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GOOGLE CHROME

Browser Version

1. Open your browser, click  icon and then **SETTINGS**
2. Click > **About Chrome**
3. Version listed here
 - a. Click to update if available or follow onscreen instructions to complete update

Browser Settings

1. Open your browser, click  icon and then **SETTINGS**
2. Scroll to bottom of page > Click **Advanced**
3. Locate the **Privacy and Security** header
4. Click **Site Settings**
5. Check that the following options are set:
 - a. Click **Cookies**:
 - i. Click to enable > ‘Allow sites to save and read cookie data (recommended)’
 - ii. Unclick to disable > ‘Block third-party cookies and data’
 - b. Click back **arrow** next to ‘cookies’
 - c. Click **JavaScript**: Click to enable > Allowed (recommended)
 - d. Click back **arrow** back next to ‘JavaScript’
 - e. Click **Pop-ups and redirects**: Click **Add** next to Allow > type the URL www.westconsincu.org > click Add
 - f. Click back **arrow** next to ‘pop-ups and redirects’ and again next to ‘Content settings’

Deleting Cookies Only

(Deleting Cookies: WARNING! MFA Impact - Doing this will cause you to be prompted for the one-time verification code at login on an authorized computer)

1. Open your browser, click icon and then **SETTINGS**
2. Scroll to bottom of page > Click **Advanced**
3. Locate the **Privacy and security** header
4. Click Clear browsing data
 - a. Under the Basic option choose a Time range that is most appropriate; please note that this will delete all cookies for the given timeline regardless of site
5. Put a checkmark in ‘Browsing history, Cookies and other site data, Cached images and files’
6. Click **CLEAR DATA**

GOOGLE CHROME MOBILE APP

Browser Version

1. Open your browser app, tap  icon and then **SETTINGS**
2. tap > **About Chrome**
3. Application version listed here

Browser Settings

1. Open your browser, tap  icon and then **SETTINGS**
2. Locate and tap **Site Settings**
3. Check that the following options are set:
 - a. Tap **Cookies**:
 - i. Tap slider to enable > 'Allow sites to save and read cookie data (recommended)'
 - ii. Tap to remove checkmark > 'Block third-party cookies and data'
 - b. Tap back **arrow** next to 'cookies'
 - c. Tap **JavaScript**: Tap to enable > Allowed (recommended)
 - d. Tap back **arrow** back next to 'JavaScript'

Deleting Cookies Only

(Deleting Cookies: WARNING! MFA Impact - Doing this will cause you to be prompted for the one-time verification code at login on an authorized computer)

1. Open your browser, tap icon and then **SETTINGS**
2. Locate and tap **Privacy**
3. Tap Clear browsing data
 - a. Under the Basic option choose a Time range that is most appropriate; please note that this will delete all cookies for the given timeline regardless of site
4. Put a checkmark in 'Browsing history, Cookies and other site data, Cached images and files'
5. Tap **CLEAR DATA**

MICROSOFT EDGE

Browser Version

1. Open your browser, click More action buttons  in toolbar >  Settings
2. Scroll to bottom of settings to view version information

Browser Settings

Cookies *(To properly access Online Banking you will need to enable first & third-party cookies)*

1. Open your browser, click More action buttons  in toolbar
2. Select  Settings
3. Click on  Privacy & security tab
4. Locate 'Cookies' header > Expand drop down menu > Select 'Don't block cookies'
5. Close all browser windows and open the browser again

Additional information

Clear Cache and/or Cookies - WARNING! MFA Impact - Doing this will cause you to be prompted for the one-time verification code at login on an authorized computer

1. Open your browser, click More action buttons  in toolbar
2. Select  Settings

3. Click on  **Privacy & security** tab
4. Locate 'Clear browsing data' header > Click 'Choose what to clear'
5. Put a check mark next to 'cookies and saved website data' and/or 'Cached data files' if they do not already have a check mark next to them depending on what you would like to clear
 - a. You may decide whether to put a check mark in all other boxes in this window
6. Click 

MOZILLA FIREFOX

Browser Version

1. Open your browser, click **HELP** from toolbar (if not visible, right click top of page, select to view the toolbar)
2. About Firefox
3. Review version, click to update if available

