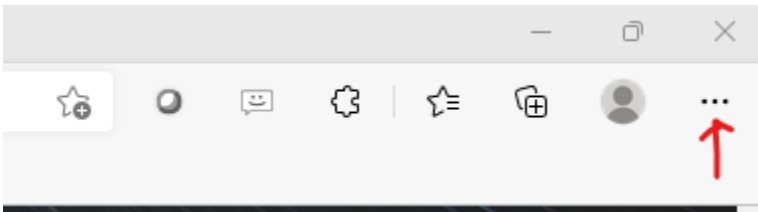
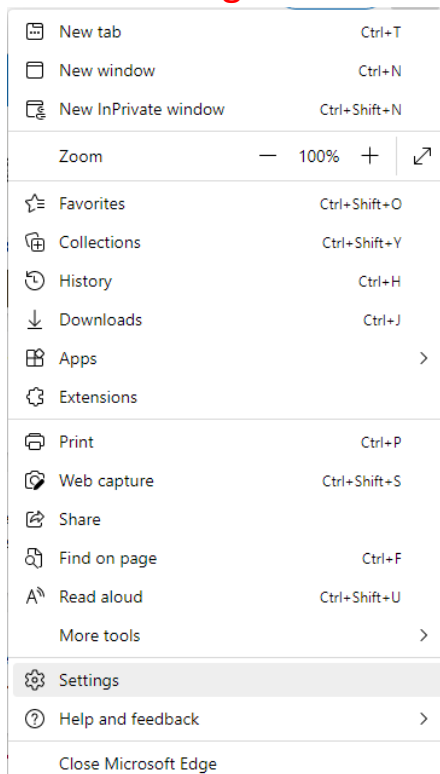


Microsoft Edge:

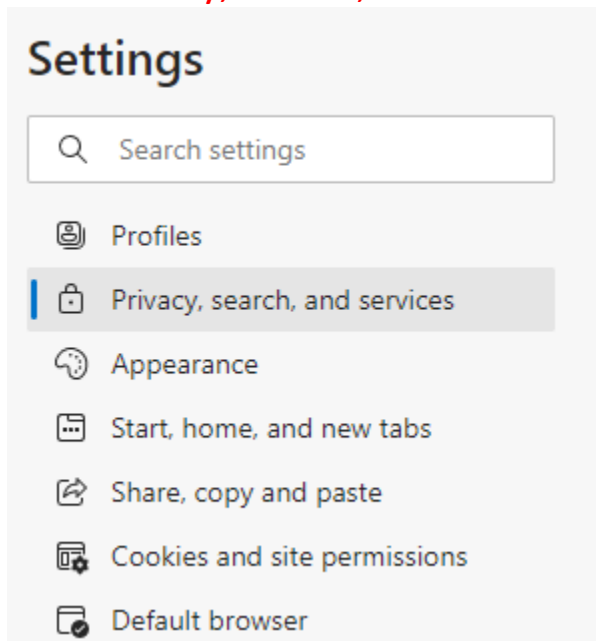
1. Open Microsoft Edge > select the three dots in the upper right-hand corner.



