Optimal Browser Settings for Edge® 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 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 web site cannot recognize the computer. If you are experiencing this, try changing the settings on your computer. Here’s how.

1. Open an Edge browser window.

2. Click on the right hand side of the browser window and select 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. You may exit the settings and relaunch the browser.

   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 if you have questions.
Frequently Asked Questions about Edge:

1. How can I check to make sure my browser is running the most up to date version?
   - Go to [ ] > Settings
   - Scroll to the bottom of the drop down menu
   - Under **About this app** there will be a version number. Edge is up to date if you are running version 40 or higher (Example: Microsoft Edge 40.15063.674.0)

2. 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.
   - This could also be caused by an incorrect or outdated website being used as a Favorite/Bookmark. To test this, manually type in our website in the address bar (aplusfcu.org) and access online banking off of our homepage. If you are able to access your account off of our homepage then you know it was the Favorites link that you had saved. You can then remove it and save our website again if you wish.

3. How do I clear my cookies on the Edge Browser?
   - Go to [ ] > Settings, scroll down and click on **Choose what to clear under the Clear Browsing data heading.**
     - Make sure that **Cookies and saved website data** and **Cached data and files** are both selected. You are welcome to select other options if you desire.
   - Click on **Clear**
4. My browser keeps entering my Login ID and Password, how can I get it to stop?
   o Go to ⋮ > Settings, scroll down and click on View Advanced Settings.

   ![Advanced settings](image)

   o Scroll down to Privacy and Services.
   o 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.

   ![Privacy and services](image)

   o Click on Manage My Saved Passwords (second arrow shown above) and click the “x” beside the information you want to remove.