

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

Internet Explorer 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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Weekdays 8am-8pm
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Canandaigua National Bank & Trust
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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 Internet Explorer 7 and Internet Explorer 8 & 9.

Internet Explorer 7

In Internet Explorer *version 7* (IE7) there is an option to empty the Temporary Internet Files folder each time the browser is closed, which will delete all cookies. This also deletes your completed computer registration process for Online Banking, requiring you to repeat the process at each log in.

To correct this, you can adjust your Internet Options Settings by:

1. Select Internet Options from the Tools menu:

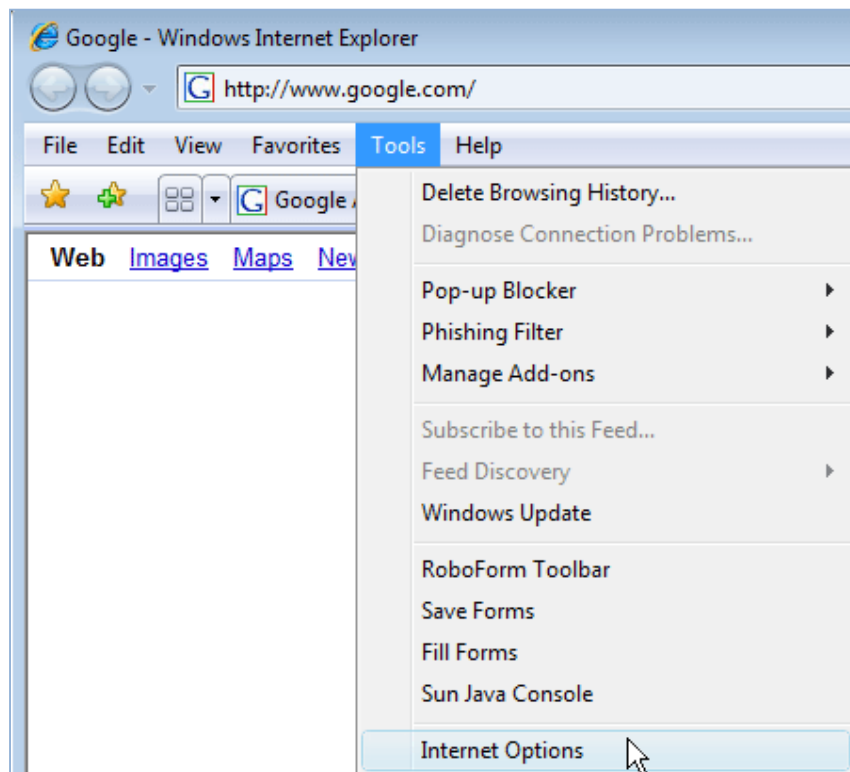


Figure 2: Selecting Internet Options

2. Choose the **Advanced** tab, scroll down to the **Security** settings, and make sure that **Empty Temporary Internet Files folder when browser is closed** is **not checked**:

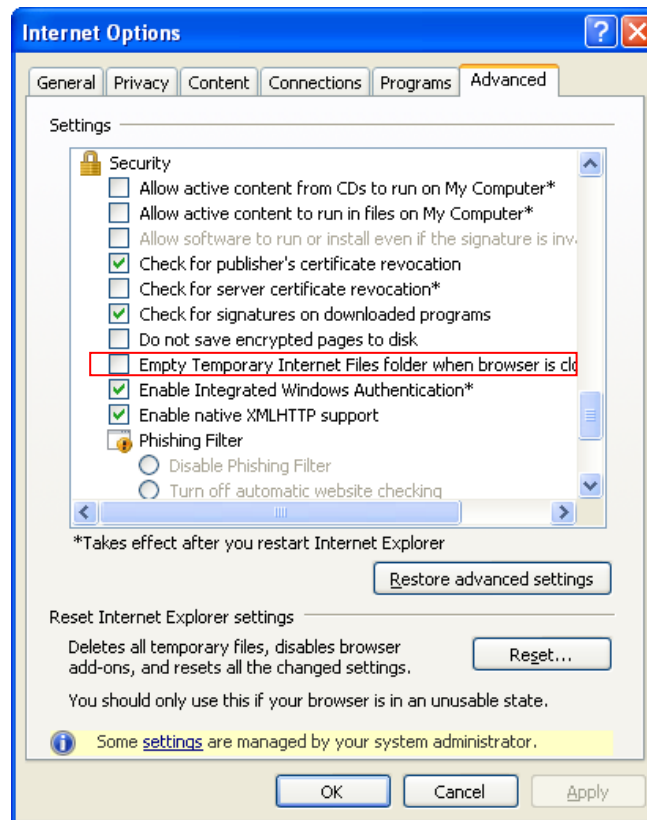


Figure 3: Unchecked **Empty Temporary Internet Folder Files** Option

3. Select **OK** to save your settings.

This change will ensure that cookies will be kept after the browser is closed. It does not prevent you from manually deleting cookies (which is a feature found on the Internet **Options > General** tab, in the **Browsing History** section).

Later versions of Internet Explorer offer the option to identify specific Web sites to keep cookies from when the Temporary Internet Files are deleted. Upgrade information is available at <http://www.microsoft.com/IE>. If you upgrade, see the instructions below for preventing cnbank.com cookies from being deleted.

Internet Explorer 8 and 9

For those using Internet Explorer, version 8 or higher, there are options for selective settings when deleting cookies.

Internet Explorer can be configured to save cookies for websites that are in the **Favorites** list when the Temporary Internet Files are deleted. To enable this for the Online Banking cookie, first set the www.CNBank.com home page as a Favorite.

