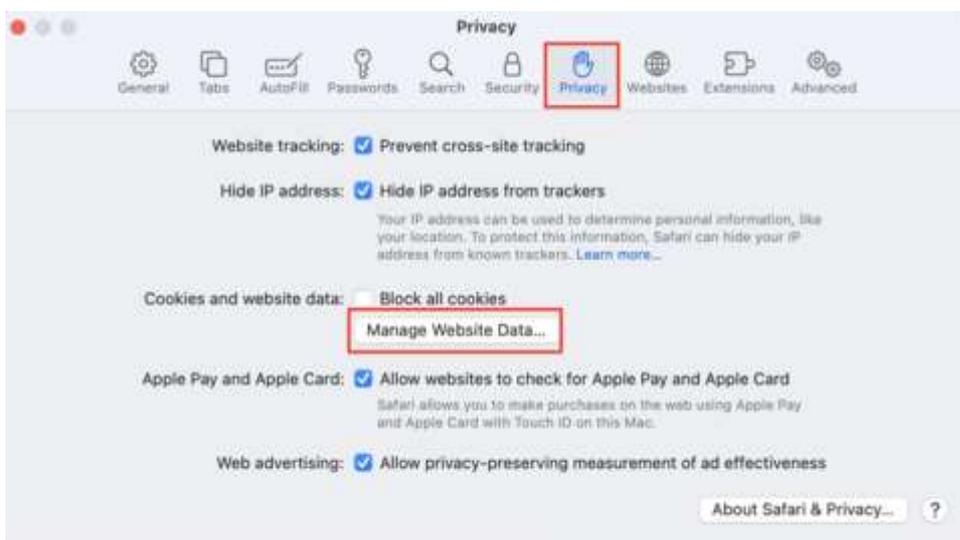
6. Click **OK**.
  7. If on a Windows computer, close and re-open Firefox to save your changes. If on an Apple computer, go to the **Firefox** menu on the top menu bar and select **Quit** for the changes to take effect.
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- **SAFARI FOR MACOS**

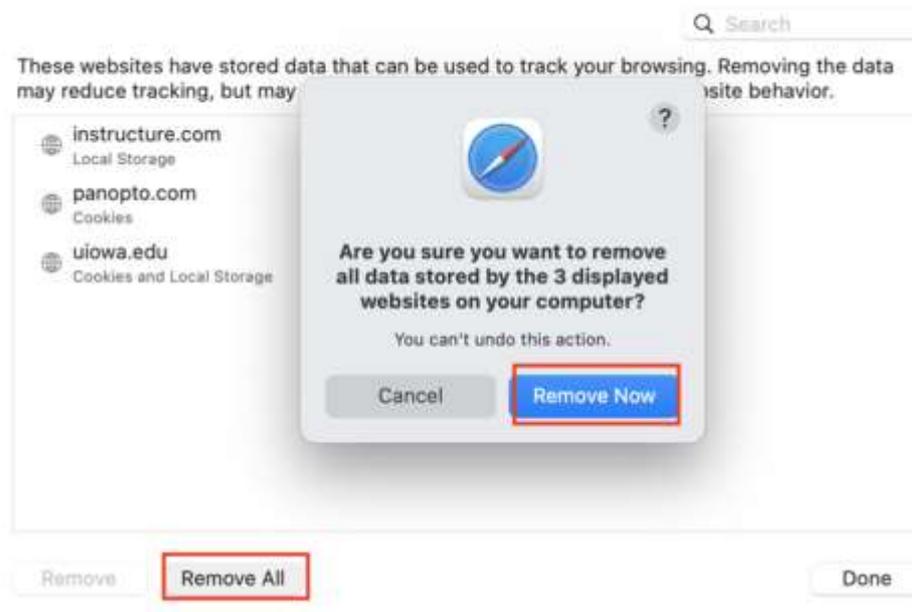
1. Click on **Safari** on the top menu bar.
2. Click **Settings**.



