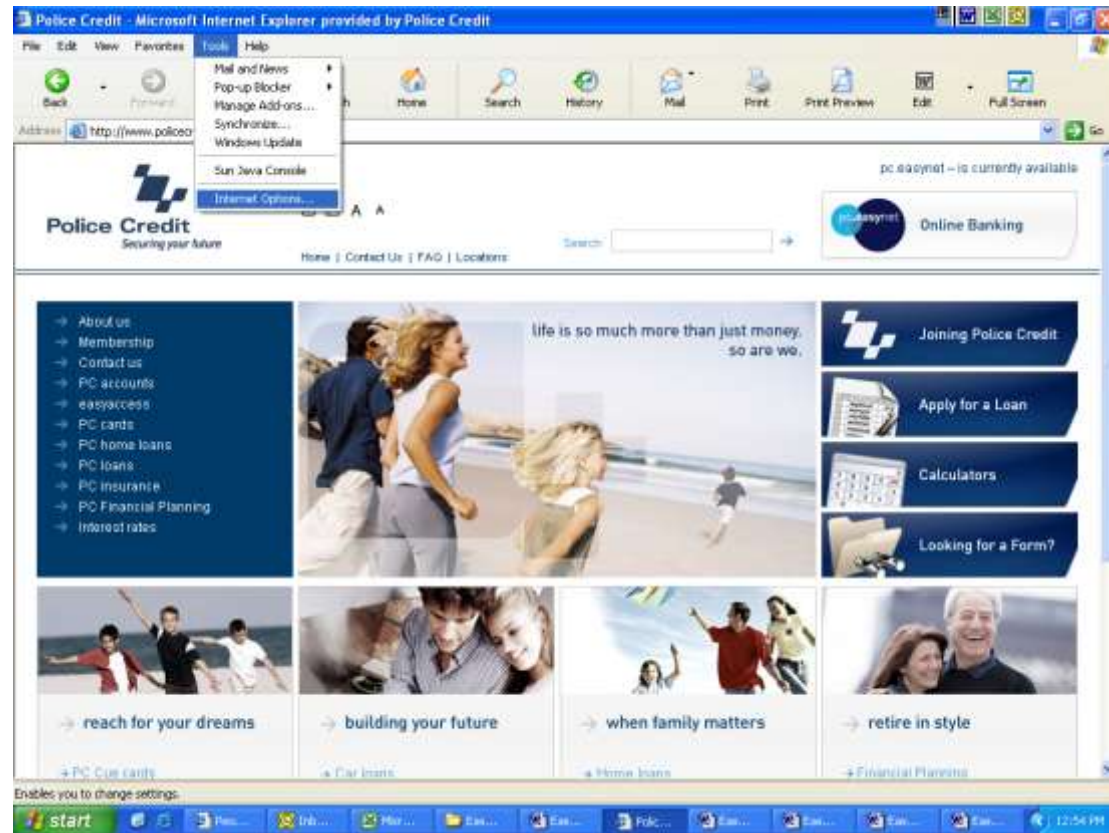


## pc.easynet help - downloading Transaction Files

If you are having trouble downloading statements / transaction list files for use on Excel, Money, etc, a factor may be a setting in Internet Explorer that you need to change. Follow our step-by-step instructions to fix this problem:

### Step-by-step guide

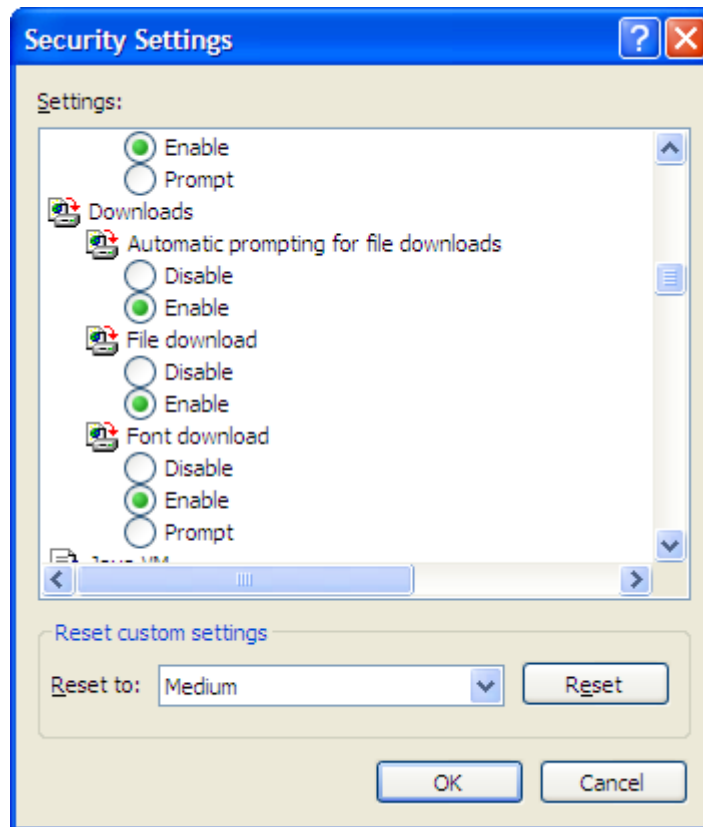
Go to **Tools -> Internet Options.**



Then choose the **Security** tab, and make sure the **Internet** zone is selected. Click on “**Custom Level...**”



Under **Downloads** -> “**Automatic prompting for file downloads**”, choose **Enable**. Click **OK** to save changes. Then click **OK** again to get back to the screen.



This will allow you to save the file to your hard drive. For better security, turn this back to **disable** once you are finished in pc.easynet.