



This Troubleshooting Guide is intended to help guide you through some of the most common issues that arise when using Online Banking, Business Online Banking, and Remote Deposit Capture.

**If you are having problems logging on to Online Banking due to the recent upgrade, please follow the instructions under “Add Site to Compatibility View”**

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## QUESTIONS

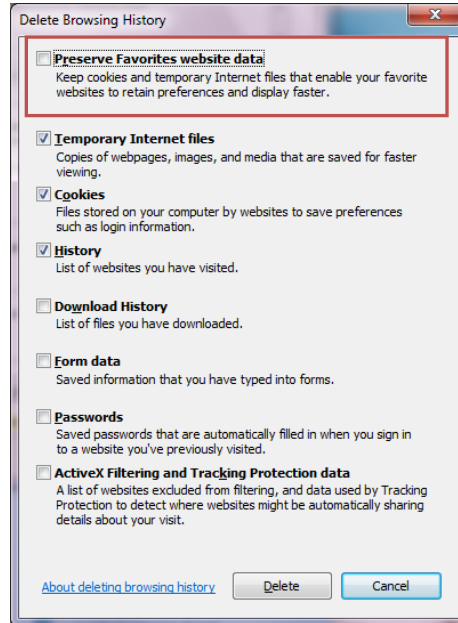
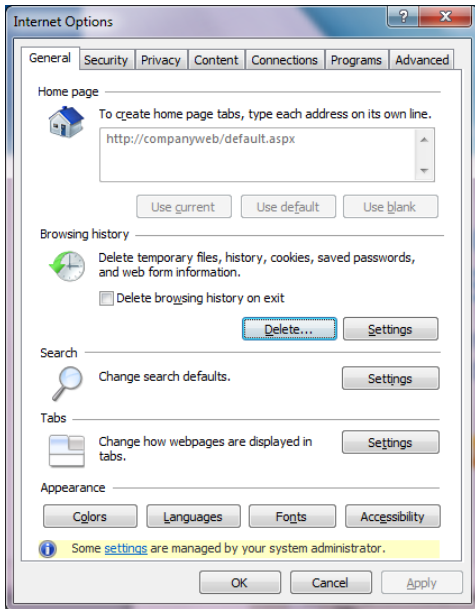
If you have questions on how to use features in Online Banking, please contact Ixonía Bank’s Customer Solutions Department at 920-262-6952 or 262-567-5295.

If your questions are related to Business Online Banking or Remote Deposit Capture, please contact a member of our Business Services Team at 262-560-7327 or [bizserviceteam@ixoniabank.com](mailto:bizserviceteam@ixoniabank.com).

## CLEAR BROWSING HISTORY

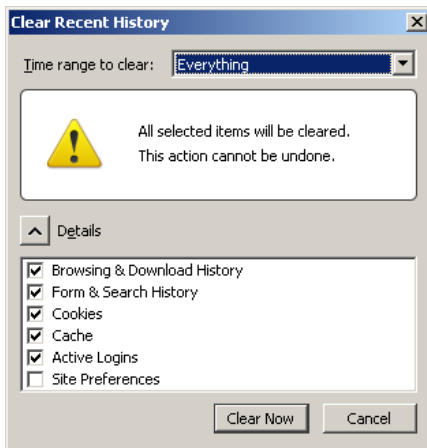
### Internet Explorer

Go to *Tools > Internet Options*. Click *Delete* under the Browsing History section. In the dialog box that appears, check the *Temporary Internet Files*, *Cookies* and *History* boxes and click *Delete*. Make sure the “Preserve Favorites Website data” is unchecked.



### Firefox/Mozilla

Go to *Tools > Clear Recent History*. Set the *Time Range to Clear* to *Everything*. Check the *Browsing & Download History*, *Form & Search History*, *Cookies*, *Cache*, and *Active Logins* boxes and click *Clear Now*.



