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## GOOGLE CHROME

### Browser Version


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

### Browser Settings


1. Open browser, click  icon and then **SETTINGS**
2. Click **Privacy and security** navigation
3. Click **Site Settings**
4. Check that the following options are set:
  - a. Click **Cookies:**
    - i. Click to enable > 'Allow sites to save and read cookie data (recommended)'
    - ii. Unlick to disable > 'Block third-party cookies and data'
  - b. Click back **arrow** next to 'cookies'
  - c. Click **JavaScript:**
    - i. Default Behavior: Site can use JavaScript
  - d. Click back **arrow** back next to 'JavaScript'
  - e. Click **Pop-ups and redirects:**
    - i. Click **Add** next to Allow > type the URL [www.westconsincu.org](http://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 browser, click  icon and then **SETTINGS**
2. Click **Privacy and security** navigation
3. 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
4. Put a checkmark in '**Browsing history, Cookies and other site data, Cached images and files**'
5. Click **CLEAR DATA**

### Browser Version


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

### Browser Settings

1. Open browser, tap  icon and then **SETTINGS**
2. Locate and tap **Site Settings**
3. Check that the following options are set:
  - a. Tap **Third-Party cookies**:
    - i. Tap 'Allow third-party cookies' or Tap 'ADD SITE EXCEPTION'
      1. <https://edocs.westconsincu.org>
      2. <https://www.westconsincuhb.org>
    - 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)


### 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 browser, tap  icon and then **SETTINGS**
2. Locate and tap **Privacy and security**
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 browser, click  icon in toolbar and then **Settings**
2. Click > **About Microsoft Edge**
3. Microsoft Edge version will be listed
  - a. Click to update if available or follow onscreen instructions to complete update



### Browser Settings

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

1. Open browser, click  icon in toolbar and then **Settings**
2. Click '**Cookies and site permissions**'
3. Click '**Manage and delete cookies and site data**'
  - a. Scroll to '**Allow**' and add the following sites:
    - i. <https://edocs.westconsincu.org>
    - ii. <https://www.westconsincuhb.org>
4. Click **Pop-ups and redirects**
  - a. Blocked is recommended
  - b. Click '**Allow**' and add the following sites:
    - i. <https://edocs.westconsincu.org>

### 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 browser, click  icon in toolbar and then **Settings**
2. Click **'Cookies and site permissions'**
3. Click **'Manage and delete cookies and site data'**
4. 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
5. 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. Unclick 'Clear history when Firefox closes'
3. Click **Content**
  - a. Locate 'Pop-ups' header
    - i. Unclick 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](https://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