

Internet Explorer:

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".

Clear cookies and Cache:

1. Click on TOOLS.
2. Select INTERNET OPTIONS.
3. Click on Delete
4. Check "Temporary Internet Files and Website Files" and "Cookies and Website Data". Make sure to uncheck Preserve Favorites Website Data
5. Click Delete

Google Chrome:

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)

1. Open the Settings page (directions above)
2. Scroll down and click on the bottom link "Show advanced settings"
3. 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
4. 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

Deleting Cookies & Cache

1. Open the Settings page (directions above)
2. In the left-hand navigation click on "History"

3. Click the “Clear 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. Cached Images and Files
 - b. Cookies and other site and plug-in data
6. Click the “Clear browsing data” button

Mozilla Firefox

1. Bring up the FireFox Browser and click the button at the top right corner that has the three lines, then select Options.
2. Click Privacy on the left menu bar
3. Under the History section, select the drop down that states Remember History and select Use Custom Settings for History
4. Click on “Show Cookies”, then click on “Remove All” then close the pop-up.
5. While still on the privacy page, make sure Accept Cookies from sites is checked, and that Accept Third-Party cookies is set to Always.
6. Click Advanced on the left menu bar
7. Select Network from the top menu items
8. Click “Clear Now” to the right of “Cached Web Content”

Safari (Apple/Mac):

Choose Safari > Preferences, click Privacy, and do the following:

1. Under Remove stored cookies and data, Click “Remove All Website Data”
2. Block Cookies and Website data should be set to Never.