## VERIFY BROWSER COMPATIBILITY

If you are having problems accessing Online Banking, verify that you are using a browser that is compatible with our Online Banking program. In the box below is the list of supported browsers, as of 2/22/2017:

### Personal Online

#### Browser

- Apple Safari 10.0
- Apple Safari 7.0
- Apple Safari 8.0
- Apple Safari 9.0
- Google Chrome
- Microsoft Edge
- Microsoft Internet Explorer 11.0
- Mozilla Firefox

### Business Online

#### Browser

- Apple Safari 10.0
- Apple Safari 7.0
- Apple Safari 8.0
- Apple Safari 9.0
- Google Chrome
- Microsoft Edge
- Microsoft Internet Explorer 11.0<sup>6</sup>
- Mozilla Firefox

### Remote Deposit Capture

#### Browser

- Apple Safari 7.0
- Microsoft Internet Explorer 11.0<sup>3</sup>

#### Disk Space

- 11 GB to 20 GB (Recommended) of available disk space on the system drive to install required program components

#### Hardware

- Internet Access (Minimum) with 1.5 MB connection speed

#### Memory

- 2 GB (Recommended)

#### Operating System

- Mac OS X 10.9<sup>4</sup>
- Microsoft Windows 10 - 64-bit<sup>5</sup>
- Microsoft Windows 7 - 32-bit
- Microsoft Windows 7 - 64 bit
- Microsoft Windows 8.1 - 64 bit<sup>6</sup>

#### Processor

- Dual core 2.0 GHz (Recommended)

#### Software

- Appropriate Ranger Device Driver (Required)<sup>7</sup>

## UPDATING INTERNET BROWSERS

### Updating Internet Explorer:




As long as you are regularly installing the latest Windows updates from Microsoft, you should have the latest version of Internet Explorer. To update your browser manually, please follow these steps:

1. Open the Control Panel
2. Click on and open the **Windows Update** Utility
3. In the left navigation pane, click the **Check for Updates** link
4. You can choose to install all available updates or select the updates you want to install

### Updating Chrome:





Google Chrome will update automatically as new iteration are released to the public. To verify that your version of Chrome is the latest, or to update manually, follow these steps:

1. Open the Google Chrome browser
2. Click the **Customize and Control Google Chrome** button  in the upper right-hand corner of the screen
3. From the drop-down menu that appears, select **Help**, then select **About Google Chrome**
4. The window that appears will automatically check for updates and show you the current version of Chrome. If an update is available, there will be an option to install the update.

#### Updating Firefox:



Mozilla Firefox should automatically download the updates and prompt you when they are available to install. To verify that your version of Firefox is the latest, or to update manually, follow these steps:

1. Open the Mozilla Firefox browser
2. Click the **Open Menu** button  in the upper right-hand corner of the screen
3. In the menu that appears, click the **Open Help Menu** button  at the bottom
4. Select **About Firefox**
5. The window that appears will automatically check for updates and show you the current version of Firefox. If an update is available, there will be an option to install the update.

#### Updating Safari:




If you have Apple updates turned on, Safari should stay up-to-date automatically. To verify that your version of Safari is the latest, or update manually, follow these steps:

1. Open the **Apple menu**, and choose **App Store**
2. In the top of the window that appears, click the **Updates button** in the toolbar
3. Find Safari and click **Update**

#### Updating Opera:



Opera should update itself automatically. However, if you would like to check the version or update manually, follow these steps:

1. Open Opera browser
2. Click the **Opera icon**  in the top left-hand corner of the window
3. Select **About Opera** from the drop-down menu that appears
4. If updates are available, they will be installed automatically

#### Updating Microsoft Edge:



The Microsoft Edge browser is tied to Windows 10 and consequently, so are the updates. To update the Edge browser, you need to update Windows with the steps below:

1. Press the Windows key, type **Check for updates**, and then press **Enter**
2. Under the Update Status section, select **Check for Updates**

## WHAT BROWSER VERSION AM I ON?

### Internet Explorer

If you are unsure of what Internet Browser you are currently running, go to *Help > About Internet Explorer*. If you do not see Help in the top menu of the browser, then right click on an empty space in the toolbar area. Select **Menu bar**, and then follow the above instructions. You will see a window that will show you what IE browser version you are using.




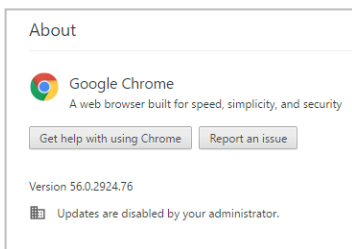
### Safari

If you have Apple updates turned on, Safari should stay up-to-date automatically both on your iPhone and Mac computer. Select **Safari** in the menu bar, and then click on **About Safari**. A window will pop up informing you which Safari browser version you are running.



