**I'm having issues accessing ANZ Internet Banking. How do I make my web browser more compatible?**

If you are having issues accessing ANZ Internet Banking there are a number of activities you can do to make your web browser more compatible.
Please note that it is your responsibility to ensure that changing these settings will not affect any other software or functions on your computer.
Choose your web browser and follow the instructions.

Internet Explorer 6.0.2900

Step 1 - Open the ""Internet options"" window

- Select ""Tools"" from the browser menu bar and then choose ""Internet options"" from the drop down menu.
- If this isn't visible, press the ""Alt"" key on your keyboard to display the menu bar.

Step 2 - Set the security settings

- Go to the ""Internet options"" window and select ""Security"" from the tabs along the top.
- Then click the ""Custom level"" button.
- In the ""Security settings"" window, scroll down to the ""Java permissions (or Software channel permissions)"" area, and select ""Medium"" safety.
- Please note that this does not affect the security of your ANZ Internet Banking.
- Click ""OK"" to save and apply your settings.

Step 3 - Check that you have the correct advanced settings

- Select the "Advanced" tab at the top right of the ""Internet options"" window.
- Scroll down to the "Security" area, and check the following options are all ticked:
  ○ Use SSL 2.0
  ○ Use SSL 3.0
  ○ Use TLS 1.0
- If the options have not been ticked, select them and then click the "Apply" button in the bottom right corner of the "Internet options" window.

Step 4 - Clear temporary Internet files

- Select the "General" tab from the top of the "Internet options" window.
- Click on the "Delete" button in the "Browsing history" area.
- The "Delete browsing history" window will display.
- Select the "Temporary Internet files" option and then click "Delete".
- When prompted click "OK". • Click the "Close" button.

Step 5 - Enable cookies for ANZ

- Select the "Privacy" tab from the top of the "Internet Options" window.

- Click on the "Sites" button in the "Settings" area.
- Type "www.anz.com" into the space provided.
- Click on "Allow".
- Click the "OK" button on the "Per Site Privacy Actions" window.
- Click the "OK" button towards the bottom right corner of the "Internet options" window.

Step 6 - Check the pop-up blocker settings

- Select the "Tools" menu and move your cursor to pop-up blocker.
- Select "Pop-up blocker settings" from the sub-menu.
- Type www.anz.com into the space provided.
- Click "Add" button.
- The address will appear in the address is in the "Allowed sites" list.
- Click "Close" from the bottom right corner.

Step 7 - Apply all changes

- To enable these changes, close and restart your browser.
- Once you have re-opened the browser, your Internet Explorer settings should be compatible with ANZ Internet Banking and allow you to log on.

Internet Explorer 7

Step 1 - Open the "Internet options" window

- Select "Tools" from the browser menu bar and then choose "Internet options" from the drop down menu.
- If this isn't visible, press the "Alt" key on your keyboard to display the menu bar. You can also find the "Tools" menu in the browser toolbar on the right.

Step 2 - Set the security settings

- Go to the "Internet options" window and select "Security" from the tabs along the top.
- Then click the "Custom level" button.
- In the "Security settings" window, scroll down to the "Java permissions (or Software channel permissions)" area, and select "Medium" safety.
- Please note that this does not affect the security of your ANZ Internet Banking.
- Click "OK" to save and apply your settings.

Step 3 - Check that you have the correct advanced settings

- Select the "Advanced" tab at the top right of the "Internet options" window.
- Scroll down to the "Security" area, and check the following options are all ticked:
  ○ Use SSL 2.0
  ○ Use SSL 3.0
  ○ Use TLS 1.0

- If the options have not been ticked, select them and then click the "Apply" button in the bottom right corner of the "Internet options" window.

Step 4 - Clear temporary Internet files

- Select the "General" tab from the top of the "Internet options" window.
- Click on the "Delete" button in the "Browsing history" area.
- The "Delete browsing history" window will display.
- Click "Delete files". When prompted click "OK".
- Click the "Close" button and then click the "OK" button towards the bottom right corner of the "Internet options" window.

Step 5 - Enable cookies for ANZ

- Select the "Privacy" tab from the top of the "Internet options" window.
- Click on the "Sites" button in the "Settings" area.
- Type "anz.com" into the space provided.
- Click on "Allow".
- Click the "OK" button on the "Per Site Privacy Actions" window.
- Click the "OK" button towards the bottom right corner of the "Internet options" window.

Step 6 - Check the pop-up blocker settings

- Select the "Tools" menu and move your cursor to pop-up blocker.
- Select "Pop-up blocker settings" from the sub-menu.
- Type www.anz.com into the space provided.
- Click "Add" button.
- The address will appear in the address is in the "Allowed sites" list.
- Click "Close" from the bottom right corner.

Step 7 - Apply all changes

- To enable these changes, close and restart your browser.
- Once you have re-opened the browser, your Internet Explorer settings should be compatible with ANZ Internet Banking and allow you to log on.

