

How to resolve issues with Chrome, when using FD Online or Business Online Banking

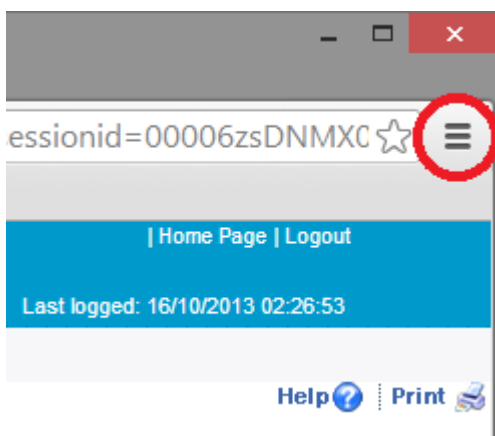
If you're experiencing issues in Google Chrome when accessing the FD Online or Business Online Banking service, you will need to clear the cache.

Before we do this, what is 'cache'?

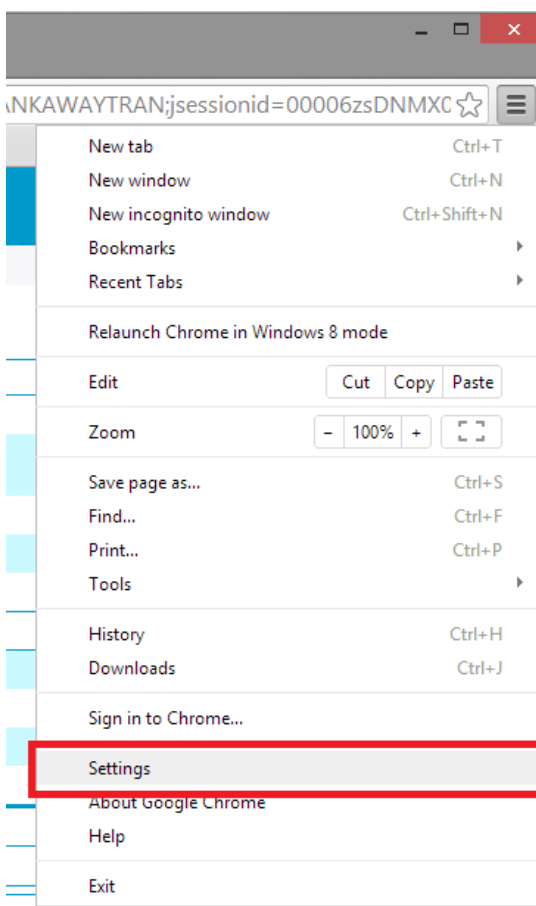
Whenever you access a webpage, the browser (in this case, Chrome) keeps a copy of some items on the page (text, images or extra script files that we can't see). Although browsers are not supposed to do this for secure pages, sometimes they save some of the unsecure items. If these don't save properly, or become out of date, they can cause problems with the page loading.

How do I clear the cache?

1. To do this, click the menu icon in the upper right hand corner.



2. Then select **Settings** in the menu



3. Scroll to the bottom of the settings page, and click the + Show advanced settings option

The image shows the Chrome Settings page. On the left is a sidebar with 'Settings' selected. The main content area is titled 'Settings' and is divided into several sections: 'On start-up', 'Appearance', 'Search', 'Users', and 'Default browser'. At the bottom of the settings list, there is a button labeled '+ Show advanced settings' which is highlighted with a red rectangular box.

Chrome

- History
- Extensions
- Settings**
- Help

Settings

On start-up

- Open the New Tab page
- Continue where I left off
- Open a specific page or set of pages. [Set pages](#)

Appearance

[Get themes](#) [Reset to default theme](#)

- Show Home button
www.google.co.uk/ [Change](#)
- Always show the bookmarks bar

Search

Set which search engine is used when searching from the [omnibox](#).

[Google](#) [Manage search engines...](#)

Users

You are currently the only Google Chrome user.

[Add new user...](#) [Delete this user](#) [Import bookmarks and settings...](#)