3. Click the **Privacy** tab.
4. Click **Manage Website Data...**



5. Click **Remove All**.
6. Click **Remove Now**.

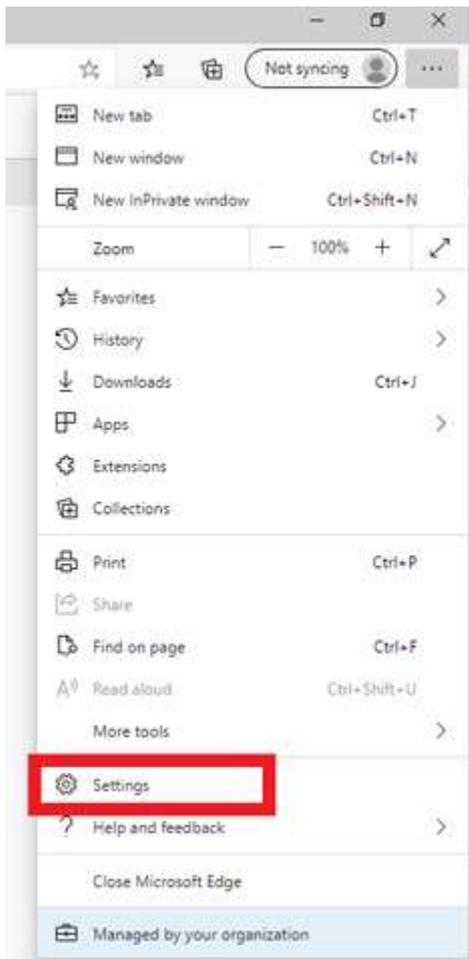


7. Go to the **Safari** menu on the top menu bar.
8. Select **Quit** to close Safari and save your changes.

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- **MICROSOFT EDGE FOR WINDOWS 10**

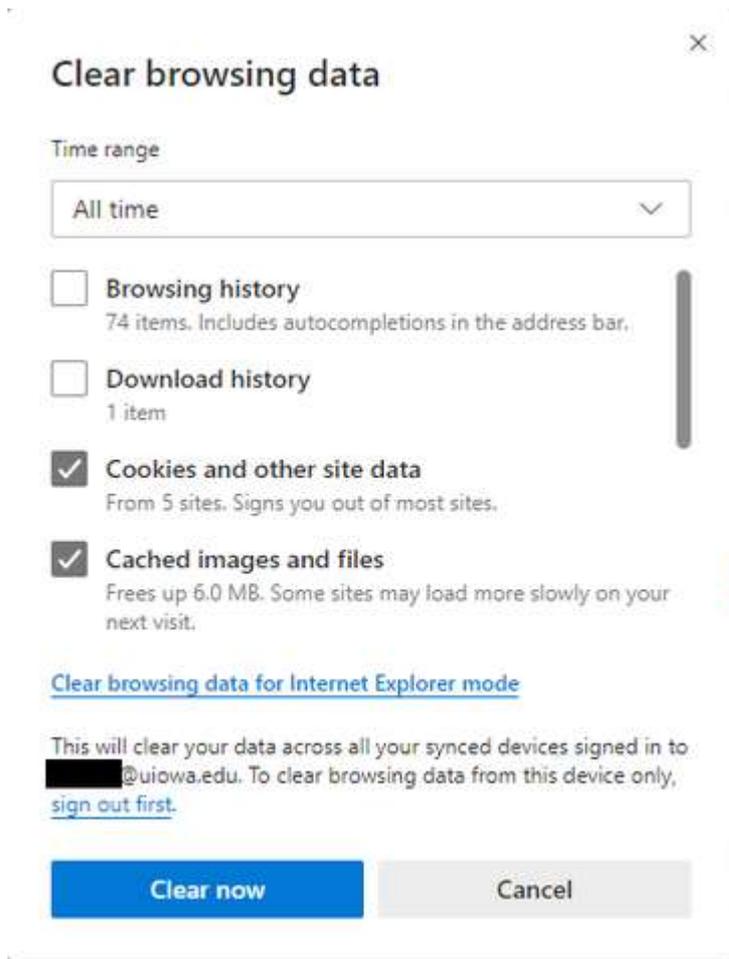
1. Click the **Tools** menu (three dotted lines in the upper-right corner), and open the **Settings** menu.



2. Click **Privacy, search, and services** on the left-side menu.
3. Under the section **Clear browsing data**, Click **Choose what to clear**.



