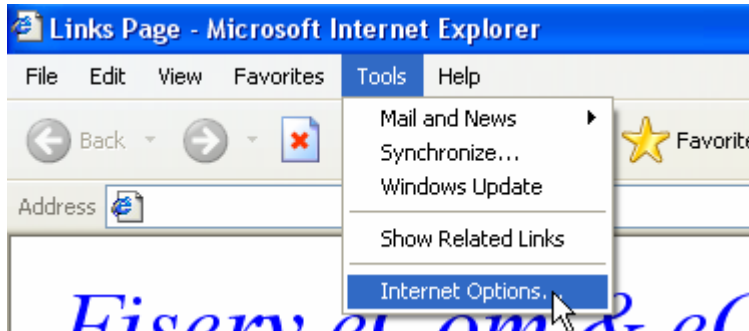


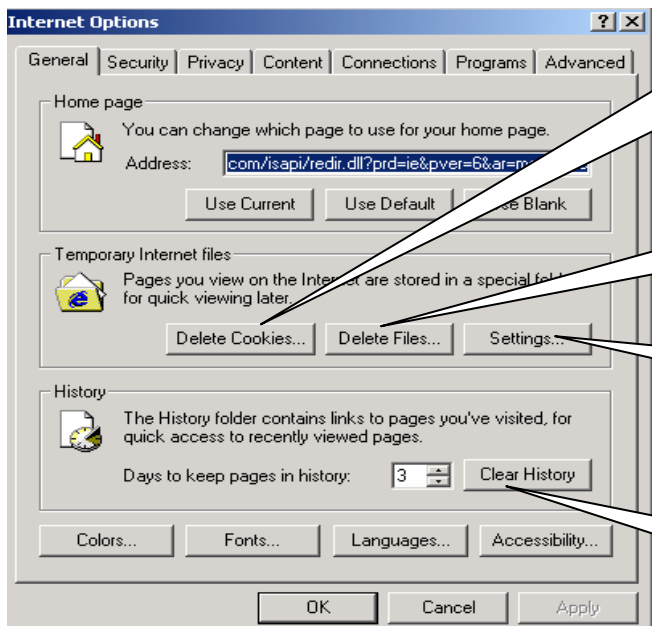
## INTERNET EXPLORER 6+ BROWSER RESETTING SOLUTION

### Clearing internet cache/history and adjusting cookie handling.

- Open Internet Explorer
- Select **TOOLS -> Internet Options** Menu



**First, Select the General tab.**



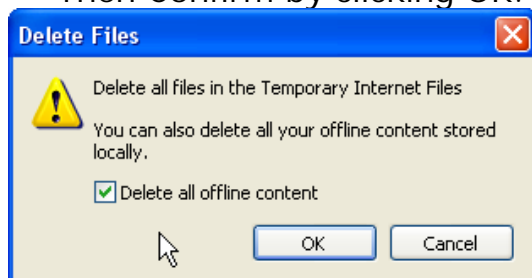
Click the Delete Cookies tab.

Click the Delete Files tab.

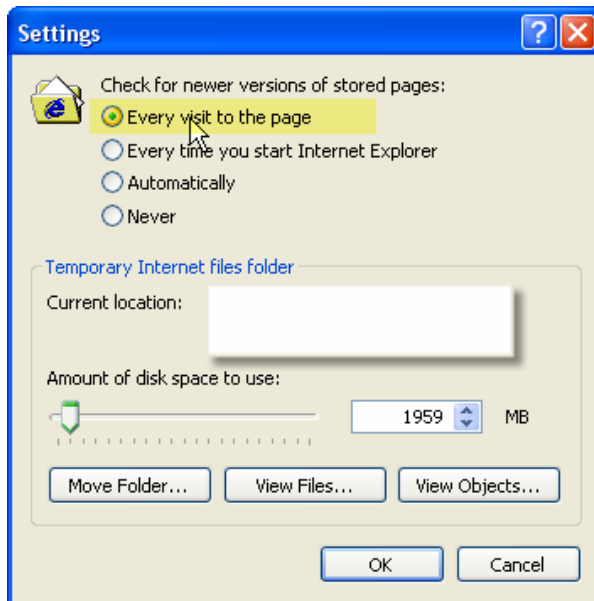
Click the Settings tab.

Click the Clear History tab.

- Under Temporary Internet Files, click the **Delete Cookies** button.
- Then Confirm by clicking OK.
- Next Click the **Delete Files** button.
- Make sure the checkbox is selected for **Delete all offline content**
- Then Confirm by clicking OK.

