

Computer + Handheld Device Troubleshooting Tips

For cwb.digital clients: The following information may help you troubleshoot some of the more common browser-related problems that you may encounter while using [cwb.digital](https://www.cwb.digital).

Ensure you are using the correct web address for cwb.digital and the most up to date mobile app.

Web address: <https://www.cwb.digital/apps/cwbDigital/>

You will need to delete the old app (teal background) and download the new cwb.digital app (white background). Here's what the new app icon looks like:



- [Download the cwb.digital app on Apple](#)
- [Download the cwb.digital app on Android](#)

If you have an older device (e.g., 2012 Android phone), it may not be compatible with the cwb.digital apps. The apps will simply not be searchable and downloadable in the above app stores.

Devices and browsers that are compatible with cwb.digital

We have optimized our new banking platform, cwb.digital to work with web browsers most used by our clients; the latest versions of Google Chrome, Microsoft Edge, and Safari.

Update your browser to the latest version by clicking one of the links below: Microsoft Edge, Google Chrome, Safari from Apple. The platform does not support Firefox by Mozilla or Microsoft Internet Explorer 11

cwb.digital works on computers, smartphones, and tablets. We optimize the appearance of the site based on which type of device you're using. This means the screens may look a little different depending on which device you're using.

It does not fully support any devices which have an operating system of older than 2 years and are no longer supported by the manufacturer. For example, Windows 7 or iOS 10 devices would not be supported.

Confirm you are using an updated version of your browser.

Start by finding out which browser version you are using. This is important in helping to troubleshoot other issues and may browsers will prompt you to update or install important security upgrades when you check your browser version. For information on browser version and updates, please select your browser:

- [Microsoft Edge](#)
- [Google Chrome](#)
- [Apple Safari](#)

If cwb.digital is not working in any of the browsers, consider these solutions:

Internet Connection. The browser may be working but not your device's ability to connect to the internet. The easiest way to test this out is to try a different browser and see if it can connect to the internet. You can also try different devices (like smartphones and tablets) and different apps (like music or movie streaming apps) to see whether they're able to get online.

Browser Crashing? If your browser keeps crashing without any warning, ensure that you have the most updated browser or clear browser cache (see below). Restarting your device may also help. This can give your system a clean slate by removing all the temporary issues and restarting the programs, including the web browser.

Browser Slow? Once you make sure that your internet connection works fine, slow browser performance and page loads can be fixed in different ways. Again, ensure you have the latest browser version, and you may also reset your browser settings. Edge, Chrome, and Safari all have a single reset settings option. In Edge, pick Reset Settings from the main settings menu; in Chrome, restore settings to their original defaults is at the bottom of the main settings pane; in Safari go to Preferences>Privacy>Remove all website data.

You can test speed of your website to ensure better performance.

- <https://www.browserstack.com/speedlab>

Check and update your device's operating system.

Your operating system may also affect your ability to use cwb.digital on your browser or app. Start by finding out which operating system version you are using. This is important in helping to troubleshoot other issues and may prompt you to update or install important security upgrades when you check your operating system version.

- [Windows](#)
- [Android](#)
- [macOS](#)
- [iOS](#)

cwb.digital is not currently supported in the Linux operating system.

Make sure that cookies from third parties are allowed.

Third party cookies are allowed by default on all supported browsers. If you experience problems staying logged in to cwbank.com, please check your browser settings to make sure you allow third party cookies. For more information on enabling cookies, please select your current web browser:

- [Edge](#)
- [Chrome](#)
- [Safari](#)

Internet History and Cache

Your internet browser keeps a record of all the websites you visit in its History. Your Internet cache acts as a roadmap for all the web sites you visit by storing copies of these sites locally on your computer. Because this site information is stored locally, web sites load faster.

Sometimes, this stored data can create problems for cwbank.digital users trying to login to the system. If you are experiencing errors or are unable to view certain web content, try clearing your Internet history and/or cache. For more information on clearing your Internet history and cache, please select your current web browser:

- [Edge History and Cache](#)
- [Safari History and Cache](#)
- [Google Chrome History and Cache](#)

Turn off your web browser's pop-up blocker. This helps you view your account statements in PDF.

The pop-up blocker on your device is stalling the display. Change the browser setting to allow pop-ups or turn off the pop-up blocker.

cwbank.digital is optimized for Google Chrome , Microsoft Edge, and Safari.

- **Edge**
[Block pop-ups in Microsoft Edge - Microsoft Support](#)
- **Chrome**
[Block or allow pop-ups in Chrome - Android - Google Chrome Help](#)
[Block or allow pop-ups in Chrome - Computer - Google Chrome Help](#)
- **Safari**
[Allow or block pop-ups in Safari on Mac - Apple Support \(CA\)](#)
[Block pop-up ads and windows in Safari - Apple Support \(CA\)](#)

If you noticed there are too many pop-up windows in your browser, it may be possible that some malware or virus has taken root on the computer. They might have installed themselves as an extension or as a separate program or might be completely hidden from view. Consider these solutions to help you:

- **Antivirus programs** can be run to scan for any kind of problems – malware or virus. Opting for a full scan would be more beneficial.
- **Remove or disable the extensions** that are not recognized, and then restart the browser to check for any issues. This includes JavaScript blocking extensions, which may prevent you from displaying your account statements pop-up.

Common Definitions

Browser: Short for Web browser, a software application used to locate and display Web pages. cwb.digital is optimized for Microsoft Edge, Google Chrome, and Apple Safari browsers.

URL: An Internet address (for example, <https://www.cwbank.com>), usually consisting of the access protocol (http), the domain name (www.cwbank.com), and optionally the path to a file or resource residing on that server (<https://www.cwbank.com/en/about-us/contact-us/help>).

Cache: A part of a computer’s memory where information is kept so that the computer can find it very quickly.

Cookie: A piece of data from a website that is stored within a web browser that the website can retrieve later.

404 Error: The 404 or Not Found error message is a HTTP standard response code indicating that the client was able to communicate with the server, but the server could not find what was requested.

JavaScript: JavaScript is a programming language that is used mainly to create dynamic, interactive Web pages.