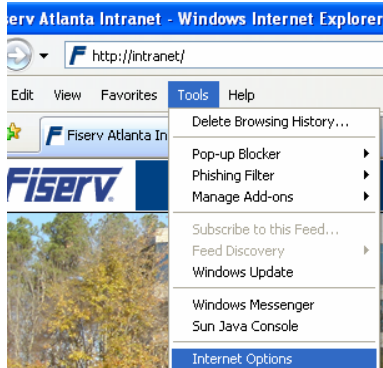


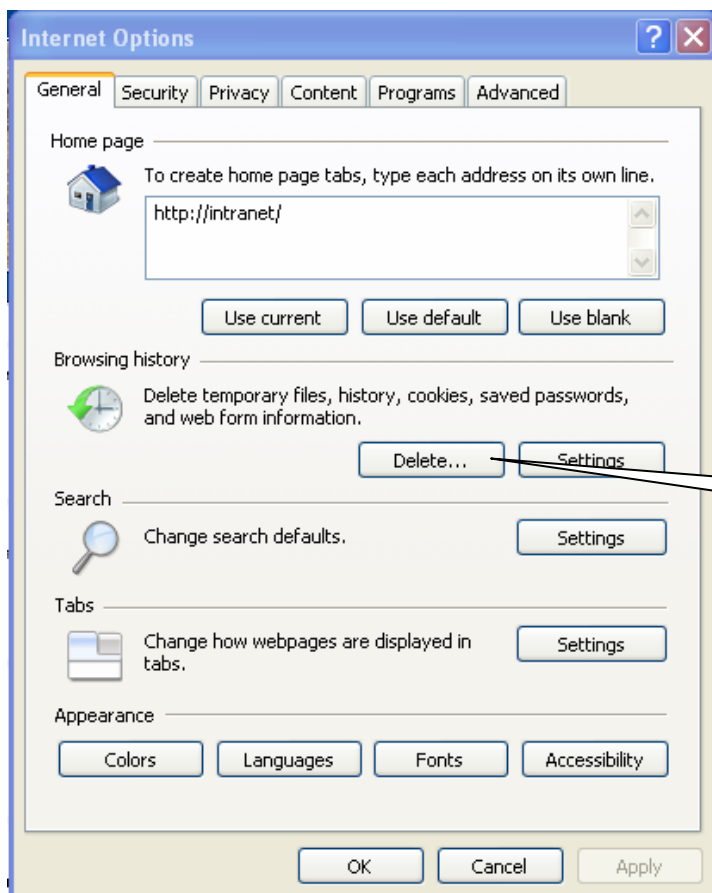
INTERNET EXPLORER 7 BROWSER RESETTNG SOLUTION

Clearing internet cache/history and adjusting cookie handling.

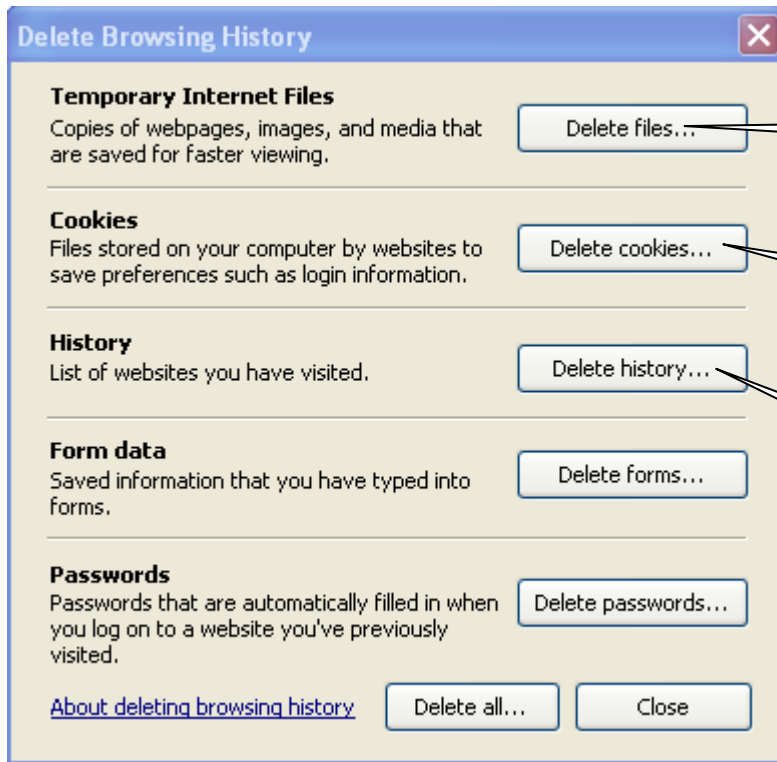
- Open Internet Explorer
- Select **TOOLS -> Internet Options** Menu



First, Select the General tab.



