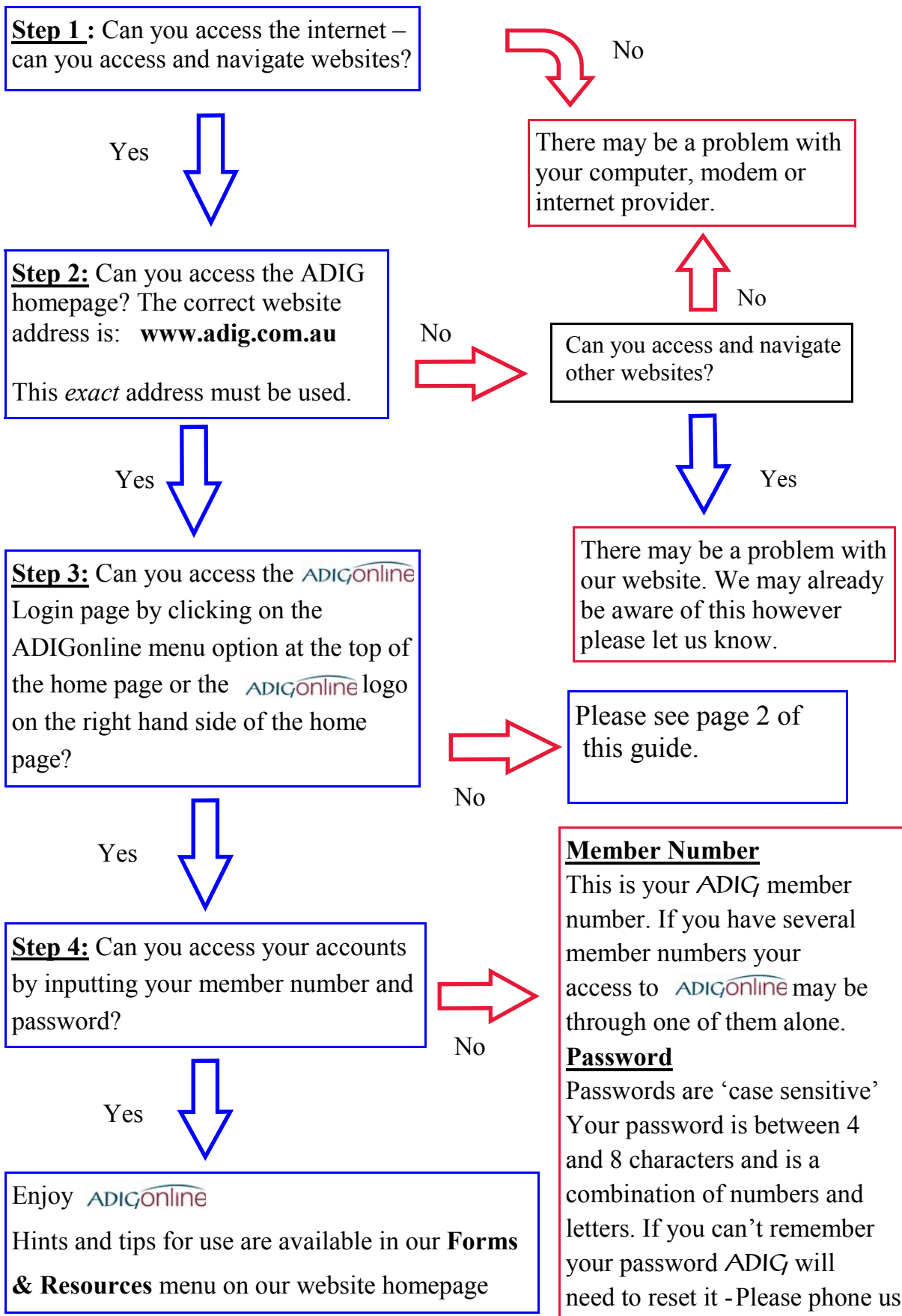






Logging in



If you can access the ADIG website but have a problem linking to the Login page:

The ADIG home page is a normal **http** webpage. Most internet banking facilities, including  are **https** sites, the **s** meaning secure. Sometimes due to internet settings on your computer you may experience this problem—where you can access most websites but not **https** webpages (including the  login page). If this happens when you click on the  logo on the home page you will get a ‘this page cannot be displayed’ error message instead of the login page.

Here are some specific examples of internet settings that may cause this problem:


- Some anti-virus program updates may have enhanced your internet security which is good, but sometimes this can create problems in stopping your internet browser from allowing access to certain websites, including **https** sites.
- Some recent Microsoft security updates have caused similar problems to above. In particular one Microsoft internet update specifically affected some browsers ability to go to **https** websites, which ADIGonline is (**s** meaning secure). This can mean an ADIGonline user can get to our website homepage without problem, but when they click on  they receive an error message "This page cannot be displayed". The Microsoft website has a fix for this problem. The fix is specific to Internet Explorer version 6.0. It can be obtained at:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=2d7b2f19-0d79-43e1-9b0b-671c7e5e33d8&DisplayLang=en>

If you copy this text and paste into the address bar on you internet browser it will take you directly there.

Another option is trying another internet browser such as Netscape Navigator.

- Certain settings under your **Internet Options** (in the **Tools** menu) may affect your browsers ability to access **https** websites. Certain settings for Security and Privacy (cookies) can affect this. You could try adjusting these, or consult an expert.

We cannot fix issues which are particular to specific computers, rather than our site. However we hope this will be of some assistance in identifying the problem. Also, attempting to access  via a different computer may help to confirm it is problem specific to a certain computer.