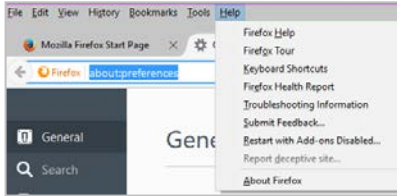
### Chrome

Click the **Customize and Control Google Chrome** button  in the upper right-hand corner of the screen, and then select **Help**. You will see a screen that will show what Google Chrome browser version you are using.



## Firefox

Under **Help**, select **About Firefox**.

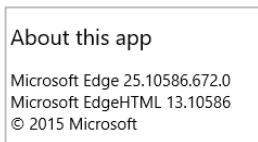


If you do not see **Help** in the top menu of the browser, then right click on an empty space in the toolbar area. Select **Menu bar**, and then follow the first step of instruction. You will then see a window that will show you what Firefox browser version you are using.



## Microsoft Edge

Click on the menu option **⋮** in the top right-hand corner, and then select **Settings**. At the bottom of the Settings section, the **About this app** will be there.

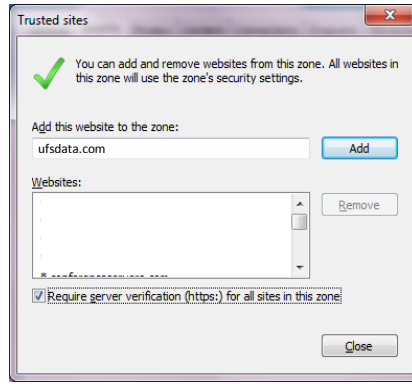
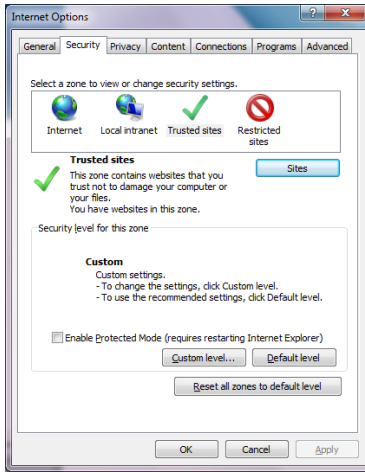


## ADD TRUSTED SITES

If you are unable to access the Online Banking website, you will need to add **ufsddata.com** to the trusted sites on your internet browser.

## Internet Explorer

Go to *Tools > Internet Options* and click on the *Security* tab. Click on *Trusted Sites* so it is highlighted and then click *Sites*. Type in **ufsddata.com** and then click *Add*. Make sure that the *Require Server verification* check box on the bottom of the dialog box is unchecked before you click *Add*. Click *Close*.



## Firefox/Mozilla

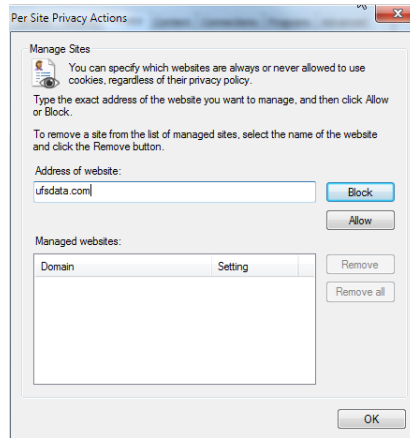
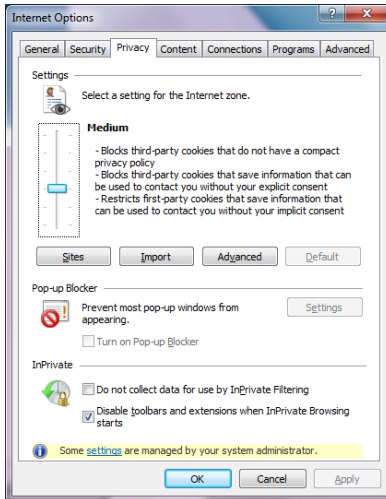
Firefox does not have trusted sites, so this does not apply.

