



Marshall Community
Credit Union

Troubleshooting

e-Statements

[Problems viewing eStatements due to pop-up blockers](#)

[User not authorized error](#)

[Access Windows 8 and Internet Explorer \(IE\) 10 or \(IE\) 11 toolbar](#)

Managing Pop-ups

[Internet Explorer \(IE\) 9, IE 10, and IE 11 desktop version](#)

[Mozilla FireFox](#)

[Google Chrome](#)

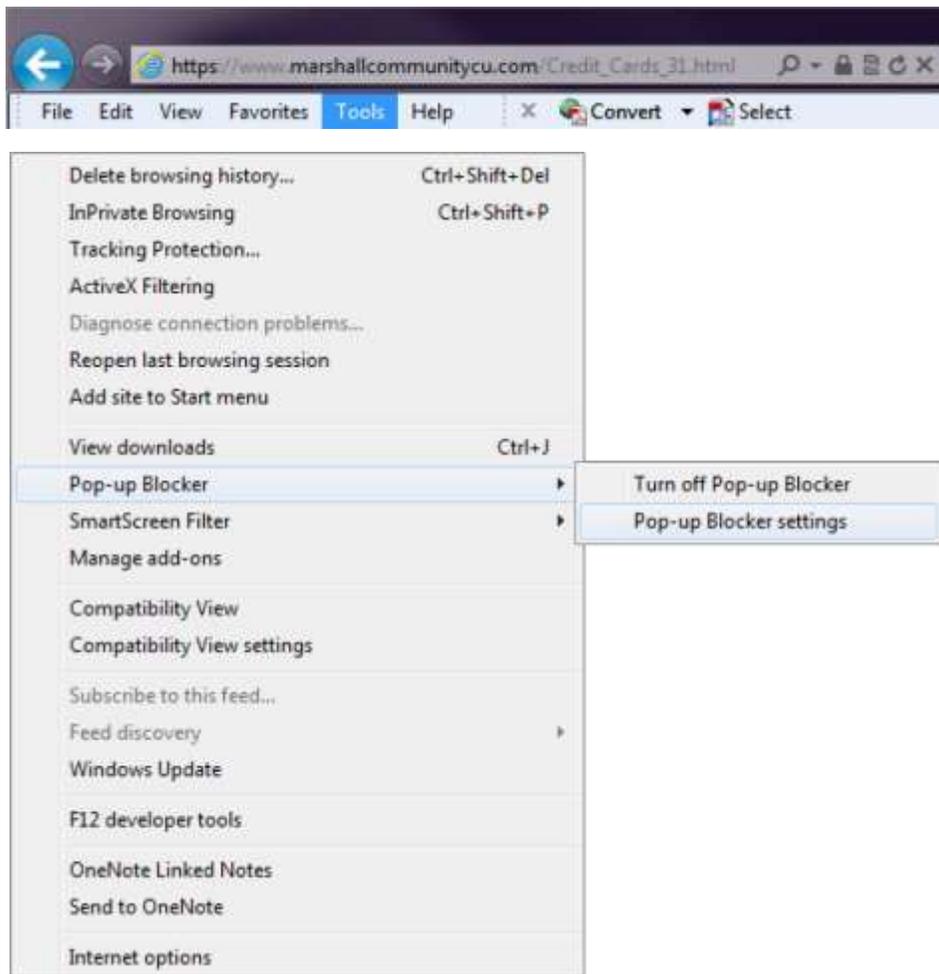
[Safari in Mac OS X](#)

[Safari iPad](#)

