

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

If you're experiencing issues in Microsoft Internet Explorer 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, Internet Explorer) 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 If these don't save properly, or become out of date, they can cause problems with the page loading.

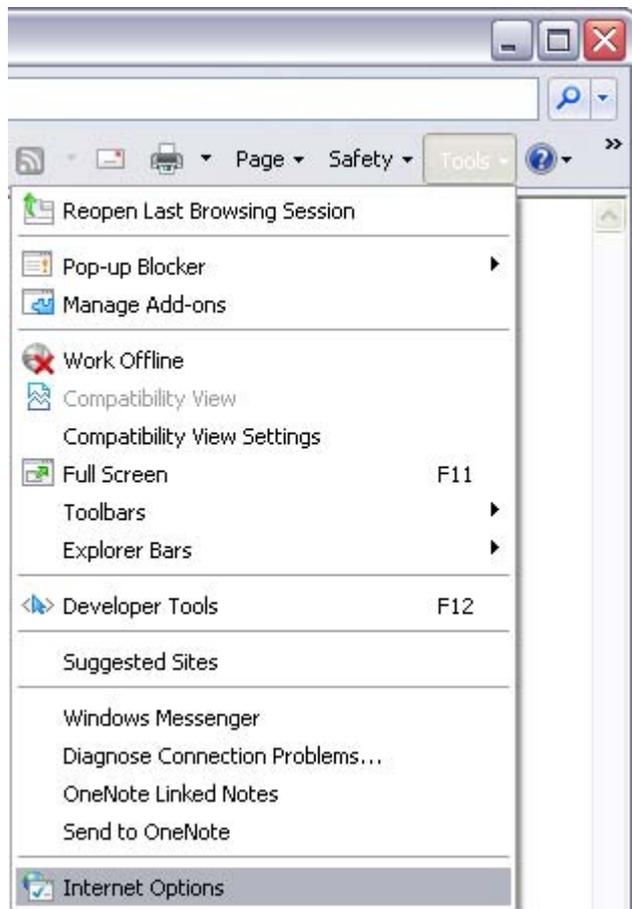
How do I clear the cache?

1. Close all Internet Explorer windows and tabs, but leave one open. Then make sure you are NOT on the Co-operative Bank website.
2. Click the **Tools** button in the upper right hand corner. If you have a different version of Internet Explorer, you should click the gear icon instead.