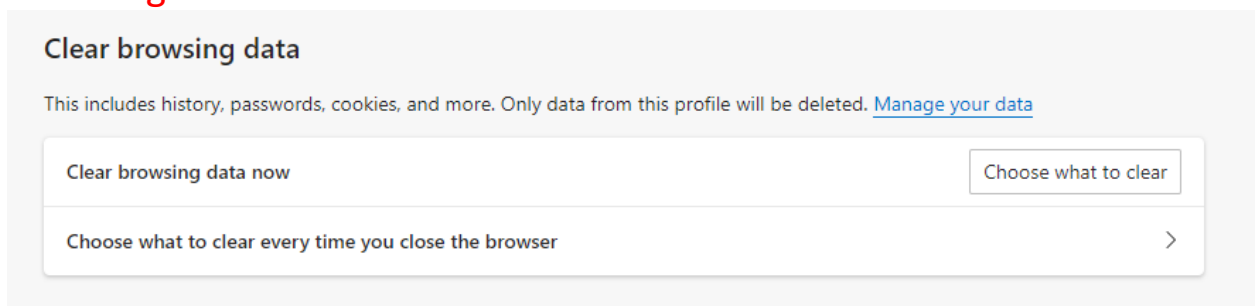
2. Select Settings



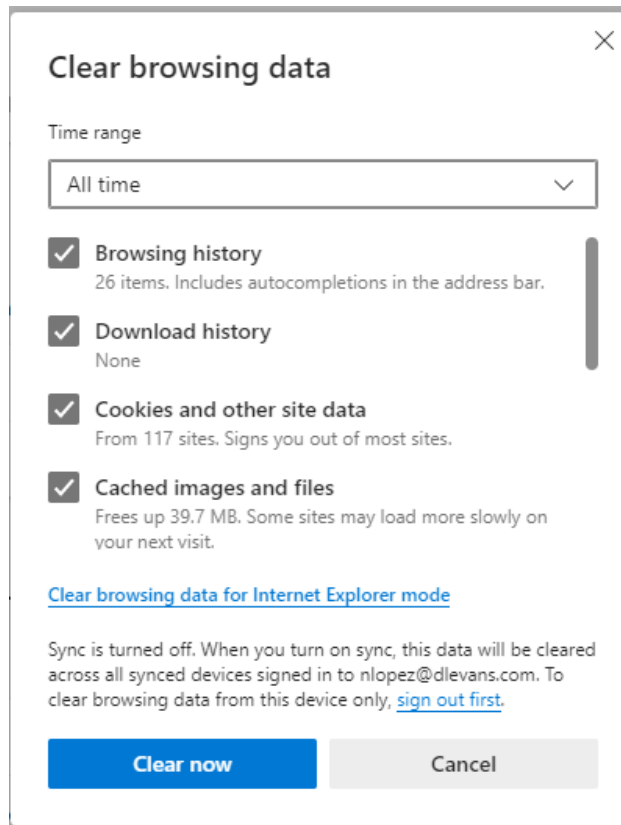
4. then Privacy, Search, and Services.



5. Click the **“Choose what to clear”** button under the Clear browsing data section.



6. Set the Time range to “All time” and make sure all four checkboxes are selected.



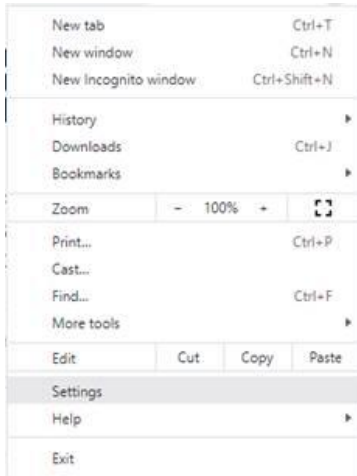
7. Click the “Clear now” button, then close and reopen Microsoft Edge.
8. You should now be able to try again.

Chrome:

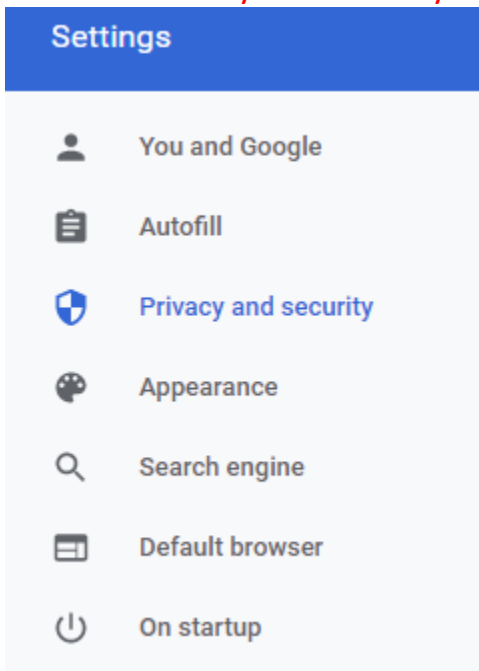
Open Chrome

1. Click On Options it will look like 3 parallel dots

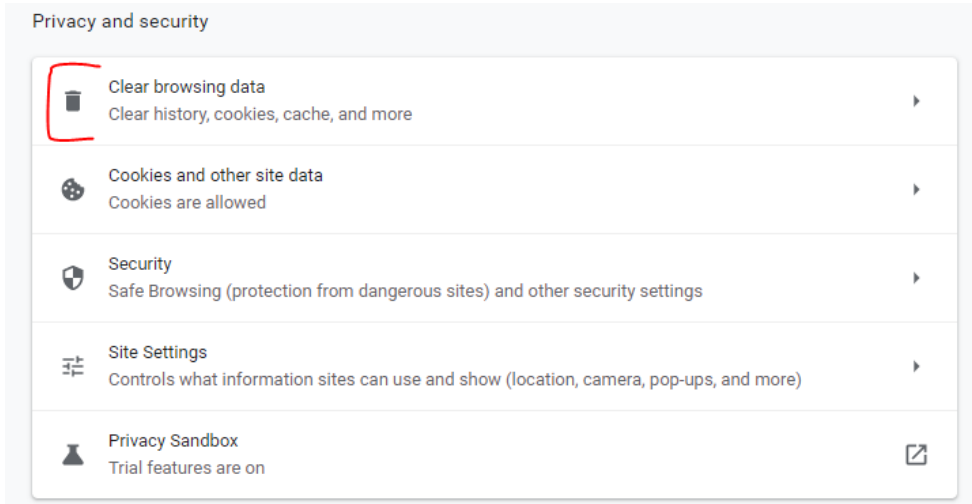
2. Click on Settings



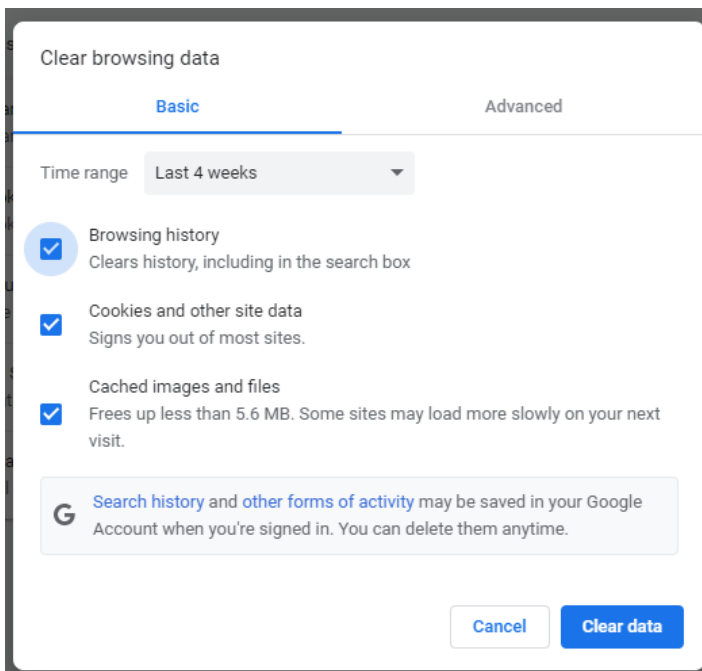
3. Click on "Privacy and security" on the left



4. Click on Clear Browsing Data



5. Select “Cookies and other site data” “Browsing history” “Cached images and files” as shown in the screenshot below



6. And click Clear data

7. Close out chrome and have them try it again.

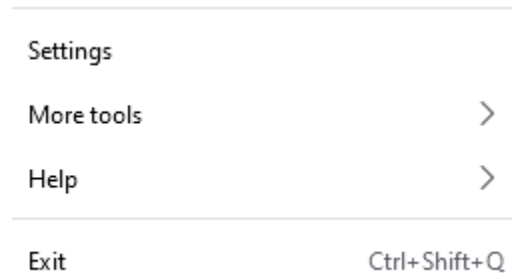
Firefox:

1. Open Firefox

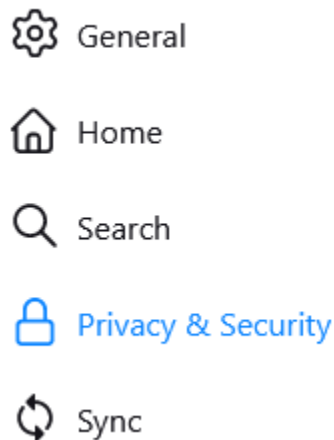
2. Click on the 3 lines on the top right-hand corner



3. Click on Settings



4. Click Privacy & Security on the left



5. Click Clear Data... under Cookies and Site Data

Cookies and Site Data

Your stored cookies, site data, and cache are currently using 63.4 MB of disk space. [Learn more](#)

