Online Banking
Troubleshooting Guide

The Guardian Savings Bank system conversion will make your online banking experience easier and more efficient. But we know change takes some adjustment. Here are some tips to help navigate the change.

Online Banking Tools: CURRENT CUSTOMERS

If you are a current online banking customer and have logged in within the last year:

• Use your same user name in all lowercase letters.

• Your initial password will be gsb and the last 6 digits of the primary account holder's social security or tax ID number.

• If that does not work, click "forgot password" and follow the prompts.

• If you do not get an email, the message may be blocked by your email vendor. Check your junk or spam folder. The email will be labeled "information requested." It will contain a temporary password with special characters.

• If you do not know your user name or need your email or phone number updated, please contact us at 877-351-0613 or 513-923-4100.

• If all of your accounts are not visible, please email us at customerservice@guardiansavingsbank.com with your user name and the accounts you need us to add.

• If you are trying to use Quicken, Mint.com, or another third-party site, please update your new credentials on that site. They will need to update their systems to recognize our new URL.

Online Banking Tools: NEW CUSTOMERS

If you are new to online banking, you may enroll as a first-time user. Simply go to guardiansavingsbank.com, click "Online Banking Login" and follow the prompts.

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Mortgage Payments

- If you are paying your mortgage from an external (non-GSB) checking account, please use the portal on our home page, guardiansavingsbank.com, under "pay mortgage."

Safari Users

If you are using Safari to access bill pay, the information below will assist you.

If you get a message that says "user action required," consider these options for resolution:
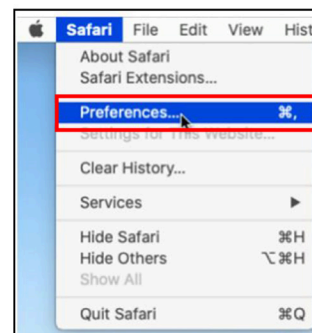
Option 1: Switch to a different browser, such as Chrome.

**Option 2**: Change your privacy settings in Safari to allow cookies and cross-site tracking.

Desktop / Laptop Instructions

To change the settings within the Safari browser on a desktop or laptop computer, follow these steps:

Step 1: Go to the Safari menu, select the "Preferences" option.

Step 2: Change privacy settings on the Privacy tab, **make sure the options for "Prevent cross-site tracking" and "Block all cookies" are both unchecked.**
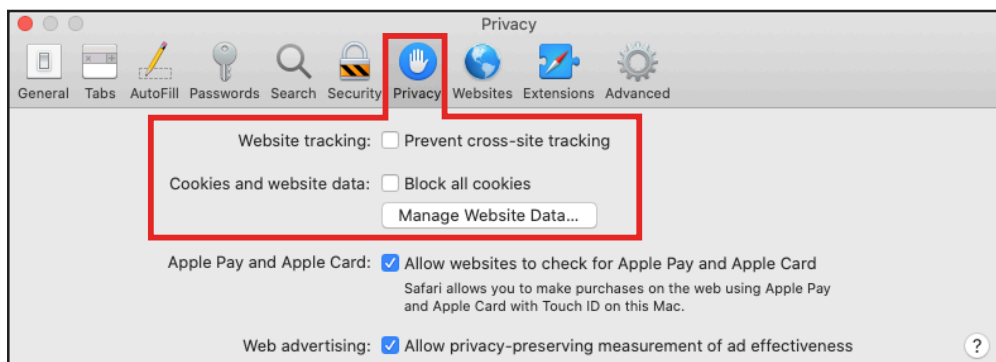
Step 3: Close and restart Safari. This will apply the updated Privacy settings to your new browsing session.

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iPhone / iPad Instructions

To change the settings within the Safari browser on an iPhone or iPad, follow these steps:

Step 1: Open the "Settings" app on your device and select Safari to open the settings screen for Safari.

Step 2: In the Privacy and Security section of the Settings screen, **make sure the options for "Prevent Cross-Site Tracking" and "Block All Cookies" are turned off.**
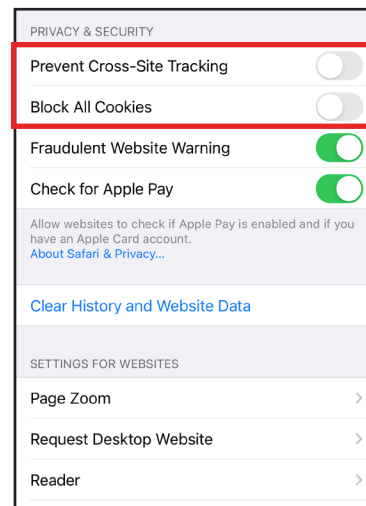
Step 3: Close and restart Safari. This will apply the updated Privacy and Security settings to your new browsing session.