General Information on Browser Settings

This document is intended to provide guidance with how browser settings can be verified/changed for the optimal online banking experience and where to find the said settings.

This document provides examples for settings for several browser types and versions; however, it is not intended to be a full library of all available and latest browser versions. The following browser settings and plug-ins are required to properly access our website:

**Configuration Requirement**

- **Cookies** Enabled (first- and third-party)
- **JavaScript** Enabled
- **Minimum Screen Resolution** 1024 x 768 pixels
- **PDF Reader** Compatible
- **Adobe Flash Player** Latest version

In general, our Internet Banking vendor conducts testing for supported browsers using **default browser settings** as defined by the producing company (e.g., Mozilla, Microsoft).

As of January 2016, Microsoft has made significant changes to their support strategy of Internet Explorer (IE). Microsoft will now only support their latest and most current version of Internet Explorer. What this means is that IE 8 and IE9 are no longer versions of IE that will be maintained or updated by Microsoft. Security patches, bugs, and enhancements will only be updated on “the most current version” of Internet Explorer. Currently IE11 and Microsoft Edge are the only browsers being maintained by Microsoft. With this change, we will only support the most current version of IE for Internet Banking.

**Supported Internet Browsers for Online Banking and Bill Pay:**

- Internet Explorer 11
- Microsoft Edge
- Google Chrome
- Safari
- Firefox
Internet Explorer 11 Settings

Cookies
1. To properly access Online Banking solutions, you will need to enable first- and third-party cookies.
2. Open your browser, click on TOOLS (also known as Gear icon).
3. Select INTERNET OPTIONS.
4. In the GENERAL tab, under the heading Browsing history, uncheck the 'Delete browsing history on exit' checkbox.
5. Click on the PRIVACY tab.
   a. Click the "Advanced" button.
   b. Put a check mark next to "Override Automatic Cookie Handling".
   c. Accept 'First-party Cookies' and 'Third-party Cookies'.
   d. Put a check mark next to "Always Allow Session Cookies".
   e. Click the OK button.

Security
1. Open your browser, click on TOOLS (also known as Gear icon).
2. Select INTERNET OPTIONS.
3. Click on the SECURITY tab.
   a. Set the Security Level for the Internet Zone to Medium-high. (If slider bar is not available, click on the button "Default Level").
   b. Click the OK button.
4. Click on the PRIVACY tab.
   a. Set the Privacy Setting to MEDIUM. (If slider bar is not available, click on the button “Default”)
   b. Click on the button "Advanced".
   c. Put a check mark next to "Override Automatic Cookie Handling".
   d. Under First-party Cookies make sure the radio button is set to ACCEPT.
   e. Under Third-party Cookies make sure the radio button is set to ACCEPT.
   f. Put a check mark next to "Always Allow Session Cookies".
   g. Click the OK button.
5. Click on the ADVANCED tab.
   a. Under Security make sure the checkbox for "Do not save encrypted pages to disk" is blank.
   b. Under the Security Section, only check "Use TLS 1.0".
6. Click on OK until exited completely from options.
7. Then close all browser windows (resets the IE10 browser settings) and start up the browser again.
Additional information

Deleting All Temporary Internet Files: WARNING! MFA Impact - Doing this will cause an end user to be challenged at log in on an authorized computer.
1. Open your browser, click on TOOLS (also known as Gear icon).
2. Select INTERNET OPTIONS.
3. Click the GENERAL tab.
4. Under Browsing History, click the 'Delete...' button.
5. In the Delete Browsing History popup window, put a check mark next to Temporary Internet Files. User may decide whether to put a check mark in all other boxes in this window.
6. Click on the 'Delete' button at bottom of popup window.
7. Click on OK until exited completely from options.

Deleting Cookies Only: WARNING! MFA Impact - Doing this will cause an end user to be challenged at log in on an authorized computer.
1. Open your browser, click on TOOLS (also known as Gear icon).
2. Select INTERNET OPTIONS.
3. Click the GENERAL tab.
4. Under Browsing History, click the 'Delete...' button.
5. In the Delete Browsing History popup window, check the box for Cookies. Uncheck all other boxes in this window, with possible exception of 'Preserve Favorites website data'.
6. Click on the 'Delete' button at bottom of popup window.
7. Click on OK until exited completely from options.

Microsoft Edge Settings

Deleting the Cache:
Launch the Edge Browser > Click the Hub Icon (3 lined button in the top right corner) > Click the History Icon (clock shaped button) > Click the link labeled Clear all history>check the boxes for each item that you want to clear > Click the Clear button

Deleting Cookies:
Launch the Edge Browser > Click the Hub Icon (3 lined button in the top right corner) > Click the History Icon > Click the link labeled Clear all history > check the boxes for each item that you want to clear > Click the Clear button

Last updated: October 2016
Safari Settings (Mac Users)

My default, Safari blocks all third-party cookies from being accepted. This setting will cause parts of Online Banking, including FinanceWorks, Bill pay and other third-party services to function incorrectly. If you experience any issues, please verify the cookies settings by going to Safari>Preferences and looking at the Privacy tab. The option for Block cookies should be set to “Never.”

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

Firefox Settings

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.

Last updated: October 2016
6. Select the "Encryption" tab.
   a. 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".

Last updated: October 2016
Google Chrome Settings

Opening the Settings Page

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

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

Last updated: October 2016
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