

This Troubleshooting Guide is intended to help guide you through some of the most common issues that arise when using Online Banking.

If you have questions on how to use features in Online Banking, please view the [Online Banking Tutorial](#) or contact us at 715-422-1100.

**If you are having problems logging-on to Online Banking due to the recent Internet Explorer 11 upgrade, please following the instructions under “Add Site to Compatibility View”**

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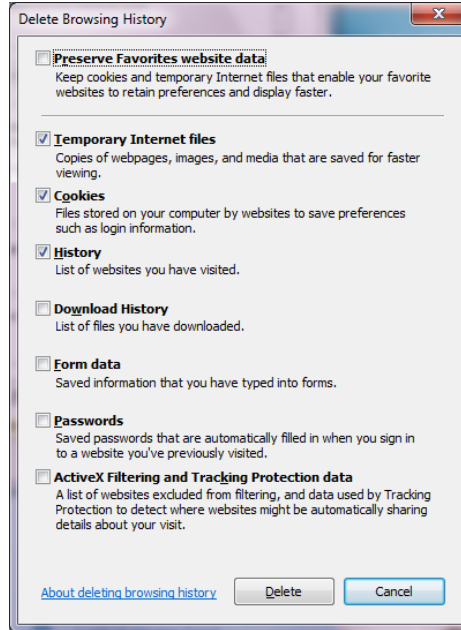
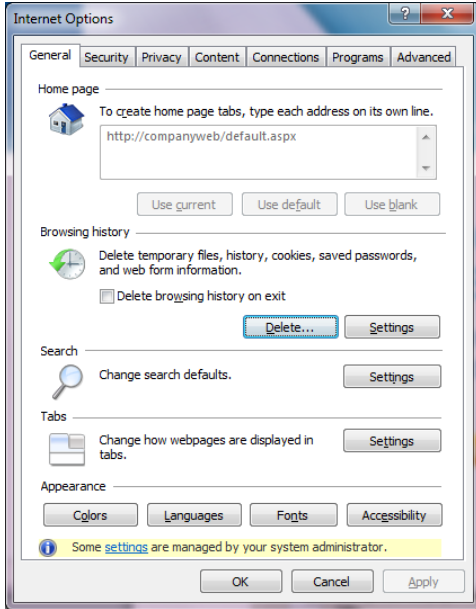
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## CLEAR BROWSING HISTORY

### Internet Explorer

Go to *Tools > Internet Options*. Click *Delete* under the Browsing History section.

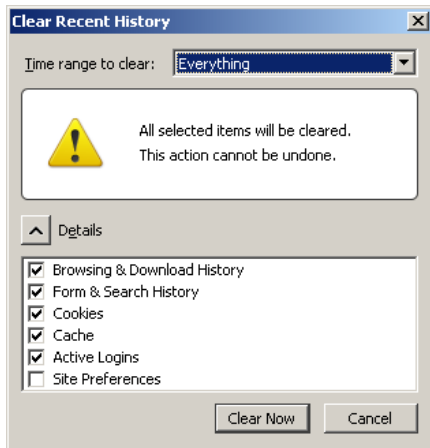
In the dialog box that appears, check the *Temporary Internet Files*, *Cookies* and *History* boxes and click *Delete*.



### Firefox/Mozilla

Go to *Tools > Clear Recent History*. Set the *Time Range to Clear* to *Everything*

Check the *Browsing & Download History*, *Form & Search History*, *Cookies*, *Cache*, and *Active Logins* boxes and click *Clear Now*.



## VERIFY BROWSER COMPATIBILITY

If you are having problems accessing Online Banking, verify that you are using a browser that is compatible with our Online Banking program. In the box to the right is the list of supported browsers, as of 12/20/2012:

- |   |
|---|
| <p><b>Browser</b></p> <ul style="list-style-type: none"><li>• Apple Safari 4.0</li><li>• Apple Safari 5.0</li><li>• Firefox 3.5</li><li>• Firefox 4.0</li><li>• Google Chrome 9.0</li><li>• Microsoft Internet Explorer 7.0</li><li>• Microsoft Internet Explorer 8.0</li><li>• Microsoft Internet Explorer 9.0</li><li>• Opera 10.0</li><li>• Opera 11.0</li></ul> <p><b>Operating System</b></p> <ul style="list-style-type: none"><li>• Microsoft Windows 7 - 32 bit -All editions</li></ul> |
|---|

