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 <u>www.horizonbank.com.au</u> 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.

• GOOGLE CHROME

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

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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**.

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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.

MOZILLA FIREFOX

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

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

	Everything
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History	
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- 6. Click **OK**.
- 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.

• 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...

0.0		Privacy
	General Tabs AutoFill Par	Search Security Privacy Websites Estensions Advanced
	Website tracking:	Prevent cross-site tracking
	Hide IP address:	😋 Hide IP address from trackers
		Tour IP address can be used to determine personal information, like your location. To protect this information, Safari can hide your IP address from known trackers, Learn mane
	Cookies and website data:	Block all cookies
		Mariage Website Data
	Apple Pay and Apple Card:	Allow websites to check for Apple Pay and Apple Card Satari allows you to make purchases on the web using Apple Pay and Apple Card with Touch ID on this Mac.
	Web advertising:	Allow privacy-preserving measurement of ad effectiveness
		About Safari & Privacy ?

5. Click **Remove All**.

6. Click **Remove Now**.

instructure.com Local Storage panopto.com Cookles	
uiowa.edu Cookies and Local Storage	Are you sure you want to remove all data stored by the 3 displayed websites on your computer? You can't undo this action.
	Cancel Remove Now

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

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6. Close Microsoft Edge completely for your changes to take effect.

• INTERNET EXPLORER FOR WINDOWS

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



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

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General Security	Privacy (Content	Connections	Programs	Advanced
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To crea	ate home pa	age tabs,	, type each add	dress on its (own line.
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• Start with h	ome page				
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Change how we	ebpages are	displaye	ed in tabs,	Ta	abs
Browsing history					
Delete tempora	ry files, hist	tory, coo	kies, saved pas	sswords, an	d web
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- 5. Check the **Temporary Internet files and website files**, **Cookies and website data**, **History**, and **Download History** boxes.
- 6. Select **Delete**.

Delete Browsing History

~	Temporary Internet files and website files
	Copies of webpages, images, and media that are saved for faster viewing.
2	Cookies and website data
	Files or databases stored on your computer by websites to save preferences or improve website performance.
2	History
	List of websites you have visited.
2	Download History
	List of files you have downloaded.
	Form data
	Saved information that you have typed into forms.
	Passwords
	Saved passwords that are automatically filled in when you sign in to a website you've previously visited.
	Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing detai about your visit, and exceptions to Do Not Track requests.

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

• 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**.

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	Safari	
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5. The button for Clear History and Website Data will turn grey when cache and cookies have been successfully cleared.

GOOGLE CHROME FOR IOS •

- Open Google Chrome on your iOS device.
 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.**