Internet Explorer 8

Step 1 - Open the "Internet options" window

- Select "Tools" from the browser menu bar and then choose "Internet options" from the drop down menu.
- If this isn't visible, press the "Alt" key on your keyboard to display the menu bar. You can also find the "Tools" menu in the browser toolbar on the right.

Step 2 - Set the security settings

- Go to the "Internet options" window and select "Security" from the tabs along the top.
- Then click the "Custom level" button.

- In the "Security settings" window, scroll down to the "Navigate windows and frames across different domains" area
- Ensure the "Enable" button is selected. Scroll to the "Java permissions (or Software channel permissions)" section.
- Select "Medium" safety.
- Please note that this does not affect the security of your ANZ Internet Banking.
- Click "OK" to save and apply your settings.

Step 3 - Check that you have the correct advanced settings

- Select the "Advanced" tab at the top right of the "Internet options" window.
- Scroll down to the "Security" area, and check the following options are all ticked:
  - Use SSL 2.0
  - Use SSL 3.0
  - Use TLS 1.0
- If the options have not been ticked, select them and then click the "Apply" button in the bottom right corner of the "Internet options" window.

Step 4 - Clear temporary Internet files

- Select the "General" tab from the top of the "Internet options" window.
- Click on the "Delete" button in the "Browsing history" area.
- The "Delete browsing history" window will display.
- Select the "Temporary Internet files" option and click "Delete".
- When prompted click "OK".
- Click the "Close" button and then click the "OK" button towards the bottom right corner of the "Internet options" window.

Step 5 - Enable cookies for ANZ

- Select the "Privacy" tab from the top of the "Internet options" window.
- Click on the "Sites" button in the "Settings" area.
- Type "anz.com" into the space provided.
- Click on "Allow".
- Click the "OK" button on the "Per Site Privacy Actions" window.
- Click the "OK" button towards the bottom right corner of the "Internet options" window.

Step 6 - Check the pop-up blocker settings

- Select the "Tools" menu and move your cursor to pop-up blocker.
- Select "Pop-up blocker settings" from the sub-menu.
- Type www.anz.com into the space provided.
- Click "Add" button.
- Next add "anz.com" and click "Add" again
- Next add "salmat.bpayview.com.au" and click "Add" again.
- The addresses will appear in the address is in the "Allowed sites" list.
- Click "Close" from the bottom right corner.

Step 7 - Apply all changes

- To enable these changes, close and restart your browser.
- Once you have re-opened the browser, your Internet Explorer settings should be compatible with ANZ Internet Banking and allow you to log on.

Firefox 3.0

Step 1 - Open the "Options" window

- Select "Tools" from the browser menu bar and then choose "Options" from the drop down menu.

Step 2 - Check that Java is enabled

- From the options window select "Content" from the icons along the top.
- Ensure that the following options are ticked:
  ○ Enable JavaScript
  ○ Enable Java

Step 3 - Check your pop-up blocker settings

- If you have pop-up blocker enabled, click on the "Exceptions".
- In the new "Allowed sites" window, type "www.anz.com".
- Click "Allow". Click the "Close" button in the bottom right corner.

Step 4 - Check your "Advanced settings"

- Select "Advanced" at the top right of the "Options" window.
- Click on the "Encryption" tab.
- Ensure that the following options are all ticked: ○ Use SSL 3.0 ○ Use TLS 1.0

Step 5 - Clear temporary Internet files

- Select the "Privacy" icon from the top of the "Options" window.
- Click on the "Clear now" button in the "Private data" area.

Step 6 - Enable cookies for ANZ

- Select the "Privacy" icon from the top of the "Options" window.
- Click on the "Exceptions" button.
- Type "anz.com" into the space provided.
- Click on "Allow".
- Click the "Close" button in the bottom right corner.
- Click "OK" button towards the bottom right corner of the "Options" window to finalise these settings.

Step 7 - Apply all changes

- Close and restart your browser.

- Once you have re-opened the browser, your Firefox settings should be compatible with ANZ Internet Banking and allow you to log on.

Firefox 3.5

Step 1 - Open the "Options" window

- Select "Tools" from the browser menu bar and then choose "Options" from the drop down menu.

Step 2 - Check that Java is enabled

- From the options window select "Content" from the icons along the top.
- Ensure that the following options are ticked:
  ○ Enable JavaScript
  ○ Enable Java

Step 3 - Check your pop-up blocker settings

- If you have pop-up blocker enabled, click on the "Exceptions".
- In the new "Allowed sites" window, type "www.anz.com".
- Click "Allow".
- Click the "Close" button in the bottom right corner.

Step 4 - Check your "Advanced settings"

- Select "Advanced" at the top right of the "Options" window.
- Click on the "Encryption" tab.
- Ensure that the following options are all ticked: ○ Use SSL 3.0 ○ Use TLS 1.0
- Click "OK" button towards the bottom right corner of the "Options" window to finalise these settings.