## ADD TRUSTED SITES

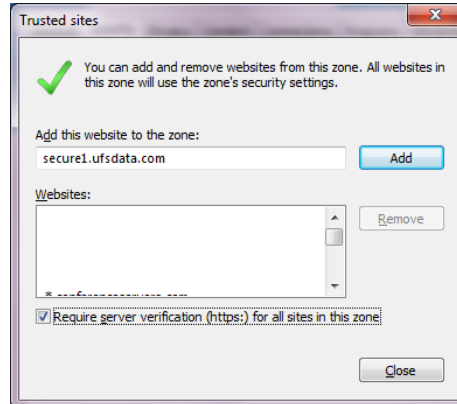
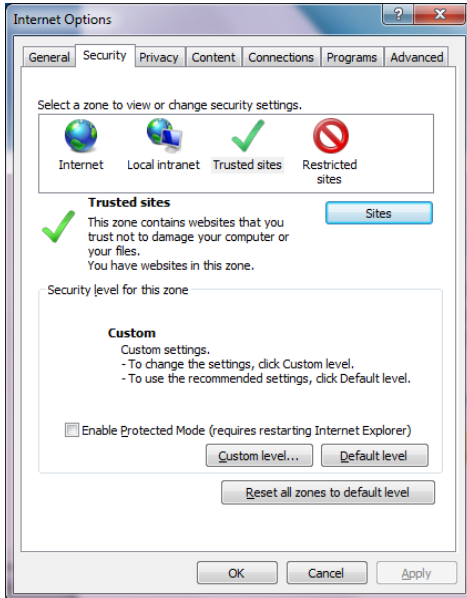
If you are unable to access the Online Banking website, you will need to add **secure1.ufsdata.com** to the trusted sites on your internet browser.

### Internet Explorer

Go to *Tools > Internet Options* and click on the *Security* tab

Click on *Trusted Sites* so it is highlighted and then click *Sites*

Type in **secure1.ufsdata.com** and then click *Add*. Make sure that the *Require Server verification* check box on the bottom of the dialog box is unchecked before you click *Add*. Click *Close*.



### FireFox/ Mozilla

Firefox does not have trusted sites, so this does not apply.

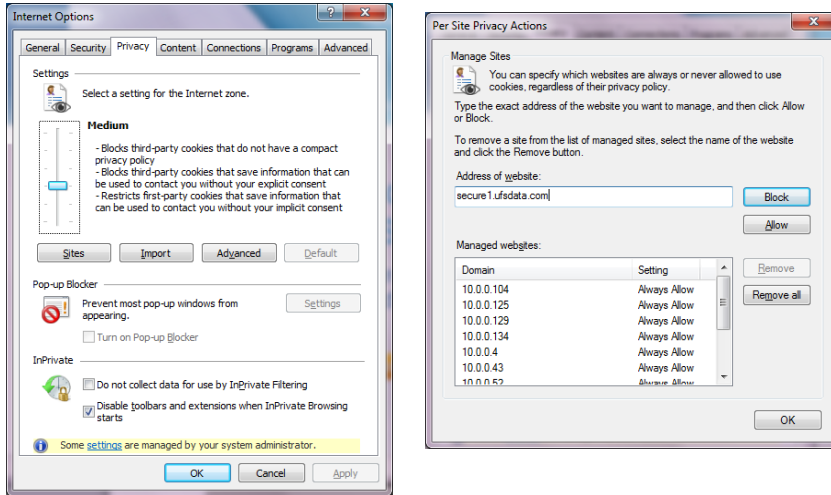
## REMOVE POP-UP BLOCKER

Another thing that may be preventing you from accessing the Online Banking site is your pop-up blocker. You will need to add **secure1.ufsdata.com** to your privacy settings to ensure it is not being blocked by your pop up blocker.

### Internet Explorer

Go to *Tools > Internet Options* and click on the *Privacy* tab.

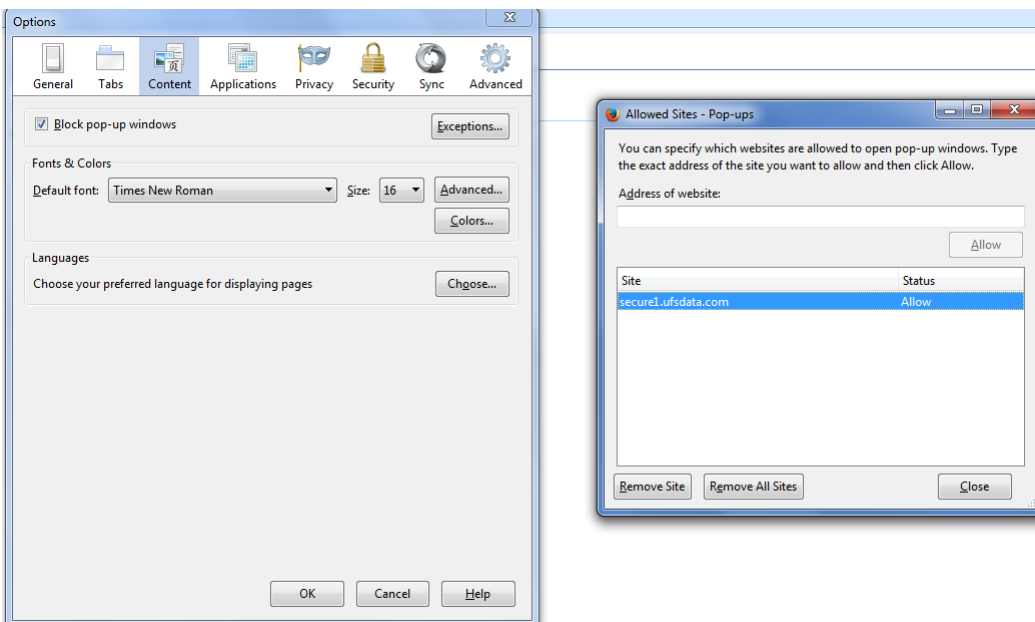
Click on the *Sites* button and type **secure1.ufsdata.com** in the *Address of website* box. Click *Allow* and then *OK*.



