

# Deleted Cookies Cause Online Banking Users to be Asked For Secure Code at Each Login

## Firefox Version

When you first access Online Banking from a new computer or new Web browser, you are asked to receive a secure code via e-mail or phone to validate your identity. After the secure code is entered you have the option to **Register this computer for later use**, which will allow you to log in to Online Banking **without having to obtain another secure code**. That setting is retained *until*:

1. You use a different computer
2. You use a different Web browser on the same computer
3. You clear your browser's **cookies**

Cookies are files placed on your computer by Web sites that help them identify you as a returning visitor. **Online Banking uses cookie data** to determine that you have already entered a secure code for your computer and browser.

If you choose to **Give me one-time access only**, which you should do on any public computer, then no cookie data is placed on the computer and your account is protected from another user trying to access your account after you leave the public computer.

Customer Support:  
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Canandaigua National Bank & Trust  
investing in you

Welcome to CNB's  
Online Banking Center.

Login Select Delivery Enter Access Code Register Computer

**Complete registration of your computer for later use or continue with one-time access.**

Register this computer for later use

Registering your computer for future use will allow you to bypass this step the next time you log in to online banking at this computer. This selection is recommended for computers that are not public access.

Give me one-time access only (do not register this computer)

**IMPORTANT:** If you do not wish to register the computer you are using, you will be able to continue the session using your one-time secure access code. If you are using a public computer, such as one in a library or other community access location, you SHOULD NOT register the computer for future use.

Submit Help

*NOTE: Upon registration, we will place a Secure Token in your browser. Your PC must be configured to accept 'cookies' from this site. The next time you log on, you will only need to enter your User ID and password. The number of allowable activations may be limited for the security of your account.*

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Figure 1: Options for Registering (orange arrow) and One-Time Use

If you have Registered your computer and find that you are asked for a secure code *each time* you log into Online Banking, it is possible that your Web browser is set to delete cookies every time it's closed. Below are instructions for changing that setting in Firefox.

## Firefox

If your options are set to delete all history, that will include the cookie for your completed registration process for Online Banking. You can adjust these settings to enable the browser to delete all history except cookies.

