SOUTH STATE BANK

Remote Deposit Capture Browser Guide

This guide includes instructions for clearing Internet cache and cookies for Internet Explorer, Google Chrome, Microsoft Edge, Mozilla Firefox and Safari.
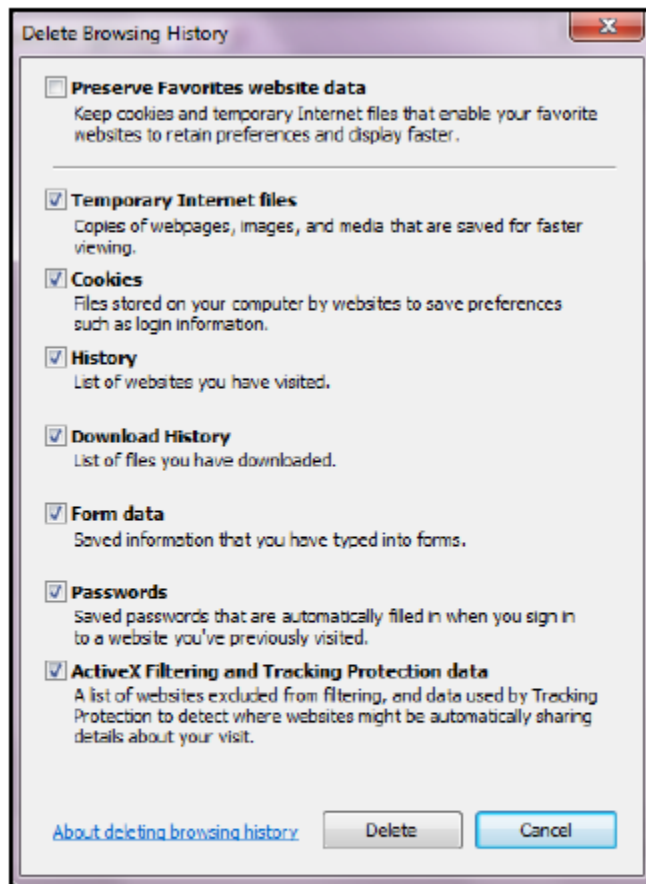
Internet Explorer
Complete the following steps if you are using Internet Explorer as your web browser.

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 the **Tools** menu, select **Delete browsing history**. The Delete Browsing History dialog box appears.
3. Clear the **Preserve Favorites website data** check box, select all other check boxes, and then click **Delete**. A confirmation message appears at the bottom of the window when the process is complete.

4. Close all Internet Explorer windows.

Clear All Internet Explorer Files (Option 2)