Click the Delete tab.

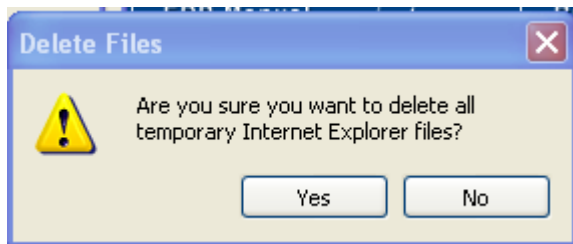


Click the Delete Files button.

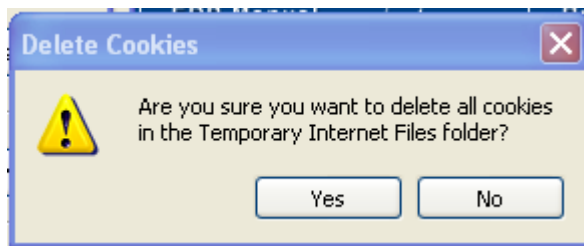
Click the Delete Cookies button

Click the Clear History button.

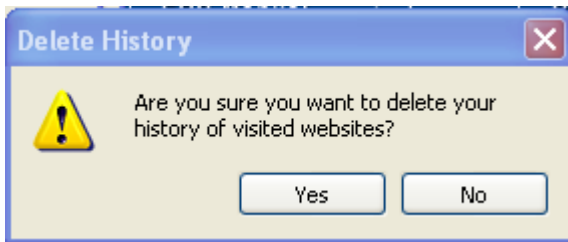
- Under **Temporary Internet Files**, click the **Delete files** button. Confirm by clicking **Yes**.



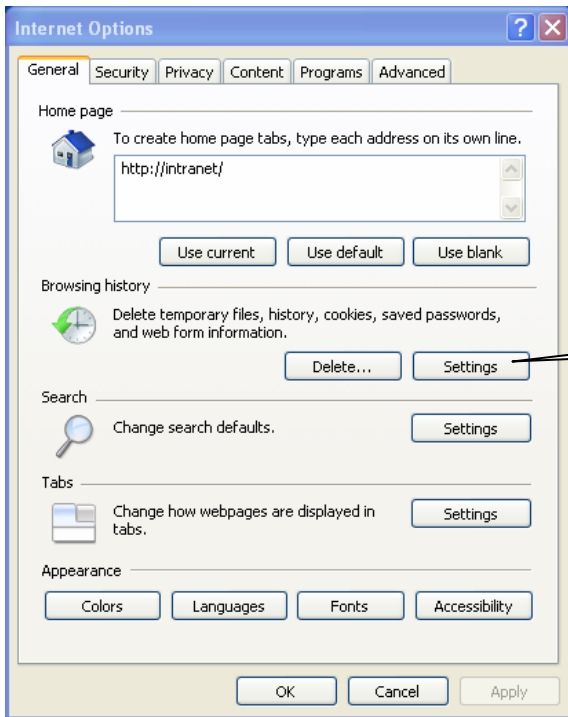
- Under **Cookies**, click the **Delete Cookies** button. Then Confirm by clicking **Yes**.



- Under **History** click the **Delete History** button. Then Confirm by clicking **Yes**.

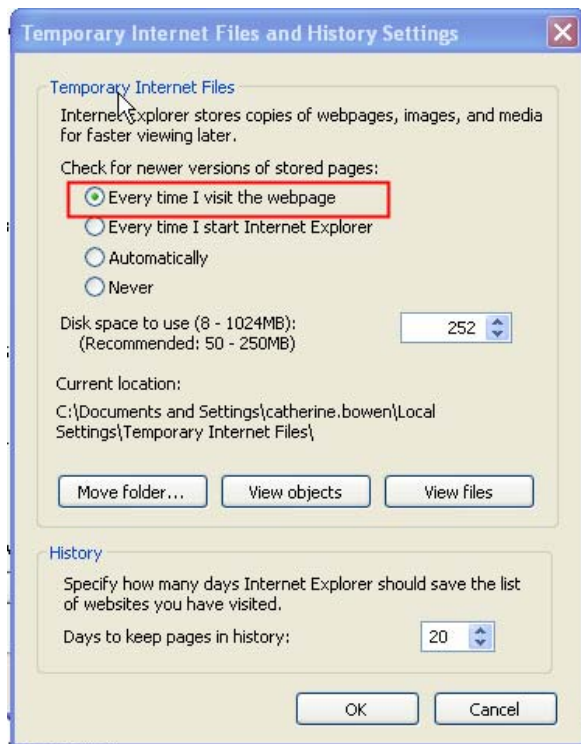


Go back to the **General Tab**.



