# Trouble with online banking?

Adjusting your cookie settings may be the fix.

## What are Cookies, Anyway? How do they work?

They're less delicious than they sound. Cookies are small files placed on a computer that help a website function. When you first visit a website a cookie is often created, storing information to make navigating the site easier in the future Coast-Tel Federal Credit Union's online banking requires the use of cookies for several different functions:

- Multifactor Authentication (also known as MFA) uses them to remember if your device has been categorized as a trusted site for future visits.
- FinanceWorks uses them to store preferences and streamline the presentation for future visits.
- If you're trying to log in or use a solution, or if the browser wants you to verify your identity each time you visit, it's likely your cookies are disabled.
- If you've correctly entered your login information but can't log in, it's likely your browser has some bad data cached.

Take a peek below and find some tips for your browser.

## Internet Explorer 8

Adding Cookie Exceptions for Online Banking

1. Click the *Tools*. (also known as the Gear icon)
2. Click *Internet Options*.
3. Click on the *Privacy* tab.
4. In the *Pop-up Blocker*, click *Settings*.
5. In the *Address of website to allow:* field, enter the following URLs, clicking *Add* after each one. Removing any of these URLs from the allowed sites list will result in online banking not functioning properly.

 • *rcu.org*

 • *rcuonline.org*

 • *digitalinsight.com*

 • *cashedge.com*

 • *ezcardinfo.com*

 • *nbsusa.com*

*• liveperson.net*

*• businessbillpay-e.com*

Deleting Browsing History

1.　　　Click the *Tools* button (also known as the Gear icon)

2.　　　Click *Internet Options*.

3.　　　In the *Browsing History* section, click *Delete.*

4.　　　Default is all checkboxes checked. Manually uncheck the *Preserve Favorites website data*. If the you do not want them all checked, only *Temporary Internet files* and *Cookies* need to be checked.

5.　　　Click *Delete.*

6.　　　Click *OK* to exit.

# Internet Explorer 9, 10 or 11

Adding Cookie Exceptions for Online Banking

1.　　　Click the *Tools*. (also known as the Gear icon)

2.　　　Click *Internet Options*.

3.　　　Click on the *Privacy* tab.

4.　　　Click *Sites* button.

5.　　　Enter the following URLs, clicking Allow after each one. Clicking Block for any of these URLs will result in online banking not functioning properly.

*• rcu.org*

*• rcuonline.org*

*• digitalinsight.com*

*• cashedge.com*

*• ezcardinfo.com*

*• nbsusa.com*

*• liveperson.net*

*• businessbillpay-e.com*

6.　　　Click *OK* to exit.

Deleting Browsing History

1.　　　Click the *Tools* button (also known as the Gear icon)

2.　　　Click *Internet Options*.

3.　　　In the *Browsing History* section, click *Delete.*

4.　　　Default is all checkboxes checked. Manually uncheck the *Preserve Favorites website data*. If the you do not want them all checked, only *Temporary Internet files* and *Cookies* need to be checked.

5.            Click *Delete.*

6.            Click *OK* to exit.

# Google Chrome

Adding Cookie Exceptions for Online Banking

1.            Click the Chrome menu on the browser toolbar.

2.            Select *Settings*.

3.            Click *Show Advanced Settings.*

4.            Under *Privacy* click *Content Settings.*

5.            Under *Cookies*, click *Manage Exceptions*.

6.            In the *Hostname pattern* field, enter the following URLs, pressing *Tab* after each (and verifying that they are set to *Allow*). Clicking *Block* for any of these URLs will result in online banking not functioning properly.
   - *rcu.org*
   - *rcuonline.org*
   - *digitalinsight.com*
   - *cashedge.com*
   - *ezcardinfo.com*
   - *nbsusa.com*
   - *liveperson.net*
   - *businessbillpay-e.com*

7.            Click *Done* and close the *Settings* tab.

Deleting Browsing History

1.            Click the Chrome menu on the browser toolbar.

2.            In the column on the left, click *History.*

3.            Click *Clear browsing data*. This will clear the items that are checked.

4.            Close the *Settings* tab.

# Firefox

Adding Cookie Exceptions for Online Banking

1.            Click the menu icon on the browser toolbar.

2.            Click the *Privacy* tab.

3.            In the dropdown marked *Firefox will:* select *Use custom settings for history*. If you currently have this set to *Never remember history*, this process will be secure.

4.            Click *Exceptions*.

5.       In the *Address of website*: field, enter the following URLs, clicking *Allow* after each. Clicking *Block* for any of these URLs will result in online banking not functioning properly.

      *• rcu.org*

      *• rcuonline.org*

      *• digitalinsight.com*

      *• cashedge.com*

      *• ezcardinfo.com*

      *• nbsusa.com*

      *• liveperson.net*

      *• businessbillpay-e.com*

### Deleting Browsing History

1.       Click the menu icon on the browser toolbar.
2.       Click *History.*
3.       Click *Clear Recent History*.
4.       Select the appropriate amount of time from the dropdown (depending on when you may have attempted access to online banking that resulted in bad data being cached; if they do not know, it is best to select the longest timeframe), and click *Clear Now*.

# Safari 7 & Earlier

### Adding Cookie Exceptions for Online Banking

Safari does not allow specific cookies exceptions, so all third-party cookies must be allowed in order for online banking to function properly.

1.       In the Safari menu, click *Preferences*.
2.       Click the *Privacy* tab.
3.       In the *Block cookies and other website data* field, select *Never*.
4.       Click the red circle at the top left of the *Privacy* window.

### Deleting Browsing History

1.       In the Safari menu, click *Clear History and Website Data*.
2.       Click the *Privacy* tab.
3.       Click *Remove All Website Data*.
4.       On the popup, click *Remove Now*.
5.       Click the red circle at the top left of the *Privacy* window.

# Safari 8 & Later

Adding Cookie Exceptions for Online Banking

Safari does not allow specific cookies exceptions, so all third-party cookies must be allowed in order for online banking to function properly.

1. In the Safari menu, click *Preferences*.
2. Click the *Privacy* tab.
3. In the *Cookies and website data* field, select *Always allow*.
4. Click the red circle at the top left of the *Privacy* window.

Deleting Browsing History

1. In the Safari menu, click *Clear History and Website Data*.
2. Select the appropriate amount of time from the dropdown (depending on when you may have attempted access to online banking that resulted in bad data being cached), and click *Clear History*.

# Microsoft Edge

Adding Cookie Exceptions for Online Banking

1) Click the Menu icon (…) at the top-right of the screen, then click *Settings*.

2) In the Advanced Setting section, click *View advanced settings*.

3) In the Cookies dropdown, select *Don't block cookies.*

Adding Cookie Exceptions for Online Banking

1) Click the Menu icon (…) at the top-right of the screen, then click *Settings*.

2) In the Clear Browsing Data section, click *Choose what to clear*.

3) Clear the default checked items by clicking *Clear.*