

Merchant Deposit

Cache and Cookie Reference Guide



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Clear Cache and Cookies

Following the implementation of the new version of the Remote Deposit Capture software, all users must clear their Internet browser cache and cookies to ensure they are able to scan items without interruption. Complete the procedure(s) in the section that applies to your Internet browser.

Google Chrome	Microsoft Edge	Safari
Internet Explorer	Mozilla Firefox	

Google Chrome

Complete steps 1 through 5 to clear your Internet cache and cookies if you are using Google Chrome as your web browser.

- 1. In the browser bar, type **chrome://settings/clearBrowserData**. The "Clear browsing data" window appears
- 2. Select the following check boxes:
 - Browsing history
 - Download history
 - Cookies and other site and plug-in data
 - Cached images and files
- 3. From the "Time range" drop-down list, select "All time"
- 4. Click "Clear Data"
- 5. Exit all browser windows and re-open Google Chrome

Internet Explorer

When using Internet Explorer and upon signing into Web Capture for the first time after we implement the software update, the system will display the following message for all users:

Message f	rom webpage	×
?	New code has been deployed. To avoid processing issues please do the following. If you have already cleared your cache and cookies, please click OK now to continue. If you have not cleared your cache and cookies, please open a new browser page and click Tools Delete browsing history. Navigate back to this page, then click OK to continue.	
	OK Cance	1

This message continues to appear for users until they click "**OK**" to acknowledge they have cleared Internet cache and cookies.

Note: On January 12, 2016, Microsoft ended support for Internet Explorer versions prior to version 11. We strongly recommend that you upgrade to a new operating system if your current system does not support Internet Explorer 11.

Clear All Internet Explorer Files (Option 1)

Complete steps 1 through 4 to clear your Internet cache and cookies if you are using Internet Explorer as your web browser.

- 1. Open Internet Explorer
- 2. On "Tools" menu, select "Delete browsing history", Delete Browsing History dialog box appears
- 3. Clear "**Preserve Favorites website data**" check box, **select all other check boxes**, then click "**Delete**" A confirmation message appears at the bottom of window when process is complete.

Time range Last hour Browsing history None Download history None Cookles and other site data From 2 siles Cached images and files Less than 13.5 MB Less than 13.5 MB None Autofill form data Less than 13.5 MB		Basic	Advance	i
Browsing history None Download history None Cockies and other site data From 2 sites Cached images and files Less than 13.5 MB Passwords None Autofill form data	Time	erange Lasthour	5	
Download history None Cockes and other site data From 2 sites Cached images and files Less than 13.5 MB Passwords None Autofill form data	~	Browsing history None		
Cookies and other site data From 2 sites Coched images and files Less than 13.5 MB Passwords None Autofill form data	~	Download history None		
Cached images and files Less than 13.5 MB Passwords None Autofill form data	~	Cookies and other site data From 2 sites		
Passwords None Autofill form data	~	Cached images and files Less than 13.5 MB		
Autofill form data		Passwords None		
	-	Autofill form data		





4. Close all Internet Explorer windows

Important: If you are unable to successfully complete steps 1 through 4, proceed to step 5 on this page.

If you successfully completed steps 1 through 4, proceed to step 13 on page 5.

Clear All Internet Explorer Files (Option 2)

If you were unable to successfully complete steps 1 through 4, your financial institution's group policy may be the reason. Complete steps 5 through 12 to manually clear your Internet cache and cookies.

- 5. From the Windows taskbar, click "Start" and select "Control Panel" The Control Panel appears.
- 6. Click "Internet Options" The Internet "Properties" dialog box appears
- 7. Click the "General" tab
- 8. In the "Browsing history" section, click "Settings". "Website Data Settings" dialog box appears.

ebsite Data Settings	👔 Internet Properties
Temporary Internet Files History Caches and databases	Home page
Internet Explorer stores copies of webpages, images, and media for faster viewing later.	To create home page tabs, type each address on its own line.
Check for newer versions of stored pages:	-
Every time I visit the webpage	Use current Use default Use new tab
Every time I start Internet Explorer	Startup
Automatically	Start with tabs from the last session
Never	Tabs
Disk space to use (8-1024MB) 250 🔹	Change how webpages are displayed in tabs. Tabs
Current location:	Delete temporary files, history, cookies, saved passwords, and web form information.
C:\Users\martha.delamar\AppData\Local\Microsoft\Windows\	Delete browsing history on exit
remporary Internet Files	Delete Settings
Move folder View objects View files	Appearance Colors Languages Fonts Accessibility
OK Cancel	OK Cancel Apply



