

CLEARING BROWSER CACHE & COOKIES

INSTRUCTIONAL GUIDE

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CLEARING BROWSER CACHE & COOKIES

In many cases, clearing your browser cache and cookies will resolve difficulties accessing web-based applications like online banking. Here are simple steps to clear your history in the most common browsers:

Which browsers may I use?

Supported browsers for PCs (current versions):

- Google Chrome
- Microsoft Edge

Supported browsers for Macs (current versions):

- Google Chrome
- Safari

CLEARING BROWSER CACHE & COOKIES

Microsoft Edge Instructions

1

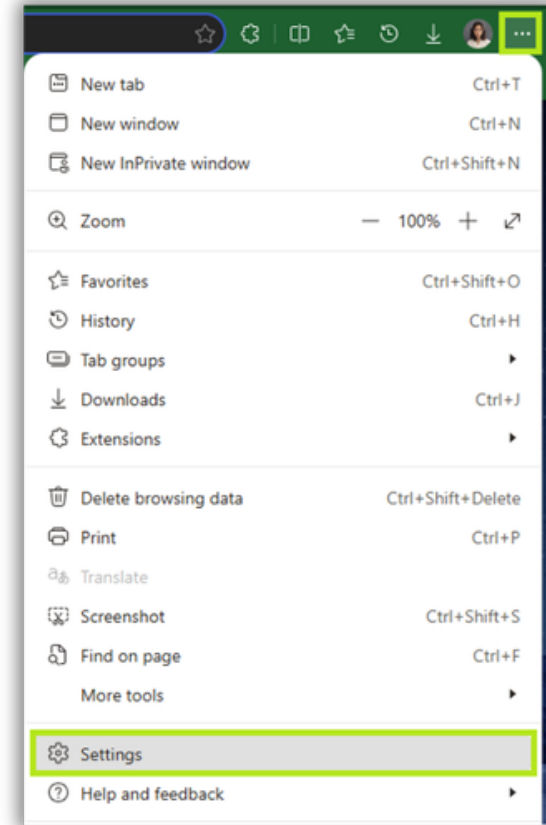
Click Settings in the top right corner of the browser
(This icon looks like three dots).

2

Click Settings.

3

Click Privacy, search, and services.



Settings

- Profiles
- Passwords and autofill
- Privacy, search, and services
- Copilot and AI
- Appearance

CLEARING BROWSER CACHE & COOKIES

4

Click Clear browsing data.

5

Check the boxes titled:

- Cookies and other site data
- Cached images and files

6

Change the Time range to All Time.

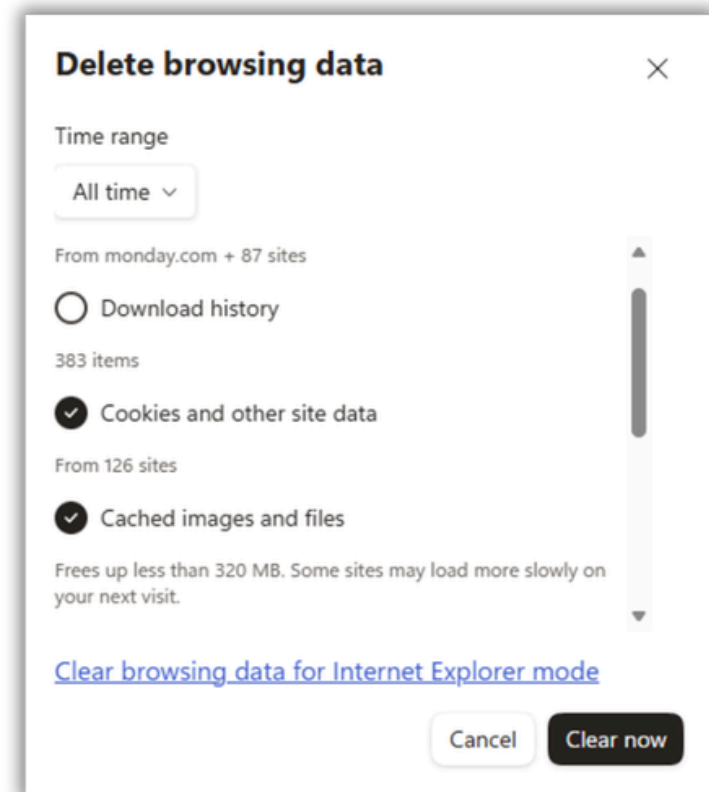
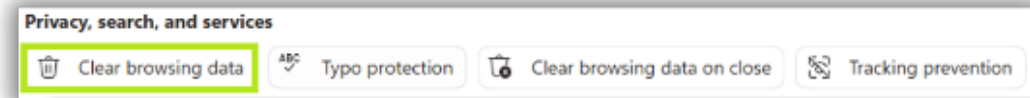
7

