

# Optimal Browser Settings for Edge® 20 and Higher

## Running on Microsoft® Windows® 10

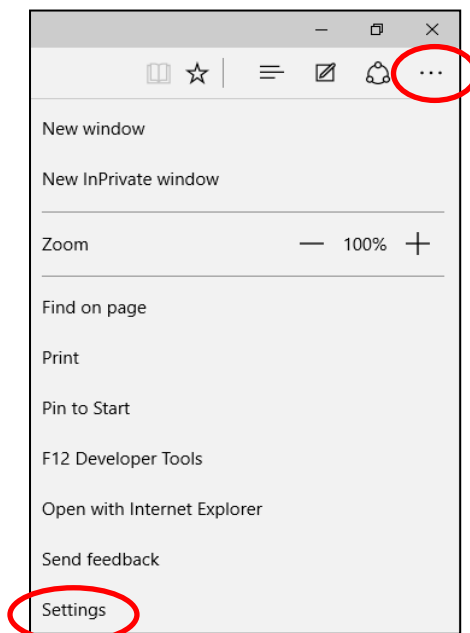
Each time you log in to our web site, it evaluates whether you are using the same computer and browser you registered with us. Our site looks for our cookies (electronic markers) in your computer's memory; if it doesn't find them, we ask you to identify yourself again by providing a code that you receive 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.

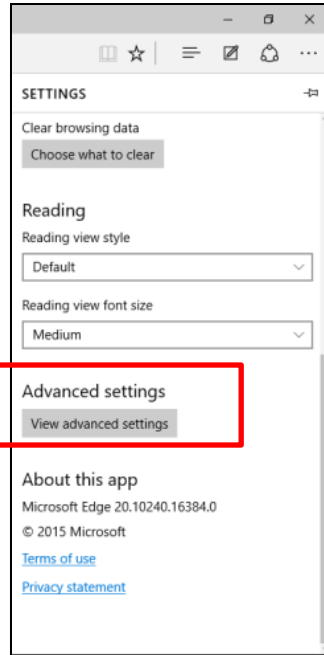
### Set your Edge browser to keep all web site cookies

1. Open an Edge browser window.

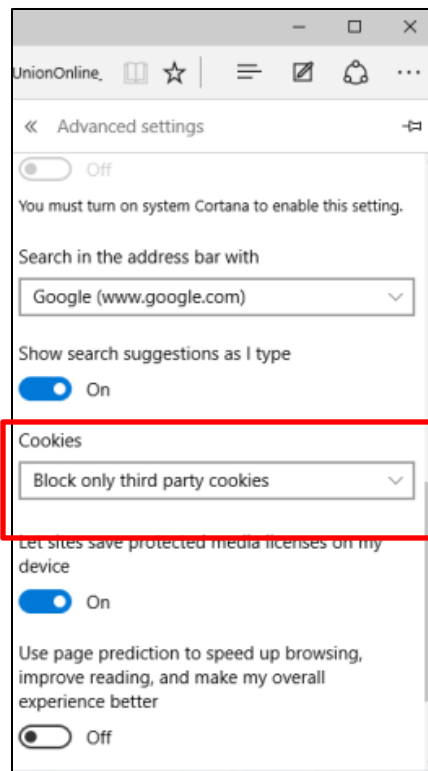
2. Click  > **Settings**



3. On the Settings window, scroll down and click on **View Advanced Settings**.



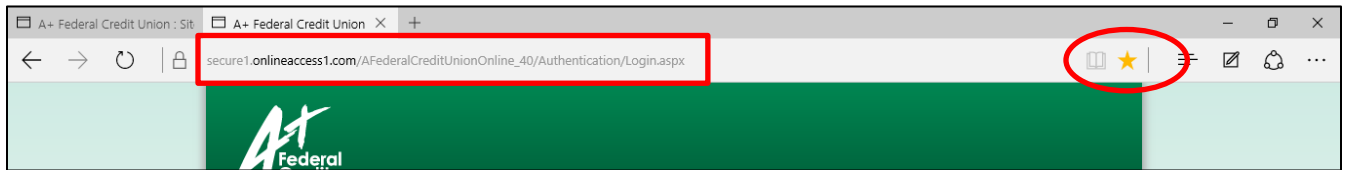
4. Scroll Down to the section that says **Cookies**. Click on the drop down box and choose **Block Only Third Party Cookies**. You can choose **Don't Block Cookies**, however this will save all cookies from the website you visit.