- 9. Click "View files" The Temporary Internet Files folder opens in Windows Explorer
- 10. Click anywhere in Windows Explorer and then press "Ctrl+A" to select all files
- 11. Press "Delete" on your keyboard to delete all files
- 12. Close "Windows Explorer", "Website Data Settings", and "Internet Properties" dialog boxes

Adjust Compatibility View Settings

If images of your scanned items do not appear correctly after clearing your Internet cache and cookies, you may need to adjust the "**Compatibility View Settings**" Complete steps 13 through 21 to adjust your settings.

- 13. On the "Tools" menu in Internet Explorer, select "Compatibility View Settings". The Compatibility View Settings dialog box appears
- 14. In the "Add" this website box, type fiservsco.com and click "Add"

ompatibility View Settings		Internet Options
Change Compatibility View Settings		General Security Privacy Content Connections Programs Advanced Home page To create home page tabs, type each address on its own line. http://myhomepage.com
fiservsco.com	Add	·
Websites you've added to Compatibility View:		Use current Use default Use new tab
		Start with home page Tabs Change how webpages are displayed in tabs. Tabs Browsing history Delete temporary files, history, cookies, saved passwords, and web form information
Display intranet sites in Compatibility View Use Microsoft compatibility lists Learn more by reading the <u>Internet Explorer privac</u>	y statement	Delete browsing history on exit Delete Settings Appearance
	Close	OK Cancel Apply

- 15. Click "Close"
- 16. On "Tools" menu in Internet Explorer, select "Internet Options" The Internet Properties dialog box appears.
- 17. Click the "General" tab
- 18. In "Browsing history" section, verify "Delete browsing history on exit" check box is cleared. If it is selected, clear the check box, and then click "Apply" Click "OK"
- 19. Close all Internet Explorer windows
- 20. Open Internet Explorer, sign in to Web Capture, and scan the deposit

Microsoft Edge

Complete steps 1 through 4 to clear your Internet cache and cookies if you are using Microsoft Edge as your web browser.

- 1. In the top right, click ≡, click 𝔍, and then click "Clear all history" The Clear browsing data list appears.
- 2. Select "Browsing History", "Cookies and saved website





data", and "Cached data and files" check boxes

- 3. Click "Clear"
- 4. After the "All Clear!" message appears, exit all browser windows and re-open Microsoft Edge

Mozilla Firefox

Complete steps 1 through 5 to clear your Internet cache and cookies if you are using Mozilla Firefox as your web browser.

1. Click the Library III button, click "History", and then select "Clear Recent History"

Note: If the menu bar is hidden, press Alt to make it visible.

2. From the "Time range to clear" drop-down list, select "Everything"

Clear Recent History	
Time range to clear: Everything	
Details Browsing & Download History Form & Search History Cookies	Clear Recent History
 ✓ Cache ✓ Active Logins ✓ Offline Website Data ✓ Site Preferences 	Details Last Hour Last Two Hours Last Four Hours Today Everything

- 3. Click the down arrow to expand the "Details" section
- 4. Select all available check boxes in the "Details" section and then click "Clear Now"
- 5. Exit all browser windows and re-open Mozilla Firefox

Safari

Complete one of the following procedures to clear your Internet cache and cookies if you are using Safari as your web browser.

Safari 8.0

- 1. On the Safari menu, select "Clear History and Website Data...."
- 2. From the Clear drop-down list, select all history and then click "Clear History"



3. On the Safari menu, select "Quit Safari" or press "Command+Q" to exit the browser, and then reopen Safari.



Safari 7.9 and below

- 1. On the Safari menu, select "Reset Safari...." The Reset Safari dialog box appears
- 2. Select the "Remove all website data" check box and then click "Reset"

Note: If you are using Safari 5.0 or below, select Empty the cache and Remove all cookies check boxes.

3. On the Safari menu, select "Quit Safari", or press Command+Q to exit the browser, and then re-open Safari