Click Clear now (This could take a few moments to complete depending on the amount of content).

8

Once finished, close and re-open your web browser.

Note: Clearing your cache and cookies will automatically log you out of online banking and prompt you to sign back in using your preferred authentication method (2FA).

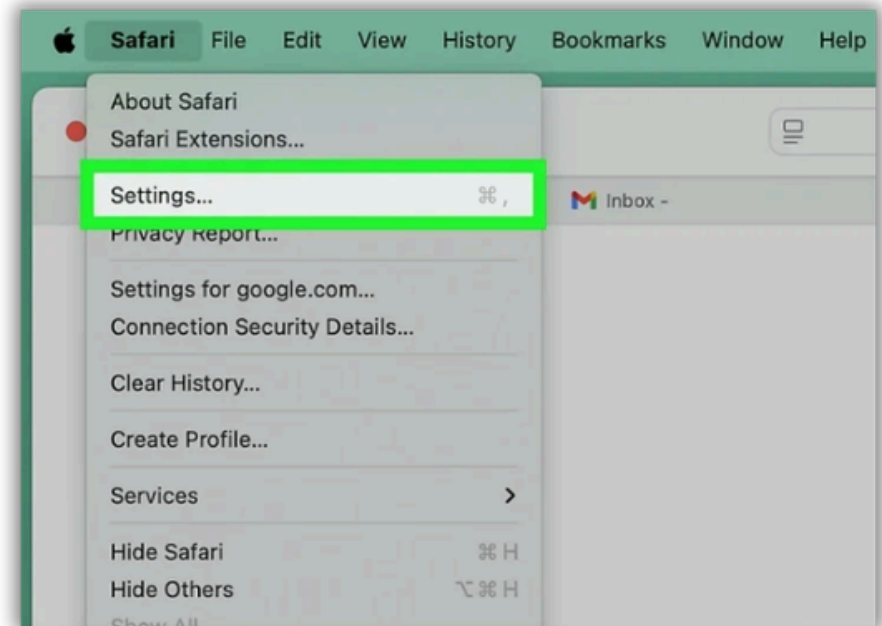


CLEARING BROWSER CACHE & COOKIES

Safari (Mac Only) Instructions

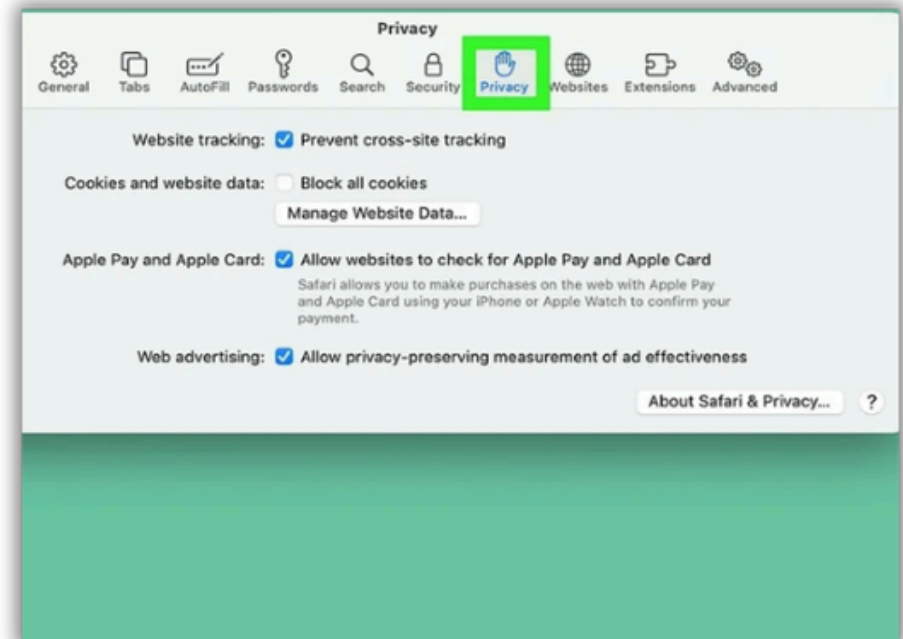
1

Click Safari Menu in the top left corner of the browser.



