



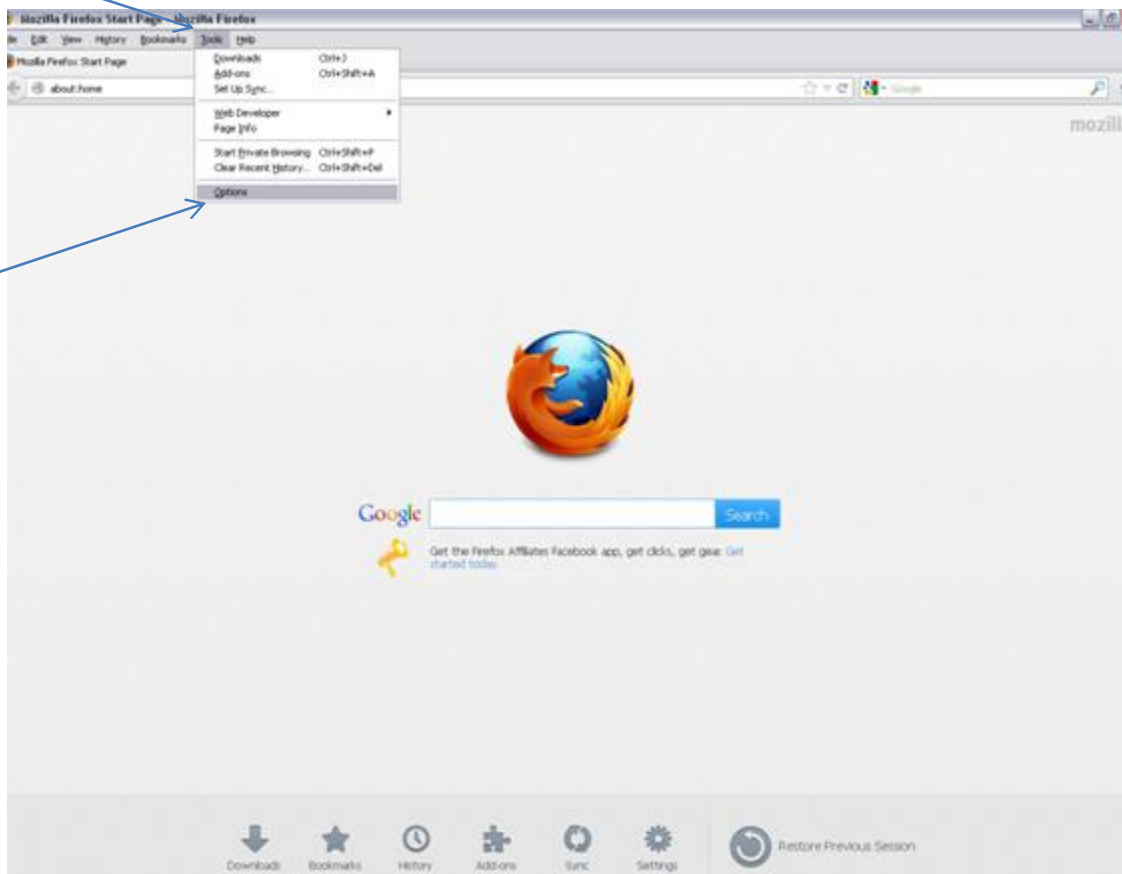
## Mozilla Firefox Tip Sheet

With our previous Online Banking system, many of our customers' browsers already recognized our Online Banking site as a "Trusted Site." Sterling Bank & Trust new online Banking has enhanced security features inherent to their system (i.e. the secure access code/temporary access code (SAC/TAC) to register the browser), which require some customers to modify their browser settings.

Below are some examples of issues that would require the customer to modify their browser settings:

- Customer is required to receive a SAC/TAC every time he logs in even though he activated his browser
- Customer is entering the password provided, but it is not working
- Screen is blank when customer goes to the Bill Pay screen
- Challenge Phrase drop-down menus are blank when accessing Bill Pay for the first time
- After clicking on "Text Banking Preferences," customer is required to enter a login name and password even though they are an existing Mobile Banking customer

