

Dear Client,

If you are experiencing difficulties logging on to Online Banking by Web then the following best practices might assist.

In the event that this does not resolve your issue please contact your Relationship Manager or our Customer Services Team on +350 200 13900.

Trouble Shooting Guide;

* **Clear cache and cookies from the browser**
* Chrome
* At the top-right corner, click on *More* (three vertical dots) > *More tools* > *Clear browsing data*
* At the top, choose a time range - to delete everything, select *All time*
* Tick *Cookies and other site data* and *Cached images and files* boxes
* Click *Clear data*
* Microsoft Edge
* At the top right corner, click on *Menu* (3 dots icon) > *Settings* > *Privacy & services*
* Under *Clear browsing data*, select *Choose what to clear*
* Tick *Cached images and files* and *Cookies and other site data* boxes and then select *Clear*
* Safari
* From the home screen, Select *Settings > Safari*
* At the bottom of Safari's settings screen, select *Clear cookies and data* or *Clear Cookies and Clear Cache*
* Confirm when prompted
* Firefox
* In the Menu bar at the top of the screen, select *Settings*
* Select the *Privacy & Security* panel
* In the *Cookies and Site Data* section, click *Clear Data*
* Remove the check mark in front of *Cookies and Site Data*
* With *Cached Web Content* check marked, click the *Clear* button
* **Remove e-banking web site from the *Bookmarks/Favourites* in your browser**
* **If possible, please restart your computer**
* **Close current browser you are using and open** [**https://online.gibintbank.gi**](https://online.gibintbank.gi)**in new window/tab**
* **Enable/accept *pop-ups* when loading the online banking web site for the first time**

**Please, also try using another browser and see if the issue persists**

Having a screen shot of the error message you are receiving would be advantageous for us to be able to identify your issue sooner.