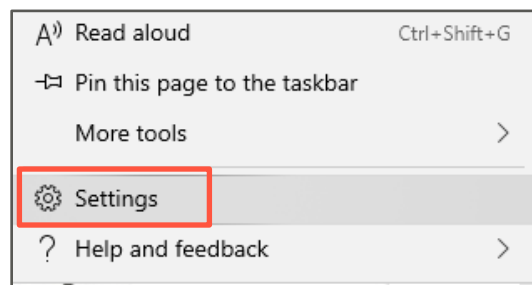


Optimal Browser Settings for Edge® on Microsoft® Windows® 10

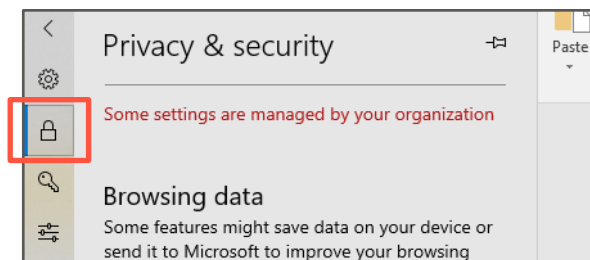
Each time you log in to our website, it evaluates whether you're using the same computer and browser you registered with us. Our site looks for our cookies (electronic markers) in your computer's memory; if it doesn't find them, we ask you to identify yourself again by providing a code that you receive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

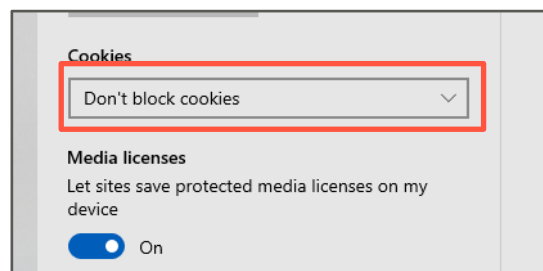
1. Click on the three horizontal dots on the right hand side of the browser window and select **Settings**.



2. In the **Settings** window, click the **Lock** icon on the left hand side.



3. In the drop down for **Cookies**, make sure it has **Don't Block Cookies**.



4. Exit Settings, restart your browser, and log into our website.

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 update Edge to the most up-to-date version?

- Click on the three horizontal dots on the right hand side of the browser window and select **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 81 or higher (ex. 81.0.416.88). We are compatible with any version of Edge.

Why am I receiving an error message that says “Unknown Error Has Occurred” when logging into online banking?

- This is caused by the cookie setting be set to BLOCK ALL COOKIES. View the instructions above to change your settings.
- 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 (aplusfcu.org) into the address bar and then access online banking from the homepage. If you are able to access your account this way, you’ll want to change the Favorites link you have saved.

How do I clear cookies in Edge?

- Click on the three horizontal dots on the right hand side of the browser window and select **Settings**.
- In the **Settings** window, click the **Lock** icon on the left hand side.
- Under **Clear Browsing Data**, click on **Choose What to Clear**.
- Make sure **Cookies and Saved Website Data** and **Cached Data and Files** are both selected.
- Click **Clear**, close browsing window completely, and relaunch.

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

- Click on the three horizontal dots on the right hand side of the browser window and select **Settings**.
- The next steps depend on which version of Edge you’re using.
 - If you are taken to a new tab with **Your Profile** at the top, click on **Passwords**.
 - If you are not taken to a new tab called **Your Profile**, click on the **Key** icon (**Passwords & Autofill**), then click on **Manage Passwords**.
- From the list of saved passwords, find **aplusfcu.org** and/or **homebanking.aplusfcu.org**. Click on the **X** to the right of the URLs you want to remove.