2

Choose Settings then Privacy.



CLEARING BROWSER CACHE & COOKIES

3

Click Manage Website Data.

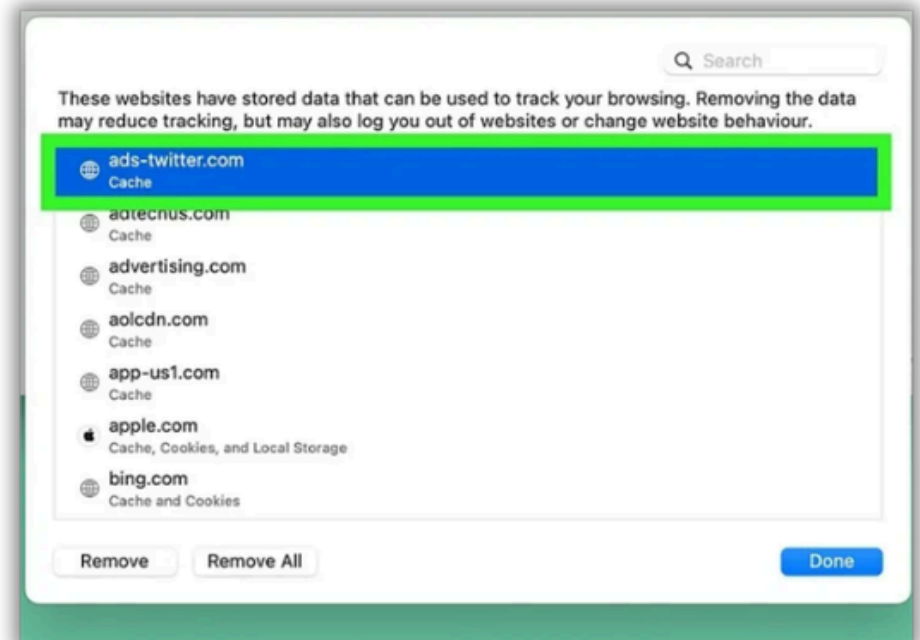
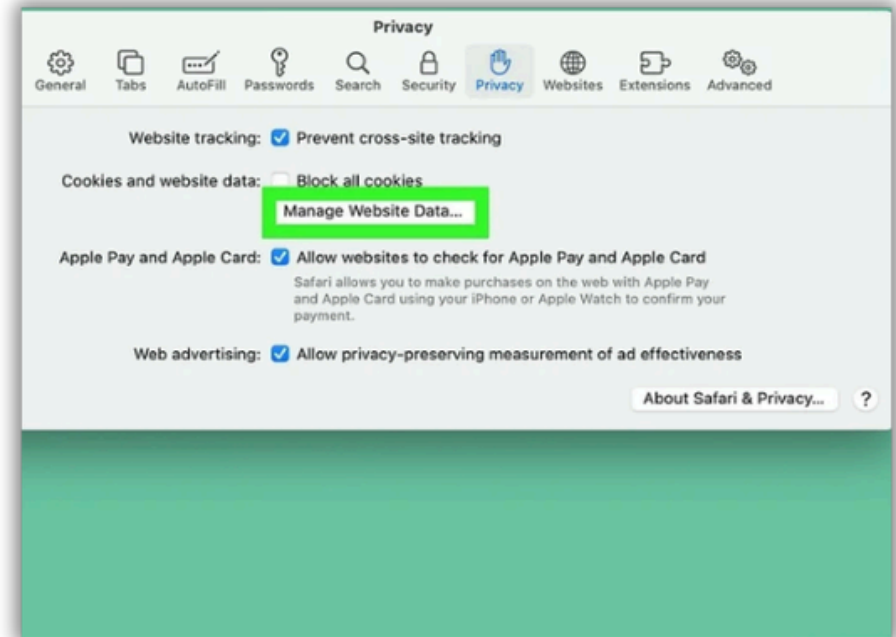
4

Click Remove All.

