

# Troubleshooting Guide – Ag Banking Online

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If you are experiencing issues using Ag Banking Online, please refer to the information provided below as well as the Frequently Asked Questions (FAQ) document which is also available from the website.

### **Temporary access code was not received**

- If you did not receive a temporary access code when you logged on for the first time from a new browser or computer, check your “junk mail” box. You can configure your “junk mail” setting to allow future email from our address.
- Verify the cell phone number or email address you selected is valid. If that is not the problem, try a different delivery channel or contact your local branch office and we can help you through the process.

### **How to update contact information**

It is important that your contact information is current to provide a secure channel to use for sending your temporary access code. Please contact your local branch office and we can help you update your contact information.

### **Unable to login with my temporary access code**

If you navigate away from the online banking page during the registration process, you will have to start again. If you are using a browser to access your email, you should access it by opening a new window to avoid navigating away from the online banking page. If you click on the “File” menu in your browser and then select “**New Window,**” this will allow you to retrieve your email

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while keeping our online session open in the background. Once you receive the e-mail with your temporary access code, copy that code down and minimize the new email window. Behind that window, the online session will still be open waiting for your code. If you continue to have difficulties, we suggest using a cell phone number instead of an email address to receive your secure access code.

### **Must register my computer multiple times**

Normally you will be required to register a browser on a computer the first time you attempt to access the online application. For example, you may register your home computer using Internet Explorer. If you use that same computer to access the online application using Firefox or another browser, you will be required to register that browser as well. This is because the “cookie” that registers the computer is unique to the specifications of the specific browser and cannot be transferred. Also, if you have a security program that clears your “cookies” or you clear them manually, you be required to re-register your computer the next time you attempt to access the online application.

There is a way to register your computer once even if you are in the habit of deleting your “cookies” often. We call this technology the “persistent cookie” or “flash cookie” because it uses Adobe Flash technology to authenticate your computer. To read more about the Adobe Flash technology, please click the link below.

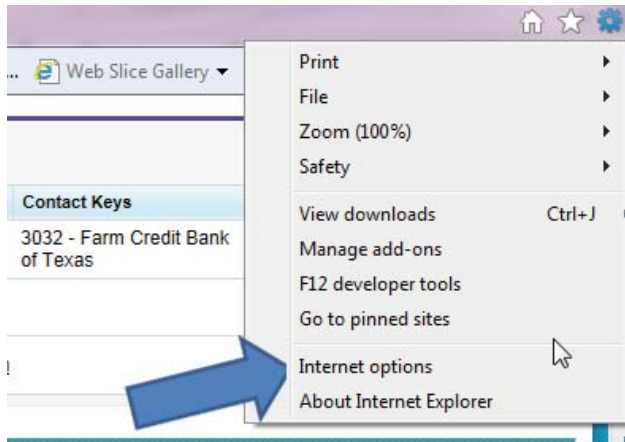
[http://www.macromedia.com/support/documentation/en/flashplayer/help/settings\\_manager07.html](http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager07.html)

**NOTE:** Additional information is available when using Internet Explorer 9. Please read the workaround below.

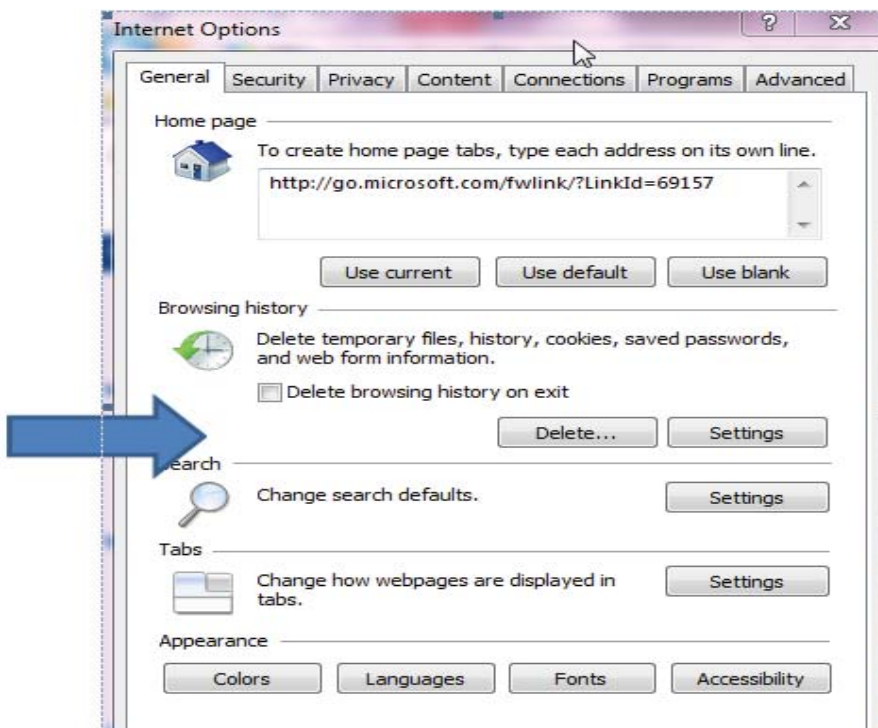
### **IE9 Workaround**

1. Click on Tools, and then select Internet Options. “Tools” is the little cog wheel shown in the upper right of this picture, colored **blue**.

