

DFCU OnLine uses encryption techniques and authentication procedures to maintain the security of your online session and protect your accounts from unauthorized access. When our system registers your computer, it installs a secure persistent cookie. Cookies are small text files given to you by web sites. Our cookies do not identify you by name or by account number.

Registering your device/browser is an option to make logging into your account more convenient. However, entering the Secure Access Code each time is more secure. There is no negative affect to requesting several Secure Access Codes.

You control cookie settings and options; therefore, we recommend you properly manage cookies on your computer(s). The settings vary by browser, but you can usually change your cookie settings by going to the browser “Options” or “Settings” menu and finding the “Privacy” settings.

If you or your security programs delete your cookies, you will be prompted for a Secure Access Code. This includes any “cookie manager” ADD-ONS you may have running. Some security programs may delete cookies automatically, we advise you check your software documentation about disabling that feature.

Examples of security programs that may delete cookies:

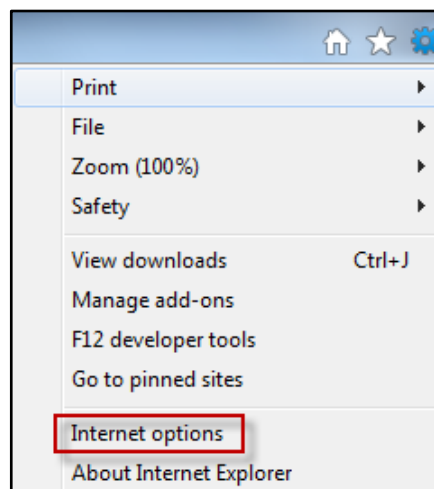
Privacy & Cleaning Tools: CCleaner, Malwarebytes, Ad-Aware

Antivirus: McAfee, Norton, Symantec, AVG, Trend Micro, Vipre, Kaspersky

In addition to third-party software, separate firewall software settings may override the browser defaults even after you set them. You may need to make changes in cookie retention and site allowances through that respective software.

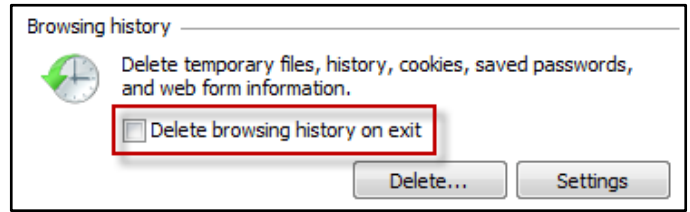
Verify that the browser is **NOT** set to clear history on exit.

1. Open **Internet Explorer**.
2. Click on the gear icon in the top-right corner of the browser.
3. From the dropdown, click on “Internet options”.



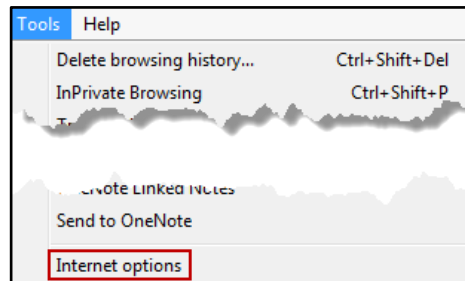
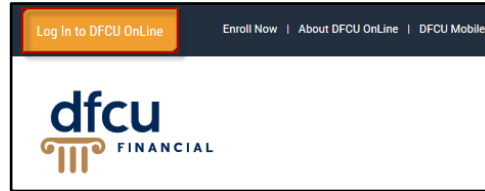
Internet Explorer – Secure Access Code Troubleshooting, continued

- Under the “Browsing history”, verify that the “Delete browsing history on exit” setting is not checked.
If it is checked, uncheck the box and click OK.




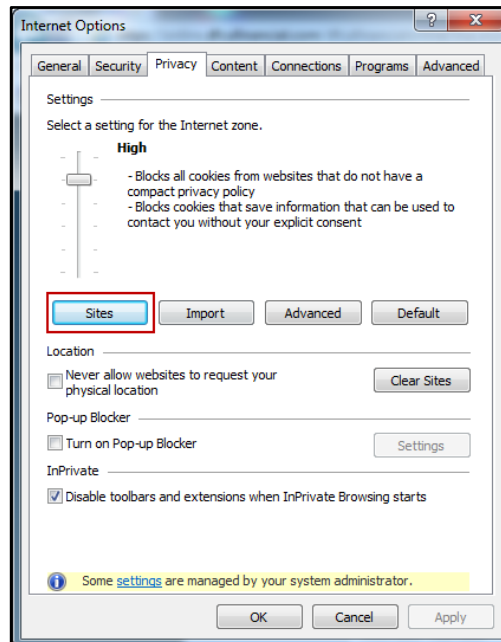
Take the following steps to keep cookies using **Internet Explorer 11**:

- Navigate to www.dfcufinancial.com and click the Log In to DFCU OnLine button.
- Copy the URL from the address bar.
To copy the URL:
 - Left click once to highlight the URL.
 - Right click once and select Copy from the menu.
- Click Tools and select Internet Options from the bottom of the menu.



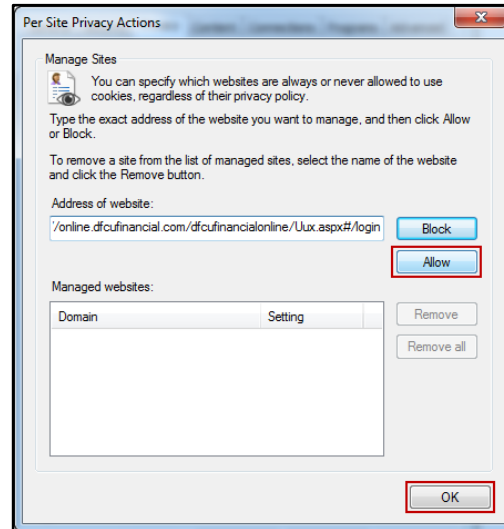
- Select the Privacy tab and click the Sites button. The Per Site Privacy Actions screen will appear.

 **Note:** If the Privacy setting is set to the highest setting of Block All Cookies, the Sites button will be grayed out. Exceptions to blocking cookies **cannot** be added in this condition.



Internet Explorer – Secure Access Code Troubleshooting, continued

5. Paste the URL into the 'Address of website' box, then click Allow, and OK.



6. Click OK.

