Optimal Browser Settings for Mozilla® Firefox®

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 a Firefox browser window and click on [ ] in the top right hand corner.

2. Select Options at the bottom.

4. In the History section, select Firefox will: Use custom settings for history.

5. Make sure the Always use private browsing mode is unchecked.
6. Make sure the check box for **Accept cookies from sites** is selected. Also make sure **Accept third-party cookies** has **ALWAYS** in the drop down and **Keep until they expire**.

7. Click **Exceptions** to the right of Accept Cookies from websites.

8. In the box below **Address of website**, enter https://secure1.onlineaccess1.com/ and select **Allow**. This will place our website in the Site box so that the browser always allows cookies to be saved for that page.

9. Click **Save Changes**.

10. You can exit the settings for Firefox and relaunch the browser.

    **You might be prompted to receive a new code when you log in to our website but the browser should remember the code this time since the settings were changed. Select Register computer for future use when prompted. The next time you log in, you should not need a code.**

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

1. How do I know if my browser is up to date?
   - Click on the box with the three horizontal lines located in the top right hand corner of the browser.
   - Click on HELP
   - Click on About Firefox
   - It will automatically check for update and provide you with the current version you are running. If an update is available then it will provide you with an option to update at that time.

2. How do I remove cookies?
   - Click on the box with the three horizontal lines located in the top right hand corner of the browser.
   - Choose Options from the Menu
   - Click on Privacy & Security, located on the left hand side.
   - You can clear all cookies by going to Clear All Data under Site Data
     - You will receive a popup that request you confirm that you are ok with all cookies and site data stored by Firefox be removed. Click on Clear Now.
   - You can clear just cookies stored by A+ by going to Show Cookies under the History section.
     - Make sure to select and remove cookies for secure1.onlineaccess1.com and for aplusfcu.org.

3. How do I remove the autofill options for online banking?
   - Click on the box with the three horizontal lines located in the top right hand corner of the browser.
   - Choose Options from the Menu
   - Click on Privacy & Security, located on the left hand side
   - Click on Saved Logins located under Forms & Passwords
   - Find the site named aplusfcu.org and click on it to highlight it.
   - Click on Remove
   - You may also have saved information for secure1.onlineaccess1.com, you can click on it to highlight and choose Remove.
   - Once you have removed the two sites from the list, then click on Close.