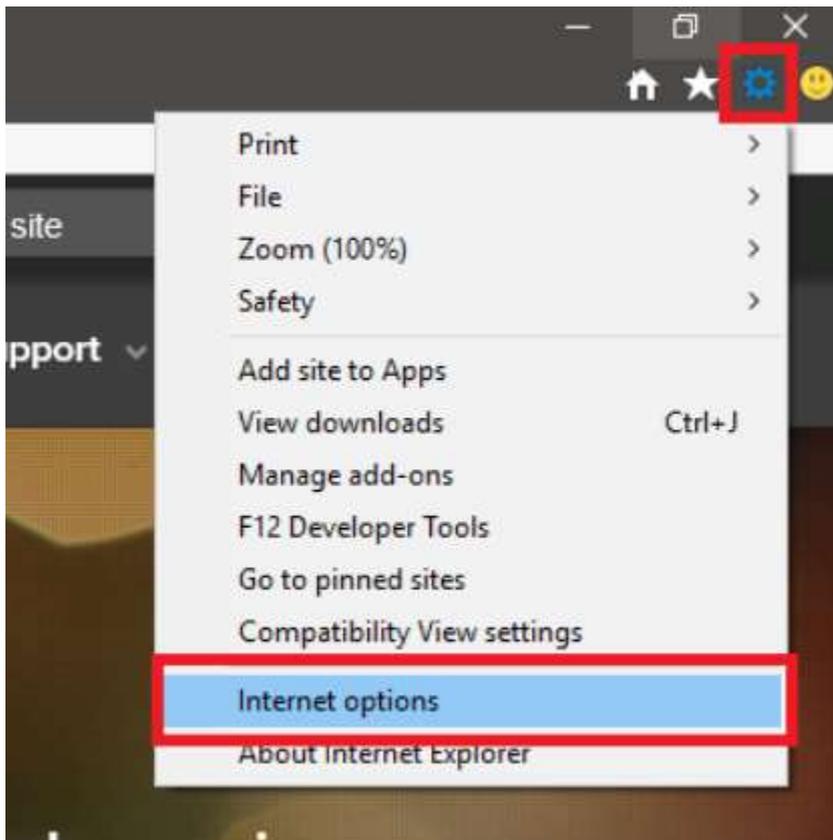
4. Select **Cookies and other site data** and **Cached images and files**.
5. Click **Clear Now**.



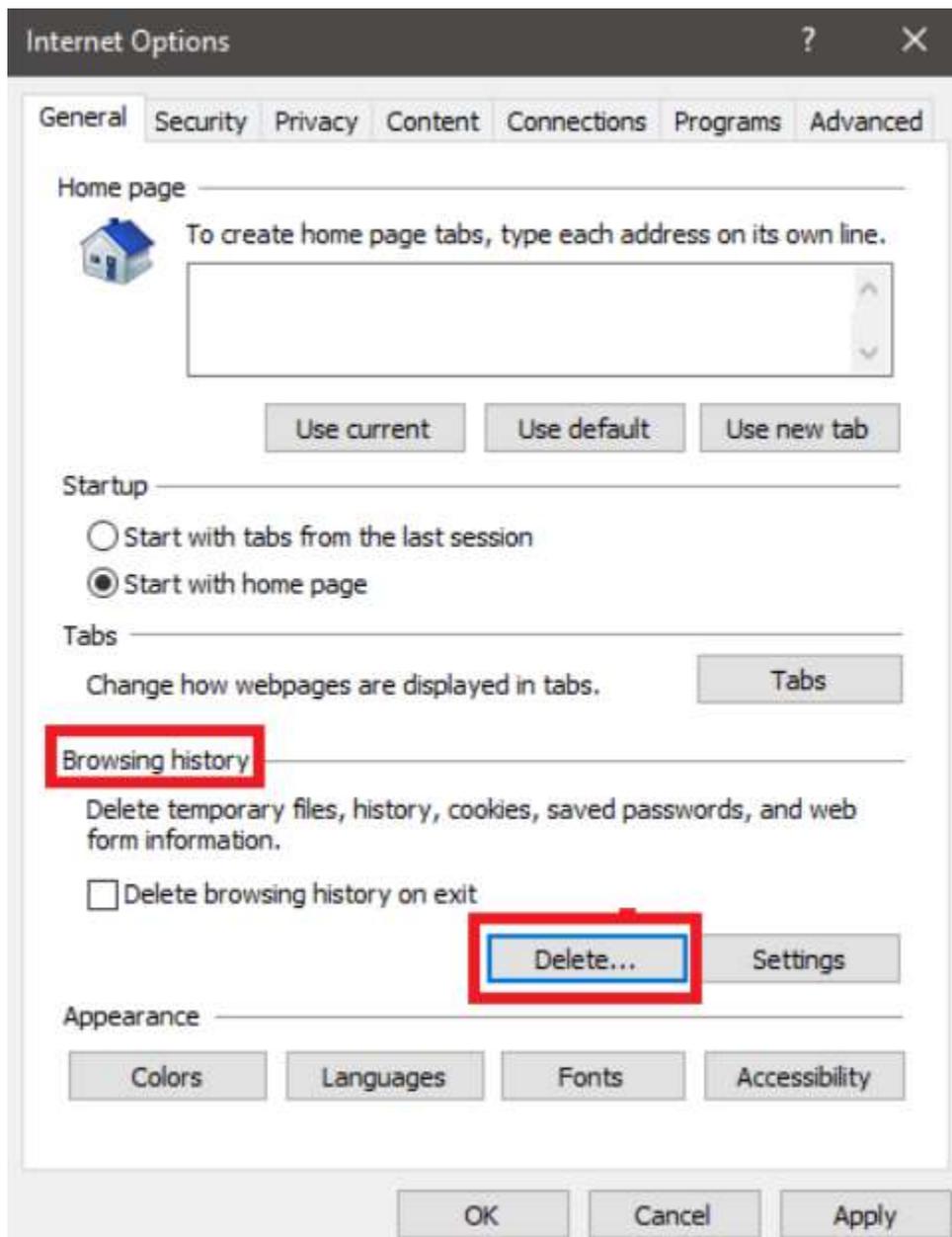
6. Close Microsoft Edge completely for your changes to take effect.
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- **INTERNET EXPLORER FOR WINDOWS**