If you were unable to successfully complete steps 1 through 4, 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**. The Website Data Settings dialog box appears.
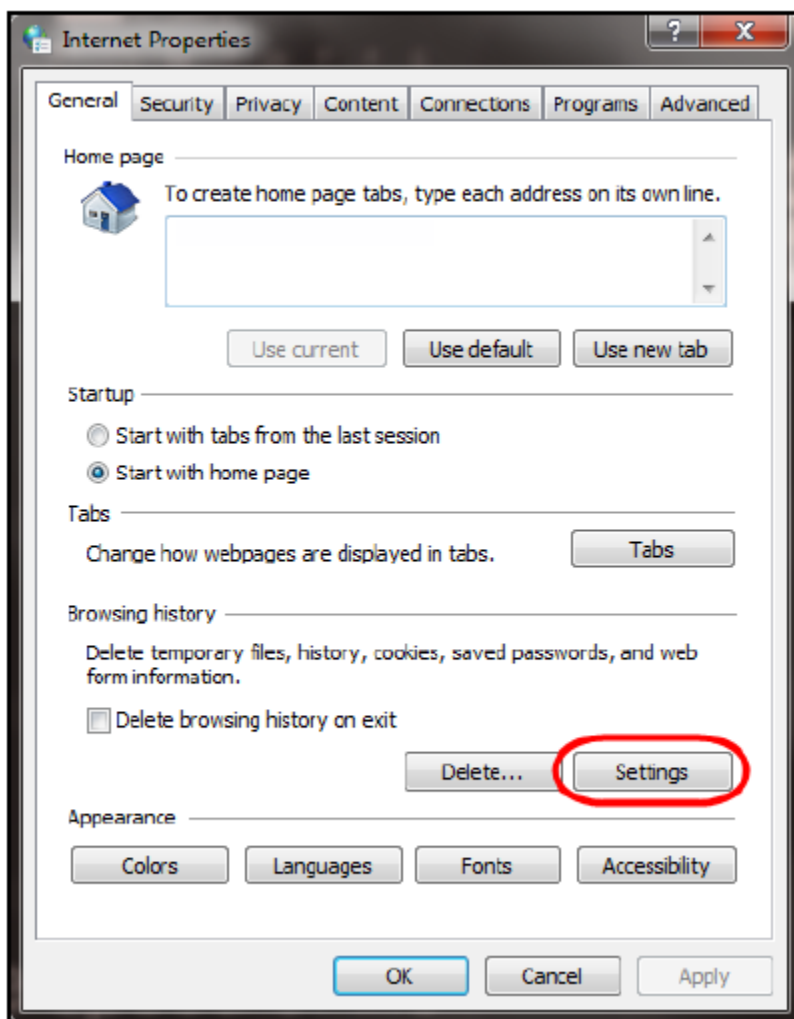
9. Click **View files**. The Temporary Internet Files folder opens in Windows Explorer.
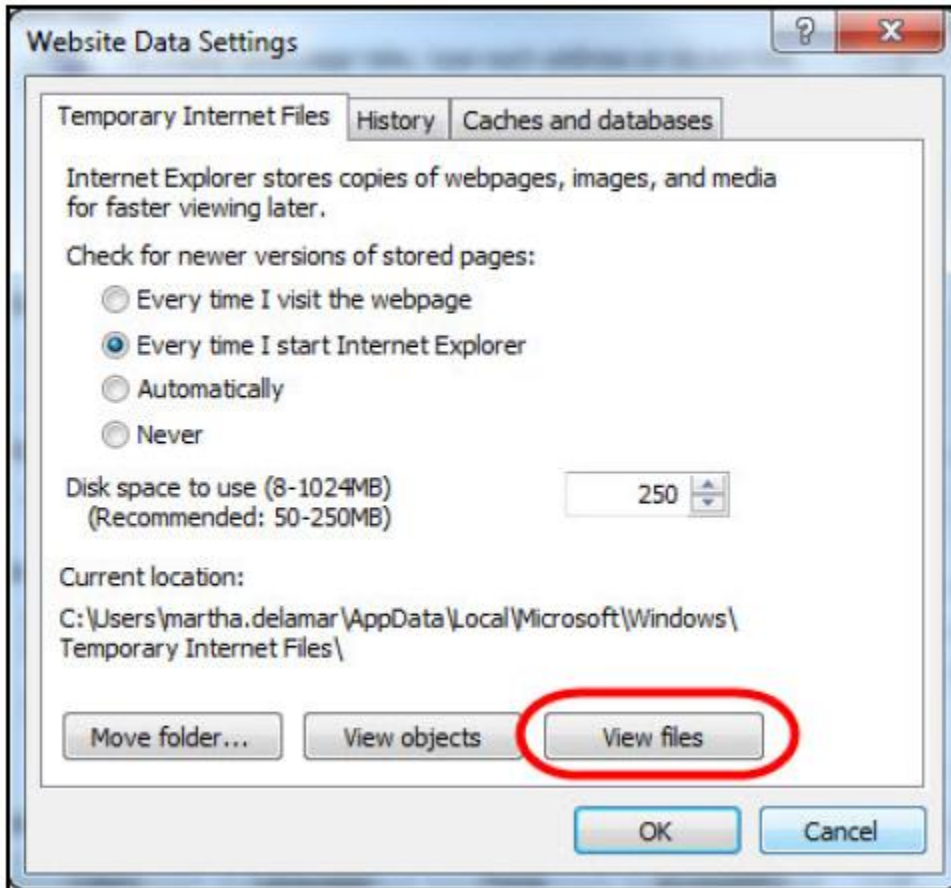

10. Click anywhere in Windows Explorer and then press Ctrl+A to select all files.
11. Press Delete on your keyboard to delete all files.
12. Close Windows Explorer, the Website Data Settings dialog box, and then the Internet Properties dialog box.