Step 5 - Clear temporary Internet files

- Select "Tools" from the browser menu bar and then select "Clear recent history" from the drop down menu.
- The "Clear recent history" window will display.
- Change the "Time range to clear" to "Everything".
- The "Clear all history" window will display.
- Click the arrow next to the "Details" option.
- This will show a series of selectable tick boxes.
- Ensure that "Cache" is ticked. Click the "Clear now" button.

Step 6 - Enable cookies for ANZ

- Select the "Privacy" icon from the top of the "Options" window.
- Click on the "Exceptions" button.
- Type "anz.com" into the space provided Click on "Allow"
- Click the "Close" button in the bottom right corner.
- Click "OK" button towards the bottom right corner of the "Options" window to finalise these settings

Step 7 - Apply all changes

- Close and restart your browser.
- Once you have re-opened the browser, your Firefox settings should be compatible with ANZ Internet Banking and allow you to log on.

Safari 3.0 and Safari 4.0

Step 1 - Check the security settings

- Select "Safari" from the menu bar and then select "Preferences" from the menu.
- From the new window, select "Security" from the icons along the top and then check that the following options are ticked: ○ Enable Java ○ Enable JavaScript
- Ensure the "Block pop-up windows" box is left unchecked.
- Click the red close window button in the top left corner.

Step 2 - Enable cookies for ANZ

- Select "Safari" from the menu bar and then select "Preferences" from the menu.
- From the new window, select "Privacy" from the icons along the top and then check that the following options are ticked:
- In the "Block cookies" section, if "Always" is selected, change it to "From third parties and advertisers". If "Never" is selected, you can leave it the way it is.
- Click the red "close window" button in the top left corner.

Step 3 - Clear the cache

- Select "Safari" from the menu bar and then select "Empty cache" from the drop down menu.
- When the confirmation window appears, click "Empty" to clear the browser cache

Step 4 - Apply all changes

- To enable these changes, close and restart your browser. Once you have re-opened the browser, your Safari settings should be compatible with ANZ Internet Banking and allow you to log on.

Google Chrome

Step 1 - Check the security settings

- Select the "spanner" icon in the browser toolbar and select "Options" from the menu.
- Go to the "Security" section of the "Under the hood" tab and ensure the following options are checked: ○ Use SSL 2.0. ○ Check for server certificate revocation.

Step 2 - Enable cookies for ANZ Go to the "Privacy" section of the "Under the hood" tab and click "Content ".

- In the "Content settings" window, in the "Cookies" section, click on "Manage exceptions".
- In the "Cookie and Site Data Exceptions window", type [*.]www.anz.com in the "Hostname Pattern" space provided (make sure you include the characters [*.])
- Hit the "Enter" key on your keyboard

Step 3 - Clear the browsing data

- Go to the "Privacy" section of the "Under the hood" tab and click "Clear browsing data".
- Ensure the "Empty the cache" box is checked.
- In the "Clear data from this period" section ensure "Everything" is selected from the drop down menu.
- Click "Clear browsing data".

Step 4 - Check the pop-up blocker settings

- Go to the "Privacy" section of the "Under the hood" tab and click "Content settings".
- In the "Content settings" window, select "pop-ups" from the "Features" menu.
- Click on the "Exceptions" button. Click the "Add" button and in the new window, type "www.anz.com" into the space provided (within the Pattern field). Then click "OK".
- We also recommend adding salmat.bpayview.com.au in the same way.
- Once the address appears in the pop-up exceptions list, click the "Close" on the bottom right.

Step 5 - Apply all changes

- To enable these changes, close your browser and restart your computer.
- Once you have restarted your computer, your Google Chrome settings should be compatible with ANZ Internet Banking and allow you to log on successfully.

Are my cookie settings affecting ANZ Internet Banking?

ANZ Internet Banking uses cookies for functions such as online statements. We recommend that you enable cookies for ANZ in order to access these services.

Do I need to change my browser settings to make ANZ Internet Banking work?

We aim to give you the best experience when you use ANZ Internet Banking. The following list outlines the compatible browsers that will provide you with the best online experience:

- Internet Explorer 8, 7 or 6.0.2900
- Firefox 3.0 and 3.5

- Safari 3.0 and 4.0

The most common browser issues for not gaining access to ANZ Internet Banking are:

- SSL Certificate issues
- Pop-up blockers
- JavaScript being disabled
- Cookies and temporary files that need to be deleted

Please follow instructions outlined in How do I make my web browser more compatible? depending on the browser type being used to assist with the above common issues.

Is my pop-up blocker affecting ANZ Internet Banking?

ANZ Internet Banking utilises pop-up windows for some of it's functions such as logging on, online statements and view online bills. For this reason we recommend that you allow all pop-ups and advertisements to appear on www.anz.com, or disable the pop-up blocker for the duration of your ANZ Internet Banking session.

You may temporarily disable most pop-up blockers by holding onto the CTRL button while clicking on the link.