


To ensure the best user experience we recommend you upgrade to the latest browser supported by your device's operating system.

### Browser Recommended Setting

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This ensures any services offered by Texans Credit Union work as expected:

1. Click **Tools** 
2. Select Internet **Options**
3. Click the **Privacy** tab
4. Click the **Advanced** button
  - Put a check mark next to **Override Automatic Cookie Handling**
  - Select **Accept** for **First-Party Cookies** and **Third Party Cookies**
  - Put a check mark next to **Always Allow Session Cookies**

### Accepting Third-Party Cookies Exceptions


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Alternative to enabling Third Party Cookies – this allows you to continue blocking third party cookies, but will not interfere with using specific sites in Texans Online Banking.

1. Click **Tools** 
2. Select Internet **Options**
3. Click the **Security** tab
4. Select **Trusted Sites**
5. Click the **Sites** button
6. Add the following:
  - a. \*.texanscu.org
  - b. \*.docuhost-net.com – e-Statements
7. Close all open browsers for change to take effect

### Enable TLS Security


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1. Click **Tools**  > **Internet Options** > **Advanced tab**
2. Scroll down to **Security**
3. Ensure that the boxes for Use TLS 1.0, 1.1 and 1.2 are checked.
4. Click **OK**
5. Close all open browser windows
6. Re-launch the browser


## Troubleshooting

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**Having problems viewing the online banking website?** Check to see if you are running in compatibility mode. You may need to turn Compatibility View mode off.

1. Click **Tools** 
2. Select **Compatibility View Mode** (toggle switch)
3. If the checkmark disappears in the menu list, then Compatibility View mode has been shut off and your browser version should now display correctly.

### Alternative to disabling Compatibility View


1. Click **Tools** 
2. Click **Compatibility view settings**
3. In **Add this website** box type:
  - o \*.texanscu.org
4. Click **OK**
5. Refresh www.texanscu.org

### Presented with an EMFA Challenge at each login from a registered device?

This may be caused by deleting All Temporary Internet Files or deleting Cookies.

#### ***Check to see if you are Deleting All Temporary Files***

To change this setting, complete the following

1. Click **Tools** 
2. Select **Internet Options**
3. Select the **General** tab
4. Under Browsing History, click the **Delete** button
  - In the popup window
    - uncheck **Temporary Internet Files**
    - uncheck **Cookies and website data**
  - Click the **Cancel** button at bottom of popup window
5. Click **OK** until exited completely from options