Optimal Browser Settings for Google Chrome™

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 phone call or text. After your computer is registered, you shouldn’t need to provide a code again for that computer using that browser.

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 website cannot recognize the computer. If you are experiencing this, try changing the settings on your computer. Here’s how.

1. Click on this icon, ☰, in the top right corner of the browser.

2. Select Settings.

![Browser Settings Menu]

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3. Scroll down to the bottom of the Settings window, click Advanced...

4. The first section that pops up after clicking Advanced is the Privacy and Security section.

5. Click Site Settings
6. Click on Cookies under the Permissions section.

7. Make sure that the first option, Allow sites to save and read cookie data, is selected or the option is blue.
8. Click on ADD to the right of Allow.

9. Enter our online banking site [*]secure1.onlineaccess1.com into the box and click ADD.
10. This places our online banking site under Allow which means it will allow cookies to be saved for our site no matter how you have the cookies being handled for this browser.

```
Allow
secure1.onlineaccess1.com
ADD
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11. Exit the settings

12. Relaunch your browser to ensure the settings take place.

You could be required to get one more secure access code to gain access to your online banking, however after registering the device/browser it should not require that you get another on your following sessions.

Thank you for your patience in performing these steps. Please contact us at 512-302-6800 for further assistance.
Frequently Asked Questions:

1. Where can I go to find out what version of the browser I am working in?
   - Go to Settings (three horizontal dots in the top right hand corner)
   - From the drop down menu, select HELP and then About Chrome
   - The version will be listed in the information box that populates

2. How do I update my browser to the most up to date version?
   - Go to Settings (three horizontal dots in the top right hand corner)
   - From the drop down menu, select HELP and then About Chrome
   - A window will appear that will automatically check for updates and show the current version. If there is an update available it will provide you with an option to update.

3. How do you clear cookies in Chrome?
   - Go into your Settings (click on the three horizontal dots in the top right corner, then Settings).
   - Click on Advanced at the very bottom of the page.
   - Scroll down just a little bit and you will see a section titled Privacy and security.
   - Click on Clear Browsing data
   - Make sure the Time Range is set to “All Time”.
   - Make sure that “Cookies and other site data” and “Cached images and files” are checked. You are welcome to check any of the other options if you wish to remove them as well.
   - Click on Clear Data at the bottom
   - The system will clear the information and take you back to your settings. You can exit the settings at this time.

4. How do I remove the autofill information so my online banking credentials are not stored?
   - Go to into your Settings (click on the three horizontal lines in the top right corner, then Settings).
   - Click on Show Advanced Settings at the bottom (blue hyper link)
   - Scroll down and you will see a section titled Passwords and Forms
   - Click on Manage Passwords
   - If you do not want it to offer to save your password information then slide the option for “Offer to save passwords” until is grey. It would have been blue if it was offering to save your information.
   - If you wish to remove the saved information for our website, then go down to Saved Passwords and find the website secure1.onlineaccess1.com. You can click on the three horizontal dots to the right of this website and choose to Remove.
   - Once you have removed the information, then you can exit the settings and it will automatically save the changes.