Adjust Compatibility View Settings in Internet Explorer

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 then click **Add**.
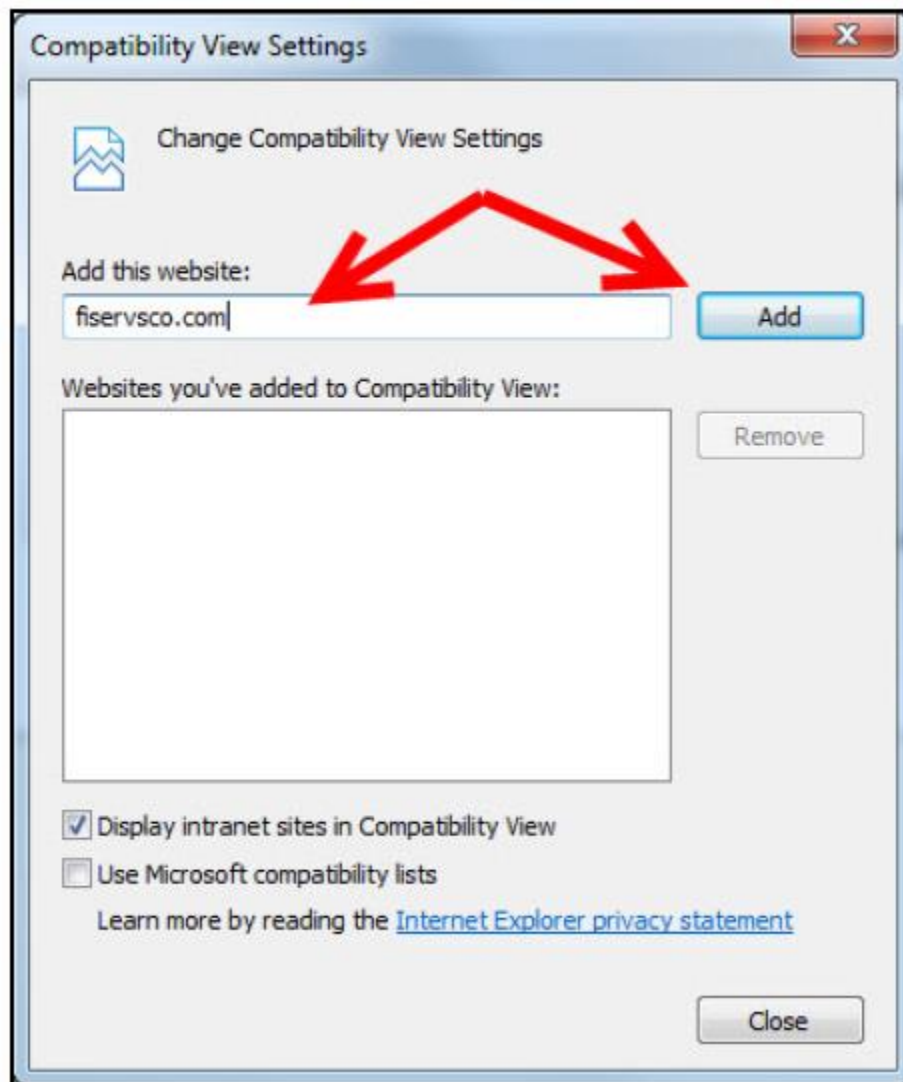
15. Click **Close**.
16. On the **Tools** menu in Internet Explorer, select **Internet options**. The Internet Properties dialog box appears.