Internet Explorer (IE) 9, IE 10, and IE 11 desktop version

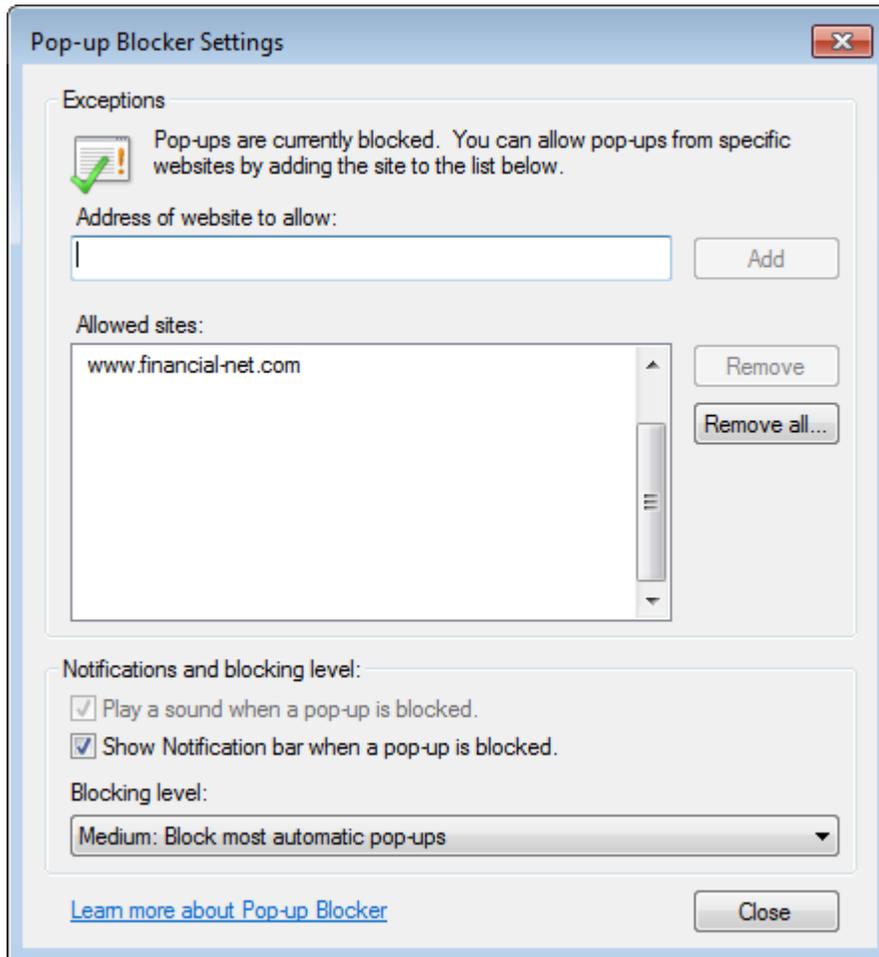
To access the pop-up blocker settings:

1. Click the **Tools** button, point to **Pop-up Blocker**, and then click **Pop-up Blocker Settings**



2. In the **Address of website to allow** box, type the address (or URL) of the website you want to see pop-ups from, and then click **Add**.

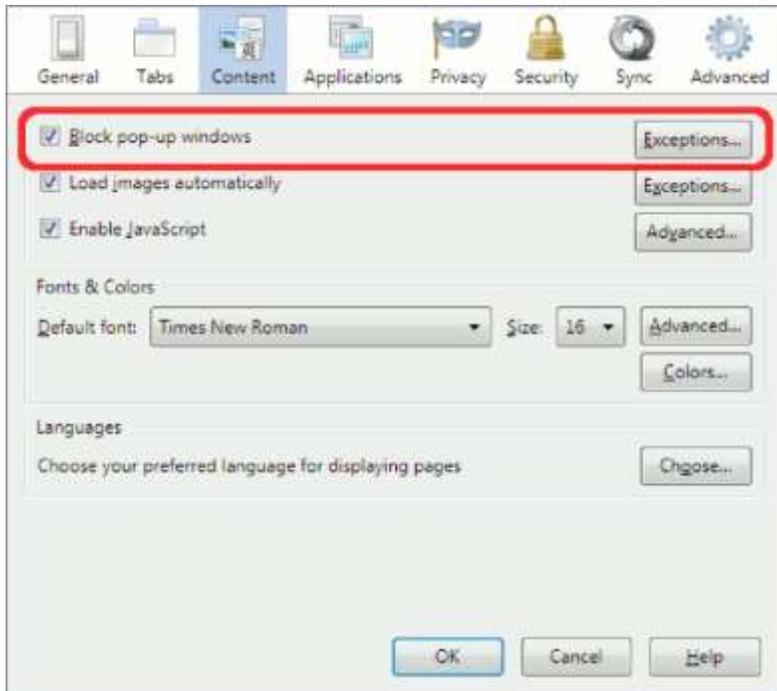
To view eStatements add www.financial-net.com site.



