eBanking – Technology Troubleshooting Guide

Trouble with my computer device? Reference this guide for possible suggestions.

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General Tips and FAQs

Your site looks completely different! Have I been hacked or phished?
  o No, we have upgraded our online banking system to a newer, more secure system. If you
  followed the link from our homepage, you’re in the right place.

My shortcut doesn’t work anymore. What happened?
  o Our URL changed when we upgraded our system. Please visit our homepage and follow the
  links.

Why is this site so much slower than the old one?
  o The new system has more modern features, and there is some additional information that is
    being loaded for your information. Also, our real time system may take a few more moments to
    load, but you’re assured of seeing up to the second account information. If you have a slower
    connection, you can try the “Standard User Interface” that can be changed under the
    “Preferences/User” menu tab.

Your “Forgot Password” system doesn’t work!
  o “Forgot Password” can only be used if you have not yet locked out your account. Entering an
    incorrect password (# established by financial institution) times in a row locks you out of the
    system. This is done to prevent unauthorized access to your account. If you think you have
    forgotten your password, do not keep trying to log on; immediately click on the “Forgot
    Password” option to begin the procedure of logging into your account.

My browser saves my user id and password. I changed my password yesterday, and
  today it doesn’t work.
  o Browsers have no way of knowing that the online password has changed, and will keep filling
    in the old one until the new one is manually entered. Erase the old one and type in the new one,
and your browser should prompt you to remember it.

**What is a secure cookie?**
- A secure cookie is a small text file with hashed content that is placed on a computer to help identify the user. In this case, the cookie that is stored on your PC during login allows you to bypass your personalized security questions whenever you access online banking in the future. The secure cookie will periodically expire on your computer and will be required to remember your computer again.

**I am getting a message similar to picture below?**
- This could be an old version of your browser or IE running in compatibility mode. What follows in this document are some browsers and their optimal settings. If one browser does not work, consider using another browsers (e.g. Chrome instead of IE).

I am not sure what browser I am using, or if cookies are enabled. How can I tell?
- You may choose to click on either free sites to determine if your cookies are enabled or not on your browser:

  - [http://www.whatismybrowser.com/are-cookies-enabled](http://www.whatismybrowser.com/are-cookies-enabled)

  (These sites are neither controlled by nor endorsed by Sb1 Federal Credit Union)
I am experiencing an issue with my Apple (iOS) APP and would like to reset my APP and start over. How do I do this?

- On current versions of iOS, this can be accomplished by double-pressing the home button and swiping recently used apps to the top of the screen, where they’re removed from the multitasking view. Then relaunching the app will force it to start from scratch.
Optimal Browser Settings for Google Chrome™ Running on Microsoft® Windows®

Each time you log in to our web site, it evaluates whether you are using the same computer and browser you registered with us. Our site looks for our cookies (electronic markers) in your computer’s memory; if it doesn’t find them, we ask you to identify yourself again by providing a code that you receive by email or text. After your computer is registered, you shouldn’t need to provide a code again for that computer using that browser. (Note: Each time you use a public computer, you must provide a code as a security measure.)

On rare occasions, people cannot log in without registering their computer each time – even after they have registered it already. This may mean that their computer’s browser is clearing our cookies, so our web site cannot recognize the computer. If you are experiencing this, try changing the settings on your computer. Here’s how.

Set your computer to keep cookies for our site

1. Browse to our web site. Do not log in.
2. Click the wrench icon in the top right corner of the browser.
3. Select Settings.
4. At the bottom of the Settings window, click **Show advanced settings**...

5. In the Privacy section, click **Content settings**.

6. In the Cookies section, make sure that **Allow local data to be set** is selected.

7. Click **Manage exceptions**.
8. On the Cookie and site data exceptions window, click in the Add a new hostname pattern box.
9. Type [*.] and then our web site name (for example, [*].google.com).

![Cookie and site data exceptions window](image.png)

10. In the Behavior box, select Allow.
11. Click OK.
12. Click OK.
13. Exit the Settings window.
14. Log in to our web site, selecting Register computer for future use when prompted. Supply the text or email code as soon as you receive it.

The next time you log in, you should not need a code.

Thank you for your patience in performing these steps. Please contact us if you have questions.
Optimal Browser Settings for Internet Explorer® 10 Running on Microsoft® Windows® 8

Each time you log in to our web site, it evaluates whether you are using the same computer and browser you registered with us. Our site looks for our cookies (electronic markers) in your computer’s memory; if it doesn’t find them, we ask you to identify yourself again by providing a code that you receive by email or text. After your computer is registered, you shouldn’t need to provide a code again for that computer using that browser. (Note: Each time you use a public computer, you must provide a code as a security measure.)