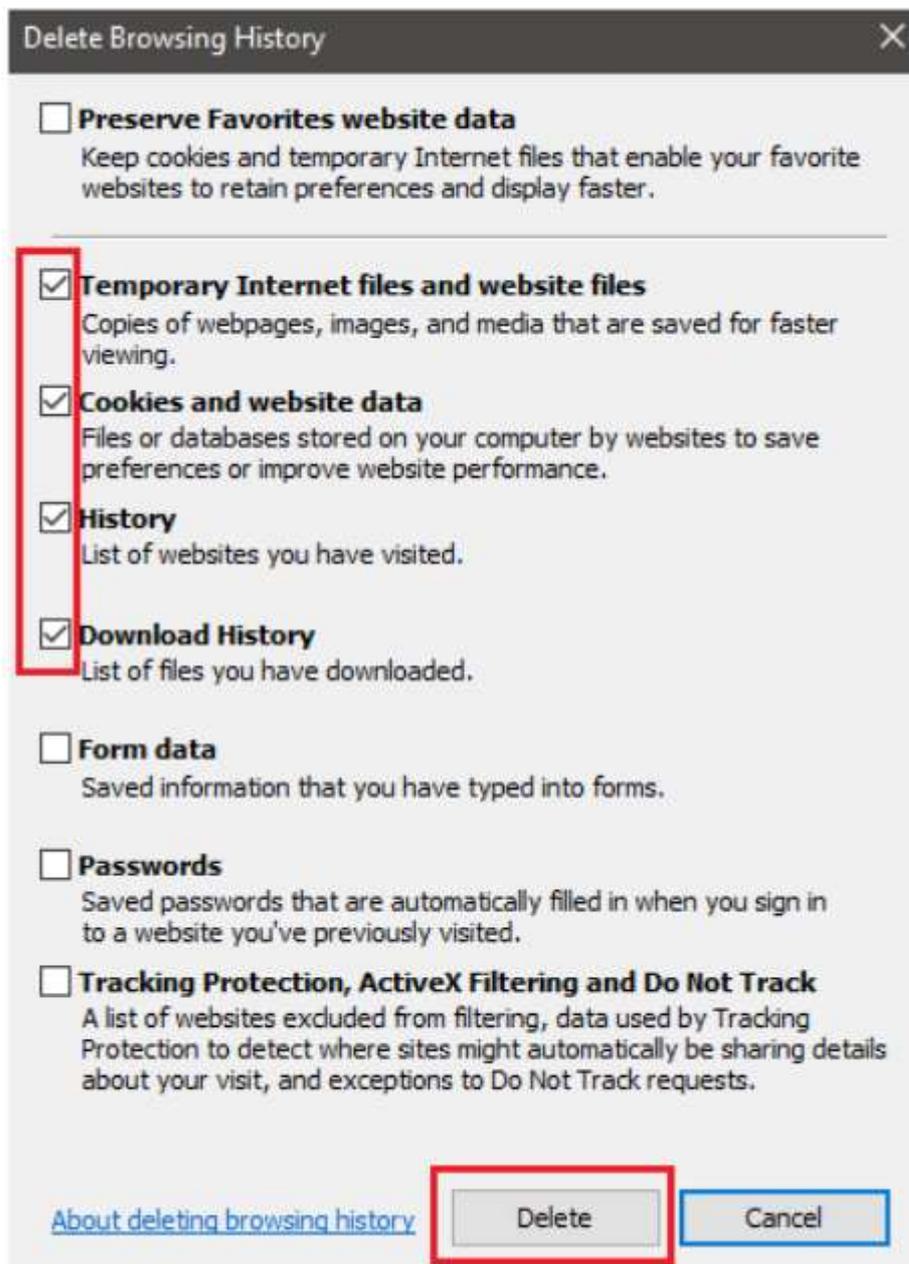
1. Click on the **Settings menu** in the upper-right corner.
2. Click **Internet options**.



