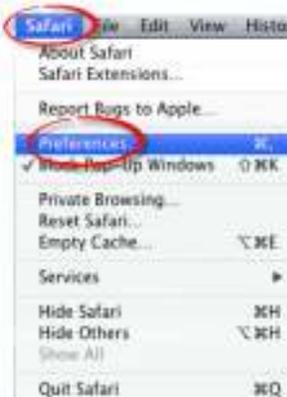


Each time you log in to our web site, the system evaluates whether you are using the same computer and browser you registered with us. Our site looks for our cookies (electronic markers) in your computer's memory; if it doesn't find them, we ask you to identify yourself again by providing a code that 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 – the steps below may vary based on the version of Safari that may be installed on your computer.

For MAC users using Safari

1. Browse to our website in Safari.
2. In the left corner of the toolbar, click **Safari** to display a menu. Click **Preferences** to display the Preferences box.



3. Choose the Security icon. Verify the following boxes are checked:
 - Warn when visiting a fraudulent website
 - Enable JavaScript

Verify the **Block pop-up windows** check box is cleared



3. Choose the Privacy icon.
Verify the following options are unchecked.
 - Website tracking: Prevent cross-site tracking
 - Ask websites not to track me
 - Cookies and website data: Block all cookies
 - Manage Website Data – add optional sites (not required)



NOTE: Apple Pay is an optional setting.

4. Click the red close button  to save your settings and exit the Preferences box.

Prevent login ID from being auto-corrected

1. From the mercbank.com home page, right click in the **Login ID** field.
2. Hover over **Spelling and Grammar** to bring up more options.
3. Uncheck the options for **Correct Spelling Automatically** and **Check Spelling While Typing**.