Click the Settings button.

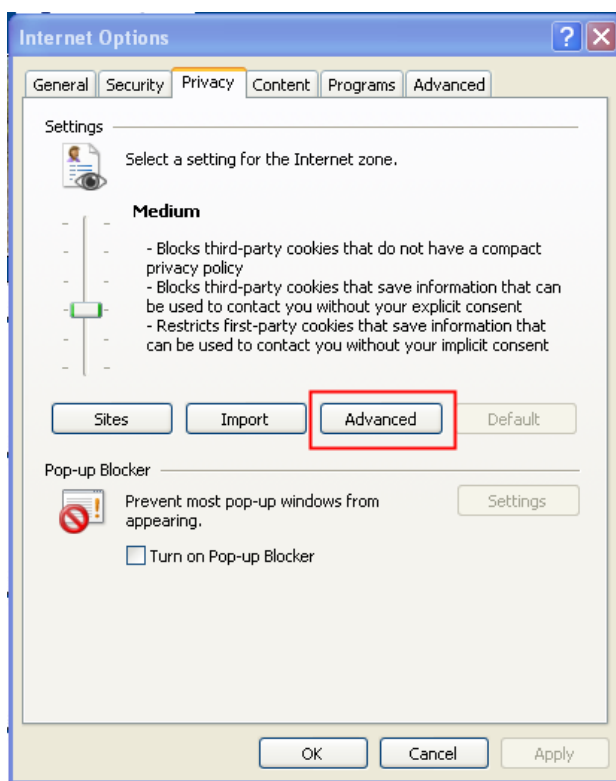
- Click on **Settings** button.



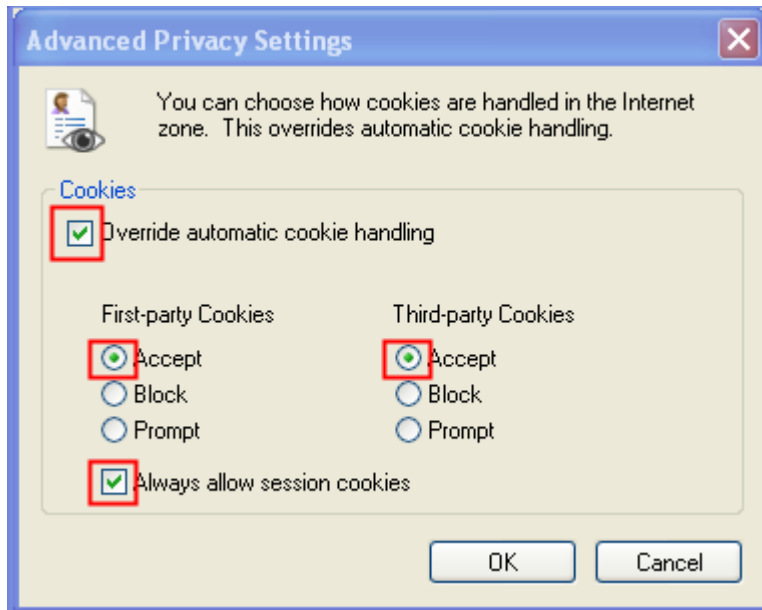
- Ensure that the radio button is set to *Every time I visit the webpage*.
- Then Confirm by clicking **OK**.

Next, Select the Privacy tab.

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**.

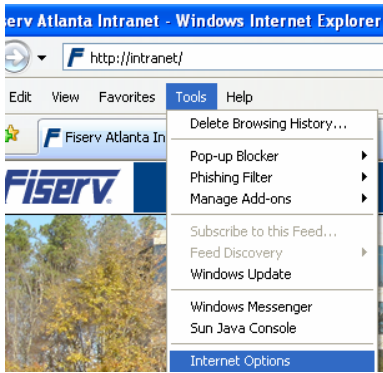


User can now perform logon.

