

A recent update to our online banking system has resulted in some issues accessing and viewing content in the portal.

Please try the following steps for online banking:

For the four supported browsers (Chrome, Safari, Firefox, or Edge), verify that the browser is up to date. Additionally, a few settings must be enabled to access Bill Pay and other features of Online Banking. These include:

- Third Party Cookies
- Pop-Ups Enabled for the website
- Any sort of cross-site tracking must be enabled

The way to access these settings vary depending on the browser. Often times, access to the pathway to enabling these features can be done by simply looking them up online as well.

To retrieve saved login credentials, go to the password manager in your specific browser, then search for "fundsexpress" in the history to display the saved values.

Below are the steps outlined to enabling the features for Safari, Chrome, Edge and Firefox below.

For Safari:

Open Safari, then go to 'Safari' in the upper left window, then select 'Settings' (Or 'Preferences' if they're on an older OS version). In the settings, select 'Privacy' and the "Block all cookies" and "Prevent cross-site tracking" options to toggle on/off. Under the 'Websites' tab, on the left hand menu, one of the last options is 'Pop-Up Windows' - Select the website and select Allow for that website.

For Chrome:

Go to Settings -> Privacy and Security -> 'Cookies and Other Site Data' -> 'Allow All Cookies' or 'Block Third Party Cookies in Incognito' selected. Also, make sure "Send a "Do Not Track" request with your browsing traffic" is turned off. To allow pop-ups, click the Lock icon on the left hand side of the URL. Turn ON pop-ups and redirects.

For Edge:

Go to Settings, then in 'Privacy, Search, and Services', make sure 'Send "Do Not Track" requests' turned off. Then in Cookies and Site Permissions, make sure 'Block third-party cookies' is turned off. To allow pop-ups in Microsoft Edge, click the three-dot menu icon in the top-right corner of the browser, navigate to Settings > Cookies and Site Permissions > Pop-ups and Redirects, and then untoggle "Block." You can add exceptions for specific sites instead of allowing pop-ups everywhere by clicking "Add" in the "Allow" section.

For Firefox:

Click the cogwheel to open up the Settings section of the browser. Under 'Privacy and Security', make sure 'Cookies' and 'Tracking Content' are NOT being blocked. Further down that same page, under Permissions, make sure "Block pop-up windows" is not selected to allow pop-up windows during their online banking session.

We hope this information will be useful. Feel free to contact us if you require additional assistance.