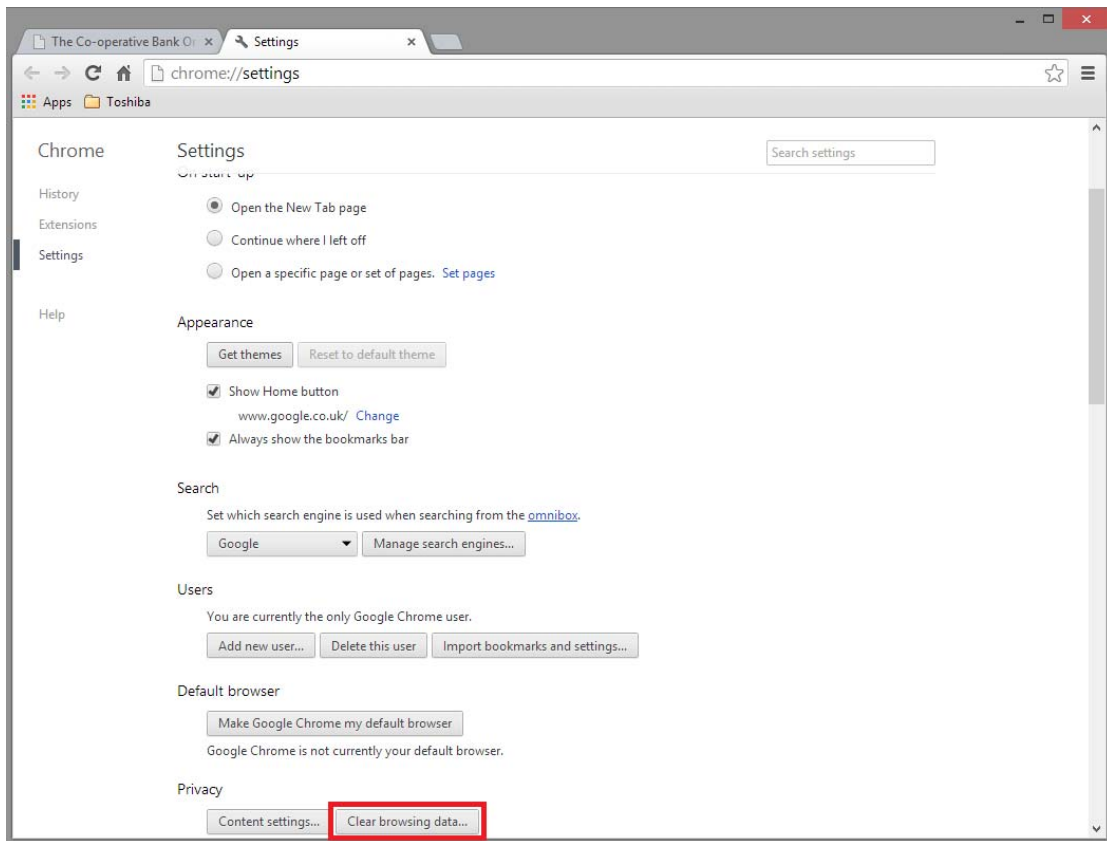
Default browser

[Make Google Chrome my default browser](#)

Google Chrome is not currently your default browser.

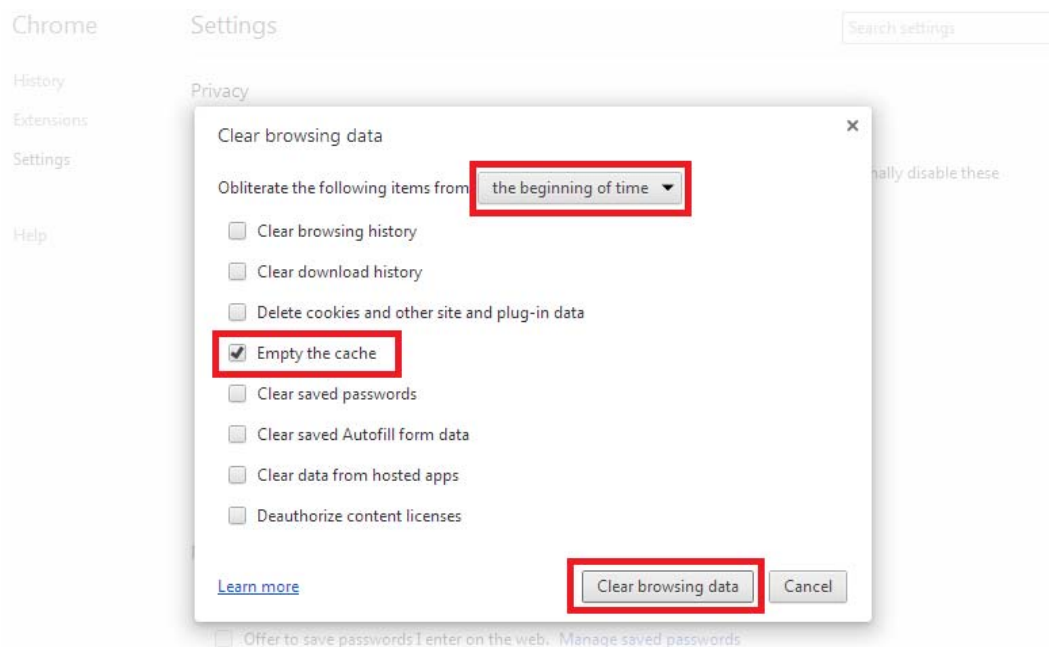
[+ Show advanced settings](#)

4. Then click the **Clear browsing data...** button



5. Ensure **Obliterate the following items from** is set to **the beginning of time**.

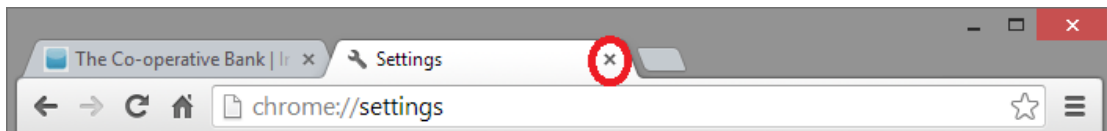
The only tick box that needs to be ticked is **Empty the cache**.



6. Then click the **Clear browsing data** button at the bottom of the window.

Depending on the last time this was done, there may be a lot of files in here, so it can take a few minutes to delete all of the unnecessary files. It will typically be done within 30 seconds.

7. Once completed you can just close the tab by clicking the X on the tab.



If you click the X in the top right hand corner of Chrome, it will close the whole browser window. If you do this, simply re-open Chrome and try logging back in to your online banking service.