Mozilla FireFox

To access the pop-up blocker settings:

1. At the top of the Firefox window, click on the Firefox button and then click Options
2. Select the Content panel.



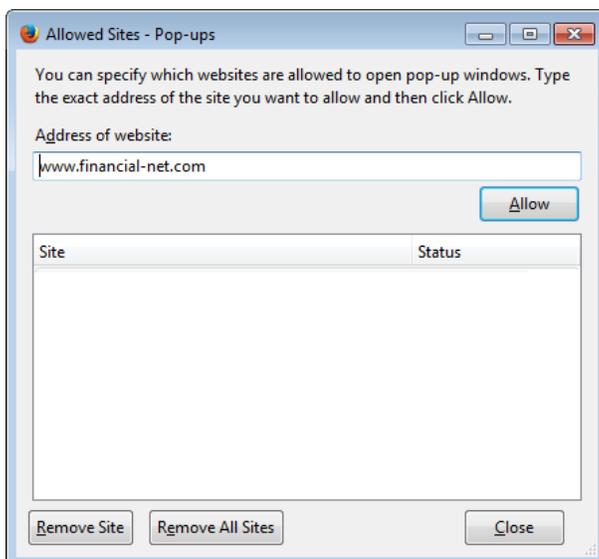
In the content panel:

- Exceptions: This is a list of sites that you want to allow to display pop-ups.

The dialog has the following choices:

- **Allow**: Click this to add a website to the exceptions list.
- **Remove Site**: Click this to remove a website from the exceptions list.
- **Remove All Sites**: Click this to remove all of the websites in the exceptions list.

To view eStatements allow www.financial-net.com site.

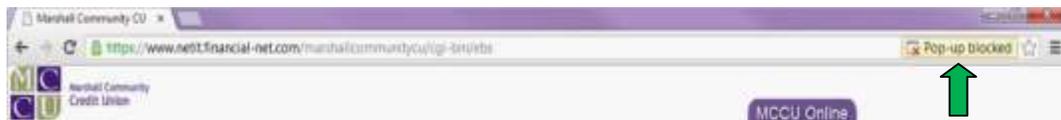


Google Chrome

Whenever the browser blocks pop-ups for a site, the  icon appears in the address bar. Click the icon to see the pop-ups that have been blocked or to manage pop-up settings for the site.

To view eStatements allow www.statement-express.com.

1. If pop-ups have been blocked, you'll see the  icon in the address bar. Click the icon to see a list of the blocked pop-ups.
2. Click the link for the pop-up window that you'd like to see.



3. To always see pop-ups for the site, select "Always show pop-ups from [site]." The site will be added to the exceptions list, which you can manage in the Content Settings dialog.



Safari in Mac OS X

1. Click on Safari in browser menu, located at the top of the screen. 2. From drop-down menu choose Preferences



3. Click on the Security tab



4. Safari's *Security* Preferences should now be displayed. In the *Web content* section is an option labeled *Block pop-up windows*, accompanied by a check box. If this check box is populated, as it is in the example above, then Safari's integrated pop-up blocker is currently enabled. If it is not enabled, simply click on the empty check box to complete the activation process.



Safari iPad

1. From iPad Home screen select the Settings icon



2. Scroll down to and select Safari



3. In the *Security* section, *Block Pop-ups*, can be enabled or disabled by selecting its accompanying ON/OFF button



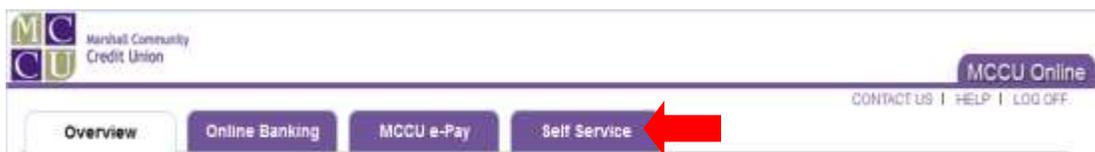
For additional assistance with troubleshooting, please contact a member service representative at memberservices@marcomcu.org.

User Not Authorized Error

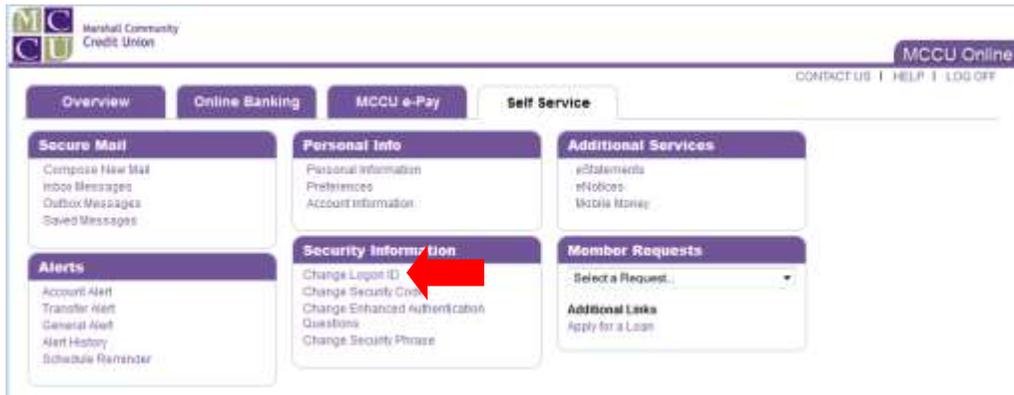
May see this error when signing up for e-statements if MCCU Online logon ID has any special characters (ex. Emailaddress@provider.com).

