

Google Chrome Settings for BankSouth Online Banking

Opening the Settings Page

1. Open the Settings page by clicking on the icon with three stacked horizontal lines to the left of the address bar; this will open a dropdown menu, and Settings will be located towards the bottom of the screen
2. Users can also type in `chrome://chrome/settings/` into the address bar to locate the page
3. Mac OS X users can also open the Settings page by choosing Chrome > Preferences or hit the command key plus the comma key

Browser Settings

1. Open the Settings page (directions above)
2. Locate the "Privacy" section and choose "Content Settings"
 - a. Note – For most users they will not see this setting until they expose advanced settings; have the user scroll to the bottom of the page, and if there is a link that says "Show advanced settings..." ask the user to click on it
3. In the "Content settings" overlay ensure that the following options are set:
 - a. Cookies: Allow local data to be set (recommended)
 - b. Cookies: The option for "Block third-party cookies and data" is unchecked
 - c. JavaScript: Allow all sites to run JavaScript (recommended)
 - d. Pop-ups: Allow all sites to show pop-ups
 - i. Note: If the user does not want to enable popups for all sites, have them go click on the "Manage exceptions..." button to open a "Pop-up exceptions" overlay; here have them type the URL of the online banking domain and set the Behavior to Allow

Security

1. Open the Settings page (directions above)
2. Locate the "HTTPS/SSL" section and choose "Content Settings..."
 - a. Note – For most users they will not see this setting until they expose advanced settings; have the user scroll to the bottom of the page, and if there is a link that says "Show advanced settings..." ask the user to click on it
3. Check the box next to "Check for server certificate revocation"

Deleting the Cache:

1. Open the Settings page (directions above)
2. In the left-hand navigation click on "History"
3. Click the "Clear all browsing data..." button at the top of the page; this will open an overlay with the title "Clear browsing data"

4. From the "Obliterate the following items from" the dropdown, choose "the beginning of time"
5. Ensure the following item is checked and uncheck all other items not listed:
 - a. Empty the cache
6. Click the "Clear browsing data" button

Deleting Cookies Only:

1. Open the Settings page (directions above)
2. In the left-hand navigation click on "History"
3. Click the "Clear all browsing data" button at the top of the page; this will open an overlay with the title "Clear browsing data"
4. From the "Obliterate the following items from" the dropdown, choose the date range that is most appropriate; please note that this will delete all cookies for the user for the given timeline regardless of site:
 - a. Selecting "the past day" should help clear cookies related to a user's session
 - b. Selecting "the beginning of time" will remove all cookies in the browser
5. Ensure the following item is checked and uncheck all other items not listed:
 - a. Delete cookies and other site and plug-in data
6. Click the "Clear browsing data" button