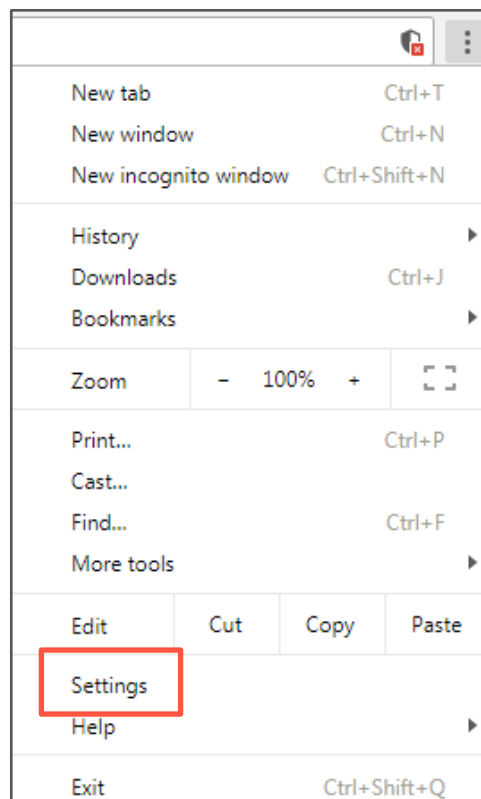


# Optimal Browser Settings for Google Chrome™

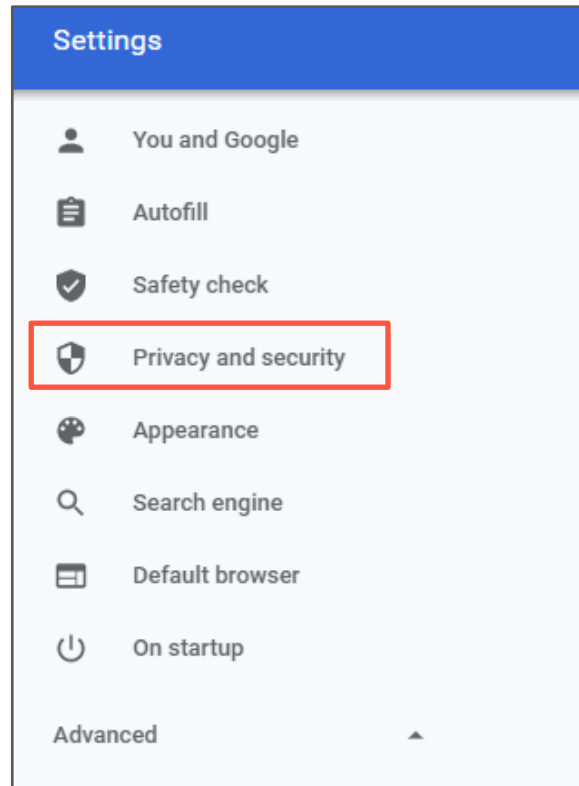
Each time you log in to our website, it evaluates whether you're using the same computer and browser you registered with us. Our site looks for our cookies (electronic markers) in your computer's memory; if it doesn't find them, we ask you to identify yourself again by providing a code that you receive 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:

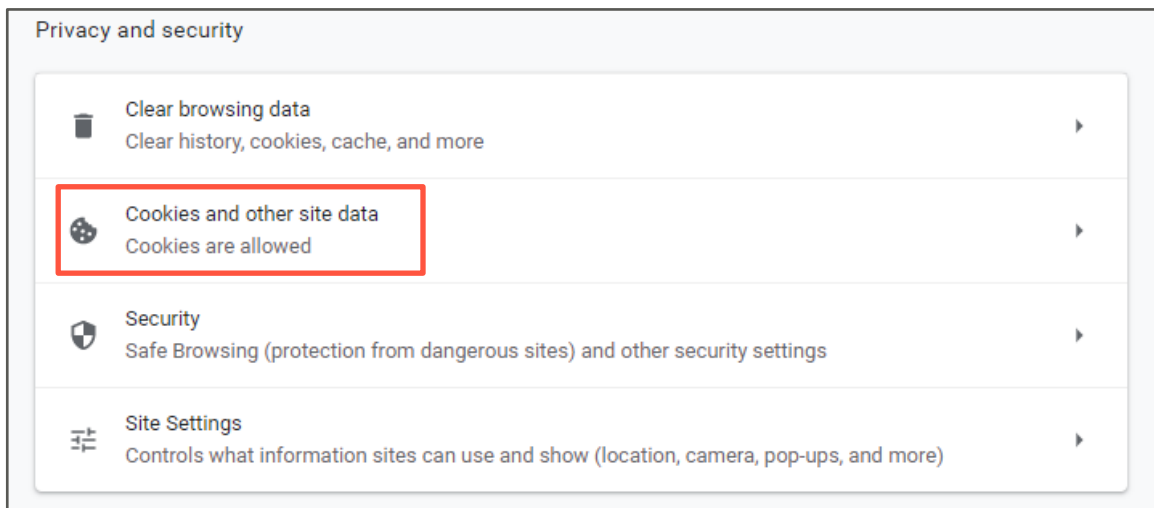
1. Click on the three vertical dots in the top right corner of the browser.
2. Select **Settings**.



