Customer i-bank FAQ's/Troubleshooting Guide

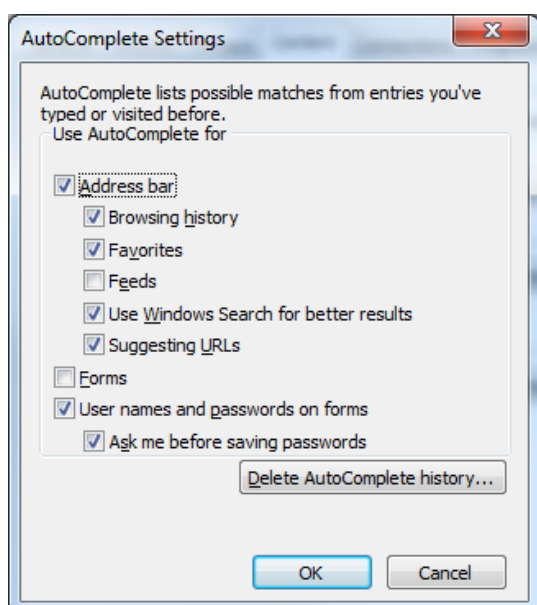**1) I cannot log on sometimes and my account locks out at random.**

Please contact Customer Services to reset your Activation code and then set your Password and Security Code.

2) I cannot log in and have the correct logon details.

For all logon issues we recommend, that in the first instance, that customers remove password history

In Internet Explorer, this can be done by going to the '*Menu Bar*' and selecting '*Tools/ Internet Options/ Content/AutoComplete*'. Please ensure the tick boxes '*User names and passwords on forms*' and '*Ask me before saving passwords*' are checked and then take the option '*Delete AutoComplete history…*'.

AutoComplete Settings

AutoComplete lists possible matches from entries you've typed or visited before.

Use AutoComplete for

- ☑ Address bar
  - ☑ Browsing history
  - ☑ Favorites
  - ☐ Feeds
  - ☑ Use Windows Search for better results
  - ☑ Suggesting URLs
- ☐ Forms
- ☑ User names and passwords on forms
  - ☑ Ask me before saving passwords

Delete AutoComplete history…

OK   Cancel

3) I am unable to use the i-bank service in Internet Explorer 10.

When Compatibility View **isn't** used, the '*Next*' button on the initial log-in screen will be a square shape. This may cause you to experience problems when using the i-bank service.

Step 1 - Customer Identification

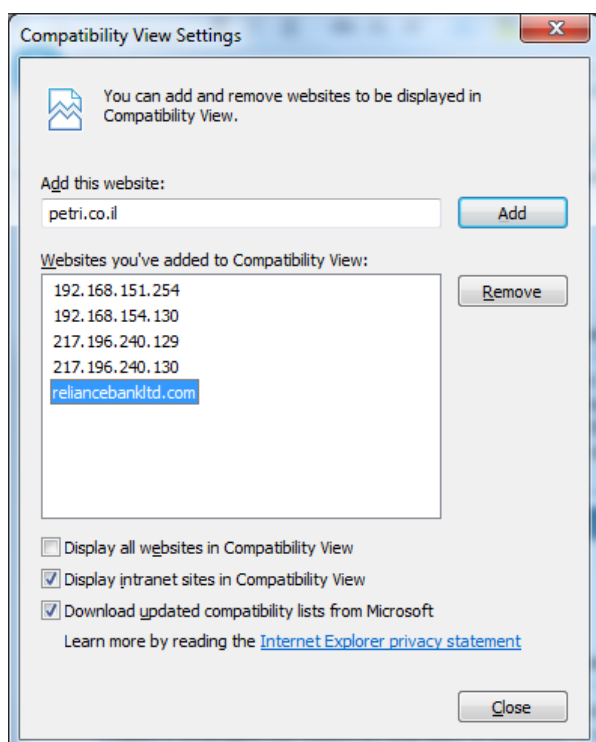To access your account, please enter your Customer ID and click on Next.

Customer ID [   ]

Next

Customers **need** to use Compatibility View in Internet Explorer 10 for i-bank to work. To do this on the '*Menu Bar*' go into '*Tools*', select '*Compatibility View*' settings and add the reliancebankltd.com website. Or alternative web-browsers could be used such as Google Chrome or Mozilla Firefox.

When Compatibility View is used, the '*Next*' button will be rectangular. This is how the initial log-in screen should look in all cases.

Step 1 - Customer Identification

To access your account, please enter your Customer ID and click on Next.

Customer ID

Next

4) I enter my Password and when entering the 1st digit of the Security Code I am sent back to the Customer ID screen. After several attempts the account gets locked.