1. Go to **Tools>Options** from your browser's toolbar.

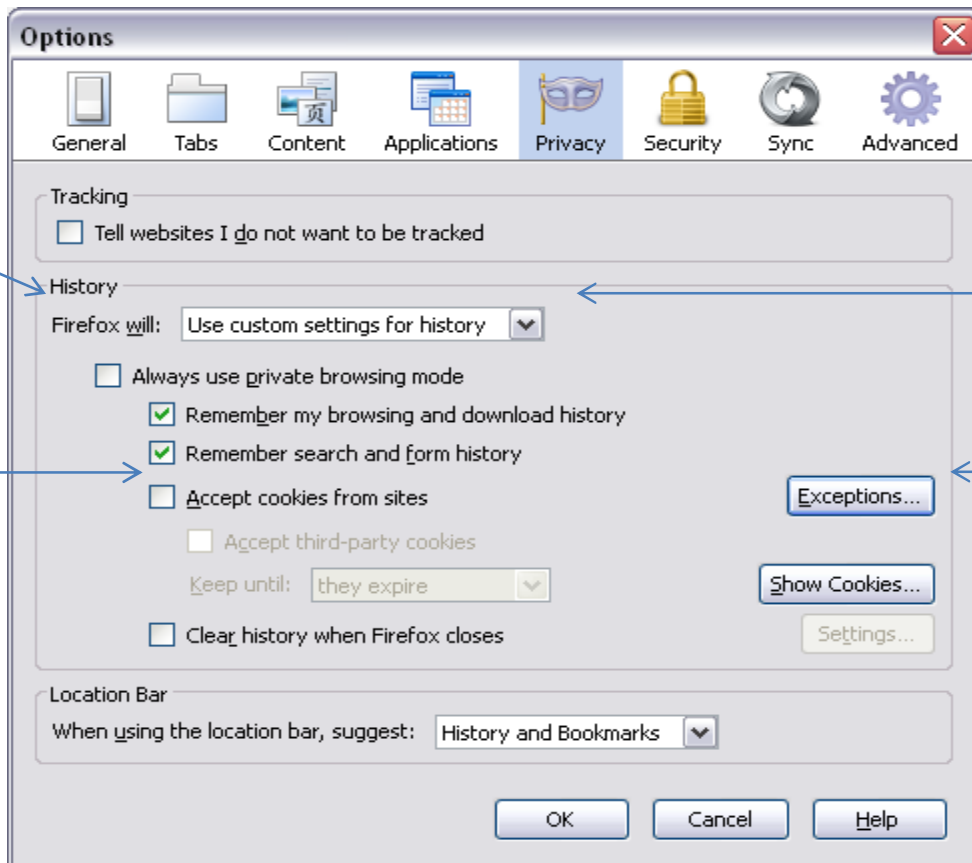




2. Click on **Privacy**.

3. Change drop down menu next to “Firefox will:” to “Use custom settings for history”.

If “Accept Cookies from Sites” is unchecked, click on Exceptions (to allow cookies from certain sites)



- Type in: [www.sterlingbank.com](http://www.sterlingbank.com)
- Click “Allow”
- Type in: [secure56.onlineaccess1.com](http://secure56.onlineaccess1.com)
- Click “Allow”
- Click “Close”



Exceptions - Cookies

You can specify which websites are always or never allowed to use cookies. Type the exact address of the site you want to manage and then click Block, Allow for Session, or Allow.