5

Once finished, close and re-open your web browser.

Note: Clearing your cache and cookies will automatically log you out of online banking and prompt you to sign back in using your preferred authentication method (2FA).



CLEARING BROWSER CACHE & COOKIES

Google Chrome Instructions

1

Click the Customize and Control Google Chrome button in the top right corner of the browser (this icon looks like three dots).

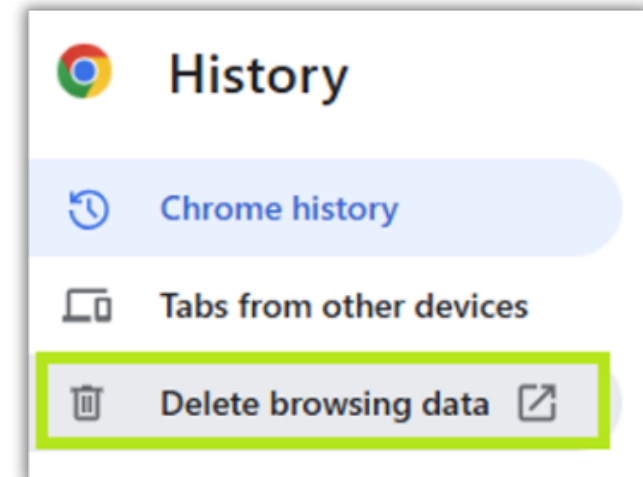
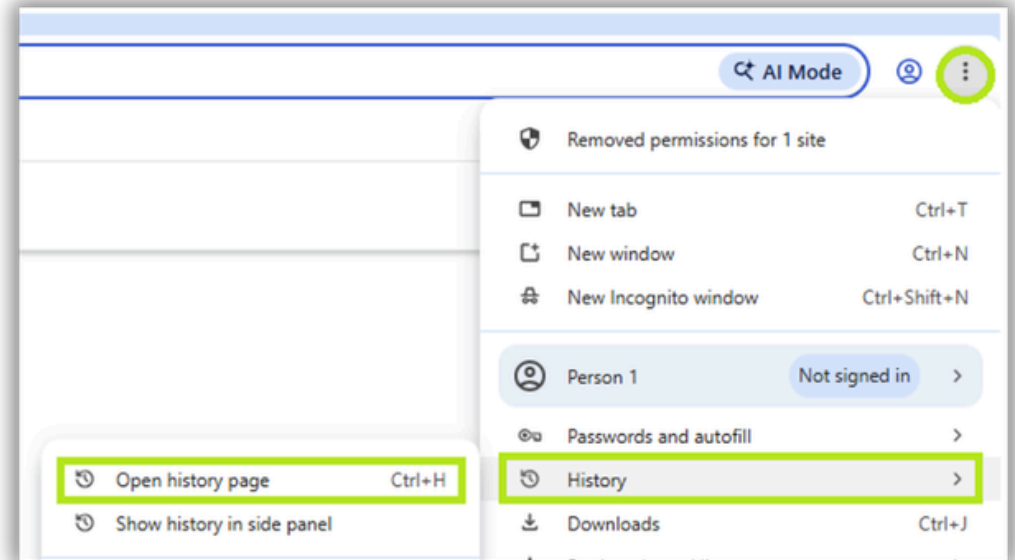
2

Click History then click Open history page.

3

Click Delete browsing data on the left side of the screen.

Note: Clearing your cache and cookies will automatically log you out of online banking and prompt you to sign back in using your preferred authentication method (2FA).



CLEARING BROWSER CACHE & COOKIES

4

Check the boxes titled:

- Cookies and other site data
- Cached images and files

5

Change Time range to All time.

6

Click Delete from this device (This could take a few minutes to complete depending on the amount of content).

7

Once finished, close and re-open your web browser.

Note: Clearing your cache and cookies will automatically log you out of online banking and prompt you to sign back in using your preferred authentication method (2FA).

