

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.

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

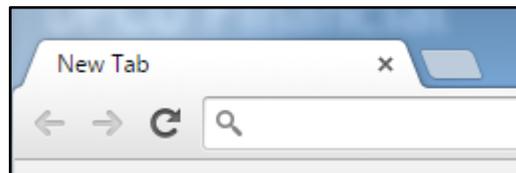
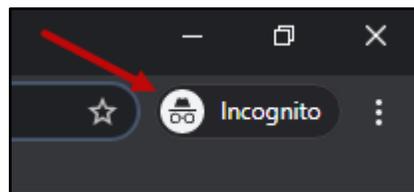
Antivirus: McAfee, Norton, Symantec, AVG, Trend Micro, Vipre, Kaspersky

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.

Below are instructions for **Google Chrome 83**. If your browser version is different, please refer to your browser's help option for information regarding cookie settings.

### Verify that the browser is **NOT** running in Incognito Mode.

1. Open **Google Chrome**.
2. Check the upper-right hand corner of the browser for the incognito icon.
3. If the icon is present, incognito mode is enabled and you will need to close the browser and re-open it to return to normal browsing mode.



## Google Chrome – Secure Access Code Troubleshooting, continued

Take the following steps to keep cookies using **Google Chrome 83**:

1. Open **Google Chrome**.



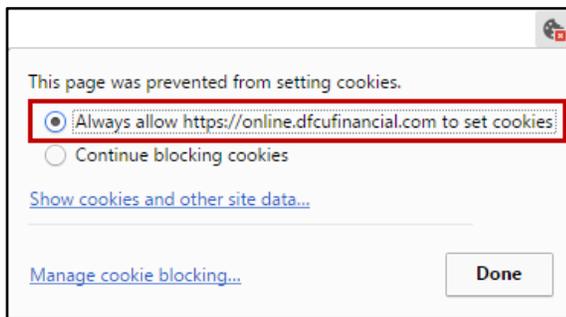
2. Navigate to [www.dfcufinancial.com](http://www.dfcufinancial.com) and click the DFCU Online button.



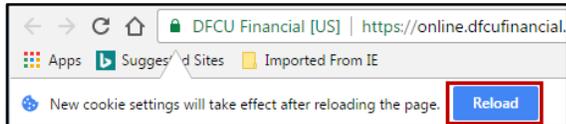
3. An error message will display on the screen if cookies are blocked. Click the Cookie icon in the address bar.



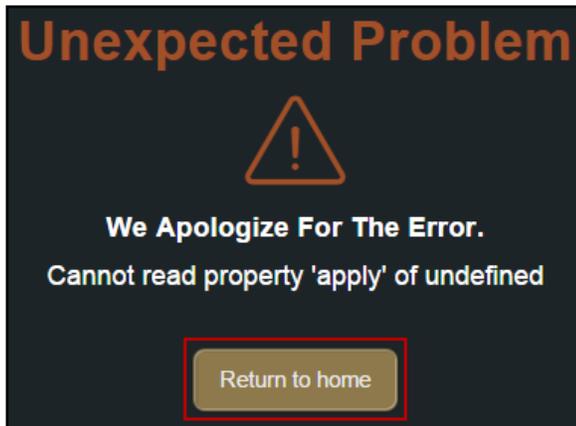
4. Select "Always allow [Online.dfcufinancial.com](https://online.dfcufinancial.com) to set cookies" and click Done.



5. Click Reload.



6. Click Return to home.



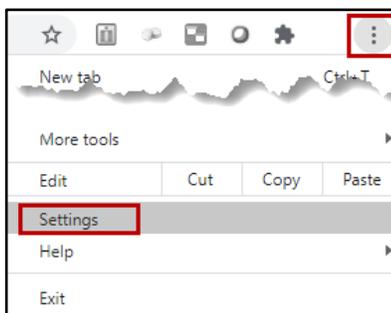
Clearing cookies and site date when exiting the browser:

1. Open **Google Chrome**.

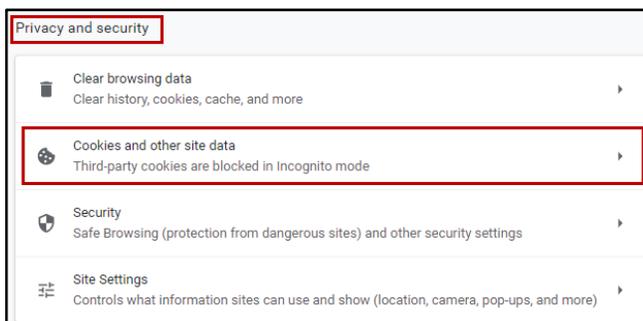


## Google Chrome – Secure Access Code Troubleshooting, continued

2. Open the Settings menu



3. Under Privacy and Security, select Cookies and other site data.



4. Ensure the Clear cookies and site data when you quit Chrome is disabled.