5. It is highly recommended that our login page (secure1.onlineaccess1.com) be bookmarked to help ensure that we are not viewed as a Third Party Website. This is not a mandatory step to use our online banking but it can aid in making sure the cookie does not get deleted.

Navigate to the secondary login page by entering your login ID ONLY and clicking the SUBMIT button. This will take you to secure1.onlineaccess1.com, where you can click the star icon (★) beside the address bar. This will allow you to save the page as a favorite.

You do not have to use the bookmark to access the page but saving it will tell the browser we are not a Third Party Website.



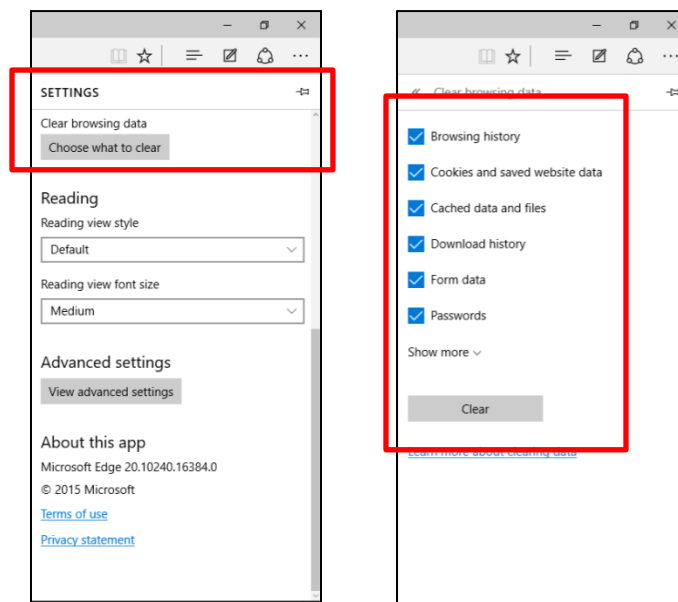
## Frequently Asked Questions about Edge

### I keep getting an error message that says Unknown Error has occurred when logging into my online banking profile, why is this?

This is caused by the cookie setting be set to BLOCK ALL COOKIES. View the settings above to change your cookie handling setting to show Block Only Third Party Cookies. You can set it to Don't Block Cookies if you wish but this will allow your browser to save cookies on all the websites you visit.

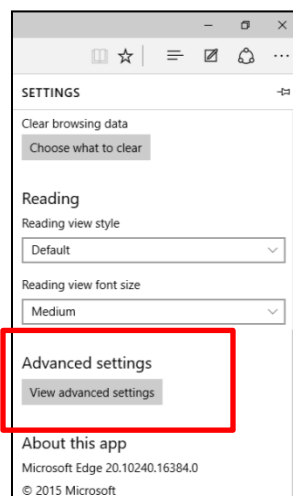
### How do I clear my cookies on the Edge Browser?

Go to  > Settings, scroll down and click on **Clear Browsing Data**. Choose the options that you want to clear and click **Clear** at the bottom.



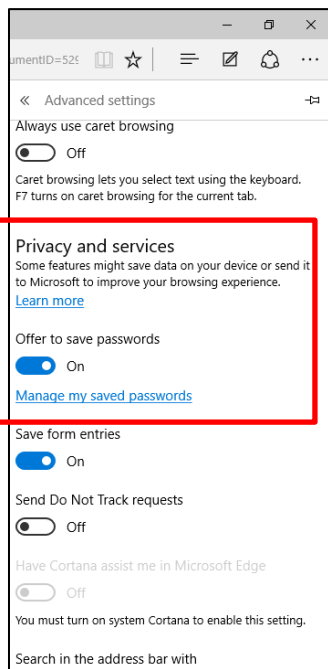
### My browser keeps entering my Login ID and Password, how can I get it to stop?

Go to  > Settings, scroll down and click on **View Advanced Settings**.



Scroll down to **Privacy and Services**.

You can choose to turn off the feature that will offer to save your passwords by toggling the option to **Offer to Save Passwords** to **Off**.



Click on **Manage My Saved Passwords** and click the “x” beside the information you want to remove.