17. Click the **General** tab.
18. In the Browsing history section, verify that the **Delete browsing history on exit** check box is cleared. If it is selected, clear the check box, and then click **Apply**.
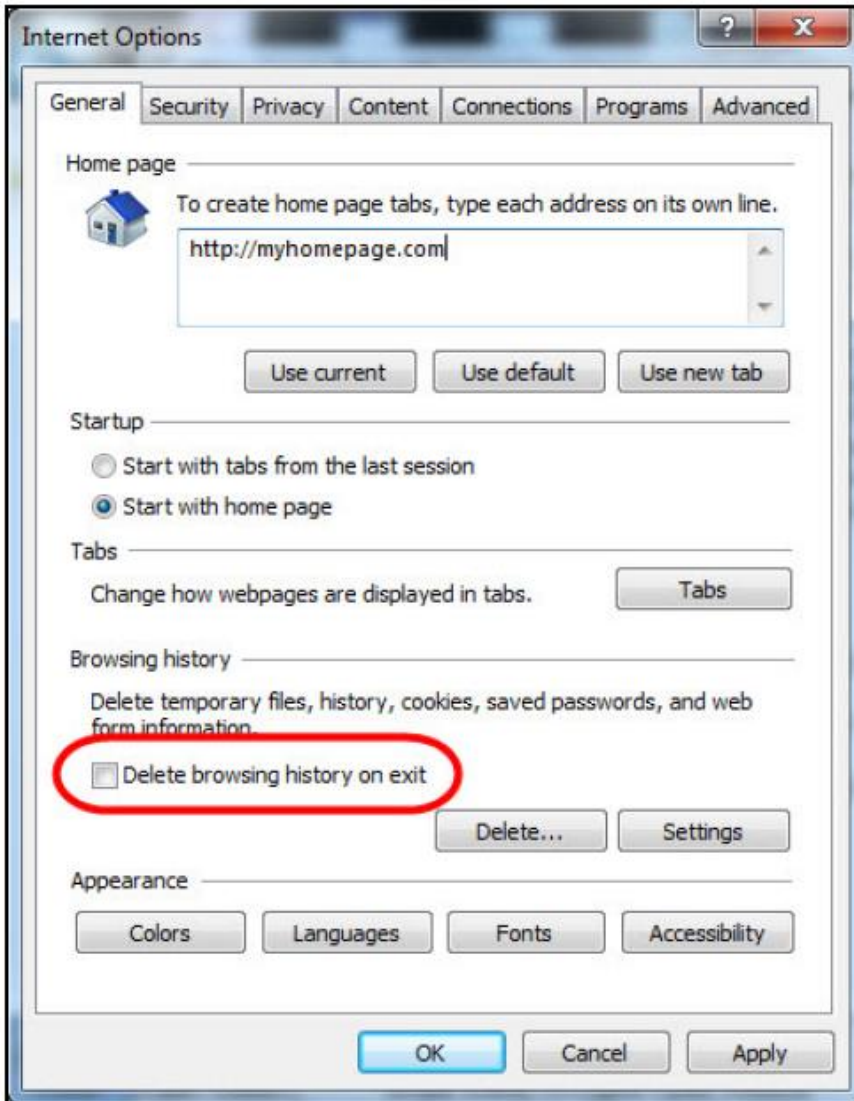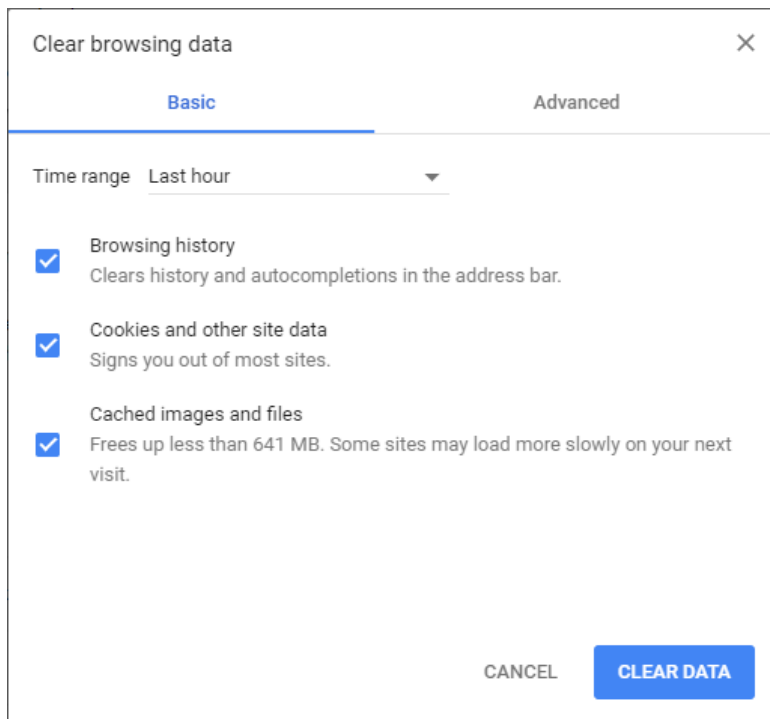