3. Under the **General** tab on the upper-left-hand side, scroll down to **Browsing history**.
4. Select **Delete...**



5. Check the **Temporary Internet files and website files**, **Cookies and website data**, **History**, and **Download History** boxes.
6. Select **Delete**.



7. Close Internet Explorer and reopen it for changes to take effect.

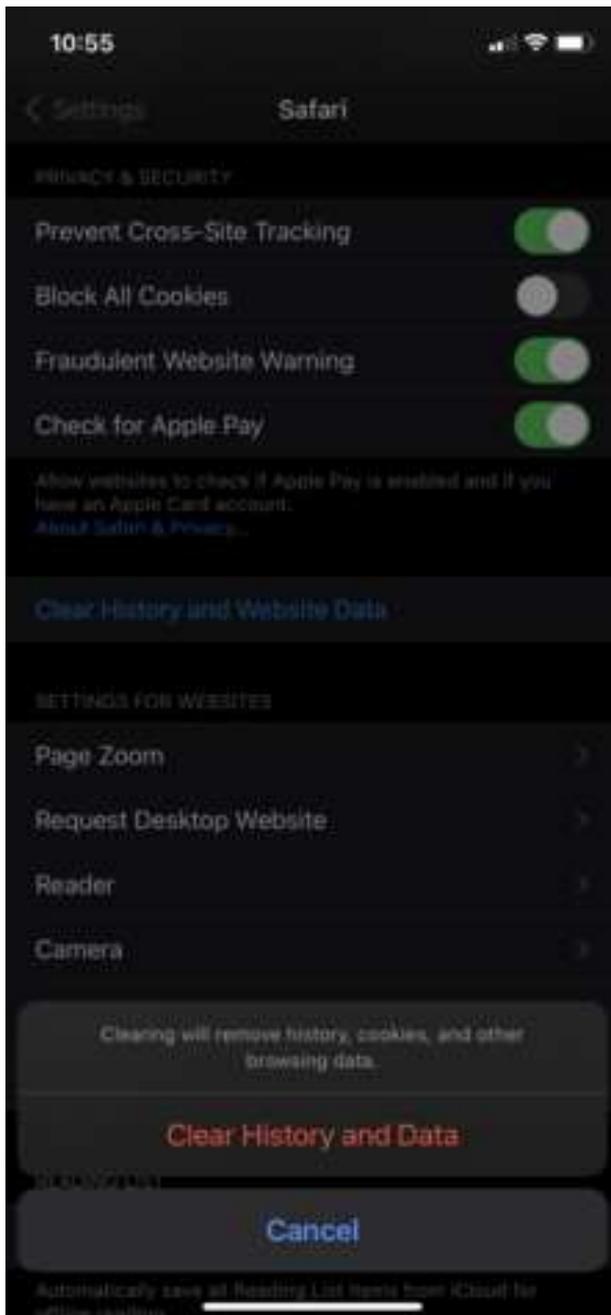
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- **SAFARI FOR IOS**

1. Go to the Settings app on your device.
2. Scroll down to the **Safari** menu.
3. Scroll down and select **Clear History and Website Data**.



