Merchant Deposit

Cache and Cookie Reference Guide

# Table of Contents

Clear Cache and Cookies

Following the implementation of the new version of the Remote Deposit Capture software, all users must clear their Internet browser cache and cookies to ensure they are able to scan items without interruption. Complete the procedure(s) in the section that applies to your Internet browser.

|		
Google Chrome	**Microsoft Edge**	**Safari**
Internet Explorer	**Mozilla Firefox**	

Google Chrome

Complete steps 1 through 5 to clear your Internet cache and cookies if you are using Google Chrome as your web browser.

1. In the browser bar, type **chrome://settings/clearBrowserData.** The "Clear browsing data" window appears
2. Select the following check boxes:
    - Browsing history
    - Download history
    - Cookies and other site and plug-in data
    - Cached images and files
3. From the "**Time range**" drop-down list, select "**All time**"
4. Click "**Clear Data**"
5. Exit all browser windows and re-open Google Chrome
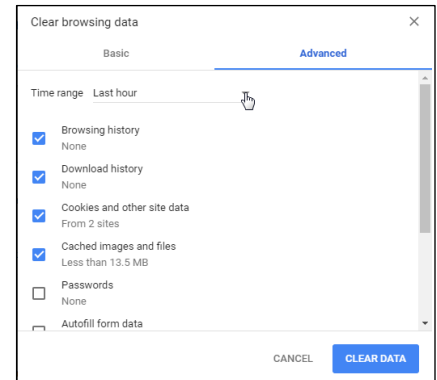
Internet Explorer

When using Internet Explorer and upon signing into Web Capture for the first time after we implement the software update, the system will display the following message for all users:
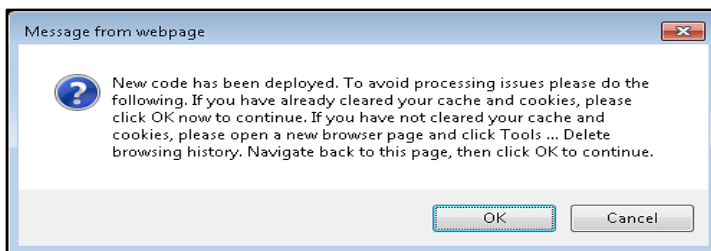

This message continues to appear for users until they click "**OK**" to acknowledge they have cleared Internet cache and cookies.

Note: *On January 12, 2016, Microsoft ended support for Internet Explorer versions prior to version 11. We strongly recommend that you upgrade to a new operating system if your current system does not support Internet Explorer 11.*

Clear All Internet Explorer Files (Option 1)

Complete steps 1 through 4 to clear your Internet cache and cookies if you are using Internet Explorer as your web browser.