19. Click **OK**.
20. Close all Internet Explorer windows.

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.

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.
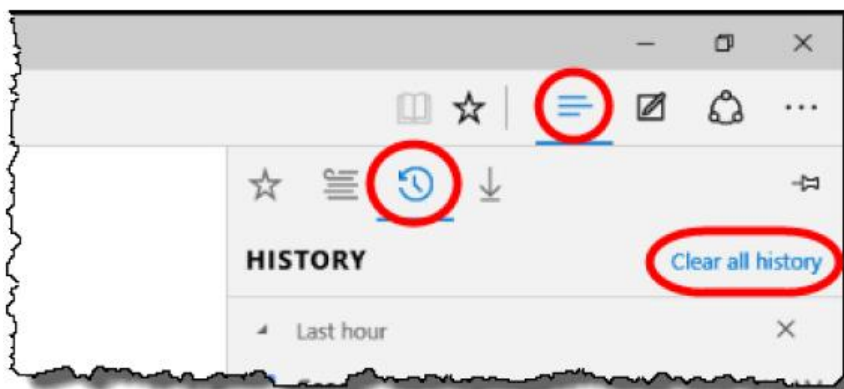

2. Select the **Browsing History**, **Cookies and saved website data**, and **Cached data and files** check boxes.
3. Click **Clear**.
4. After the "All Clear!" message appears, exit all browser windows and re-open Microsoft Edge.
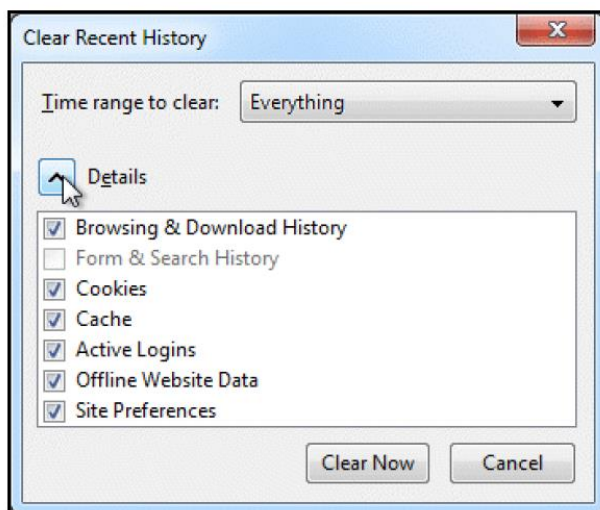
Mozilla Firefox

