

Allegis Credit Union

Online Banking [CU@Home](#) Troubleshooting

If you are experiencing difficulty in accessing our online banking service, please note the following minimum system requirements necessary:

- Operating System: Windows 98 or newer
- Frame-Capable Internet browser software: Current versions of Microsoft Internet Explorer (6.0) or Netscape Navigator (Web TV is not supported by [CU@Home](#))
- Cookies must be turned on to use [CU@Home](#)
- The browser must use 128-bit encryption.

Checking & Updating Your Browser (WHEN CONNECTED TO THE INTERNET)

To check the current version of browser software on your computer:

1. Click the HELP button at the top of your screen
2. Choose ABOUT INTERNET EXPLORER ...
3. Look for version 6.0 with cipher strength of 128-bit encryption

To Update Your Internet Explorer Version:

1. Click the TOOLS button at the top of your screen
2. Select INTERNET OPTIONS
3. Click on the GENERAL tab
4. Choose the SETTINGS button
5. Under the “Check for newer versions of stored pages”, set “Every visit to the page”
6. Click OK and APPLY to adjust settings if necessary

To Update your Encryption Level to 128-bit:

1. Select your START button
2. Choose the WINDOWS UPDATE (run)
3. Follow steps that appear to RUN for updates available to your system

Additional Online Banking Troubleshooting Solutions:

Problem: “Even though you have reset my PIN to the last 4-digits of my social security number ... it still won’t let me in!”

Solution(s):

1. *Are you going through your “favorites” to get to online banking?* If so, your computer is not recognizing our change ... the member needs to get to online banking through our website.
2. *Your computer may be set to automatically remember your PIN.* In many cases, our member is unaware that this is the case. To confirm that this feature is disabled:

In Internet Explorer (when connected)

1. From the **Tools** menu, choose **Internet Options**
2. Click the **Content** tab
3. Click **Auto Complete**
4. Make sure the “user names and passwords on forms” feature is unchecked
5. Click **Clear Passwords** (click OK to confirm when prompted)
6. Click **OK** until returned to browser

In Netscape (when connected)

1. From the **Edit** menu, choose **Preferences**
2. Expand the **Privacy & Security** category
3. Click **Web Passwords**
4. Make sure the “Remember passwords for sites that require me to log in” feature is unchecked
5. Click **View Stored Passwords**
6. Click **Remove All**
7. Click **OK** until returned to browser

Problem: *“I enter my account number and PIN, and rather than letting me into my account, it keeps looping me back to the log in page.*

Solution(s):

In Internet Explorer (when connected)

1. From the **Tools** menu, choose **Internet Options**
2. Click the **General** tab
3. In the “History” section, click the **Clear History** button
4. In the “Temporary Internet Files” section, click the **Delete Cookies** button
5. Go into the “Privacy” tab (3rd one over at top)
6. Be sure your privacy is set at Medium or Medium/Low
7. Click **OK**
8. Now try to log on to your CU@Home account again

Problem: *“I can’t get (or print) my new E-Statement”*

Solution(s):

1. Especially if your computer has recently crashed or has had components reloaded, you may not have a recent version of Adobe Acrobat Reader, which is necessary to print your E-Statement (You may easily download a free updated version by visiting www.adobe.com)
2. You may need to delete old Cookies and Extra Files from your System

In Internet Explorer (when connected)

1. From the **Tools** menu, choose **Internet Options**
2. From the **General** Tab, Click the **Delete Cookies** button and **OK** to “Delete All Cookies in Temporary Internet Files Folder”
3. Also from the **General** Tab, Click the **Delete Files** button, making sure the “Delete All Offline Content” is checked, and then click **OK**

We appreciate your use of our eServices such as online banking and e-Statements. If you are still experiencing problems accessing your account information after following the steps listed above, please call us at 1-800-797-3281, or email: memberservice@allegiscu.com