

Remote Deposit Capture

Cache and Cookie Reference Guide

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Clear Cache & 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**
Mozilla Firefox **Safari**

Google Chrome

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

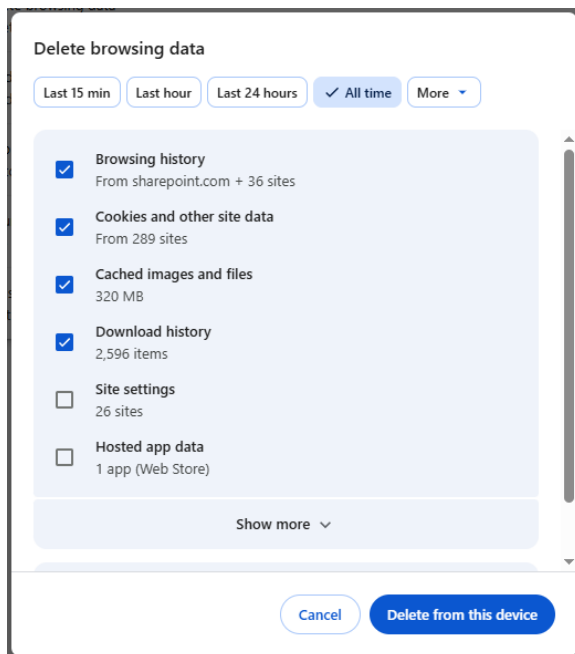
Step 1 – In the browser bar, type `chrome://settings/clearBrowserData`. The “Delete browsing data” window appears

Step 2 – From the list select the following check boxes:

- Browsing history (*optional*)
- Cookies and other site data
- Cached images and files
- Download history (*optional*)

Step 3 – From the time frame options listed across the top select “All time”

Step 4 – Click “Delete from this device”



Step 5 – Exit all browser windows and re-open Google Chrome

Microsoft Edge

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

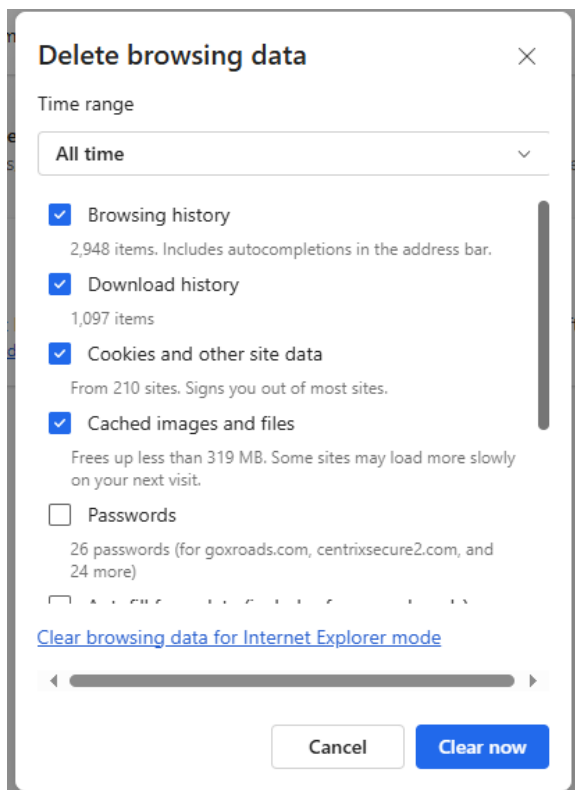
Step 1 – In the browser bar, type `edge://settings/clearBrowserData`. The “Delete browsing data” window appears

Step 2 – Select the boxes beside the following options:

- Browsing History (*optional*)
- Download History (*optional*)
- Cookies and other site data
- Cached images and files

Step 3 – From the “Time range” drop-down list, select “All time”


Step 4 – Click “Clear now”



Step 5 – Delete browsing data window will close following selecting “Clear now”, exit all browser windows and re-open Microsoft Edge

Mozilla Firefox

Complete steps 1 through 7 to clear your Internet cache and cookies if you are using Mozilla Firefox as your web browser.

Step 1 – Click  and select “Settings”

Step 2 – Select the “Privacy & Security” panel

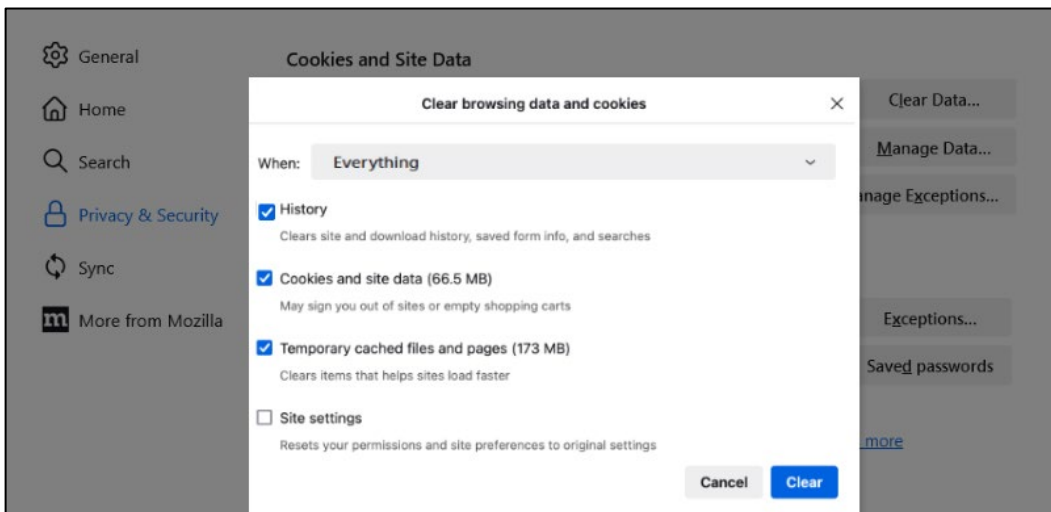
Step 3 – In the “Cookies and Site Data” section, click “Clear Data”. The “Clear browsing data and cookies” window appears

Step 4 – Select the boxes beside the following options:

- History (*optional*)
- Cookies and site data
- Temporary cached files and pages

Step 5 – From the “When” drop-down list, click “Everything”

Step 6 – Click “Clear”



Step 7 – Exit all browser windows and re-open Mozilla Firefox

Safari 18.0

Complete steps 1 through 3 to clear your Internet cache and cookies if you are using Safari as your web browser.

Step 1 – Choose Safari, click “Settings” then click “Privacy”

Step 2 – Click “Manage Website Data”

Step 3 – Click “Remove All” then click “Done”