1. Select the **Firefox > Options > Options** menu item.

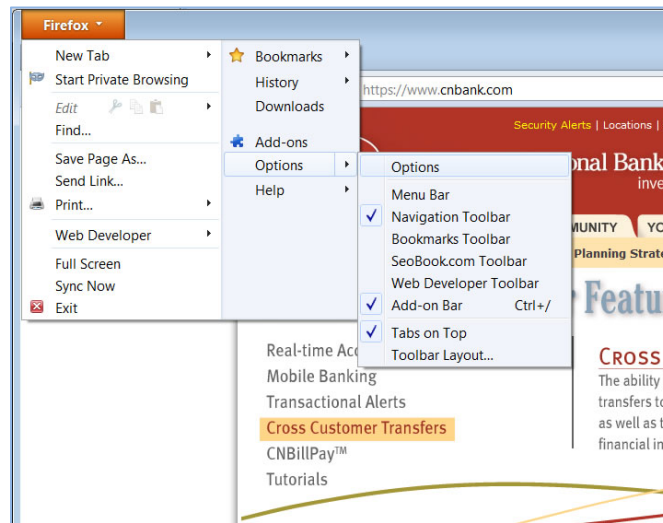


Figure 2: Selection Options

2. Select the **Privacy** top menu item.

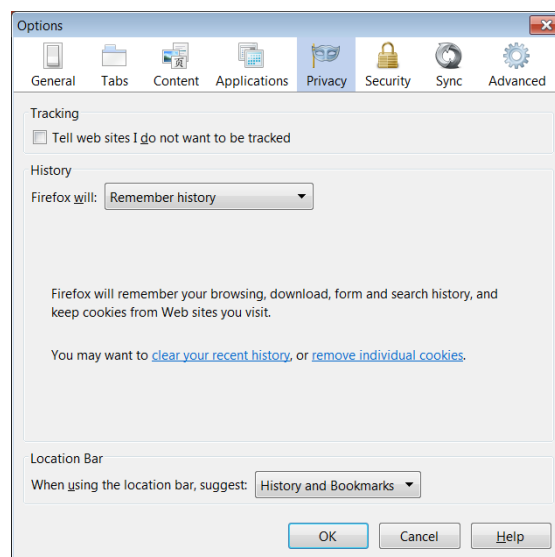


Figure 3: Privacy Options

3. From the **Remember history** drop-down list, select **Use custom settings for history**.

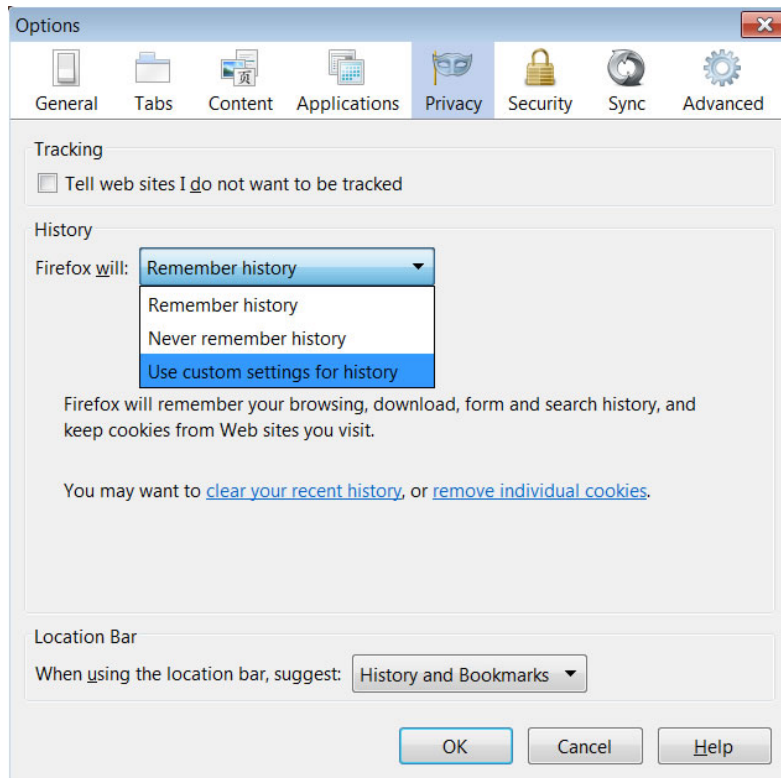


Figure 4: Remember History Options

4. Check the **Clear history when Firefox closes** checkbox. Click the **Settings...** button.

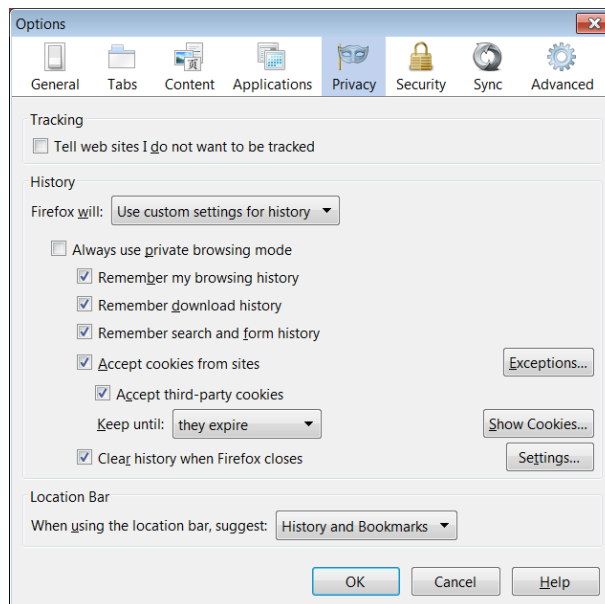


Figure 5: Set History to Clear

5. **De-select** the **Cookies** checkbox.

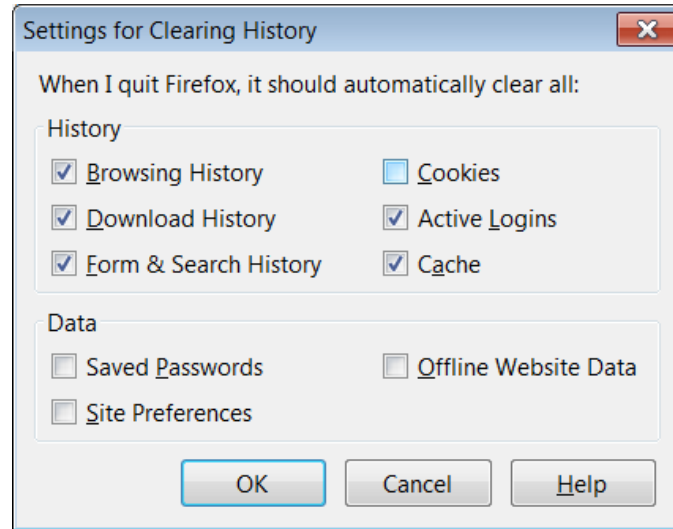


Figure 6: Clear History Options

6. Click **OK** to close the **Clear History Settings** page.

7. Click **OK** to close the **Options** page.