

Troubleshooting tips for resolving online banking logins

Make sure that your browser is up to date. It should be at least Internet Explorer version 8 or 9. The latest versions of Google Chrome and Mozilla Firefox also work.

Internet Explorer: <http://windows.microsoft.com/en-US/internet-explorer/download-ie>

Google Chrome: <https://www.google.com/intl/en/chrome/browser/>

Mozilla Firefox: <http://www.mozilla.org/en-US/firefox/new/>

Make sure that your operating system is up to date with the latest service packs and security patches. Please use Windows Update for this.

Make sure that your version of Java is up to date.

Java: <http://www.java.com/en/>

Also be sure to delete any cookies and temporary internet files. Then close the browser and try again.

In some cases the problem might be caused by the router itself. Most issues have occurred using an older model Belkin router. Listed below are the steps to troubleshoot and see if this is the case. If you do these steps and you are able to log in to internet banking successfully then you will need to upgrade your router to a newer model.

ATTENTION: This is a workaround for testing purposes only. Do not leave your computer in this configuration as it could possibly bypass your firewall that is protecting your computer.



Pictured above is how most of the Belkin router's look on the back.

1. Remove the cable from the port labeled modem port or internet port.
2. Plug this cable straight in to your computer.
3. Reboot the computer
4. Log on to the internet and then try to log in to internet banking
5. If this is successful then please put the cable back in to the modem or internet port and replace your router

If you are still experiencing problems then please write down the following information and email it to us at online@gsnb.com

What operating system you are using.

What browser you are using.

What router you use.

Brief description of problem you are having.

Contact information: Name and telephone number.

Thank you in advance.