

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 Google Chrome are supported.

### **Optimal Browser Settings for Online Banking**

1. Browse to our web site. Do not log in.
2. To access the menu, click the wrench icon, three horizontal lines or three dots in the top right corner of the browser. To determine the version of Google Chrome, select **Help**, then click **About Google Chrome**.
3. Select **Settings**.
4. From the **Settings** menu, select **Privacy and security**
5. Click **Cookies and other site data** – leave the option set at **Block third-party cookies in Incognito**
6. Scroll down to the *Sites that can always use cookies* option. Click **Add**, type in **secure.mercbank.com**. If applicable, select the box next to *All cookies, on this site only* and click **Add**.
7. Scroll down to the *See all cookies and site data* and clear cookies and site data by clicking **Remove All**. Next select **Clear All**.
8. Exit the **Settings** window and close the browser.
9. Log into our website, selecting **Register Device** when prompted.

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

1. Browse to our web site. Do not log in.
2. To access the menu, click the wrench icon, three horizontal lines or three dots in the top right corner of the browser.
3. Select **Settings**.
4. From the **Settings** menu, select **Privacy and security**
5. Click **Cookies and other site data** – leave the option set at **Block third-party cookies in Incognito**
6. Scroll down to the *Sites that can always use cookies* option. Click **Add**, 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. If applicable, select the box next to *All cookies, on this site only* and click **Add**.
7. Scroll down to the *See all cookies and site data* and clear cookies and site data by clicking **Remove All**. Next select **Clear All**.

8. Go back to the **Privacy and security** menu. Click *Site Settings* page, scroll down, and click **Pop-ups and redirects**. Click **Add**, 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.

### **Clearing the Browser History**

1. From the Settings menu, select **Privacy and security**, click **Clear browsing data**. In the Time range section, choose **The Beginning of Time**, then select **Browsing History, Cookies and other site data**, and **Cached images and files**, then click **Clear data**.
2. Exit the **Settings** window and close the browser.

### **Clearing Autofill**

1. To access the menu, click the wrench icon, three horizontal lines or three dots in the top right corner of the browser.
2. Select **Settings**.
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.