

# 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.

Pop-up Blocker Settings
Exceptions Pop-ups are currently blocked. You can allow pop-ups from specific websites by adding the site to the list below. Address of website to allow:
Add
Allowed sites:
www.financial-net.com
Notifications and blocking level:
✓ Play a sound when a pop-up is blocked.
Show Notification bar when a pop-up is blocked.
Blocking level:
Medium: Block most automatic pop-ups
Learn more about Pop-up Blocker Close

# Mozilla FireFox

To access the pop-up blocker settings:

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

🛛 Load įmag	ges automatically	N.				Exceptions
🗹 Enable Jav	vaScript					Adganced
ionts & Color	5					
Default font:	Times New Ron	nan	•	Şize:	16 🕶	Advanced
						Colors
anguages						
Choose your p	preferred languag	e for displaying	pages			Chgose

In the content panel:

<sup>□</sup> 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.

Allowed Sites - Pop-ups	
You can specify which websites are all the exact address of the site you want	lowed to open pop-up windows. Type to allow and then click Allow.
Address of website:	
www.financial-net.com	
	Allow
Site	Status
Remove Site Remove All Sites	Close

## **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.

	<b>×</b> '
The following pop-ups were blocked on this pa	ge:
https://www.statement-express.com/se/Lo	gonPreAuth
<ul> <li>Always allow pop-ups from www.financia</li> <li>Continue blocking pop-ups</li> </ul>	l-net.com
Manage pop-up blocking	Done

#### 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

Safari File E	dit Viev
About Safari Safari Extensio	ons
Preferences	) X,
Private Browsi Reset Safari	ng
Services	•
Hide Safari	жн
Hide Others Show All	HH
Quit Safari	жQ

3. Click on the Security tab

Default web browser:	🍈 Safari.app (6.0)	ŧ
Default search engine:	Google	\$
New windows open with:	Homepage	\$]
New tabs open with:	Top Sites	\$
Homepage:	http://www.about.com/	
	Set to Current Page	
Remove history items:	After one year	\$
Save downloaded files to:	Downloads	\$
Remove download list items:	Manually	\$

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.

000	Security	
General Bookmarks Tabs	Autofill Passwords Security Privacy Extensions Advanced	
Fraudu	lent sites: Warn when visiting a fraudulent website The Google Safe Browsing Service is unavailable. No updates have occurred in 53 days.	
Wet	b content: 🗹 Enable plug-ins	
	🗹 Enable Java	
	Enable JavaScript	
	Slock pop-up windows	(7)

# Safari iPad

1. From iPad Home screen select the Settings icon



2. Scroll down to and select Safari

Piul T	2.44 FM	885	
Settings	General		
Airplane Mode (CFF)	About		
W-Fi LVSSP	Software Update		
Location Services On	Usage	>	
Brightness & Walpaper	Seconds	3	
General .	Network		
3 iCleud	Bluetooth	Qn >	
Mail, Contacts, Calendare	(Tumes Wi-F) Sync	3	
Tutter	Spettight Search	2	
Messages	Auto-Lock	Nover 3	
Music	Passoode Lock	OR 9	
Video	Restrictions	OF P	
Photos	Use Side Switch to:		
Notes	Lock Rotation		

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

Pad 😌	2:48 PM	100%
Settings	Safari	
Airplane Mode	General	
Wi-Fi LV58P	Search Engine	Google >
Solutions	AutoFill	< no
Location Services On	Open New Tabs in Background	ON O
😡 Brightness & Wallpaper	Always Show Bookmarks Bar	() OFF)
Picture Frame	Privacy	
General	Private Browsing	() OFF)
Cloud	Accept Cookies	From visited >
G Mail, Contacts, Calendars		
Twitter	Clear History	
Safari	Clear Cookies and	Data
Messages	Security	
Music	Fraud Warning	ON O
Video	Warn when visiting frauduler	t websites.
Photos	JavaScript	ON 🔘
Notes	Block Pop-ups	OFF

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

#### 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

Marshall Commun Credit Union	nky			MCCU Online
Overview	Online Banking	MCCU e-Pay	Self Service	CONTACT US 1 HELP 1 LOD OFF

3. Under Security Information click on Change Logon ID

Autohali Community Credit Union				MCCU Onli
Overview Onlin	e Banking MCCU e-Pay	Self Service	CONTRCI	US I HELP I LOGOR
Secure Mail	Personal Into	Additional Services	0	
Compose New Mail Indoe Densages Outhor Messages Saved Messages	Paraonal WhimeBon Proteinnes Account information	effstements nflotices Visitéle Istaney		
	Security Information	Mombor Requests		
Alerts Account Alert Transfer Hert General Net	Change Lippot ID Change Security Cross Change Enhanced Authentication Questions	Select a Request. Additional Larks Apply for a Loss		
fichebule Remander	Courds recontraine			

- 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

				CONDUCTOR & HELP   LOG-OFF
Overview	Online Banking	MOCU e-Pay	Self Service	
Trange Login 10				
ument Login ID	0999901			The logon ID must b between 6 and 50
lew Legin ID	NewED1			alphanumeric
kith New Login ID	NowiD \$			characters.
and the capito				

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

Overview	Online Banking MCCU e-Pay Self Service	CONTACT US 1 HELP 1 LOC OFF
9 The Existence had b	celt multihod	
Lument Login ID Inw Login ID	NewD1	The logon ID must 1 between 6 and 50 alphanumaric characters.

# 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.

Website Started	Welcome to the new MCCU Online!					
scartly om Note	Content MCC0 Online members logging in <u>for the first time</u> since our computer system conversion on June 2, 2012. Please log an believ using your member/account number for your Logon ID <u>BoundLedge the feeding secon</u> . On the next schem you will enter the test 4 digits of the primary member's social security marker for your mata Security Code.					
	If you have prevounty togged into the new site, prease use the Security Code you selected					
Checks	For additional instructions click here					
a Loan	If you're new to MCCO Online, please click on the "Erect Online"	irox.				
	User Logon Enter star Logon ID Logon ID Freget Security Codet * Clink Trene IDK					
	Marshall Community Credit Union MCCU cat 299 781 1885 Contact Us Hann and Locatave Contact Us Hann and Locatave Contact Us Hann and Locatave March and Locatave	Right click anywhere on the screen. Click on the "wrench" icon.				
	Site best wewed with recent winsiens of Walamari Explorer. Finality and Sadari	d) 2006 Figure, Inc. or its utilitates				

	Click Themas the dashing 7	Get app for this site Find on page
(c)	ncial-net.com/marshallcommunitycu/cgl-bin/ebs	View on the desktop

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

	ps://www.netit.financial-net.com/marshallcommunitycu/cgi-bin/ebs 🖉 🗧 🗧 🖉 🍯 Marshall Communit	y cu 🗴 🤇
Edit View Favor	nnentt Friesceld-net.com/munitelitzam/multiplan/tisi P • & C @ Meshall Community CU × Manu rites Took Help welty	
ICCU Website etting Started boot Security alculators moti Online ICCU Vea eorder Checks emo	Welcome to the new MCCU Online!  Welcome to the new MCCU Online!  Ourrent MCCU Online members logging in far the first time since our computer system conversion on Jane 2, 2012. Please is below using your members/account number for you the last 4 dights of the primary m first below using your members/account number for you first below using your members/account number for your well for antidecumentations (dex nege	the Boolbans Table on a separate raw m m man man Alte-Fil

10 March 10 Mar	P+#d	Mashall Community CD	Í.	ń *
Edit View Favoritet Trois Help	You should n	ow see the menu.	MCCU Online	