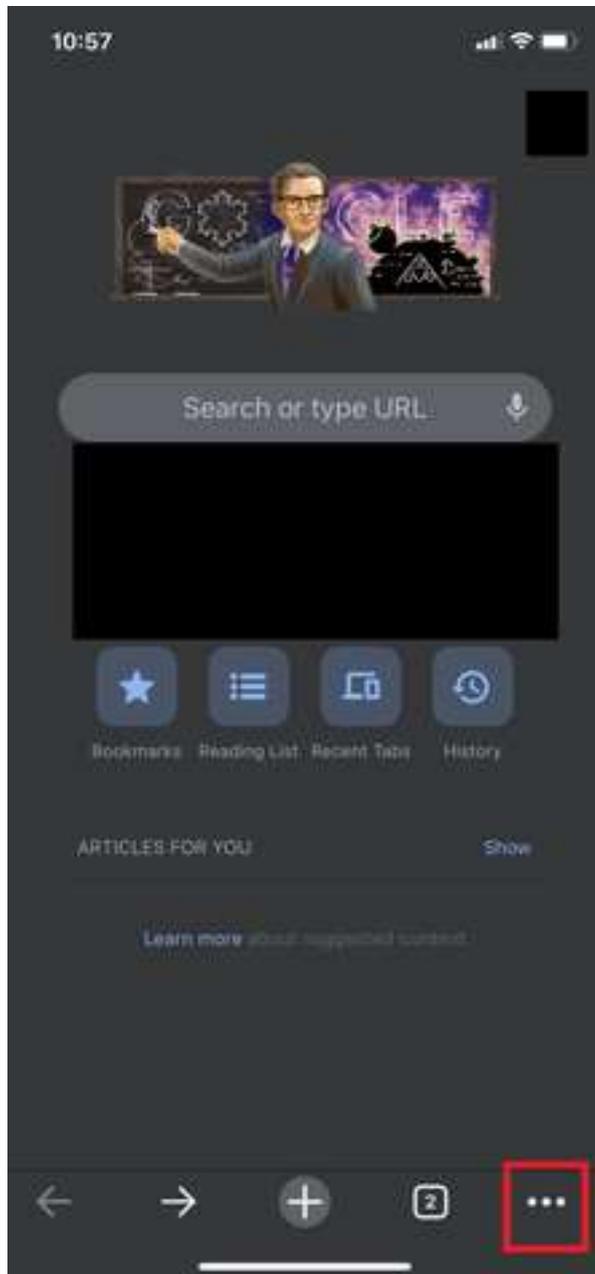
4. A pop-up will come up verifying that you want to clear the History and Data. Select **Clear History and Data**.



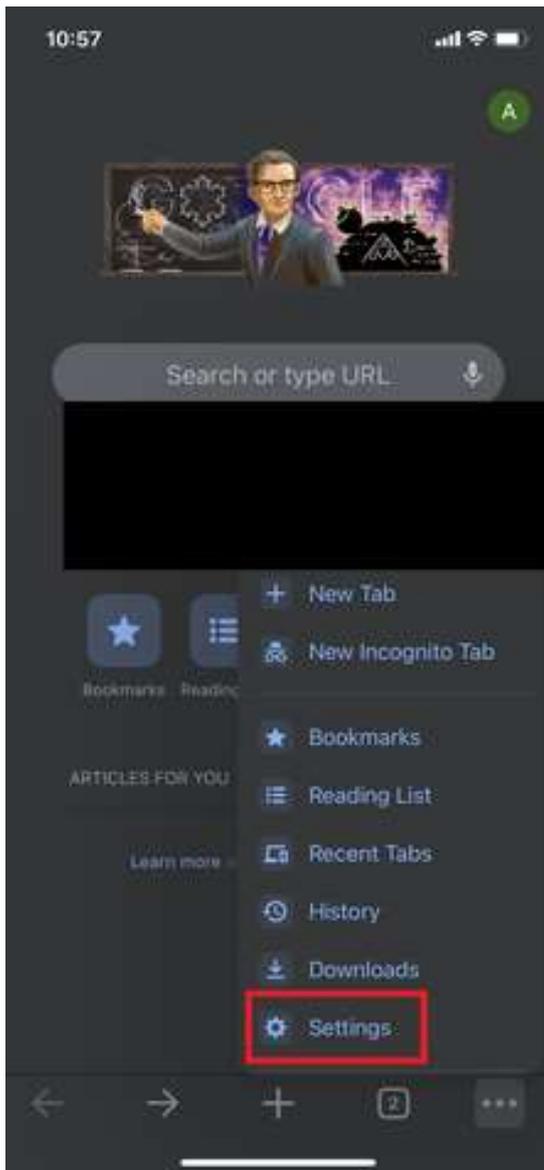
5. The button for Clear History and Website Data will turn grey when cache and cookies have been successfully cleared.
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- **GOOGLE CHROME FOR IOS**

