

Online Banking Browser Solutions for repeated secure code requests

The repetitive requests for authentication can be caused by certain settings on your browser that prevent our Online Banking system from recognizing your device when you login. The following are the settings that may be causing this issue. While we can't recommend or require you to make changes to these settings, we are providing the following information for your consideration. If you do make a change to your browser setting and it is the cause for the repetitive requests for authentication, you will be required to authenticate your device the first time after the change and subsequent logins will not require authentication.

If you are using Internet Explorer as your browser

1. From the browser menu, select *Tools*, then *Internet Options*. On the *General* tab, look to see if the box next to "*Delete browsing history on exit*" is checked. Unchecking this box may resolve the repetitive authentication requests.
2. Your cache may need to be cleared. From the browser menu, select *Tools*, then *Internet Options*. On the *General* tab, click *Delete* in the *Browsing History* section. In the next pop-up box for deleting the browsing history, uncheck the box next to "*Preserve Favorites Website Data*" and click on *Delete* again to do the final deletion.

If you are using Google Chrome as your browser

1. Click on three stacked lines on the upper right corner. Click *Settings*, *Show Advanced Settings* (at the bottom of the page). In the *Privacy* section, click on the *Content Settings* button. Selecting "*Allow local data to be set*" may resolve the repetitive authentication requests.

If you are using Firefox as your browser

1. For Windows

Click on the Firefox button, then *Tools* (you may need to use the Alt key to see the menu bar). Click on *Options*, then locate the *Privacy* button. The following settings may resolve the repetitive authentication requests:

- "*Remember my browsing and download history*" is checked.
- "*Accept cookies from sites*" is checked.
- "*Clear history when Firefox closes*" is unchecked.

2. For Macintosh

Click on the Firefox button, then *Preferences*. Locate the *Privacy* button. The following settings may resolve the repetitive authentication requests:

- "*Remember my browsing and download history*" is checked.
- "*Accept cookies from sites*" is checked.
- "*Clear history when Firefox closes*" is unchecked.

If you are using Safari as your browser

1. Safari 8.0 or later

Click on *Safari* (top of screen), then *Preferences*. Click on *Privacy*. Check "*Always Allow*" next to Cookies and Website Data.

2. Safari 5.1 - 7.0

Click on *Safari* (top of screen), then *Preferences*. Click on *Privacy*. Check "*Never*" next to Block Cookies.