1. Open Internet Explorer
2. On "**Tools**" menu, select "**Delete browsing history**", Delete Browsing History dialog box appears
3. Clear "**Preserve Favorites website data**" check box, **select all other check boxes**, then click "**Delete**" A confirmation message appears at the bottom of window when process is complete.
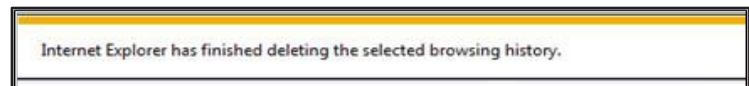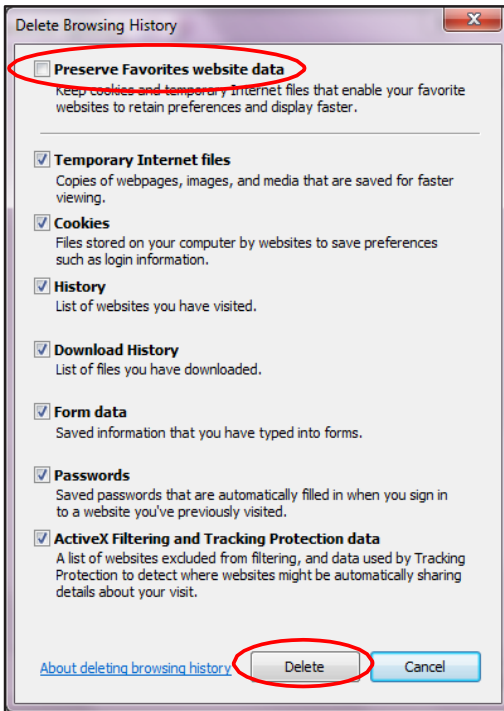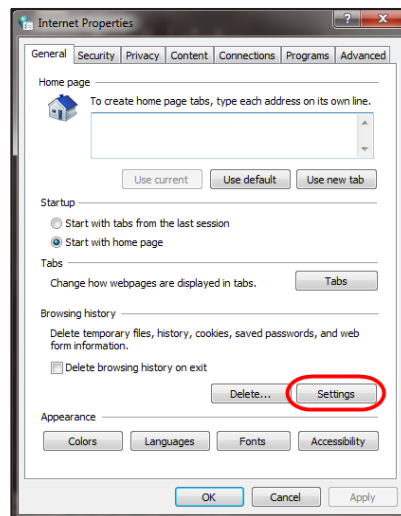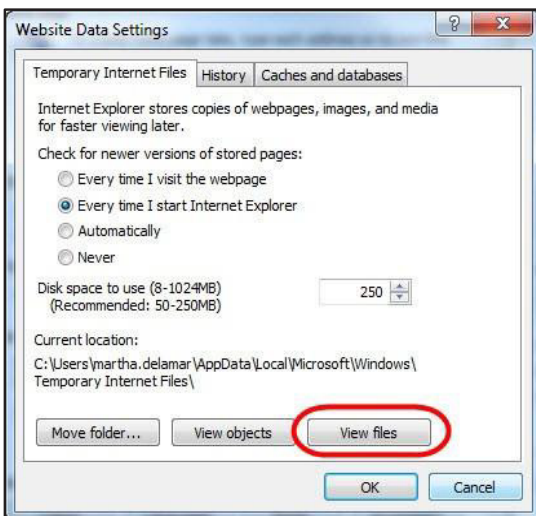
4. Close all Internet Explorer windows

Important: *If you are unable to successfully complete steps 1 through 4, proceed to step 5 on this page.*

If you successfully completed steps 1 through 4, proceed to step 13 on page 5.

Clear All Internet Explorer Files (Option 2)
If you were unable to successfully complete steps 1 through 4, your financial institution's group policy may be the reason. Complete steps 5 through 12 to manually clear your Internet cache and cookies.

5. From the Windows taskbar, click "**Start**" and select "**Control Panel**" The Control Panel appears.
6. Click "**Internet Options**" The Internet "**Properties**" dialog box appears
7. Click the "**General**" tab
8. In the "**Browsing history**" section, click "**Settings**". "**Website Data Settings**" dialog box appears.

9. Click "**View files**" The Temporary Internet Files folder opens in Windows Explorer
10. Click anywhere in Windows Explorer and then press "**Ctrl+A**" to select all files
11. Press "**Delete**" on your keyboard to delete all files
12. Close "**Windows Explorer**", "**Website Data Settings**", and "**Internet Properties**" dialog boxes

Adjust Compatibility View Settings

If images of your scanned items do not appear correctly after clearing your Internet cache and cookies, you may need to adjust the "**Compatibility View Settings**" Complete steps 13 through 21 to adjust your settings.