Browser Settings

1. Open your browser, click icon and then **OPTIONS**
2. Click **Privacy**
 - a. Locate 'History' header
 - i. Change the 'Firefox will' dropdown to 'Remember history' **OR**
 - ii. Change the 'Firefox will' dropdown to 'Use custom settings for history'
 1. Put a check mark in 'Accept cookies from sites'
 2. Set 'Accept third-party cookies' to ALWAYS
 3. Uncheck 'Clear history when Firefox closes'
3. Click **Content**
 - a. Locate 'Pop-ups' header
 - i. Uncheck the checkbox for 'Block pop-up windows' **OR**
 - ii. If you choose to retain the setting to 'Block pop-up windows', you will need to add www.westconsincu.org to your list of Allowed Sites by clicking the Exceptions button

Deleting the Cache (a.k.a. Temporary Internet Files)

(Deleting All Temporary Internet Files: WARNING! MFA Impact - Doing this will cause you to be prompted for the one-time verification code at login on an authorized computer)

1. Open your browser, click  icon and then **OPTIONS**
2. Click **Privacy**
 - a. Locate 'History' header
 - i. If the 'Firefox will' option in the dropdown is 'Remember history' click 'clear your recent history'
 - ii. If the 'Firefox will' option in the dropdown is 'Never remember history' click 'clear all current history'
 1. In the 'Time range to clear' dropdown option, choose 'Everything'
 - b. In the 'Details' section, expand the selection (if necessary) by clicking the down button
 - c. Ensure that 'Cache' is the only option selected and click 'Clear Now'

Deleting Cookies Only

(Deleting All Temporary Internet Files: WARNING! MFA Impact - Doing this will cause you to be prompted for the one-time verification code at login on an authorized computer)

1. Open your browser, click  icon and then **OPTIONS**
2. Click **Privacy**
 - a. Locate 'History' header
 - i. If the 'Firefox will' option in the dropdown is 'Remember history' click 'clear your recent history'
 - ii. If the 'Firefox will' option in the dropdown is 'Never remember history' click 'clear all current history'

1. In the 'Time range to clear' dropdown option, choose the date range that is most appropriate; please note that this will delete all cookies for the given time regardless of site.
 - iii. Selecting 'Today' should help clear cookies related to your current session
 - iv. Selecting 'Everything' will remove all cookies in the browser
- b. In the 'Details' section, expand the selection (if necessary) by clicking the down button
- c. Ensure that 'Cookies' is the only option selected and click 'Clear Now'

SAFARI MOBILE APP

(By default Safari blocks all third party cookies from being accepted. Blocking third party cookies may cause issues within Online Banking, therefore it is recommended to allow third party cookies)

Browser Version

1. Open your App Store
2. Update Safari if needed

Browser Settings

1. Open Settings
2. Locate and tap **SAFARI**
3. Under **General**, toggle **Block Pop-ups** to **OFF**
4. Under **Privacy & Security**, toggle **Block All Cookies** to **OFF**
5. Locate and tap **Advance**, toggle **JavaScript** to **ON**

Deleting the Cache and Cookies

(Deleting All Temporary Internet Files: WARNING! MFA Impact - Doing this will cause you to be prompted for the one-time verification code at login on an authorized computer)

1. Open Settings
2. Locate and tap **SAFARI**
3. Locate and tap **Clear History and Website Data**

SAFARI

(By default Safari blocks all third party cookies from being accepted. Blocking third party cookies may cause issues within Online Banking, therefore it is recommended to allow third party cookies)

Browser Version

1. Open your settings app, locate and tap on **Safari** then **About Safari**
2. Version listed here
 - a. Click to update if available

Browser Settings

1. Click **SAFARI**
2. Choose **PREFERENCES**
3. Click the **PRIVACY** tab
 - a. **Checked:** Enabled JavaScript
 - b. **Unchecked:** Block pop-up windows
 - c. **Checked:** Allow Plug-ins
4. Click the **PRIVACY** tab
 - a. Block cookie and other website data: click 'Never'

Deleting the Cache

(Deleting All Temporary Internet Files: WARNING! MFA Impact - Doing this will cause you to be prompted for the one-time verification code at login on an authorized computer)

4. Click **SAFARI**
5. Click **Empty Cache**
6. Click **Empty**

Deleting Cookies Only

(Deleting All Temporary Internet Files: WARNING! MFA Impact - Doing this will cause you to be prompted for the one-time verification code at login on an authorized computer)

1. Click **SAFARI**
2. Click **Reset Safari...**
3. Uncheck all options except for 'Remove all cookies' (Note: This will remove all cookies from the browser, not just the ones belonging to *WESTconsin Credit Union*)
4. Click the **Reset** button