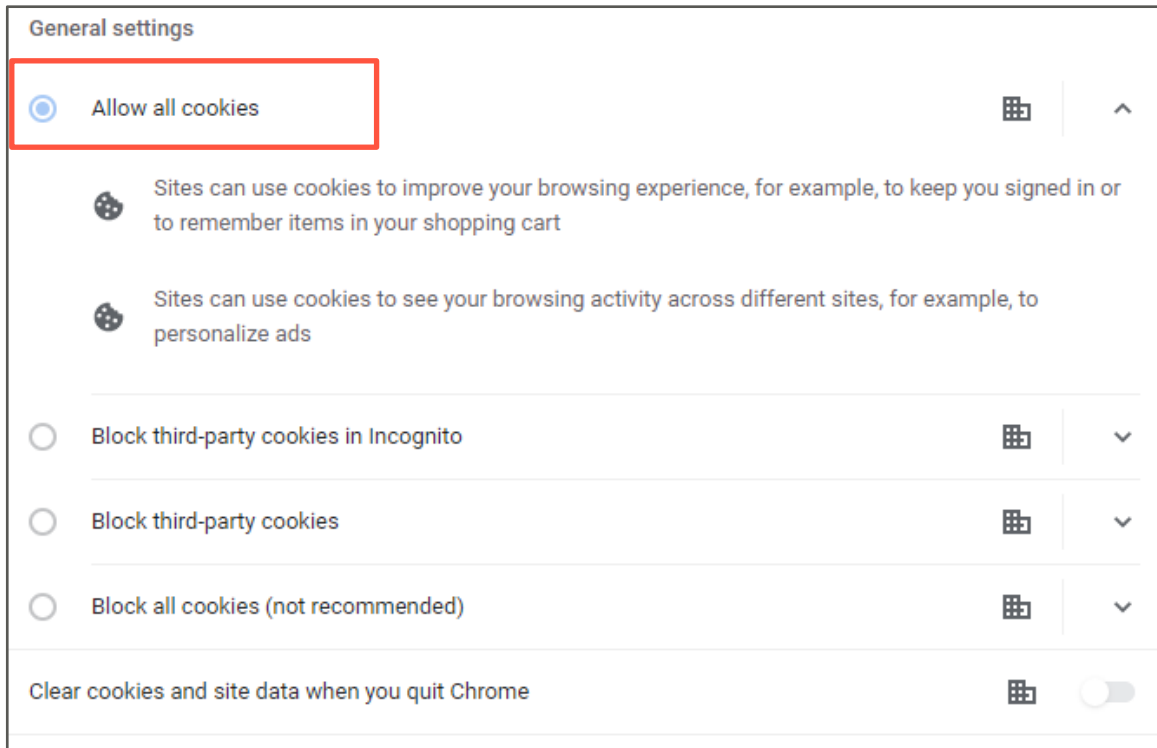
3. Click on **Privacy and Security** in the left menu options.



