

If you are experiencing issues clicking on the GO button while logging into internet banking for a temporary fix you can click on the Enroll Now button allowing you to enter your User ID and continuing to log into Internet Banking. For a Permanent fix follow the instructions below. If you are still unable to resolve the issue of clicking on Go Button after using the instructions below Please contact any of our 11 convenient locations during business hours.

Instructions

1. Clear the internet browser Cache, Cookies and History. If you need assistance with clearing cache instructions are below for specific internet browsers
2. Close their internet browser and open and try logging in again.
3. Typing in the website address www.northviewbank.com instead of using a favorite from favorites list

Android

1. Start your browser.
2. Tap **Menu**, and then tap **More**.
3. Select **Settings**.
4. Under "Privacy settings", select **Clear cache**, **Clear history**, or **Clear all cookie data** as appropriate, and then tap **OK** to accept (or **Cancel** to cancel) the deletion.

Chrome

1. In the browser bar, enter: `chrome://settings/clearBrowserData`
2. Select the items you want to clear (e.g., **Clear browsing history**, **Clear download history**, **Empty the cache**, **Delete cookies and other site and plug-in data**).

From the **Obliterate the following items from:** drop-down menu, you can choose the period of time for which you want to clear cached information. To clear your entire cache, select **the beginning of time**.

3. Click **Clear browsing data**.

Firefox

1. From the **Tools** or **History** menu, select **Clear Recent History**.

If the menu bar is hidden, press **Alt** to make it visible.

2. From the **Time range to clear:** drop-down menu, select the desired range; to clear your entire cache, select **Everything**.
3. Click the down arrow next to "Details" to choose which elements of the history to clear. Click **Clear Now**.

Safari

1. From the **Safari** menu, select **Reset Safari...**
2. From the menu, select the items you want to reset, and then click **Reset**. As of Safari 5.1, **Remove all website data** covers both cookies and cache.

Internet Explorer 8 and higher

1. From the **Tools** or **Safety** menu, select **Delete browsing history...**

If the menu bar is hidden, press **Alt** to make it visible.

2. Deselect **Preserve Favorites website data**, and select:
 - **Temporary Internet files** Or **Temporary Internet files and website files**
 - **Cookies** Or **Cookies and website data**
 - **History**
3. Click **Delete**.

Internet Explorer 7

1. From the **Tools** menu in the upper right, select **Delete Browsing History...**

2. To delete your cache, click **Delete files...**

To delete your cookies, click **Delete cookies...**

To delete your history, click **Delete history...**

3. Click **Close**, and then click **OK** to exit.

Mobile Safari for iOS (iPhone, iPod touch, iPad)

To clear cache and cookies:

1. From the home screen, tap **Settings**, and then tap **Safari**.
2. At the bottom of Safari's settings screen, tap **Clear cookies and data**, or **Clear Cookies** and **Clear Cache**. Confirm when prompted.

To clear history:

1. From the home screen, tap **Safari**.
2. At the bottom of the screen, tap the **Bookmarks** icon.
3. In the lower left, tap **Clear**.
4. Tap **Clear History**.

Opera

1. From the **Opera** menu, select **Settings**, and then **Delete Private Data...**
2. In the dialog box that opens, select the items you want to clear, and then click **Delete**.

About cache, cookies, and history

Each time you access a file through any web browser, the browser caches (stores) it. By doing this, the browser doesn't have to newly retrieve files (including any images) from the remote web site each time you click **Back** or **Forward**. You should periodically clear the cache to allow your browser to function more efficiently.

A cookie is a file created by a web browser, at the request of any web site, that is then stored on a computer. These files typically store user-specific information such as selections in a form, shopping cart contents, or authentication data. Browsers will normally clear cookies that reach a certain age, but clearing them manually may solve problems with web sites or your browser.

A browser's history is a log of sites that you visit. When you use a browser's **Back** button, you are moving back one entry in the history log. Browsers will normally clear the history at regular intervals, but you may want to clear it manually for privacy.