On rare occasions, people cannot log in without registering their computer each time – even after they have registered it already. This may mean that their computer’s browser is clearing our cookies, so our web site cannot recognize the computer. If you are experiencing this, try changing the settings on your computer. Here’s how.

Set your IE10 browser (in Desktop Mode) to keep all web site cookies

1. Access IE 10 in Desktop Mode.
2. Browse to our web site and access the login page. Make note of the address there.
3. Click > Internet options.

![Image showing Internet options in Internet Explorer](image-url)
4. On the Internet options window, click the **Privacy** tab.

![Internet Options window](image)

5. Notice where the slider is. Move the slider to a point that does not block or allow all cookies.

6. Click the **Sites** button to show the Per Site Privacy Actions window.

![Per Site Privacy Actions window](image)

7. In the **Address of website** box, type our address.

8. Click **Allow**.
9. Click **OK**.
10. Return to the **Privacy** tab (and return the scroll bar to its original position, if you wish). Click **OK**.
11. Log in to our web site, selecting **Register computer for future use** when prompted. Supply the text or email code as soon as you receive it.

    The next time you log in, the system should not prompt you for a code. If it does, you may need to repeat these steps, adjusting the address on the **Sites** tab to match the address that appears in the address bar after you log in. Thank you for your patience in performing these steps. Please contact us if you have questions.

**To view our website more easily in Internet Explorer 10 (Desktop Mode)**

If you are having trouble with our web site’s display in IE10, please follow these steps:

1. **Browse** to our web site in IE10.
2. **Press** the **F12** key on your computer keyboard to display a panel at the **bottom** of the screen.

3. **Click** the **Browser Mode IE10** menu and select **Internet Explorer 10 Compatibility View**.
4. **Close** your browser to save this setting.
Optimal Browser Settings for Mozilla® Firefox® Running on Microsoft® Windows®

Each time you log in to our web site, it evaluates whether you are using the same computer and browser you registered with us. Our site looks for our cookies (electronic markers) in your computer’s memory; if it doesn’t find them, we ask you to identify yourself again by providing a code that you receive by email or text. After your computer is registered, you shouldn’t need to provide a code again for that computer using that browser. (Note: Each time you use a public computer, you must provide a code as a security measure.)

On rare occasions, people cannot log in without registering their computer each time – even after they have registered it already. This may mean that their computer’s browser is clearing our cookies, so our web site cannot recognize the computer. If you are experiencing this, try changing the settings on your computer. Here’s how.

Set your computer to keep all web site cookies

1. Browse to our web site. Do not log in.
2. At the top of the browser, click **Tools > Options**.
3. On the Options window, click **Privacy**.
4. In the History section, select Firefox will: Use custom settings for history.
5. Make sure the check box for Accept cookies from sites is selected.
6. Make sure the check box for Accept third-party cookies is selected. It is acceptable for other check boxes to be selected, as well.
7. Make sure that Keep until they expire is selected in the Keep until setting.
8. Click Exceptions.

![Exceptions - Cookies Window](image)

9. Verify that our web site is NOT listed on the Exceptions-Cookies window. If it is, select it then click Remove Site.
10. Click Close.
11. Click OK.
12. Log in to our web site, selecting Register computer for future use when prompted. Supply the text or email code as soon as you receive it.

The next time you log in, you should not need a code.

Thank you for your patience in performing these steps. Please contact us if you have questions.
Optimal Browser Settings for Apple® Safari® 6.1 on Mac OS

Each time you log in to our website, it evaluates whether you are using the same computer and browser you registered with us. Our site looks for our cookies (electronic markers) in your computer’s memory; if it doesn’t find them, we ask you to identify yourself again by providing a code that you receive by email or text. After your computer is registered, you shouldn’t need to provide a code again for that computer using that browser. (Note: Each time you use a public computer, you must provide a code as a security measure.)

On rare occasions, people cannot log in without registering their computer each time – even after they have registered it already. This may mean that their computer’s browser is clearing our cookies, and our website cannot recognize the computer. If you are experiencing this, try changing the settings in your browser. Here’s how.

Safari 6.1 is only available on Mac OS®.
The steps below are for MAC OS version 10.7.x

Set your browser to keep some or all website cookies

1. Browse to our website in Safari.
2. In the left corner of the toolbar, click Safari to display a menu.
   ![Safari menu]
3. Click Preferences to display the Preferences box.
4. Click Privacy to display that tab.
5. Do not click **Remove All Website Data**.

6. For **Block cookies**, make sure that **Always** is not selected. Select either of the other choices. (If **From third parties and advertisers** was previously selected and Safari still deleted our cookies, try changing this selection to **Never**.)

7. Click the close button ☐ ☐ to save your settings and exit the Preferences box.

The second time you log in after this, you should not need to provide a code.

Thank you for your patience in performing these steps. Please contact us if you have questions.