Optimal Browser Settings for Apple® Safari® 11 on Mac OS

Each time you log in to our website, 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, and our website cannot recognize the computer. If you are experiencing this, try changing the settings in your browser. Here’s how.

1. Open a Safari browser window.

2. In the left corner of the toolbar, click Safari to display a menu.

3. Click Preferences to display the Preferences box.

4. Click Privacy to display that tab.
5. **For Cookies and website data:** You want to make sure the box for **Block all cookies** is not checked.
   - You can click on Manage Website Data... if you wish to remove any cookies that have been saved. This is recommended periodically to ensure that you are getting the best experience possible.

6. Click the close button 🗑️ to save your settings and exit the Preferences box.

7. Restart your browser and log into our website.

   _You might be prompted to receive one more code so the browser can remember it but if you choose to Register this device for later use, then you should not be requested to receive another code when logging on in the future._

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

1. How do I know if my Safari browser is up to date?
   - Go to the App Store on your Mac
   - Click on Updates at the top
   - If there is an update for Safari it will be listed here

2. Where do I go to see what version of Safari I am working on?
   - Open a Safari browser window
   - Click on Safari in the top left hand corner
   - Click on About Safari.

3. How do I delete cookies off of Safari?
   - Open a Safari browser window
   - Click on Safari in the top left hand corner
   - Choose Preferences
   - Click on Privacy at the top
   - Click on Manage Website Data...
   - To remove just our cookie, highlight our website (aplusfcu.org or secure1.onlineaccess1.com) and click remove.
   - You can click on Remove All if you wish to remove all cookies from your browser.

4. How do I make the browser stop filling in my login ID and Password?
   - Open a Safari browser window
   - Click on Safari in the top left hand corner
   - Choose Preferences
   - Click on AutoFill at the top
   - Click on EDIT beside “User Name and Passwords”
   - If you do not want your password/username filled in for any website, then you can uncheck the box for Autofill user names and password located above the passwords and websites listed.
   - If you wish to complete remove the information that has been saved then scroll down the list until you find aplusfcu.org. Click on it to highlight it. Click on Remove at the bottom to remove it.
   - You may have information saved for secure1.onlineaccess1.com as well. Highlight that website if it is on your list, and choose to Remove.
   - You can exit the settings by clicking the red dot when you are done.