## REMOVE POP-UP BLOCKER

Another issue that may be preventing you from accessing the Online Banking site is your pop-up blocker. You will need to add **ufsddata.com** to your privacy settings to ensure it is not being blocked by your pop up blocker.

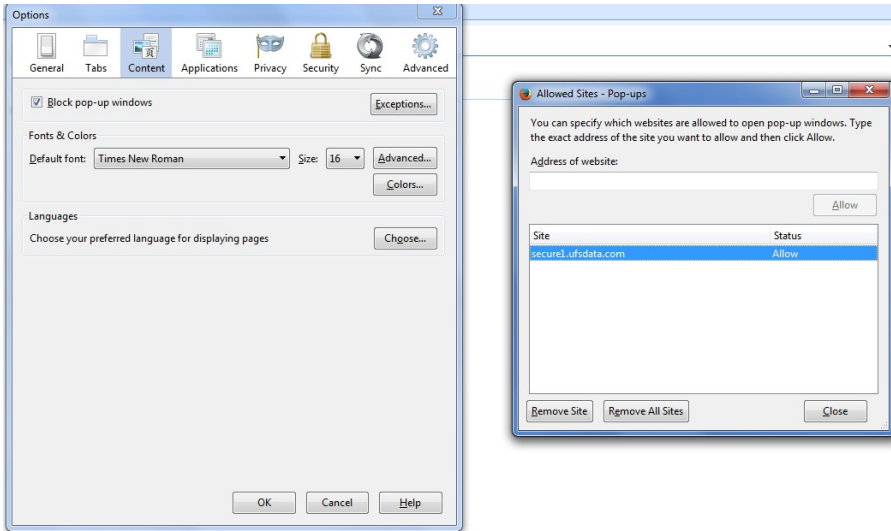
## Internet Explorer

Go to *Tools > Internet Options* and click on the *Privacy* tab. Click on the *Sites* button and type **ufsddata.com** in the *Address of website* box. Click *Allow* and then *OK*.



## Firefox/Mozilla

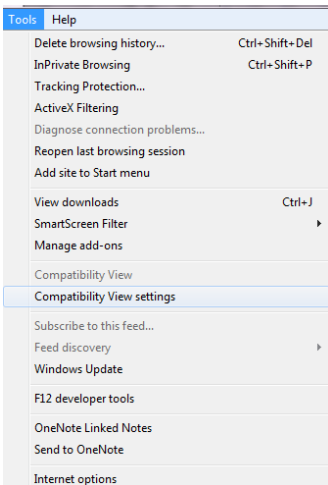
Go to *Tools > Options* and click on the *Content* tab. Click on the top *Exceptions* button and add **ufsddata.com** to the address bar and press *Allow*.



## ADD SITE TO COMPATIBILITY VIEW

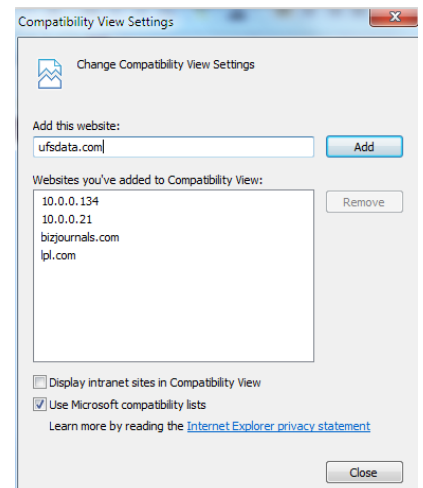
As Internet browsers are updated, current sites may not be compatible with them. To ensure that our Online Banking website is compatible with your current browser, and any future upgrades, follow the steps below to add the Online Banking site to the list of sites with Compatibility View.

Enable compatibility mode in the browser: Go to **Tools > Compatibility View settings**



Type in the appropriate site address from the options below, and then click **Add**

a. Personal Online Banking	ufsdata.com
b. Business Online Banking	ufsdata.com
c. Remote Deposit Capture	ufsdata.com





## INVALID PASSWORD ERROR

If you are able to get to the password screen, but keep getting an invalid password error please check the following:

- Make sure your caps lock is off.
- Check to make sure your number lock is on.
- Passwords are case sensitive, so double check to make sure it is being typed correctly.
- Press the *Forgot Your Password?* link and type in your Access ID. This will send you an email with your current password.
- Have you entered the password 3 times unsuccessfully? The system remembers if there was an unsuccessful attempt the last time you tried, it does not have to be the same day or session. If you have unsuccessfully tried to enter your password 3 times, your online banking session may be locked.
- Please call Ixonia Bank's Customer Solutions Department at 920-262-6952 or 262-567-5295 to have your session unlocked.
- Has it been more than 180 days since you logged into Online Banking? If so, your Online Banking session is inactive and you will need to call Ixonia Bank to have your Online Banking account re-activated. Once activated, please follow the First Time User steps to log back in.

