


# Optimal Browser Settings for Internet Explorer® 10 & 11

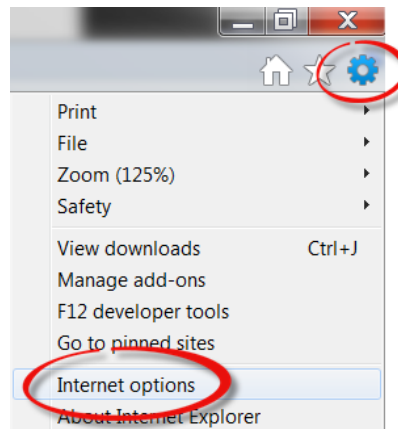
## Running on Microsoft® Windows® 8 and Higher

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.

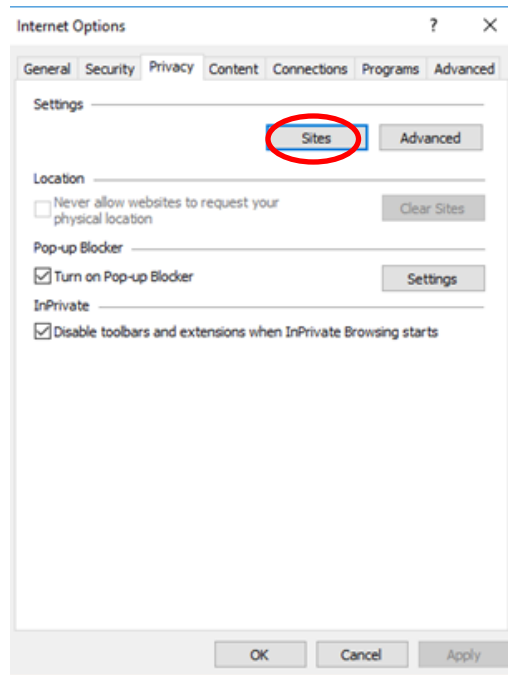
### Set your IE browser to keep all web site cookies

1. Open IE browser window.
2. Click  > Internet Options.

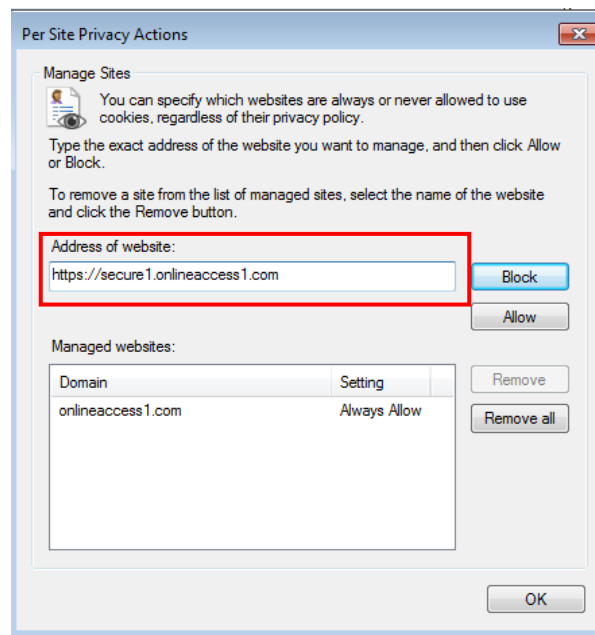


3. On the Internet options window, click the Privacy tab.

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



5. In the **Address of website** box, type `https://secure1.onlineaccess1.com`. Click **Allow**. This will place the website in the Managed Websites box but it will be displayed as `onlineaccess1.com`. Click **OK**.



6. Return to the Privacy tab (and return the scroll bar to its original position, if you wish). Click **OK**.

7. Close the browser window and log in to our web site on a fresh browser window. This will allow for the new settings to take place. You might be requested to receive another secure access but after you enter the new code and select Register computer for future use.

The next time you log in, the system should not prompt you for a code.

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

## Frequently Asked Questions

### What is the difference in Edge and Explorer?

- Edge is a new browser that Microsoft created to replace Internet Explorer. It is the default browser when you update to Windows 10. In order to access Internet Explorer you do have to go into your programs (apps), scroll down to Windows Accessories, and click on Internet Explorer.
- If the optimal browser settings on this document do not match what you see on your screen, then it is possible that you are using the new browser, Edge. Please access the Optimal Browser Settings for Edge to set up the browser.

### How do I remove cookies on Internet Explorer?

- Click on the gear (tools) icon in the top right hand corner of the browser.
- Choose **Internet Options** from the list.
- Another box will pop up with your Internet Options and default to the General tab.
- A little over half way down the page you will see a section titled Browsing History, there is an actual button that states **Delete...** click on it. It is to the left of the Settings button under Browsing History.
- There will be another box that pop up that has a list of option for you to check. Make sure that **Cookies and Website Data** and **Cache** are checked. You may check other option at this time if you wish.
- Click on **Delete**.
- Once the information has been removed it will take you back to your settings and you may exit.

### How do I remove the autofill information from my browser?

- Click on the gear (tools) icon in the top right hand corner of the browser.
- Choose **Internet Options** from the list.
- Another box will pop up with tabs across the top. Click on the **Content** tab at the top.
- You will have a section that is titled AutoComplete. There is a Settings option under this section. **Click** on it.
- If you do not want it to autofill the information or request that it be saved, then unselect User Names and passwords on forms.
- Click on **Delete AutoComplete History...**
- Make sure that Passwords is checked (you may select other options as well if you wish)
- Click on **Delete**.

\*\*\* Internet Explorer does not provide an option to remove just the autofill information for our website. In order to remove the information you have to remove it for everyone.