Need to temporarily change logon ID to something that does not have a special character.
Instructions on how to change login ID.

1. Log in to MCCU Online
2. Click on the Self Service tab



3. Under Security Information click on Change Logon ID



4. Enter new logon ID in the New Login ID and Verify New Login ID fields
The logon ID must be between 6 – 50 alphanumeric characters
5. Click OK

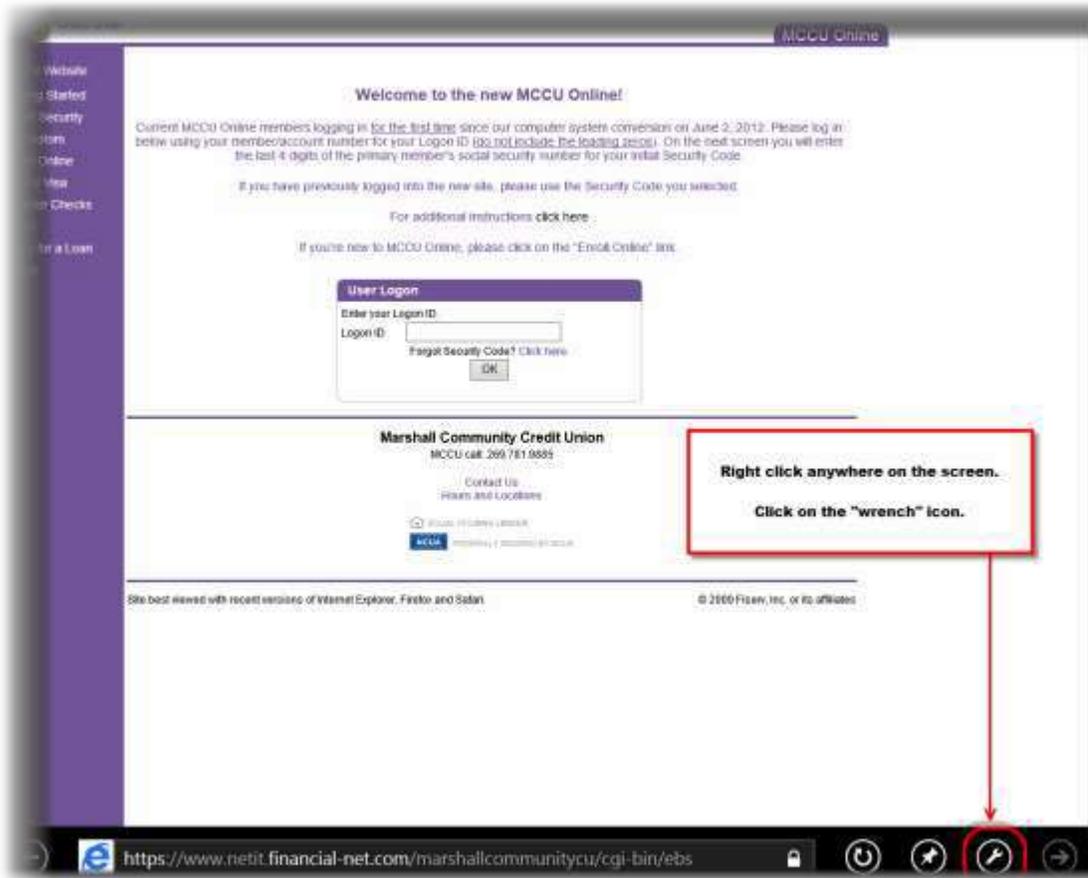


6. If logon ID has been changed the message "The customer has been modified" will show



Access Windows 8 and Internet Explorer (IE) 10 or (IE) 11 toolbar

You may encounter some issues when accessing your online banking using Windows 8 and IE 10, such as viewing your account transaction history. In order to avoid these issues, please follow these instructions.



To ensure your menus are visible, right click in the area at the top right of the browser.

