


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


### Enable Third-Party Cookies

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1. From the menu bar, click on "Tools." 
2. From the Tools menu, select "Internet Options."
3. In the Internet Options window, select the "Privacy" tab.
4. Click on the "Advanced" tab.
  - a. Put a checkmark next to "Override Automatic Cookie Handling."
  - b. Select "Accept" for First-Party Cookies and Third-Party Cookies.
  - c. Put a checkmark next to "Always Allow Session Cookies."

### Enable TLS

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1. From the menu bar, click on "Tools." 
2. From the Tools menu, select "Internet Options."
3. In the Internet Options window, select the "Advanced" tab.
4. Scroll down to the Security section.
5. Ensure that "Use TLS 1.0" or "Use TLS 1.2" is checked.
6. Click OK.
7. Close all open browser windows.
8. Re-launch the browser.

### Troubleshooting

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***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.

To turn Compatibility View Mode OFF:

- From the menu bar, click on "Tools" 
- From the Tools menu, select "Compatibility View Mode" (toggle switch)
- If the checkmark disappears in the menu list, then Compatibility View mode has been shut off and your browser version should now display correctly whenever you check it


**Presented with enhanced multi-factor authentication challenge at each login from a registered device (one-time security code has to be sent to you via text, email or phone, e.g.)?** This may be caused by deleting all temporary internet files or cookies.

*Check to see if you are deleting all temporary files*


1. From the menu bar, click on "Tools." 
2. From the Tools menu, select "Internet Options."

3. In the Internet Options window, select the “General” tab.
4. Under Browsing History, click the “Delete...” button.
  - a. In the popup window, put a checkmark next to Temporary Internet Files.
  - b. User may decide whether to put a checkmark in all boxes in this window.
  - c. Click on the “Delete” button at bottom of popup window.
5. Click “OK” until exited completely from options.

Check to see if you are deleting cookies only

1. From the menu bar, click on "Tools." 
2. From the Tools menu, select "Internet Options."
3. In the Internet Options window, select the “General” tab.
4. Under Browsing History, click the “Delete...” button.
  - a. In the popup window, put a checkmark next to Cookies.
  - b. Uncheck all other boxes in this window, with exception of “Preserve Favorites website data.”
  - c. Click on the “Delete” button at bottom of popup window.
5. Click “OK” until exited completely from options.

**Receiving a white blank page after completing the security registration?** Check your ActiveX filtering settings. Having ActiveX filtering unchecked allows you to proceed past the security setup process.

1. From the menu bar, click on "Tools." 
2. From the Tools menu, select "Internet Options."
3. In the Internet Options window, select the “Security” tab.
4. Select “Internet” in the zone box.
5. Click the “Custom Level” button to launch the Security Settings window.
  - a. Scroll down to the “ActiveX Controls and Plugins” section.
  - b. Select “Disable” under each of the options in the section.
6. Click “OK” to save the changes and close the Internet Options console.