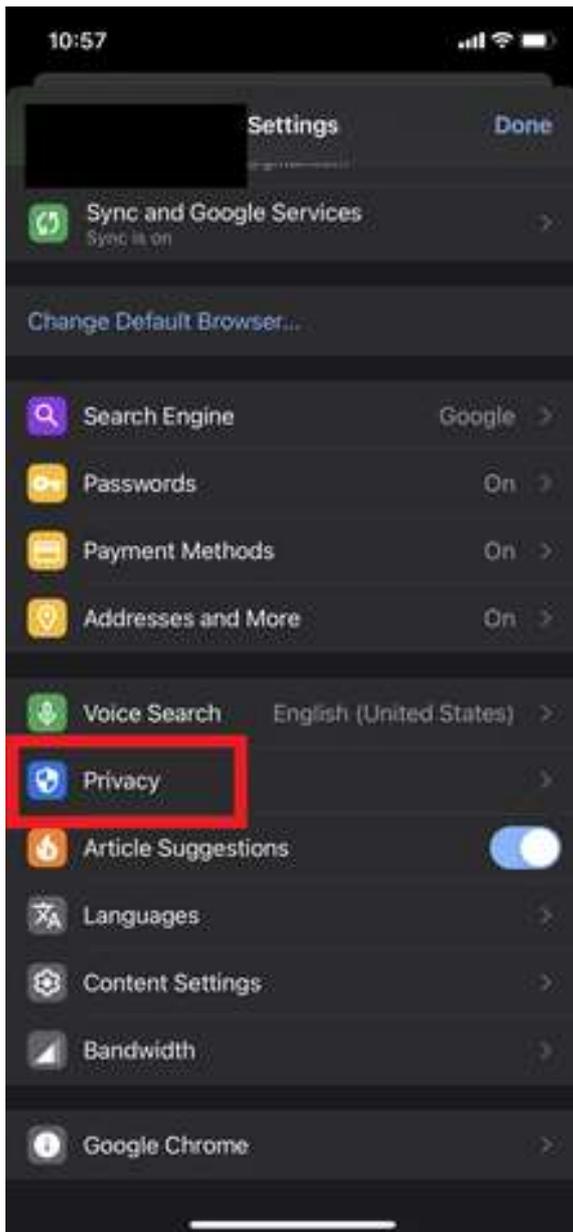
1. Open Google Chrome on your iOS device.
2. Click on the menu toolbar in the bottom right corner.



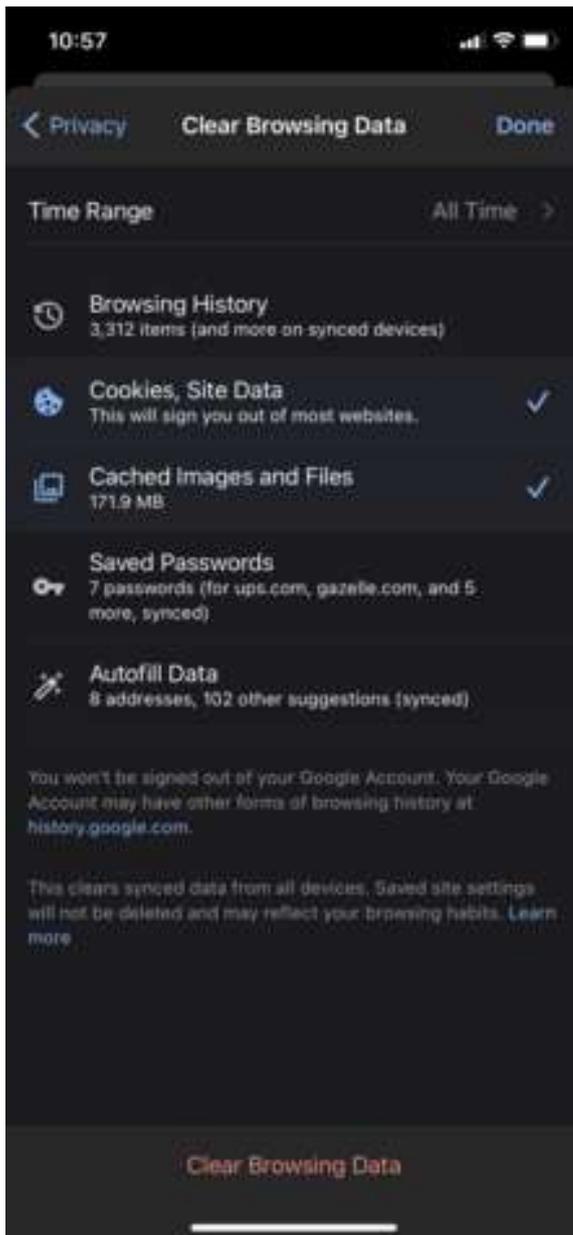
3. Select **Settings**.