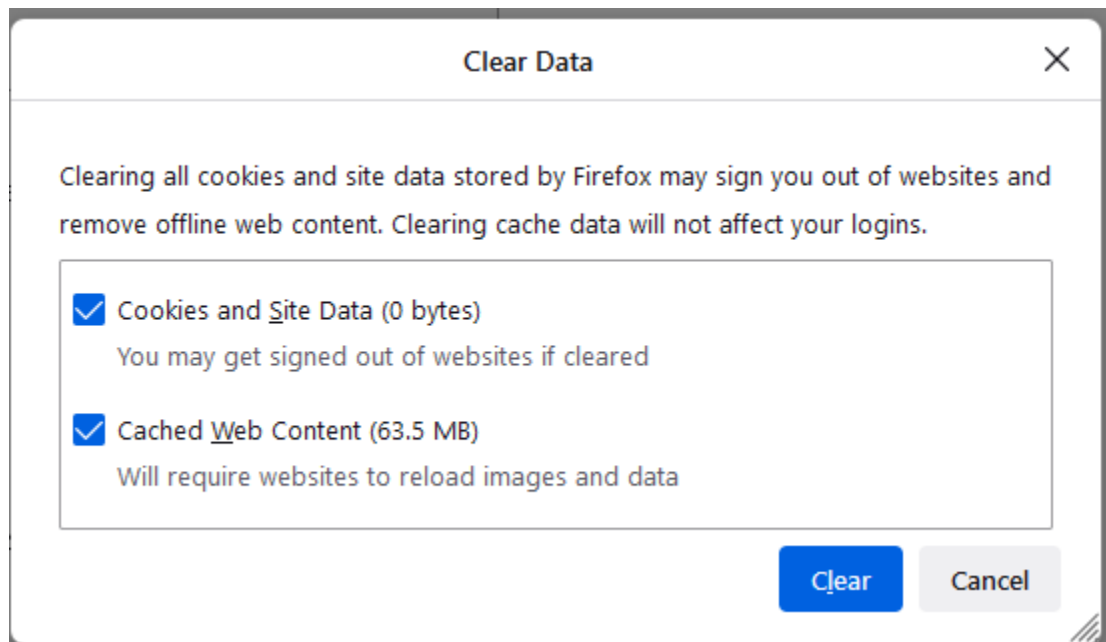
Delete cookies and site data when Firefox is closed

Clear Data...

Manage Data...

Manage Exceptions...