Address of website:  
secure56.onlineaccess1.com

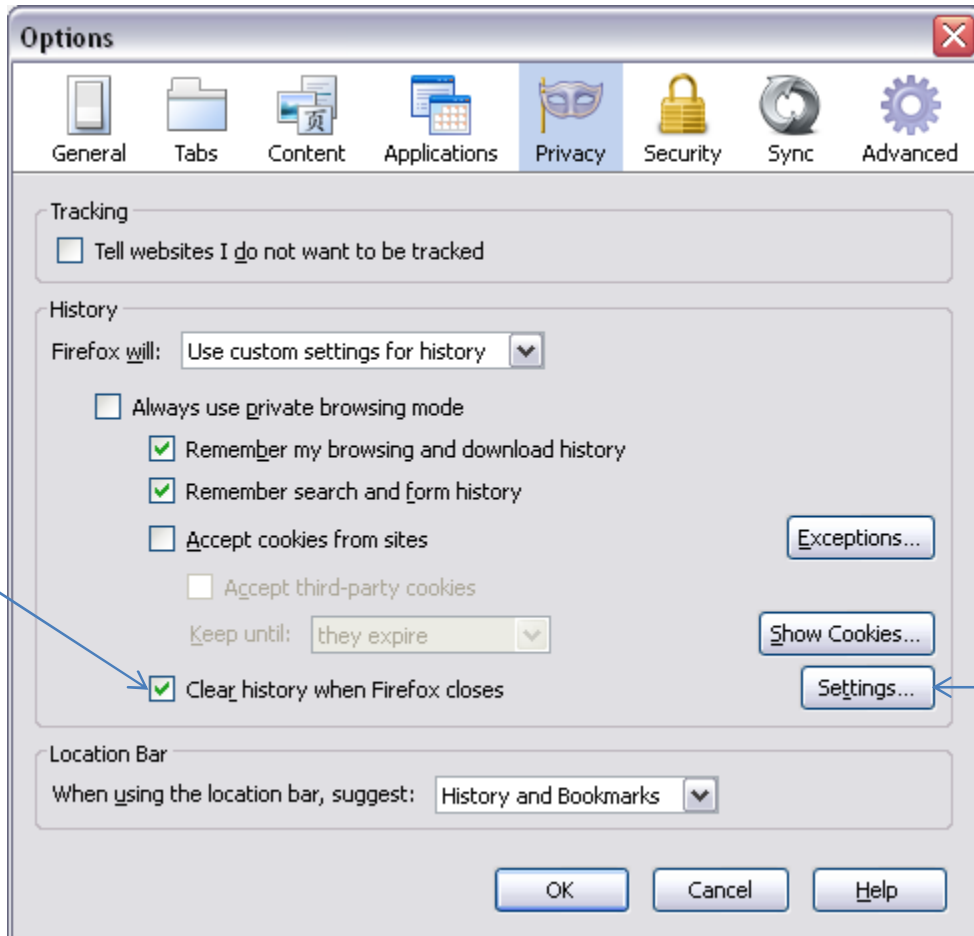
Block Allow for Session Allow

Site	Status
www.sterlingbank.com	Allow
secure56.onlineaccess1.com	Allow

Remove Site Remove All Sites Close

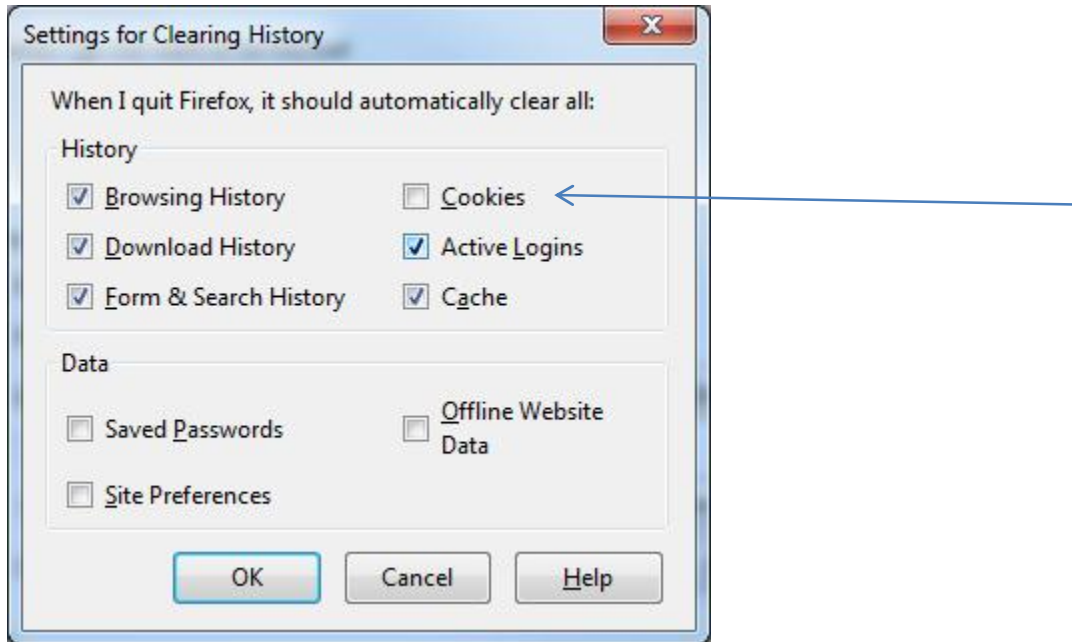


4. If “clear history when Firefox closes” is checked, click “Settings”.





5. Uncheck "Cookies".



6. Click "OK".

Note:

To ensure all of the settings above have been properly updated, all Firefox sessions must be closed.

Please note, customer may have to receive a SAC/TAC one more time.