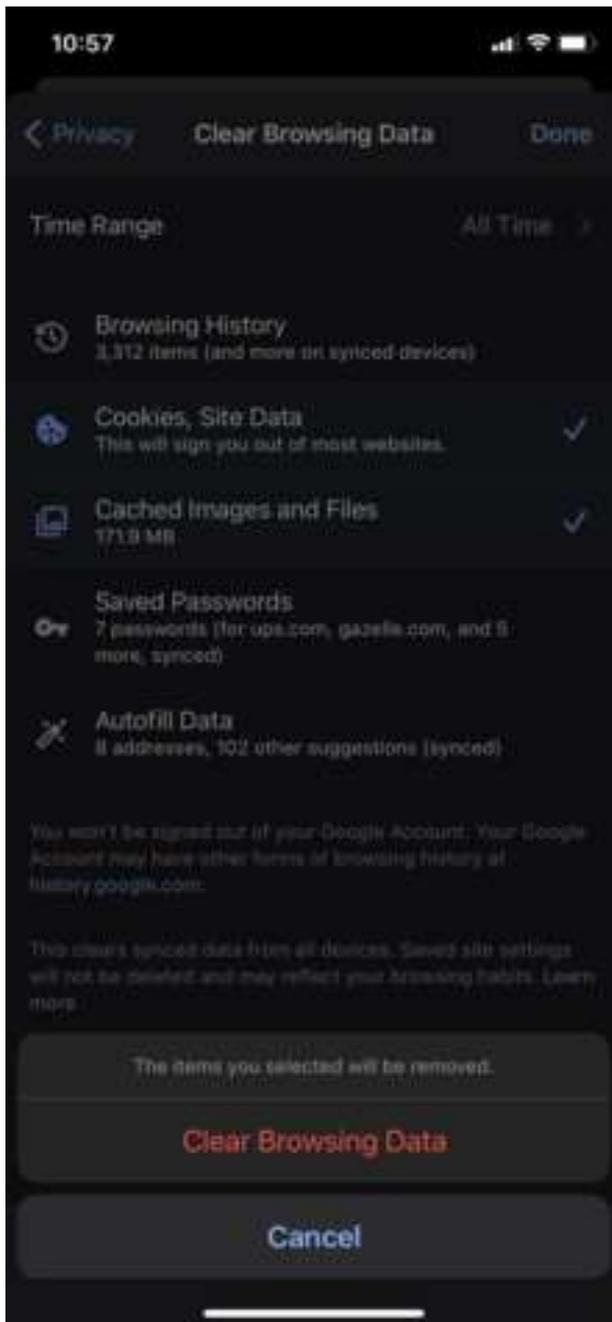
4. Select **Privacy**.



5. Select **Cookies, Site Data, and Cached Images and Files**. At the top, set the **Time Range** set to **All Time**.



6. Click **Clear Browsing Data** at the bottom of the screen.
7. Then confirm by clicking **Clear Browsing Data** again.



### 3. Disable Popups on Mobile / Tablet

#### For APPLE USERS:

##### Disable Pop-ups on Safari (iPhone and iPad)

1. Open the Settings app
2. Scroll down and tap "Safari"
3. Turn off toggle next to "Block Pop-ups"

#### For ANDROID USERS:

1. Open your Android phone or tablet, open the Chrome app 
2. To the right of the address bar, tap More  **Settings**
3. Tap **Permissions > Pop-ups and redirects.**
4. Turn off **Pop-ups and redirects.**