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 Mozilla Firefox are supported.

Optimal Browser Settings for Online Banking

1. Browse to our web site. Do not log in.
2. At the top of the browser, click on the three horizontal lines ☰ in the upper right hand corner and then choose **Options**. To determine the version of Mozilla Firefox, click **Help,** then **About Firefox.**
3. On the Options menu, click **Privacy & Security**.
4. Scroll to the *Cookies and Site Data* section and click **Clear Data.**
5. Select **Cookies and Site Data** and **Cached Web Content**, then click **Clear**.
6. While still in the *Cookies and Site Data* section, click **Manage Exceptions**. Under *Address of website,* type **secure.mercbank.com** and click **Allow**. Click **Save Changes**.
7. At the top of the **Privacy & Security** menu, reset the *Enhanced Tracking Protection* to **Custom.** Uncheck *Cookies, Tracking Content, Cryptominers and Fingerprints,* click **Reload All Tabs.**
8. Exit **Options** window and close the browser.
9. Log into our website, selecting **Register Device** when prompted.

Optimal Browser Settings for Online Banking (include above settings as well)

1. At the top of the browser, click on the three horizontal lines ☰ in the upper right hand corner and then choose options
2. On the Options menu, click **Privacy & Security**.
3. Scroll to the *Cookies and Site Data* section and click **Clear Data.**
4. Select **Cookies and Site Data** and **Cached Web Content**, then click **Clear**.
5. While still in the *Cookies and Site Data* section, click **Manage Exceptions**. Under *Address of website,* type www.billpaysite.com for Consumer Bill Pay or www.businessbillpay-e.com for Business Bill Pay and click **Allow**. Click **Save Changes**.
6. While in **Privacy & Security**, scroll to the *Permissions* section and click **Exceptions for** *Block pop-up windows*. Under *Address of website,* type www.billpaysite.com for Consumer Bill Pay or www.businessbillpay-e.com for Business Bill Pay and click **Allow**. Click **Save Changes**.

Secure Simple Convenient

Clearing the Browser History

1. At the top of the browser, click on the three horizontal lines in the upper right hand corner and then choose **Options.**
2. Click **Privacy & Security**, then scroll to the **History** section. From the *Firefox will* menu, choose **Use custom settings for history**.
3. Select **Clear History**. Choose **Everything** from the drop-down menu. Select **Browsing & Download History**, **Cookies**, and **Cache**, then click **OK**.
4. Exit **Options** window and close the browser.

Clearing Autofill

1. At the top of the browser, click on the three horizontal lines in the upper right hand corner and then choose **Options.**
2. Click **Privacy & Security,** then scroll to the **Logins and Passwords** section. Uncheck the box next to *Ask to save logins and passwords for websites.*
3. Under **Forms and Autofill,** make sure the box is unchecked for *Autofill addresses.*
4. Exit **Options** window and close the browser.