# How to change the compatibility settings on the browser
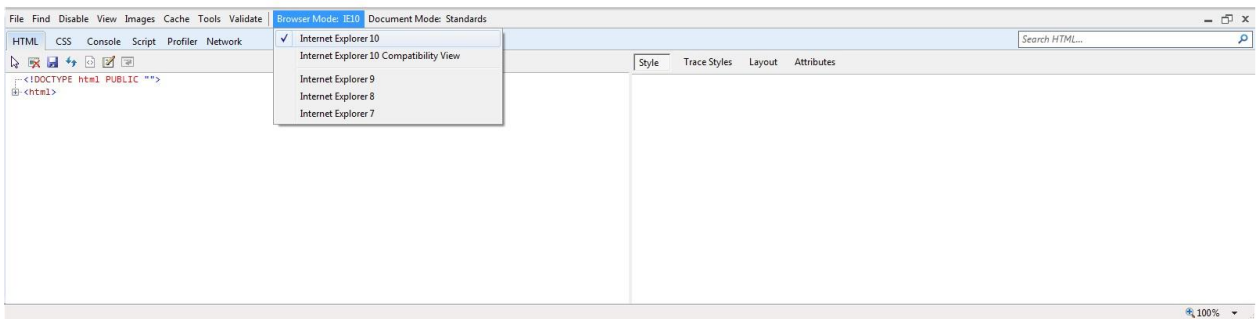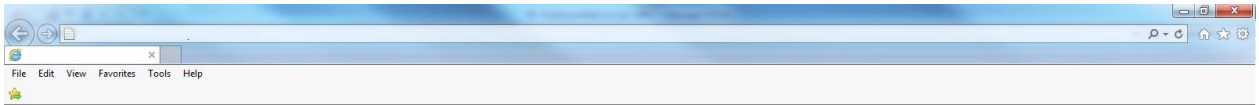
If you have downloaded Internet Explorer 9 [or a later version of Internet Explorer] and you are still unable to login, this could be due to the compatibility settings on the browser. To login to your online banking profile, the compatibility settings must be changed.

Follow these simple steps:

1. Press the F12 button on your keyboard or select *Tools* on your Toolbar and select *Developer Tools F12:*
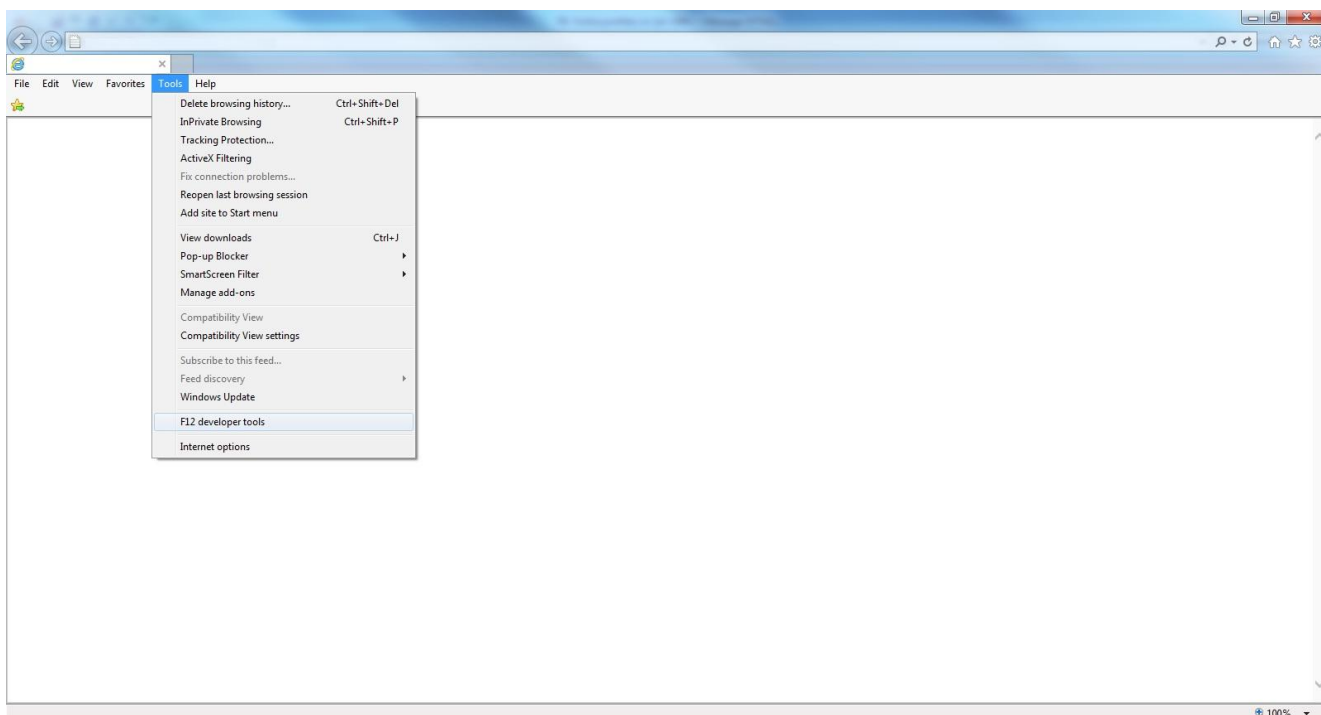
2. Select the browser mode that is the same as the version of the browser you have downloaded:

3. Change the Document Mode by selecting the standards for the version of the Internet Explorer that you have downloaded: