

If you are getting a blank screen after you have entered your User ID and password for OnLine Banking, your internet browser may be blocking the upload of the new screens in OnLine Banking.

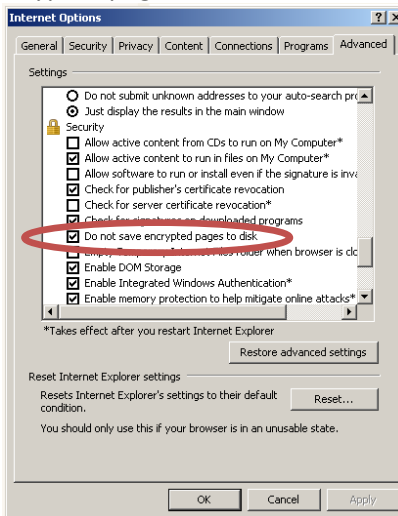
## IF YOU ARE USING INTERNET EXPLORER 8 AS YOUR WEB BROWSER

One of the steps below should resolve the issue. Follow Step 1 and if it does not resolve the issue, then follow Step 2. Follow Step 3 if the issue still exists after completing Step 2.

**Step 1.** From your browser, click on REFRESH to refresh your screens.

**Step 2.** Change a setting in your browser tools.

- Click on TOOLS
- Then click on INTERNET OPTIONS
- Click on ADVANCED tab and scroll down to the **Security** section. Put a check in the box in front of “Do not save encrypted pages to disk”.



**Step 3.** If you are not using Internet Explorer Version 8, you should update to either Version 8 or 9. You can update your version of Internet Explorer free from the MicroSoft website.

## BROWSER AND OPERATING SYSTEM REQUIREMENT INFORMATION

The following browsers are compatible in OnLine Banking:

- Internet Explorer® 6.0 – 9.0 for PC
- Google Chrome™ for PC and Mac
- Firefox® 3.0 or higher for PC
- Safari® 3.1 for Mac

Other browsers and operating systems may be used; however, they are not supported by OnLine Banking and some features may not function properly.

For maximum security, always use the latest version of a browser. Beta versions of browsers and operating systems are not recommended or supported. Additionally, if a browser or operating system is no longer supported by the vendor, it is not supported by OnLine Banking.