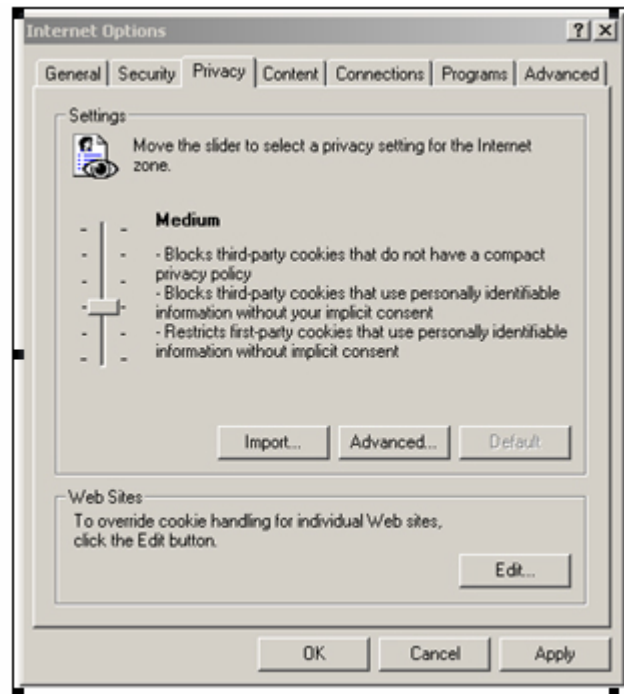
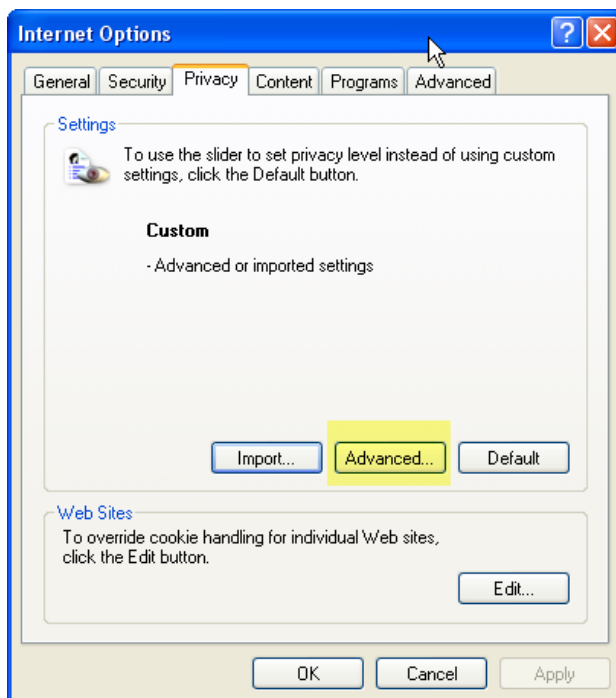


- Click on **Settings** button
- Ensure that the radio button is set to *Every visit to the page*.
- Then Confirm by clicking OK.



- Click the **Clear History** button.
- Confirm by clicking OK.

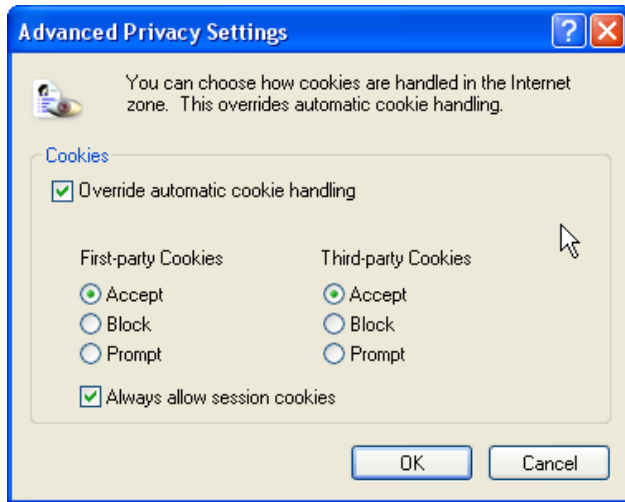
## Next, Select the Privacy tab.



Is there a slider bar to the left?

Click the **Advanced Button** and select all elements as shown on next page.

- Check the box that says **Override automatic cookie handling**.
- Check the box that says **Always allow session cookies**.
- Confirm by clicking OK.

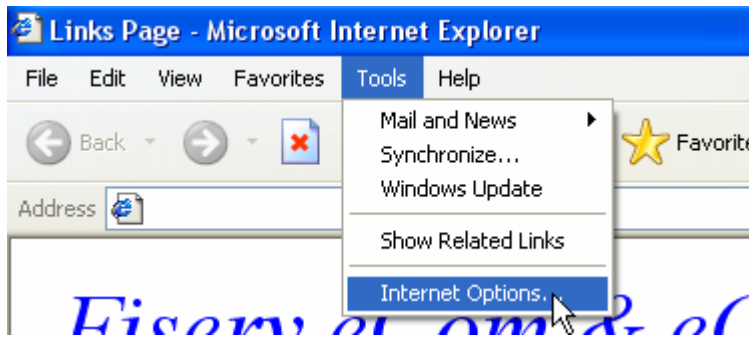


User can now perform logon.

If you are still unable to access eCom try adding our ebankhost site as a trusted site. See next page.

## Open Internet Explorer

- Select **TOOLS -> Internet Options** Menu



**Next, Select the Privacy tab, then click on "Sites"**



Add the following domains to the list of trusted sites.

Ebankhost.com  
Ebankhost.net  
Bankbyweb.net  
Bankbyweb1.net

## Per Site Privacy Actions



### Manage Sites



You can specify which Web sites are always or never allowed to use cookies, regardless of their privacy policy.

Type the exact address of the Web site you want to manage, and then click Allow or Block.

To remove a site from the list of managed sites, select the name of the Web site and click the Remove button.

Address of Web site:

Block

Allow

Managed Web sites:

Domain	Setting
bankbyweb.net	Always Allow
ebankhost.com	Always Allow
ebankhost.net	Always Allow

Remove

Remove All

OK