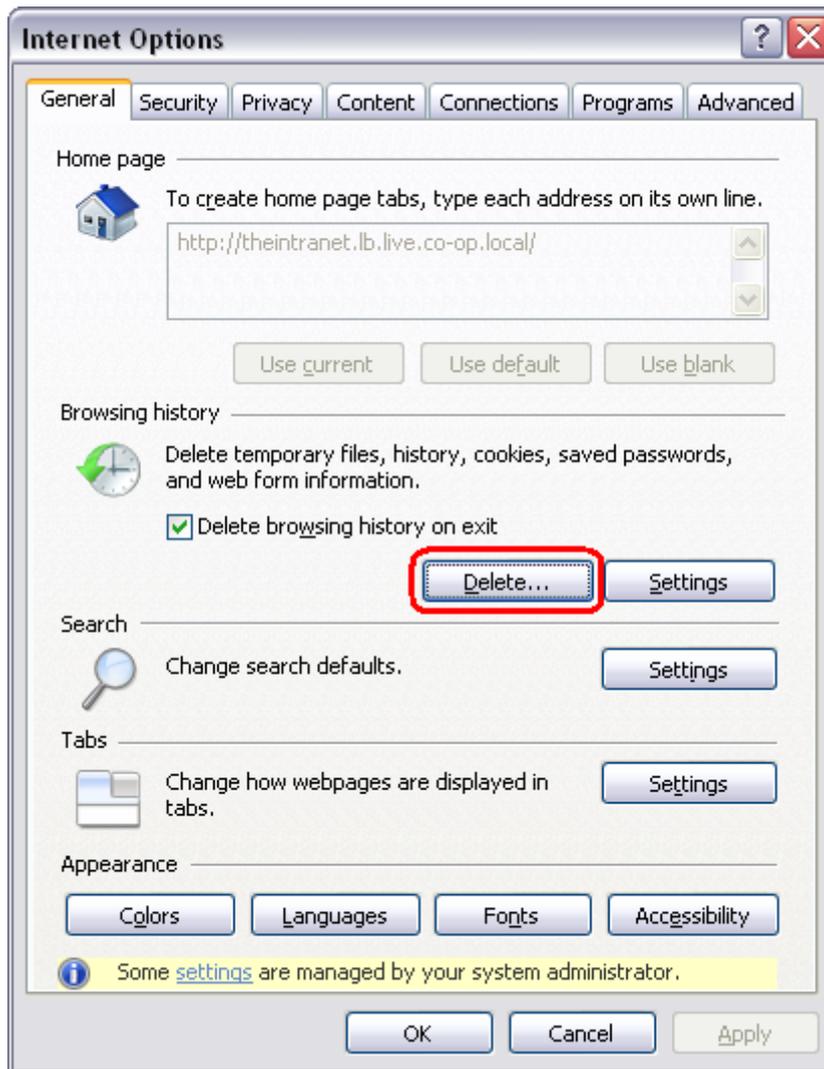


Note: If you are using Windows 8, you will need to use the 'Classic' version of Internet Explorer to see the gear icon. You will not be able to use the 'Modern' version of Internet Explorer to do this.

3. Select **Internet Options** in the menu. It is usually near the end of the list.

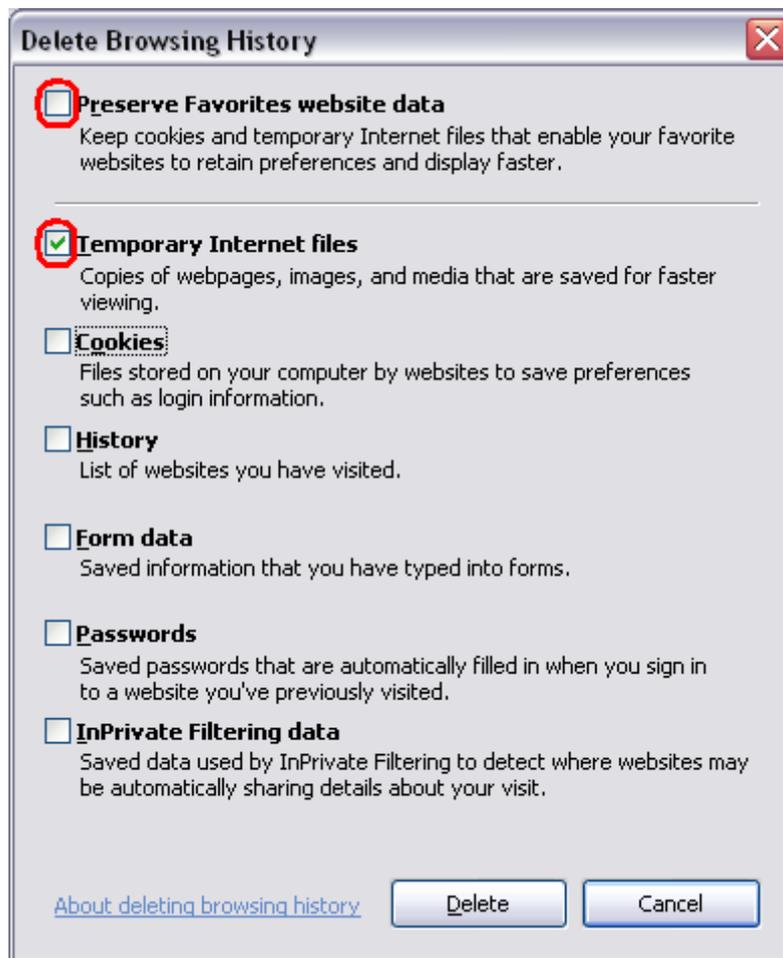


4. In the General tab, click the Delete button in the middle of the window.



5. You should UNTICK Preserve Favourites website data, and TICK Temporary Internet files. Then click Delete.

It does not matter whether the other options are ticked, or unticked.



6. Once complete, you will be taken back to the window shown in step 4. Click OK, and then close Internet Explorer by using the X in the top right hand corner.
7. Open a new Internet Explorer window and type www.co-operativebank.co.uk into the address bar. You should NOT use a favourite at this stage.
8. You should now be able to log in to online banking.