

HB Troubleshooting Tips

Problem: Member Is Unable To Login.

Possible Check to be sure you are logging in with your member number and the

Solution: password you received in an email from Home Banking.

Problem: Member's Loan/Share Account Is Showing Duplicate When They Login.

Possible If this is the case, you may be seeing double because you are joint on an

Solution: account or a co-maker on a loan.

Problem: Member identifies a set of identification questions every time they log in.

Possible Your cookies are not being saved on the pc. Check to see if multiple users

Solution: are logging into HB on the same PC. If so, they may be overwriting each others cookies.

Internet Explorer 8: Open Internet Explorer. Go to Tools, Delete Browsing History. Delete at least your Cookies, Passwords and Temporary Internet Files. Click Delete. Close the browser, re-open and try to log-on to Home banking again

Non-Internet Explorer 8: Open Internet Explorer. Go to Tools, Internet Options. On the general tab, click the Delete button in the Browsing History section. D at least their Cookies, Passwords and Temporary Internet Files. Click Delete. Close the browser, re-open and try to log-on to Home banking again.