


The following Internet Explorer browsers are supported by Online Banking. To ensure the best user experience we recommend you upgrade to the latest browser supported by your device's operating system.

- IE 11

Browser Recommended Setting

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

1. Select **Tools** 
2. Select **Internet Options**
 - a. Select **Privacy** tab
 - b. Select **Advanced**
3. Select **Override automatic cookie handling**
 - a. Select **Accept for First-party and Third party Cookies**
 - b. Select **Always allow session cookies**
4. Select **OK**
5. Select **Advanced tab**
 - a. Scroll to **Security** section and make sure the following options are selected
 - i. TLS 1.0
 - ii. TLS 1.1
 - iii. TLS 1.2
6. Select **OK**
7. Close all open browser for change to take effect


Accepting Third-Party Cookies Exceptions

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. Select **Tools**
2. Select **Internet Options**
 - a. Select **Security** tab
 - b. Select **Trusted Sites**
 - i. Select **Sites**
3. In **Add this website to the zone:**
 - a. *.texanscu.org
 - b. *.docuhost-net.com – e-Statements
4. Select **Add** after entering each website
5. Select **Close**, then **OK**
6. Close all open browsers for change to take effect

Troubleshooting

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. Select **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. Select **Tools** 
2. Select **Compatibility view settings**
3. In **Add this website** box type:
 - o *.texanscu.org
4. Select **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. Select **Tools** 
2. Select **Internet Options**
3. Select the **General** tab
4. Under Browsing History, select the **Delete** button
 - In the popup window
 - uncheck **Temporary Internet Files**
 - uncheck **Cookies and website data**
 - Select the **Cancel** button at bottom of popup window
5. Select **OK** until exited completely from options