

## Online Banking Sign-In Issues Fix

If you have been having issues getting into Online Banking after answering your Security Question, please follow the below steps for the browser you're using to access Online Banking. If you are still having issues after following instructions, please contact local branch for support.

### Chrome Browser

1. Close all Chrome windows.
2. Open a new Chrome window.
3. Navigate away from the banking website, for example go to google.com.
4. Click on the three stacked dots in the upper right corner of Chrome to open the menu.
5. Select DELETE BROWSING DATA.
6. Click on ADVANCED at the top of the pop-up window.
7. Select ALL TIME in the TIME RANGE options.
8. Check mark COOKIES AND OTHER SITE DATA and CACHED IMAGES AND FILES
9. Click on the Delete data button at the bottom. When Chrome finishes deleting data, you should see the SETTINGS page.
10. Within the PRIVACY AND SECURITY section, click to open the Third-Party Cookies.
11. Turn on ALLOW Third-Party COOKIES (RECOMMENDED).
12. Turn off BLOCK Third-Party COOKIES.
13. Close Chrome, restart PC and then sign into online banking

### Edge

1. Close all Edge windows.
2. Open a new Edge window.
3. Navigate away from the banking website to an unrelated website, such as google.com.
4. Click on the settings button in the upper right corner (...).
5. Select SETTINGS.
6. Select PRIVACY, SEARCH, AND SERVICES.
7. Turn off TRACKING PREVENTION (slide button in upper right)
8. Under CLEAR BROWSING DATA click on the CHOOSE WHAT TO CLEAR button.
9. Check mark... ..COOKIES....TEMPORARY INTERNET FILES ....HISTORY
10. Click on the Delete button.
11. Click on the back button (<<).
12. In the COOKIES AND DATA STORED section select DON'T BLOCK COOKIES.
13. In the PRIVACY, SEARCH, and SERVICES section, under PRIVACY turn off SEND DO NOT TRACK REQUESTS.
14. Under COOKIES and SITE PERMISSIONS, select All Permissions and then Pop-ups and redirects. Turn off BLOCK POP-UPS
15. Close Edge, restart PC and then sign into online banking

**Safari**

1. Click on the Safari menu in the top left-hand corner next to the Apple symbol
2. Click on Settings...
3. A new dialogue box will open
4. Click Privacy
5. Click on the Manage Website Data button
6. To remove any cached data and cookies from your computer, click Remove all
7. A new dialogue box will open
8. Click Remove Now
9. Wait a few moments, then click Done
10. Close the dialogue box remaining. Press Command +Q to quit Safari Firefox
11. Restart PC and then sign into online banking