1. While at the www.CNBank.com home page, select the Favorite icon from the Internet Explorer menu/toolbar.

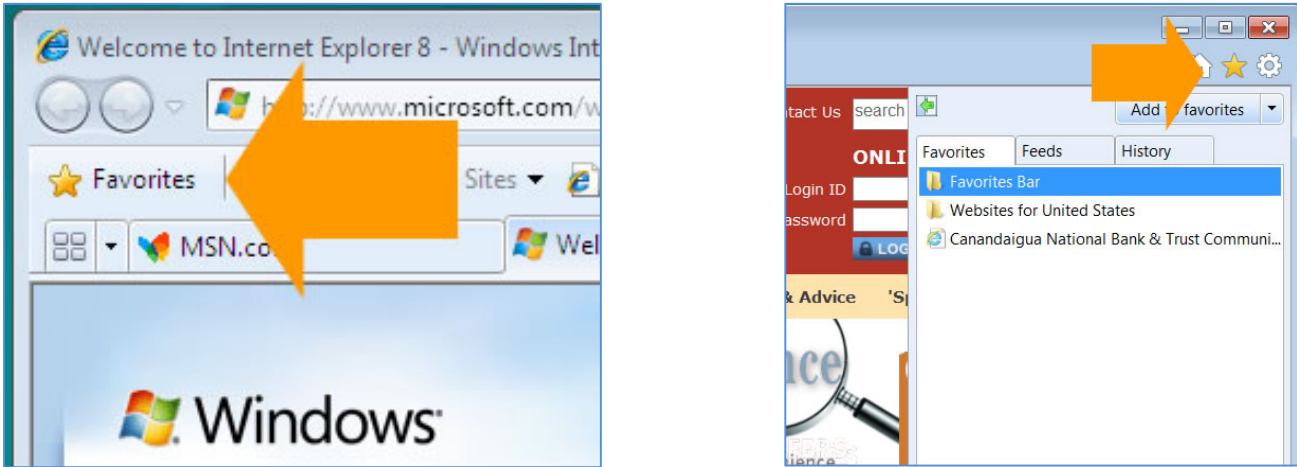



Figure 4: Accessing Favorites - IE8 (Left) and IE9 (Right)

2. Select **Add to Favorites** to set the CNB home page favorite.

After the Favorite is set you can change your browser settings for deleting cookies.

3. Select **Internet Options** from the **Tools** menu (**Tools** or ).
4. Choose the **General** tab and check the **Delete browsing history on exit** checkbox.

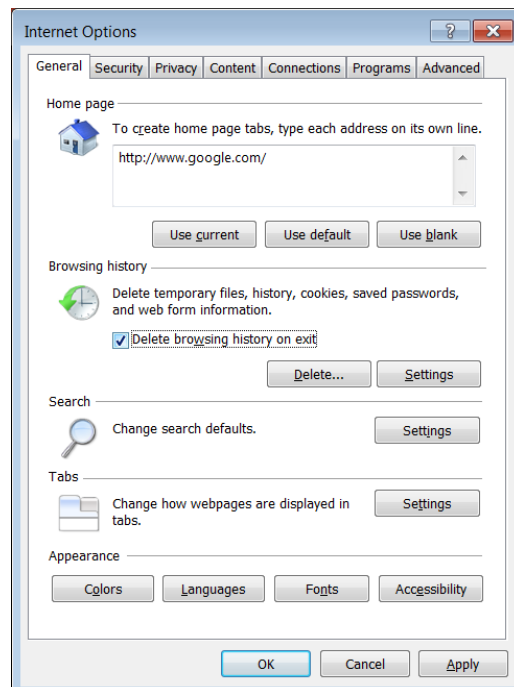


Figure 5: Set Browsing History to Delete

5. Click the **Delete...** button to access the delete settings screen.

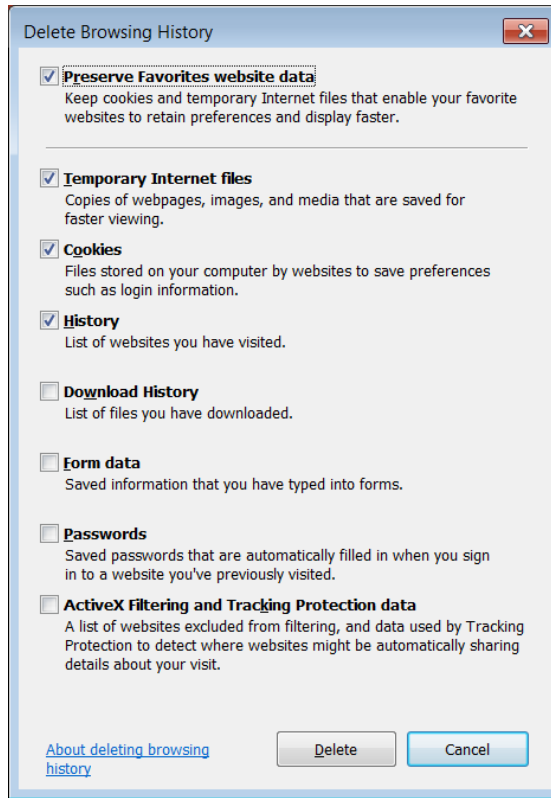


Figure 6: Delete Browsing History Page

6. Make sure that **Preserve Favorites website data** is checked.

7. Click **Cancel** unless you'd like to delete your Temporary Internet Files now, in which case you should select **Delete**. Your settings will be retained when you click either option.

8. Click **OK** to close the **Internet Options** page and save your changes.