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**.
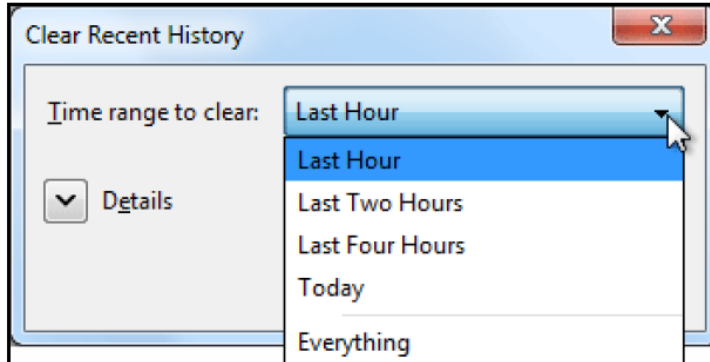
3. Click the down arrow to expand the Details section.
4. Select all available check boxes in the Details section and then click **Clear Now**.

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.
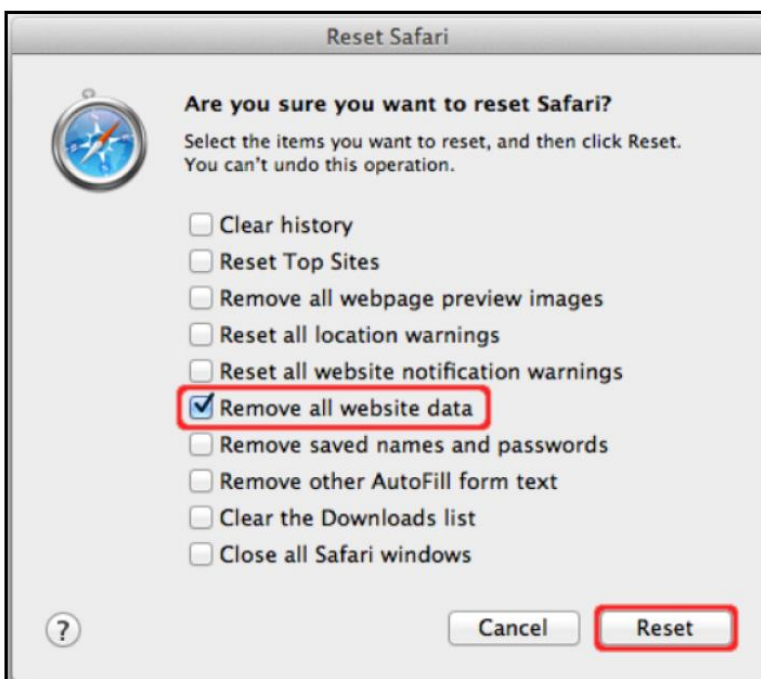
Safari 8.0
1. On the **Safari** menu, select **Clear History and Website Data**.
2. From the **Clear** drop-down list, select **all history** and then click **Clear History.**
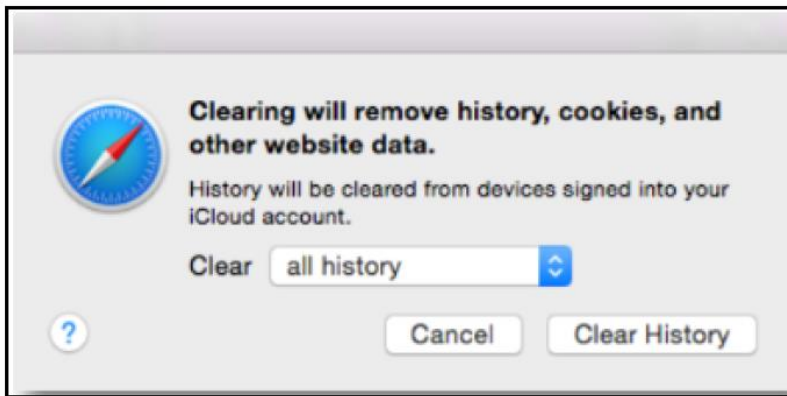
3. On the **Safari** menu, select **Quit Safari** or press Command+Q to exit the browser, and then re-open Safari.

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 the **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.