

Clear Browser Cache & Cookies

The solution to clear cache and cookies from browsers is different based on your browser type:

CHROME

1. Close all Chrome windows.
2. Open a new Chrome window.
3. Navigate away from the banking website, for example go to www.google.com.
4. Click on the three stacked dots in the upper right corner of Chrome to open the menu (...).
5. Select **MORE TOOLS**.
6. Select **CLEAR BROWSING DATA**.
7. Click on **ADVANCED** at the top of the pop-up window.
8. Select **ALL TIME** in the **TIME RANGE** options.
9. Check mark **COOKIES AND OTHER SITE DATA** and **CACHED IMAGES AND FILES**
10. Click on the **CLEAR DATA** button at the bottom. When Chrome finishes deleting data, you should see the **SETTINGS** page.
11. Scroll down to the **ADVANCED** section. You may need to click to open the **ADVANCED** section.
12. Within the **PRIVACY AND SECURITY** section, click to open the **CONTENT SETTINGS**.
13. Click to open the **COOKIES** section.
14. Turn on **ALLOW SITES TO SAVE AND READ COOKIE DATA (RECOMMENDED)**.
15. Turn off **BLOCK THIRD-PARTY COOKIES**.
16. Close Chrome and reopen

EDGE

1. Close all Edge windows.
2. Open a new Edge window.
3. Navigate away from the banking website to an unrelated website, such as www.google.com.
4. Click on the settings button in the upper right corner (...).
5. Select **SETTINGS**.
6. Select **PRIVACY, SEARCH, AND SERVICES**.
7. Turn off **TRACKING PREVENTION** (slide button in upper right).
8. Under **CLEAR BROWSING DATA** click on the **CHOOSE WHAT TO CLEAR** button.
9. Check mark **COOKIES AND OTHER SITE DATA**, **CACHED IMAGES AND FILES**, and **SITE PERMISSIONS**.
10. Click on the **CLEAR NOW** button.
11. Click on the back button (<<).
12. In the **COOKIES** section, select **DON'T BLOCK COOKIES**.
13. In the **PRIVACY** section, turn off **SEND DO NOT TRACK REQUESTS**.
14. Under **SECURITY**, turn off **BLOCK POP-UPS**.

SAFARI

1. Click on the Safari menu in the top left-hand corner next to the Apple symbol.
2. Click on **Settings...**
3. When a new dialogue box opens, click **Privacy**.
4. Click on the **Manage Website Data** button.
5. To remove any cached data and cookies from your computer, click **Remove all**.
6. When a new dialogue box opens, click **Remove Now**.
7. Wait a few moments, then click **Done**.
8. Close the dialogue box remaining. Press Command +Q to quit Safari.