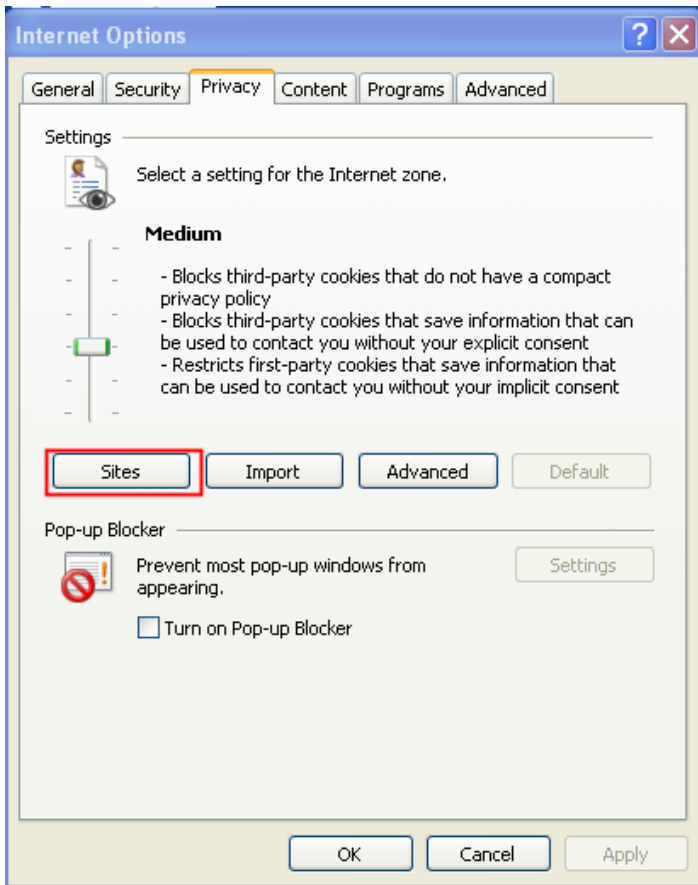
If you are still unable to access eCom try adding our ebankhost site as a trusted site. See next page.

Open Internet Explorer

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

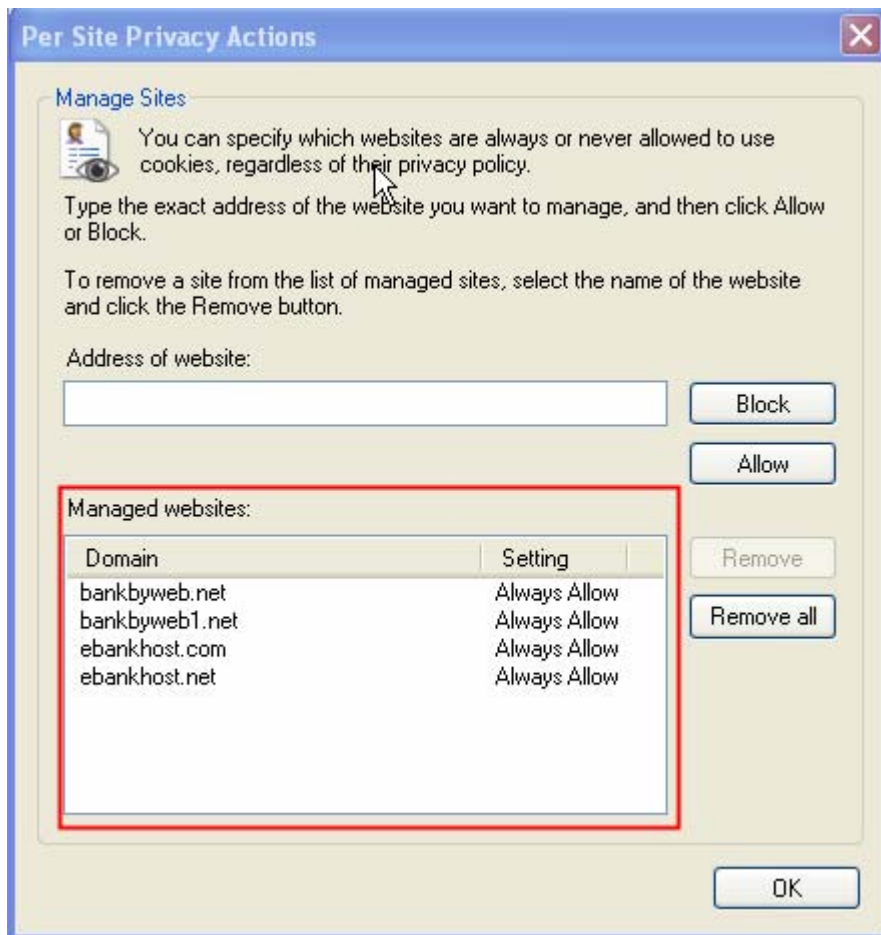


Next, Select the Privacy tab, then click on "Sites"



Add the following domains to the list of trusted sites:

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



Confirm by clicking **OK**.