

Experiencing trouble accessing online banking?

If you are receiving an error message and cannot access online banking, please see the below explanation and troubleshooting instructions.

Security is our number one priority. In our continuous pursuit to deliver the highest level of security, we recently made some security protocol changes. This change has taken place with guidance from the Payment Card Industry (PCI) Security Standards Council.

If you have an older version of Internet Explorer (IE), and depending on what version of Windows you have, you may need to either enable the TLS 1.2 security feature on your computer or possibly need to update to a newer version of Internet Explorer, Google Chrome, or Mozilla Firefox that supports TLS 1.2. Following is some information to check and instructions on how to resolve:

Users will need to ensure they are running on browsers that support TLS 1.2, and they know how to activate TLS 1.2 support in the browser.

- **For Windows XP and Windows Vista users**, Microsoft Internet Explorer (IE) 9 and older versions of IE, **DO NOT** support TLS 1.2. These users will need to upgrade their operating system to IE 11 or install the latest version of Mozilla Firefox or Google Chrome, which provide support for TLS 1.2.
- **For Windows 7**, IE 10 does support TLS 1.2, but is disabled by default. These users will need to enable TLS 1.2 or upgrade to IE 11, which has TLS 1.2 enabled by default.
- **For Windows 8**, IE 10 does support TLS 1.2, but is disabled by default. Users will need to enable TLS 1.2 or upgrade to Windows 8.1, which automatically upgrades the browser to IE 11 and has TLS 1.2 enabled by default.

TO ENABLE TLS 1.2 for Internet Explorer:

-Open IE
-TOOLS
-INTERNET OPTIONS
-ADVANCED
-SETTINGS
-Scroll down to the SECURITY section
- **Uncheck** USE SSL 3.0 and USE SSL 2.0
-**Uncheck** USE TLS 1.0 and USE TLS 1.1
-**Check** USE TLS 1.2
-APPLY
-OK

- **Mac Computer Users using Safari as their browser**, Safari 7, 8, and 9 support TLS 1.2. However, if the computer is older, it may prevent you from downloading these versions of Safari. If that is the case, you can download and use the newest version of Google Chrome as your browser. It supports TLS 1.2.
- **Smartphone Users**, the browser is not supported on the phone. We encourage you to download our FREE app to have fingertip access to your financial information. To enroll, simply log onto online banking via a PC. Go to the SERVICES menu on the right hand side of the page. Click on MOBILE BANKING. You will need to electronically accept the Mobile Banking Agreement and will be taken to a Services page to direct you to the appropriate app store for the download.

We apologize for any inconvenience you encounter, and want to assure you that your financial privacy is of the utmost importance to us.