## CHALLENGE QUESTIONS

If you successfully enter your Access ID, you may be asked a Challenge Question. Challenge Questions provide an extra layer of security when accessing your accounts from an unrecognized computer.

Reasons that you may be asked to answer a Challenge Question:

- Are you using a different computer than you normally use?
- Did you recently delete Cookies?
- Are you using a different browser than last time?
- You will be given two chances to answer your Challenge Question. If you are unsuccessful, you will be asked a second Challenge Question. If you unsuccessfully answer the second question two times, your Online Banking session will be locked out. Please call Ixonia Bank's Customer Solutions Department at 920-262-6952 or 262-567-5295 to have your Challenge Questions reset.
- If you don't remember setting up your Challenge Questions, try to answer them any way. If your answers are incorrect, your Online Banking session will be locked, and you will need to call the bank to clear your answers, giving you an opportunity to "set up" the questions.

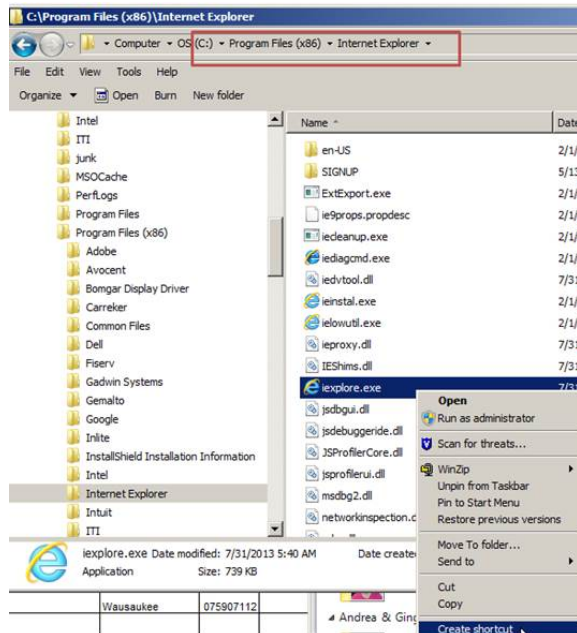
## RESET WEBSITE AS FAVORITE

If you are unable to access the bank's website by using a favorite, you will need to reset the link for the Favorite. Type <http://www.ixoniabank.com/> in the URL box and press Enter. If this directs you to the website, delete your old Favorite and create a new Favorite with this new link. To create a new Favorite, click on *Favorites*, and then select *Add to Favorites*.

Once all the above settings have been changed, completely close out of your Internet browser and re-launch it. If you are still unable to access online banking, please call 920-262-6952 or 262-567-5295 for assistance.

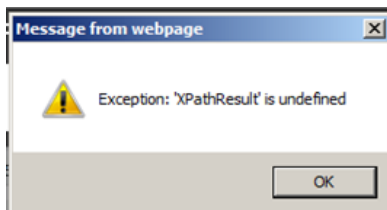
## ADDITIONAL STEPS FOR BUSINESS ONLINE BANKING & REMOTE DEPOSIT CAPTURE CUSTOMERS

Confirm you are running the 32 bit version of Internet Explorer 11. To do this, go to your Program Files, and right-click on iexplore or iexplore.exe. Then select the “Create Shortcut.”



## REMOTE DEPOSIT ERROR - Undefined XPathResult Error

If you are a Remote Deposit customer, and encounter the following error:



Make sure you are running Internet Explorer in the 32 bit version. Make sure you have cleared your browsing history, and make certain that the Preserve Favorites Website Data is unchecked, and make sure you have added **ufsddata.com** to compatibility view. Instructions how to do these steps are found previously in this troubleshooting guide.