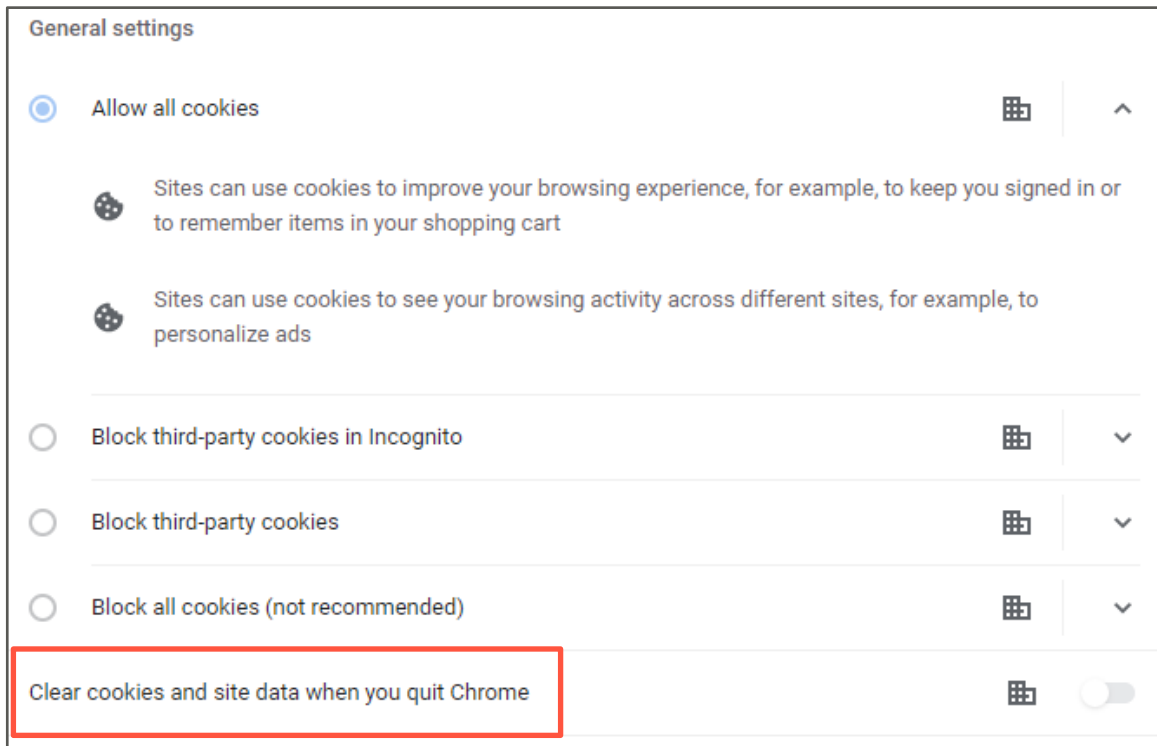
4. In the **Privacy and Security** section, click on **Cookies and Other Site Data**.



5. Make sure that **Allow All Cookies** is selected.



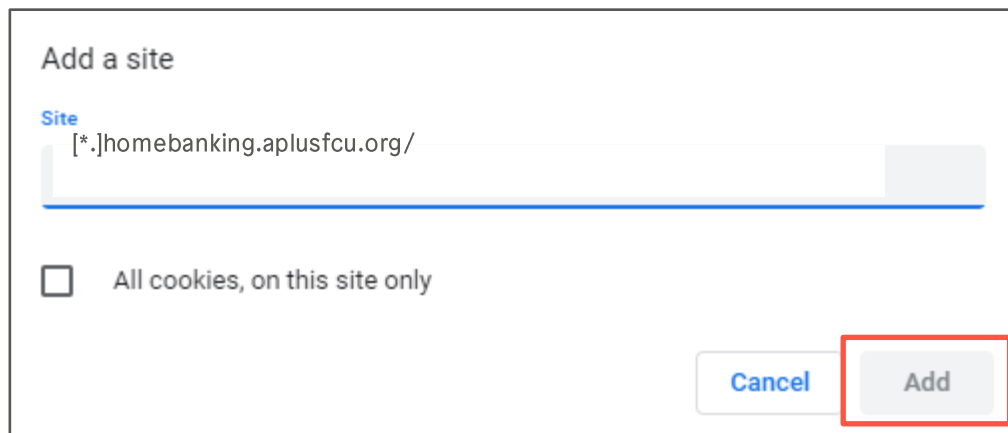
6. Make sure **Clear Cookies and Site Data When You Quit Chrome** is deactivated.



7. Click on **Add** to the right of **Sites that Can Always Use Cookies**.



8. Enter in **homebanking.aplusfcu.org** and click **Add**.



9. Exit the settings.

10. 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, you should not be required to get another in future sessions.

## Frequently Asked Questions

### How do I find out which version of Chrome I'm using?

- Go to your **Settings** (click on the three vertical dots in the top right corner).
- From the drop down menu, select **HELP** and then **About Chrome**.
- The version will be listed in the information box that populates.

### How do I update Chrome to the most up-to-date version?

- Go to your **Settings** (click on the three vertical dots in the top right 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.

### How do I clear cookies in Chrome?

- Go to your **Settings** (click on the three vertical dots in the top right corner).
- Click on **Clear Browsing Data** under **Privacy and Security**.
- Make sure the **Time Range** is set to **All Time**.
- Make sure **Cookies and Other Site Data** and **Cached Images and Files** are checked. You're 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.

### How can I verify what autofill is entering for my password?

- Go to your **Settings** (click on the three vertical dots in the top right corner).
- Click on **Autofill** on the left.
- Click on **Passwords**. You will see a list of saved passwords.
- Find **aplusfcu.org** and/or **homebanking.aplusfcu.org** and click the eye icon to the right.

### How do I remove the autofill information so my online banking credentials are not stored?

- Go to your **Settings** (click on the three vertical dots in the top right corner).
- Click on **Autofill** on the left.
- Click on **Passwords**. You will see a list of saved passwords.
- Find **aplusfcu.org** and/or **homebanking.aplusfcu.org** and click the three horizontal dots to the right of it.
- Click **Delete**.