Or

I've been set to a new Activation Code but I'm prompted for the Password instead of the Activation Code.

If your account is locked please contact Customer Services to unlock your account. Once your account is unlocked please use Internet Explorer with add-ons disabled to access the i-bank service (or an alternative web-browser).

Internet Explorer with add-ons disabled can be accessed by going to '*Start/All Programs/Accessories/System Tools/* and selecting '*Internet Explorer (No Add-ons)*'.
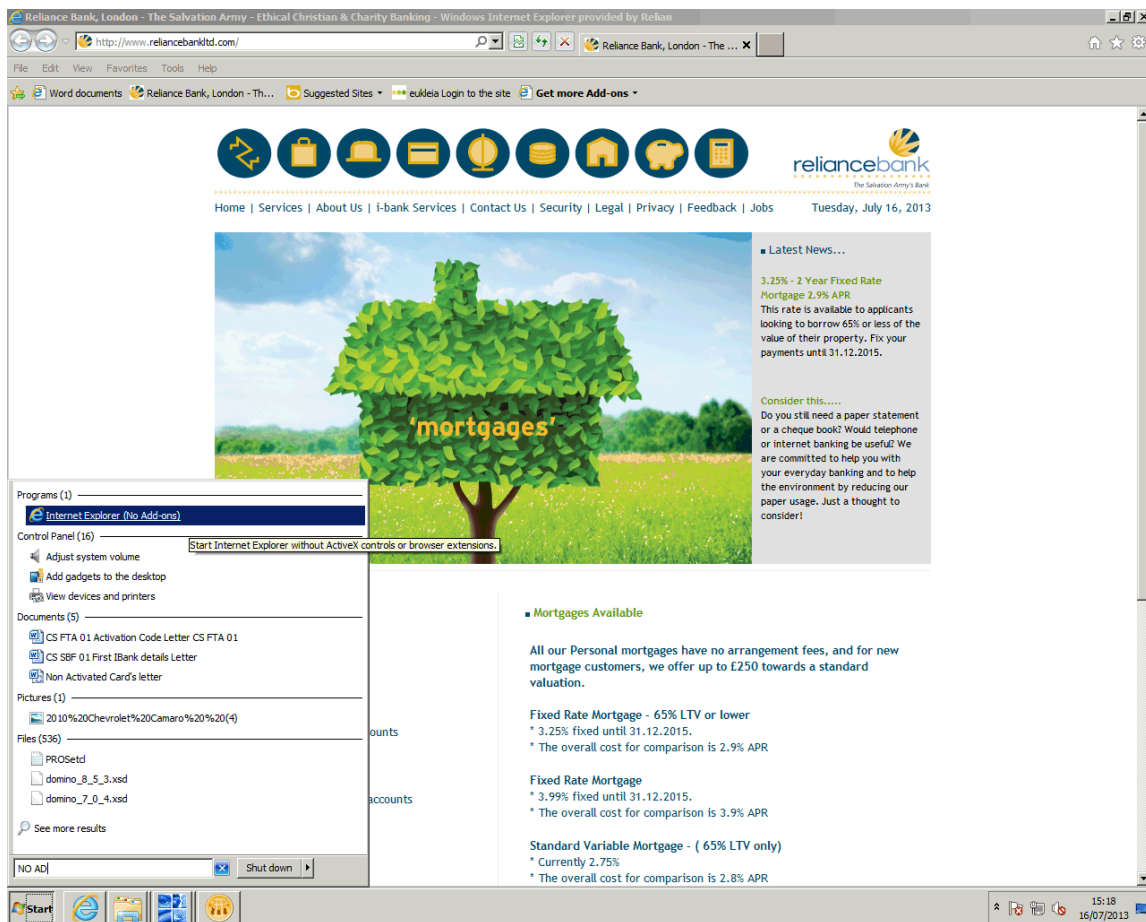
If the above change resolves the issue, this proves that an add-on is causing the issue.

You could go through each add-on and try disabling each one until you can identify which add-on is causing the problem by testing access to the i-bank service.

An alternative workaround would be to create a shortcut to Internet Explorer (No add-ons) on the desktop by right clicking on the desktop and selecting '*New/ Shortcut*'.

For the location of Internet Explorer no add-ons please use:

"C:\Program Files (x86)\Internet Explorer\iexplore.exe" -extoff

Or

"C:\Program Files\Internet Explorer\iexplore.exe" -extoff
This shortcut could be named '*i-bank*' for future use.

If you have difficulty following the above steps, please try using an alternative Web browser.