13. On the "**Tools**" menu in Internet Explorer, select "**Compatibility View Settings**". The Compatibility View Settings dialog box appears
14. In the "**Add**" this website box, type **fiservsco.com** and click "**Add**"
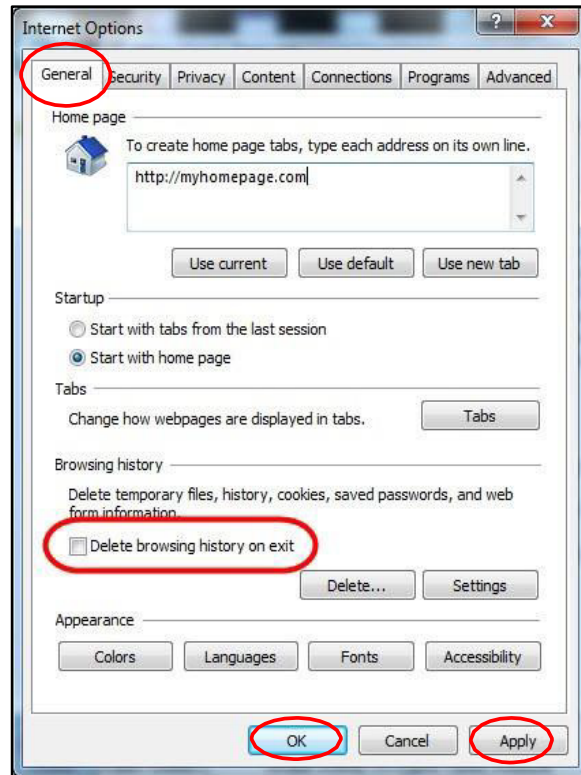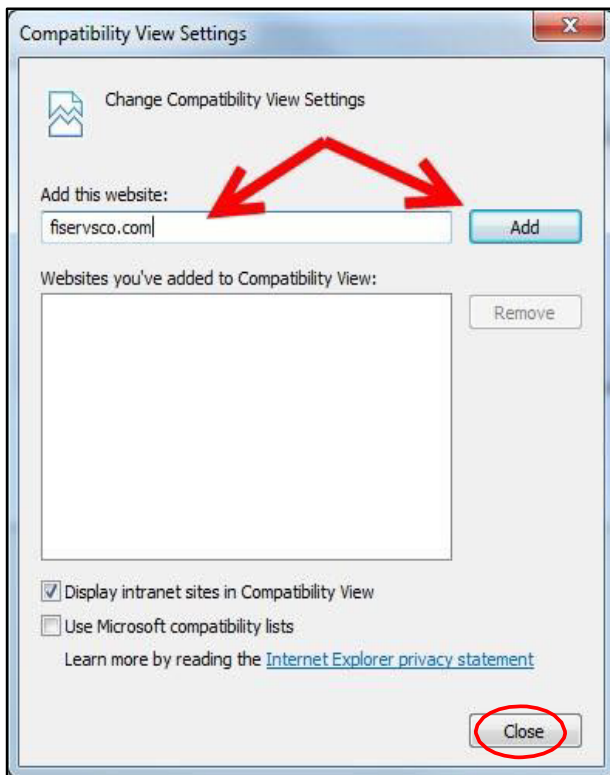
15. Click "**Close**"
16. On "**Tools**" menu in Internet Explorer, select "**Internet Options**" The Internet Properties dialog box appears.
17. Click the "**General**" tab
18. In "**Browsing history**" section, verify "**Delete browsing history on exit**" check box is cleared. If it is selected, clear the check box, and then click "**Apply**" Click "**OK**"
19. Close all Internet Explorer windows
20. Open Internet Explorer, sign in to Web Capture, and scan the deposit

Microsoft Edge

Complete steps 1 through 4 to clear your Internet cache and cookies if you are using Microsoft Edge as your web browser.