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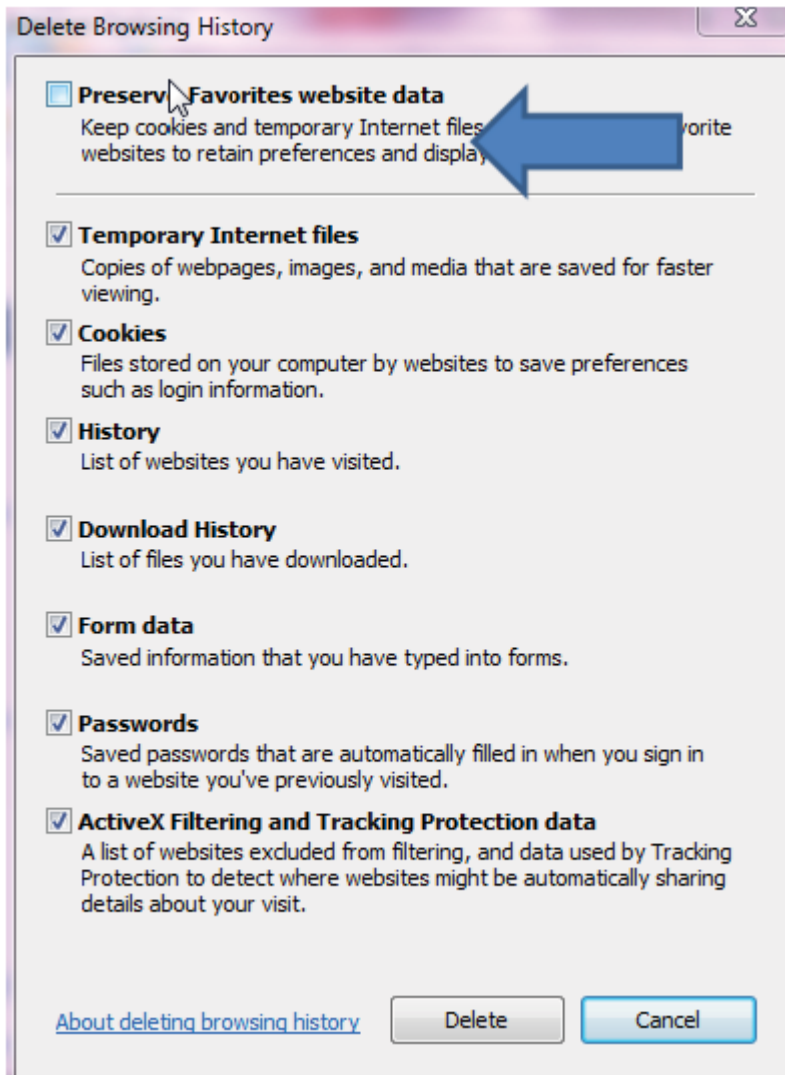
2. In the Internet Options dialog, click the Delete button under Browsing History as shown below:



3. The Delete Browsing History dialog will then display. Make sure the “**Preserve Favorites website data**” check box is not checked. If it is checked, then click on the check box to remove it. Click the Delete button to delete the browsing history.

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4. You may now close the Internet Options dialog and “refresh” IE by closing and reopening Internet Explorer.

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## Ag Banking Online Supported Browsers

Microsoft Operating Systems	
Browser	Version
Internet Explorer	7.x, 8.x *
Firefox	3.0.x, 3.5.x
AOL Browser	9 SE
Safari	4.x, 5.x
Chrome	4.x, 5.x

Mac Operating Systems	
Browser	Version
Firefox	3.0.x, 3.5.x
AOL Browser	10.3.x
Safari	3.x, 4.x, 5.x
Chrome	5.x

\*If using Internet Explorer v9.x, see workaround above.

## Unable to access Ag Banking Online

If you are having problems accessing the online application using the Internet Explorer, you can download Firefox to access the online application. Firefox is a free web browser and it can be downloaded with the following link. <http://www.mozilla.com/en-US/firefox/new/>