

Browser Settings

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Internet Explorer Browser Settings

Enable Third Party Cookies:

1. Click on TOOLS.
2. Select INTERNET OPTIONS.
3. Click the PRIVACY tab.
4. Click on the ADVANCED tab.
 - a. Put a check mark next to "Override Automatic Cookie Handling".
 - b. Select ACCEPT for "First-Party Cookies" and "Third Party Cookies".
 - c. Put a check mark next to "Always Allow Session Cookies".

TLS:

1. Access Tools > Internet Options > Advanced tab
2. Scroll down to the Security section
3. Ensure that the box for "Use TLS 1.0" is checked.
4. Click OK
5. Close all open browser windows. Relaunch the browser and try again

Note: Depending on the site/financial institution there might be issues with using TLS 1.2 and Internet Explorer. If after ensuring that TLS 1.0 is checked and discovering that the user is still unable to connect to the online banking site go ahead and uncheck the "Use TLS 1.2" box to see if that addresses the issue. Checking or unchecking other TLS boxes will not have any effect with troubleshooting online banking, and doing so may effect the user's ability to successfully access other sites, so please do not touch anything other than the above referred boxes.

Clear Cookies & Cache:

1. Tools > Internet Options
2. Click on "Delete Button"
3. Uncheck "Preserve Favorites Website Data"
4. Check "Temp Internet Files" & "Cookies"
5. Click Delete
6. Close all open browser windows. Relaunch the browser and try again

Firefox Browser Settings

1. From the menu bar, click on "Tools."
2. From the Tools menu, select "Options."
3. In the Options window, select the "Privacy" icon.
 - a. If the "Firefox will" dropdown option is "Never remember history," cookies will be deleted from the browser upon browser close; if user is experiencing trouble with the MFA cookie, you can change the option to "Remember history" so that the cookie remains between sessions.
 - b. If the "Firefox will" dropdown option is "Use customer settings for history," ensure that both the "Accept cookies from sites" and "Accept third-party cookies" boxes are checked (ON) and the "Keep until" dropdown option value is "they expire."
4. In the Options window, select the "Content" icon/tab.
 - a. Unclick (OFF) the checkbox for "Block pop-up windows." * Or if you choose to have it checked (ON), be sure to add your FI's domain to the list of Allowed Sites.
 - b. Click (ON) the checkbox for "Load images automatically."
 - c. Click (ON) the checkbox for "Enable JavaScript."
5. In the Options window, select the "Advanced" icon/tab.
6. Select the "Encryption" tab.
 - a. Click (ON) the checkbox for "Use SSL 3.0".
 - b. Click (ON) the checkbox for "Use TLS 1.0".
7. Click on OK button to close the Options window.

Deleting the Cache: (a.k.a. Temporary Internet Files)

1. From the menu bar, click on "Tools."
2. From the Tools menu, select "Options."
3. In the Options window, select the "Privacy" icon.
4. If the "Firefox will" option in the dropdown is "Remember history," click on the "clear your recent history" link in the dialog box; if the "Firefox will" option in the dropdown is "Never remember history," click on the "clear all current history" link in the dialog box.
5. In the "Time range to clear" dropdown option, choose "Everything".
6. In the "Details" section, expand the selection (if necessary) by clicking on the down button
7. Ensure that "Cache" is the only option selected and click "Clear Now".
8. Close the "Options" box by clicking "OK".

Deleting Cookies Only:

1. From the menu bar, click on "Tools".

2. From the Tools menu, select "Options".
3. In the Options window, select the "Privacy" icon.
4. If the "Firefox will" option in the dropdown is "Remember history," click on the "clear your recent history" link in the dialog box; if the "Firefox will" option in the dropdown is "Never remember history," click on the "clear all current history" link in the dialog box.
5. In the "Time range to clear" dropdown option, choose the date range that is most appropriate; please note that this will delete all cookies for the user for the given timeline regardless of site.
 - a. Selecting "Today" should help clear cookies related to a user's session
 - b. Selecting "Everything" will remove all cookies in the browser
6. In the "Details" section, expand the selection (if necessary) by clicking on the down button
7. Ensure that "Cookies" is the only option selected and click "Clear Now".
8. Close the "Options" box by clicking "OK".