1. In the top right, click ☰, click 🕓, and then click "**Clear all history**" The Clear browsing data list appears.
2. Select "**Browsing History**", "**Cookies and saved website**
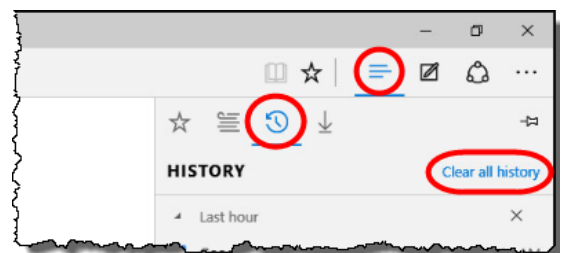
data", and "**Cached data and files**" check boxes
3. Click "**Clear**"
4. After the "All Clear!" message appears, exit all browser windows and re-open Microsoft Edge

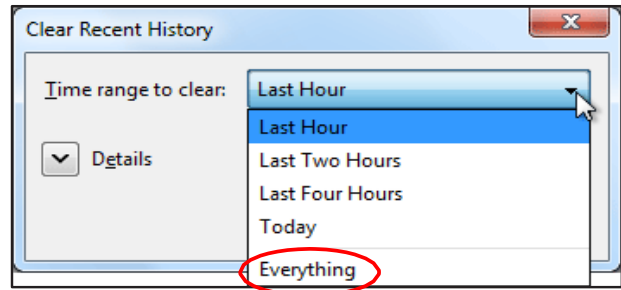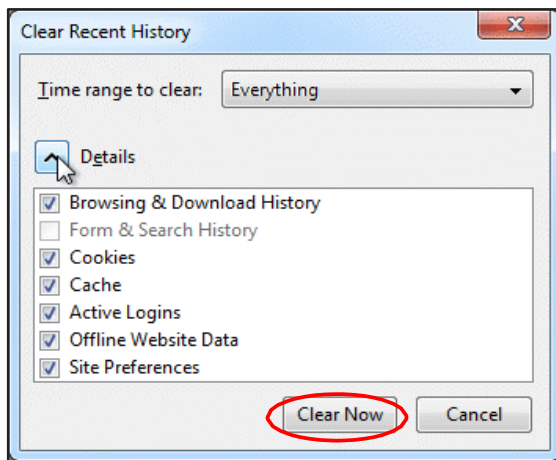## Mozilla Firefox

Complete steps 1 through 5 to clear your Internet cache and cookies if you are using Mozilla Firefox as your web browser.

1. Click the Library ▮▮\ button, click "**History**", and then select "**Clear Recent History**"

> **Note:** *If the menu bar is hidden, press Alt to make it visible.*

2. From the "**Time range to clear**" drop-down list, select "**Everything**"


3. Click the down arrow to expand the "**Details**" section
4. Select all available check boxes in the "**Details**" section and then click "**Clear Now**"
5. Exit all browser windows and re-open Mozilla Firefox

Safari

Complete one of the following procedures to clear your Internet cache and cookies if you are using Safari as your web browser.

Safari 8.0

1. On the Safari menu, select "**Clear History and Website Data....**"
2. From the Clear drop-down list, select all history and then click "**Clear History**"
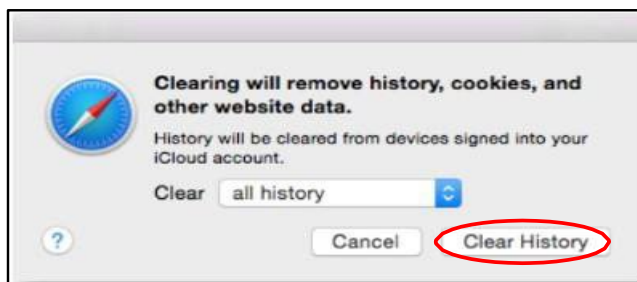
3. On the Safari menu, select "**Quit Safari**" or press "Command+Q" to exit the browser, and then re-open Safari.

Mechanics Bank®

Safari 7.9 and below

1. On the Safari menu, select "**Reset Safari....**" The Reset Safari dialog box appears
2. Select the "**Remove all website data**" check box and then click "**Reset**"

> **Note:** *If you are using Safari 5.0 or below, select Empty the cache and Remove all cookies check boxes.*

3. On the Safari menu, select "**Quit Safari**", or press Command+Q to exit the browser, and then re-open Safari