

## Online User Guidance Hints and Tips

**For use if issues arise when using the new Weatherbys Bank Online Site and App.**

### Using a PCs/Laptops/Macs (Macbook/Pro)

1. Check that a modern and up-to-date browser is being used, which at the time of writing this guide (May 2016) is:-

- **For PCs or Laptops:-**

- Internet Explorer 11



- Google Chrome 50.0



- Firefox 46.0



- **For Macs (Macbook / Pro):-**

- Safari OS X v10.11 "El Capitan"



- Google Chrome 50.0



Use of Internet Explorer or Firefox on a Mac is not recommended as support is no longer available from these web browser providers.

**To check what browser you're using click on the following link:-**

**<https://www.whatismybrowser.com/>**

2. Make sure your browser is up to date.
  - Guidance available on updating your browser can be found on YouTube - How Do I Update My Browser.
  - Or click on the link below to access a free website to receive a step by step guide on how to update your browser:- [How do I update my Browser?](#)

### Using the Weatherbys Bank App

- Go to the App Store for iPhone and iPads or Play Store for Android smartphones and download the Weatherbys Bank App.
- Note, when using an iPad, the use of an App is specifically recommended over use of a browser for the Online Bank.
- Ensure that **Automatic Updates** are on to maximise efficiency when using the internet and also to receive security updates to prevent virus's from infecting your computer. **This does not replace the use of anti-virus and anti-malware software.**




## How to check that Automatic updates are on, or to update your chosen browser:



### **Automatic Updates for Internet Explorer**

#### **To turn on automatic upgrades**


1. Open Internet Explorer by clicking the Internet Explorer icon on the taskbar.
2. Click the **Tools** button  (or click **Help** in the menu bar), then click **About Internet Explorer**.
3. Tick the **Install new versions automatically** checkbox, then click **OK**.

The taskbar varies from different computers and browsers but for Internet Explorer, it is the long strip at the bottom of the screen. Alternatively, click on the Internet Explorer icon and click on the Tools button as shown in Step 2 above.



### **Automatic Updates for Google Chrome**

#### **To update Google Chrome:**

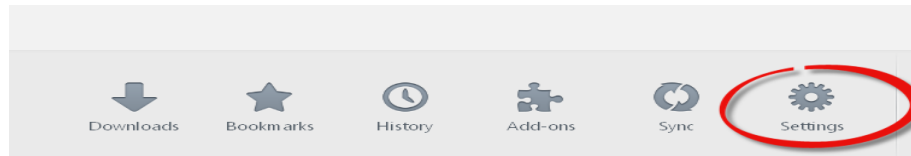
1. In the top right, click the Chrome menu .
2. Click **Update Google Chrome**. If you don't see this button, you're on the latest version.
3. Click **Relaunch**.

The browser saves your opened tabs and windows and reopens them automatically when it restarts. If you'd prefer not to restart right away, click **Not now**. The next time you restart your browser, the update will be applied.

