OnLine Banking Troubleshooting Tips

Recommended System Requirements

- Supported Operating Systems: Windows XP SP3, Windows Vista, Windows 7 and Mac OSX.
- Supported Browsers: Microsoft Internet Explorer 7, 8 or 9, Mozilla Firefox 4, Opera 10, Google Chrome or Safari 5.
- Supported PDF Readers: Adobe Acrobat 10 or Adobe Reader 10.
- OnLine Banking is not affected by Java versions, ActiveX or popup blockers

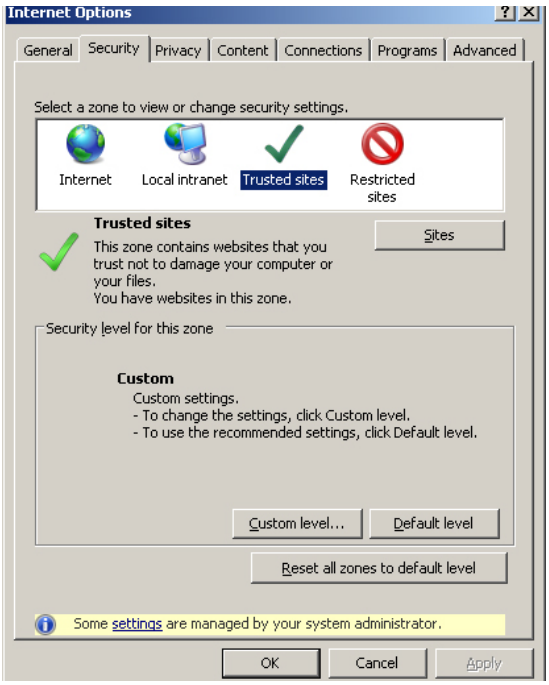
Identifying the Default PDF Viewer

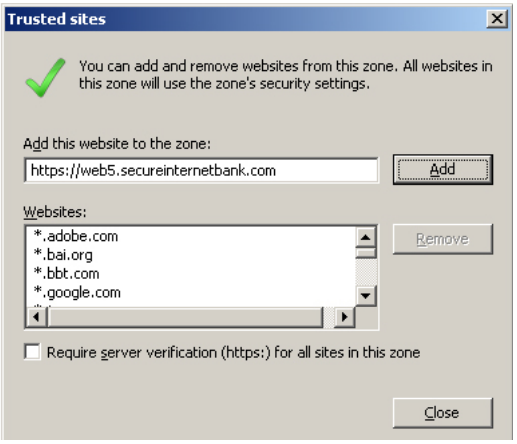
1. Open the **Control Panel**
2. Switch to classic view and select **Folder Options**
3. Select the **File Types** tab
4. Scroll down to select PDF to display the default PDF viewer
5. Use the **Change** button to select a different application

Getting a Security Error? Set Up OnLine Banking as a Trusted Secure Site

If a security error pops up when you log into OnLine Banking using Internet Explorer, follow the steps below:

1. Log into OnLine Banking
2. Go to the **Tools Menu** and click on **Internet Options**
3. When the Internet Options window opens select the **Security Tab**
4. Select **Trusted Sites**, then click the **Sites** button





5. A new window will pop-up and will automatically fill in the OnLine Banking site name. Click **Add** and then **Close**.
6. Click the **OK button** at the bottom of the Internet options box.
7. **You're done!**

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Troubleshooting Tips, Continued

Other Troubleshooting Tips

- If a compatible combination is having issues, it could be caused from corruption of the browser and/or the PDF reader. Reinstalling and updating both applications should resolve any corruption issues.
- Mobile Device Compatibility:
  - Apple iOS4 is supported, but unable to view PDF documents.
  - Android OS is not supported.
- Browser Display Issues:
  - Firefox and Opera document popup takes a vertical length to the footer of the displayed page. This causes difficulty reading documents in some cases.
  - Google Chrome features a built-in PDF reader that automatically renders the PDF document in the browser. It does not use or require Adobe Reader or Acrobat.
- Adobe Reader can be downloaded for free at www.adobe.com/reader.