### Firefox/Mozilla

Go to *Tools > Options* and click on the *Content* tab

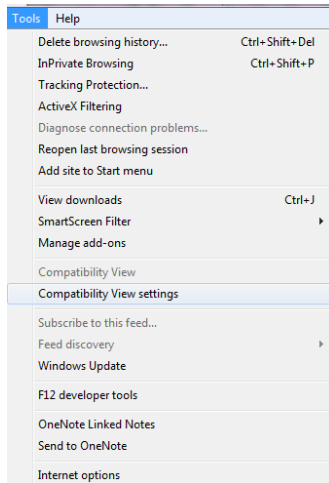
Click on the top *Exceptions* button and add **secure1.ufsdata.com** to the address bar and press *Allow*.



## ADD SITE TO COMPATIBILITY VIEW

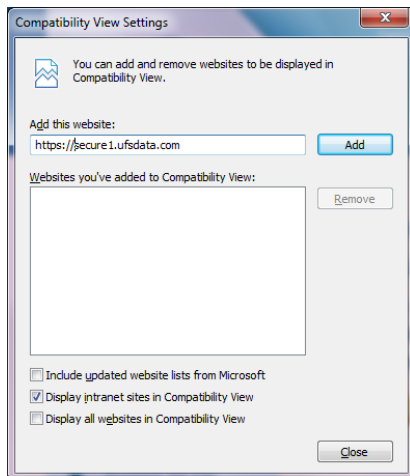
As Internet browsers are updated, current sites may not be compatible with them. To ensure that our Online Banking website is compatible with your current browser, and any future upgrades, follow the steps below to add the Online Banking site to the list of sites with Compatibility View.

Enable compatibility mode in the browser:  
Go to **Tools > Compatibility View settings**



Type in the appropriate site address from the options below, and then click **Add**

- a. Personal/Business Online Banking:      [secure1.ufsdata.com](https://secure1.ufsdata.com)
- b. ECorp:      [securecorp.ufsdata.com](https://securecorp.ufsdata.com)



## INVALID PASSWORD ERROR

**If you are able to get to the password screen, but keep getting an invalid password error please check the following:**

- Make sure your caps lock is off.
- Check to make sure your number lock is on.
- Passwords are case sensitive, so double check to make sure it is being typed correctly.
- Press the *Forgot Your Password?* link and type in your Access ID. This will send you an email with your current password.
- Have you entered the password 3 times unsuccessfully? The system remembers if there was an unsuccessful attempt the last time you tried, it does not have to be the same day or session. If you have unsuccessfully tried to enter your password 3 times, your online banking session may be locked. Please call River Cities Bank at 715-422-1100 to have your session unlocked.
- Has it been more than 90 days since you logged into Online Banking? If so, your Online Banking session is inactive and you will need to call River Cities Bank to have your Online Banking account re-activated. Once activated, please follow the First Time User steps to log back in.
- If you do not see your Pass Phrase and Authentication Image on the password screen, check to make sure you entered the correct Access ID.

## CHALLENGE QUESTIONS

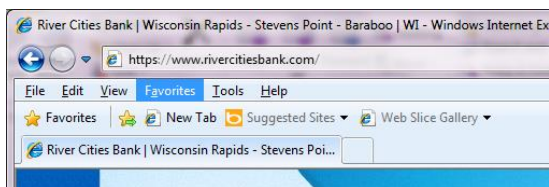
**If you successfully enter your Access ID, you may be asked a Challenge Question. Challenge Questions provide an extra layer of security when accessing your accounts from an unrecognized computer. Reasons that you may be asked to answer a Challenge Question:**

- Are you using a different computer than you normally use?
- Did you recently delete Cookies?
- Are you using a different browser than last time?
- You will be given two chances to answer your Challenge Question. If you are unsuccessful, you will be asked a second Challenge Question. If you unsuccessfully answer the second question two times, your Online Banking session will be locked out. Please call River Cities Bank at 715-422-1100 to have your Challenge Questions reset.
- If you don't remember setting up your Challenge Questions, try to answer them any way. If your answers are incorrect, your Online Banking session will be locked, and you will need to call the bank to clear your answers, giving you an opportunity to "set up" the questions.

## RESET WEBSITE AS A FAVORITE

If you are unable to access the bank's website by using a favorite, you will need to reset the link for the Favorite.

Type <https://www.rivercitiesbank.com> in the URL box and press Enter. If this directs you to the website, delete your old Favorite and create a new Favorite with this new link. To create a new Favorite, click on *Favorites*, and then select *Add to Favorites*.



Once all the above settings have been changed, completely close out of your Internet browser and re-launch it. If you are still unable to access online banking, please call 715-422-1100 for assistance.