


Each time you log in to our web site, the system evaluates whether you are using the same computer and browser you registered with us. Our site looks for our cookies (electronic markers) in your computer's memory; if it doesn't find them, we ask you to identify yourself again by providing a code that you receive by phone call or SMS text. After your computer is registered, you shouldn't need to provide a code again for that computer using that browser. (Note: Each time you use a public computer, you must provide a code as a security measure.)


On rare occasions, people cannot log in without registering their computer each time – even after they have registered it already. This may mean that their computer's browser is clearing our cookies, so our web site cannot recognize the computer. If you are experiencing this, try changing the settings on your computer.

Please note: Only the last two versions of Microsoft Edge are supported.

**Optimal browser settings for online banking:**


1. Browser to our web site login page. Do not log in.
2. Click  to open menu options and select **Settings**. To determine the version of Microsoft Edge, click **About Microsoft Edge**.
3. From **Settings**, select **Privacy, search & services**.
4. On the **Privacy** page, disable **Tracking Prevention**.
5. On the **Privacy** page, scroll down to the **Privacy** section. Disable the option for *Send "Do Not Track" requests*.
6. Go back to the **Settings** menu, select **Site Permissions**. Click **Cookies and site data**.
7. Enable **Allow sites to save and read cookie data (recommended)**.
8. Scroll down to the **Allow** section and click **Add**. From the pop-up window, type in **secure.mercbank.com**
9. While still on the **Site permissions** page, click **See all cookies and site data** and then click **Remove All**.
10. Exit the **Settings** window and close the browser.
11. Log into our website, selecting **Register Device** when prompted.

**Optimal Browser Settings for Bill Pay (include above settings as well)**


1. Browser to our web site login page. Do not log in.
2. Click  to open menu options and select **Settings**. To determine the version of Microsoft Edge, click **About Microsoft Edge**.
3. From the **Settings** menu, select **Site Permissions**. Click **Cookies and site data**.
4. Enable **Allow sites to save and read cookie data (recommended)**.
5. While still on the **Site permissions** page, click **See all cookies and site data** and then click **Remove All**.

6. Scroll down to the **Allow** section and click **Add**. From the pop-up window, type in [www.billpaysite.com](http://www.billpaysite.com) for Consumer Bill Pay or [www.businessbillpay-e.com](http://www.businessbillpay-e.com) for Business Bill Pay.
7. Under the **Settings** menu, select **Site permissions**. Then, click **Pop-ups and redirects**. Disable **Block (recommended)**.
8. In the *Allow* section, click **Add**, type [billpaysite.com](http://billpaysite.com) for Consumer Bill Pay or [businessbillpay-e.com](http://businessbillpay-e.com) for Business Bill Pay and click **Add**.

### Clearing the Browser History

1. Click  to open menu options and select **Settings**.
2. From **Settings**, select **Privacy, search & services**.
3. Scroll to **Clear browsing data**, select **Choose what to clear**
4. In the Time range section, choose **All time**. Select **Browsing History**, **Cookies and other site data**, and **Cached images and files**, then click **Clear now**.
5. Exit the **Settings** menu and close the browser.

### Clearing Autofill

1. Click  to open menu options and select **Settings**.
2. From **Settings**, select **Profile**
3. Click **Passwords** – Under **Passwords** make sure the option next *Offer to save passwords* is disabled or off.
4. Verify under *Saved Passwords* that there are no saved passwords. If there are, you should remove any saved passwords.
5. Exit the **Settings** window and close the browser.