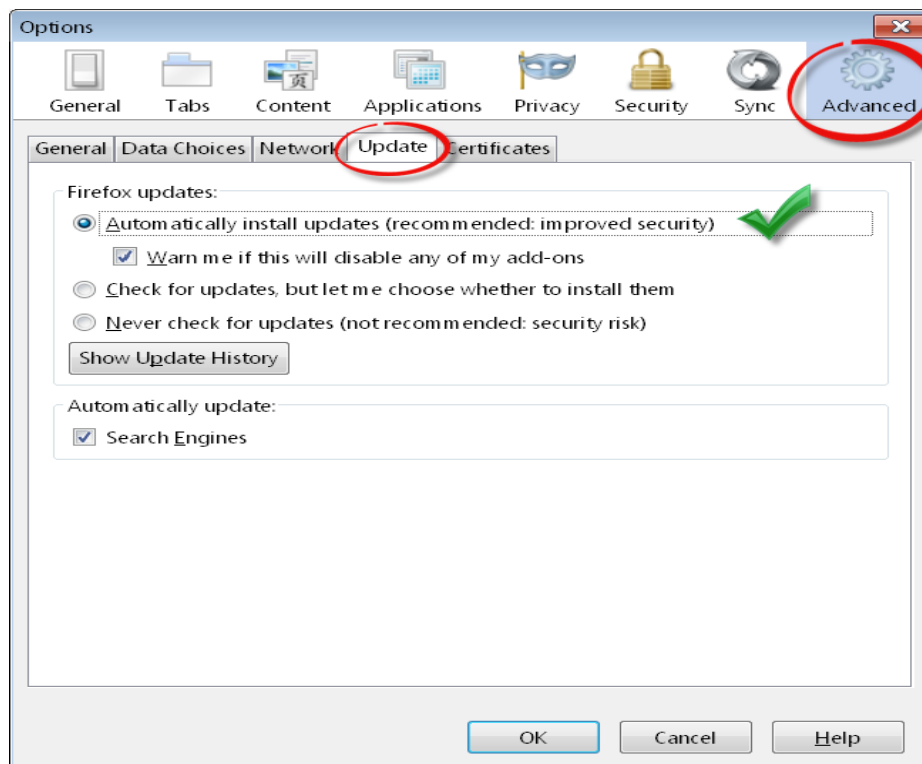


## Automatic Updates for Firefox

To update Firefox, click on the Settings icon



The Options pop up screen appears, click on the Advanced menu button and select the Update tab. Ensure the Automatically install update radio button is selected and click on the OK button.

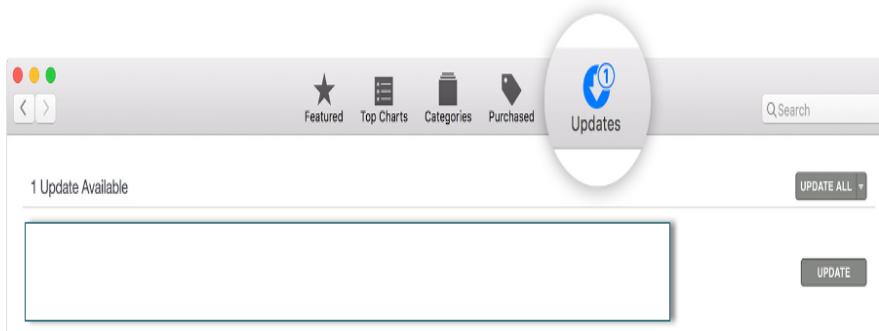




## Automatic Updates for Safari




To check for Mac software updates, open the App Store app on your Mac, then click Updates in the toolbar. If updates are available, click the Update buttons to install them.

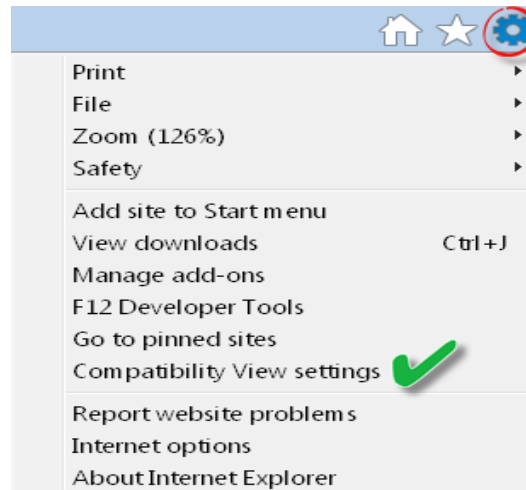


## App Store Icon



## **Compatibility View Settings**

- If issues persist or the site images and menu items for example are not clearly displayed when using Internet Explorer, you may need to select Compatibility View Settings.
- This can be done by clicking on Tools in the browser Menu  and then click on Compatibility View settings.



- The Compatibility View Settings pop up screen will appear. Type in the website name and click on the Add button to store the site.
- Tick the Display intranet sites in Compatibility View box to ensure your PC or Laptop views the site in compatibility mode.