Safari Browser Settings

1. Open the Preference window by choosing Safari > Preferences or hit ⌘, (Command key plus the comma key)
2. Within the window select the "Security" icon on the top row and ensure that the following is true:
 - a. **Checked:** Enable plug-ins
 - b. **Checked:** Enabled JavaScript
 - c. **Unchecked:** Block pop-up windows
3. Within the window select the "Privacy" icon on the top row and under the "Block cookies" option make sure "Never" is selected

Deleting the Cache:

1. Choose Safari > Reset Safari...
2. Uncheck all options except for "Clear history" so that it is the only option remaining
3. Click the "Reset" button

Deleting Cookies Only:

1. Choose Safari > Reset Safari...
2. Uncheck all options except for "Remove all website data" so that it is the only option remaining (Note: This will remove all cookies from the browsers, not just the ones belonging to the online banking site)
3. Click the "Reset" button

Google Chrome Browser Settings

You can open the Settings page by clicking on the icon with three stacked horizontal lines to the right of the address bar; this will open up a dropdown menu, and Settings will be located to the bottom of the screen.

Users can also type in **chrome:// settings/** into the address bar in the Chrome browser to locate the page, and Mac OS X users can also open the Settings page by choosing Chrome > Preferences on the top ribbon menu or hitting ⌘, (Command key plus the comma key)

Browser Settings

1. Open the Settings page (directions above)
2. Locate the “Privacy” section and choose “Content Settings...”
 - a. Note – Most users will not see this setting until they expose advanced settings; have the user scroll to the bottom of the page, and if there is a link that says “Show advance settings...” ask the user to click on it
3. In the “Content settings” overlay ensure that the following options are set:
 - a. **Cookies:** Allow local data to be set (recommended)
 - b. **Cookies:** The option for “Block third-party cookies and data” is unchecked
 - c. **JavaScript:** Allow all sites to run JavaScript (recommended)
 - d. **Pop-ups:** Allow all sites to show pop-ups
 - i. **Note:** If the user does not want to enable popups for all sites, have them go click on the “Manage exceptions...” button to open up a “Pop-up exceptions” overlay; here have them type the URL of the online banking domain and set the Behavior to Allow

Security

1. Open the Settings page (directions above)
2. Locate the “HTTPS/SSL” section and choose “Content Settings...”
 - a. Note – Most users will not see this setting until they expose advanced settings; have the user scroll to the bottom of the page, and if there is a link that says “Show advance settings...” ask the user to click on it
3. Check the box next to “Check for server certificate revocation”

Deleting the Cache:

1. Open the Settings page (directions above)
2. In the left-hand navigation click on “History”
3. Click the “Clear all browsing data...” button at the top of the page; this will open up an overlay with the title “Clear browsing data”
4. From the “Obliterate the following items from” dropdown, choose “the beginning of time”

5. Ensure the following item is checked and uncheck all other items not listed:
 - a. Empty the cache
6. Click the “Clear browsing data” button

Deleting Cookies Only:

1. Open the Settings page (directions above)
2. In the left-hand navigation click on “History”
3. Click the “Clear all browsing data...” button at the top of the page; this will open up an overlay with the title “Clear browsing data”
4. From the “Obliterate the following items from” dropdown, choose the date range that is most appropriate; please note that this will delete all cookies for the user for the given timeline regardless of site:
 - a. Selecting "the past day" should help clear cookies related to a user's session
 - b. Selecting “the beginning of time” will remove all cookies in the browser
5. Ensure the following item is checked and uncheck all other items not listed:
 - a. Delete cookies and other site and plug-in data
6. Click the “Clear browsing data” button