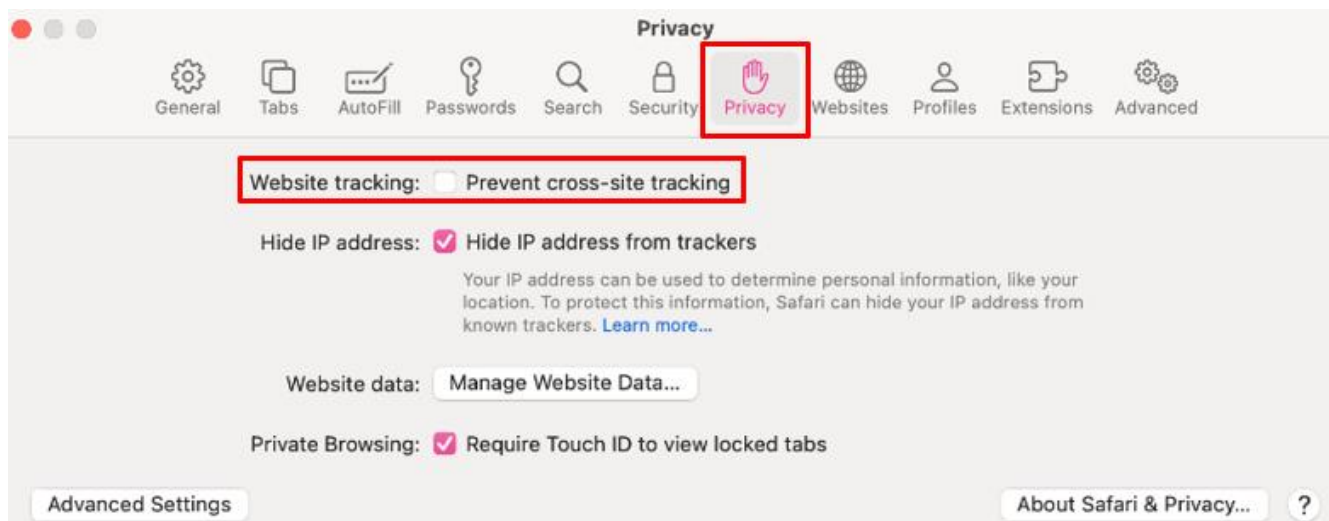
6. Select both boxes and click Clear



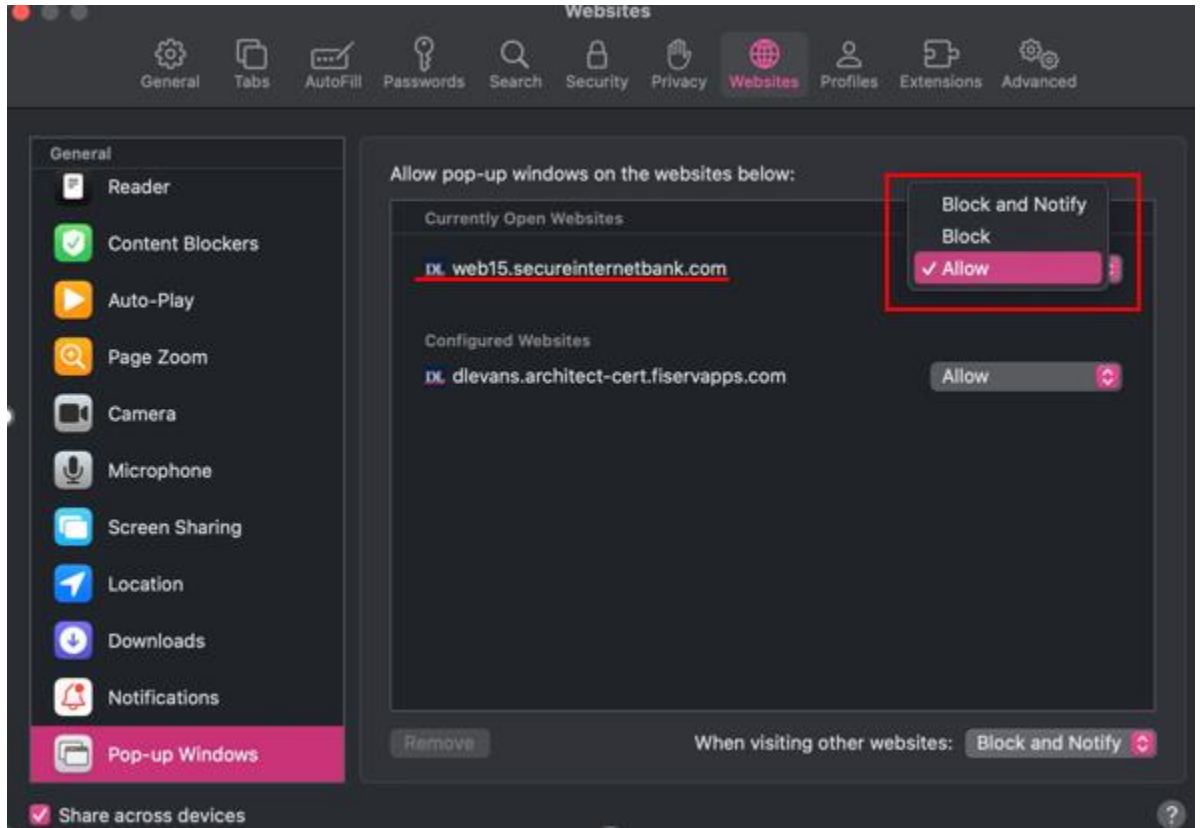
7. Close Tab, reopen new page

Safari OS14

1. Open Safari if it is not already open.
2. Click the "Safari" menu on the top right corner and choose "Settings..." and then "Privacy"
3. Click prevent Cross Site Tracking to disable this setting.



4. To Allow POP-UPS
 - a. Click Websites, scroll down and click "Pop-Up Windows"
 - b. On the drop down next to *web15.secureinternetbank.com* SELECT **Allow**



5. Refresh or Close out Safari and try again