



## Troubleshooting Tips for Accessing Online Banking

### Internet Explorer

- a. From Internet Explorer, select Tools > Internet Options.
- b. From the Security tab, select Trusted Sites.
- c. Click the Sites button.
- d. Type in the domain of your online banking website (i.e. <https://web3.secureinternetbank.com>).
- e. Click Add > Close.
- f. Select the Privacy Tab, and click on Sites (IE7) or Edit in Web Sites section (IE6).
- g. Type in the domain of your online banking website (i.e. <https://web3.secureinternetbank.com>).
- h. Click Allow > Ok.
- i. Select the Security Tab, select Internet, select Custom Level.
- j. Scroll down to ActiveX controls and plug-ins > Binary and script behaviors (not present on Windows 2000).
- k. Select Enable.
- l. Scroll down to Scripting > Active Scripting.
- m. Select Enable.
- n. Click OK, Click OK.

\*Note: If problems are still occurring with Internet Explorer, open Internet Options and select the Advanced Tab. Click the Reset. button at the bottom. This will reset all settings to the default.

### Mozilla Firefox

- a. From Firefox, select Tools > Options.
- b. Click Content and make sure both Enable JavaScript and Enable Java are checked.
- c. Click Privacy and click Exceptions. in the Cookies section.
- d. Type in the domain of your online banking website (i.e. <https://web3.secureinternetbank.com>)
- e. Click Allow and then Close.
- f. In the Private Data section, uncheck Always clear my private data when I close Firefox.
- g. Click Ok.
- h. If none of these things work, please use Internet Explorer as it is the only supported browser.

### Adobe Flash

- a. Adobe flash can be verified at <http://www.adobe.com/shockwave/welcome/>.
- b. If flash is not loaded, load the latest version from [www.adobe.com](http://www.adobe.com).