Instructions for Configuring Your Browser Settings and Online Security FAQ’s

Instructions By Browser Type

- Internet Explorer 8, 9, and 11
- Safari
- FireFox
- Google Chrome
- Safari iPad
- iOS8 Settings for iPhone and iPad app

Online Banking FAQ

Older browsers such as IE 6 and IE 7 are no longer supported. Upgrading your browser to a newer version is highly recommended. Users of IE 6 will no longer be able to access Online Banking.

IE10 and Safari 6 and 7 are no longer supported.
General Settings

The following browser settings and plug-ins are required to properly access Digital Insight’s web-based solutions.

- **Cookies** Enabled (first- and third-party)
- **JavaScript** Enabled
- **Minimum Screen Resolution** 1024 x 768 pixels
- **PDF Reader** Compatible
- **Adobe Flash Player** Latest version
- **Operating System** Windows 7 or higher | iOS 8 or higher | Android 4.1 or higher
- **Camera** 3.3 MP Minimum | 512 MB RAM available for RDC
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 and start up the browser again.
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.
Safari Settings

Browser Settings
1. Open the Preference window by choosing Safari > Preferences or hit ⌘ (Command key plus the comma key)
2. Within the window select the "Security" icon on the top row and ensure that the following is true:
   a. Checked: Enable plug-ins
   b. Checked: Enabled JavaScript
   c. Unchecked: Block pop-up windows
3. Within the window select the "Privacy" icon on the top row and under the “Block cookies” option make sure “Never” is selected

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. Open Firefox Start Page (Home icon on the right of the toolbar)
2. On the bottom of the Start Page, click on "Settings" (gear icon)
3. On the Settings page, select "Privacy"
   a. In the History section, 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" are selected and the "Keep until" dropdown option value is "they expire."
4. On the Settings Page, select the "Content" icon/tab.
   a. Unclick (OFF) the checkbox for "Block pop-up windows."
   b. Or if you choose to have it checked (ON), be sure to add your FI's domain to the list of Allowed Sites under Exceptions.

Deleting the Cache: (a.k.a. Temporary Internet Files)
1. Open Firefox Start Page (Home icon on the right of the toolbar)
2. On the bottom of the Start Page, click on "Settings" (gear icon)
3. On the Settings page, select "Privacy"
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".

Deleting Cookies Only:
1. Open Firefox Start Page (Home icon on the right of the toolbar)
2. On the bottom of the Start Page, click on "Settings" (gear icon)
3. On the Settings page, select "Privacy"
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 time 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".
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.

Users can also type in `chrome://settings/` into the address bar in the Chrome browser to locate the page, and 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

**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
Safari iPad

Browser Settings
1. Go to Settings and select Safari.
   a. Under the General section, change Block Pop Ups to Off.
   b. Under the Privacy & Security section, select Block Cookies and change this option to Never.
   c. Under the Advanced section, change Java Script to On.

Deleting the Cache
1. Go to Settings and select Safari
2. Select the Clear History option and then select Clear.

Deleting Cookies
1. Go to Settings and select Safari
2. Select Clear Cookies and Data and then select Clear.
iOS 8 iPhone & iPad Settings

**Issue:** When a user attempts to take a picture of their check using the RDC feature in the iPhone app, a black screen is displayed.

**Possible solution:** With the release of Apple's iOS 8, a new privacy setting was introduced where the camera setting can be disabled for a specific app. In order to enable the camera within the app, please take the following steps:

- Click Settings
- Click the app name
- Click Privacy
- Enable the camera
- Close app and try again

![Image of iOS settings](image.png)
Online Banking FAQs

Login Security

The new security measures have been implemented to improve your online banking security. The login security uses verification codes to authenticate yourself via text message and/or a voice to ensure that it's you trying to access your online banking accounts. The options on how to receive your verification codes are provided during the login security setup.

- **What is Login Security?**
  Login Security is an online security feature that provides an additional layer of protection from fraud and identity theft by preventing unauthorized access to your secure financial information. Login Security uses technology to verify your identity.

- **Why do I need to use Login Security?**
  Login Security allows us to recognize you as the true owner of your account by recognizing not only your login information but also your computer. If we don't recognize your computer, you will be requested to receive a new verification code sent to your phone either via text or voice in order to authenticate yourself into the online banking experience.

- **Do I have to receive a verification code every time I log in?**
  In order to bypass the verification code on subsequent logins, you can select to remember your device upon logging in so that we recognize your device the next time you log in and not require you to complete this step again.

- **Can I login from multiple computers and browsers?**
  Yes you can, we support most of the commonly used browsers. If you log in from a public computer, you will have to use a verification code to gain access.

- **Can I still login to my account from anywhere?**
  Yes, this feature does not prevent you from logging in from any computer. If we do not recognize the computer that you are using then we will simply ask for additional information that only you know (a verification code) before allowing you access to online banking.

- **Why do I get prompted for a one-time passcode after I login even after I save this computer?**
  If you continue to get prompted for a one-time passcode after saving the computer it is likely that you are deleting your browser’s cookies either manually or automatically when you close your browser. To alleviate this issue, click here and select your browser to view the appropriate setting information.

**How do I delete my browser history?**

**A. Microsoft Internet Explorer:**

1. Select Tools | Internet Options.
2. Select the General tab.
3. Under “Browsing History,” uncheck the checkbox for Delete browsing history on exit.
4. Select OK to close the "Internet Options" window.
5. Close and restart your browser.

**B. Mozilla Firefox:**

1. Choose the menu option for your computer:
   - PC: Select **Tools | Options**.
   - Mac: Select Firefox | Preferences.
2. Select Privacy.
3. Under "History":
   - If it is set to "Use custom settings for history," uncheck the checkbox for Clear history when Firefox closes.
4. Select OK.
5. Close and restart your browser.

**C. Safari:**

*Note*: Currently, Safari does not support clearing your history when you exit. You can check if there are extensions installed that might be automatically clearing cookies.

To check Safari for extensions that might be automatically clearing cookies:

1. Choose the menu option for your computer:
   - Mac: Select **Safari (gear icon in newer versions) | Preferences**.
   - PC: Select **Edit or Tools (gear icon in newer versions) | Preferences**.
2. Select the **Extensions** tab.
   - The currently installed extensions will display.
   - For assistance with the extensions, please contact the developer for the extension.
3. Close the "Preferences" window.
4. Close and restart your browser.

**D. Google Chrome:**

1. Select **Tools (wrench icon) | Settings**.
2. Click **Show advance settings**.
3. In "Privacy," select **Content settings**.
4. In "Cookies," verify that the checkbox is unchecked for **Clear cookies and other site and plug-in data when I close my browser**.
5. When you are done, close the **Options - Under the Hood** tab by selecting the X that displays on the tab.
6. Close and restart your browser.