

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.



Internet Explorer has finished deleting the selected browsing history.

4. Close all Internet Explorer windows.

Important: If you were 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.

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.

Thernet Properties
General Security Privacy Content Connections Programs Advanced
Home page
To create home page tabs, type each address on its own line.
Use current Use default Use new tab
Startup
Start with tabs from the last session
Start with home page
Tabs
Change how webpages are displayed in tabs. Tabs
Browsing history
Delete temporary files, history, cookies, saved passwords, and web form information.
Delete browsing history on exit
Delete Settings
Appearance
Colors Languages Fonts Accessibility
OK Cancel Apply

9. Click View files. The Temporary Internet Files folder opens in Windows Explorer.

emporary Internet File	s History	Caches a	and databases	
Internet Explorer store for faster viewing later	s copies of	webpages	, images, and m	edia
Check for newer versio	ns of stored	pages:		
Every time I visit	the webpag	ge		
Every time I star	t Internet E	xplorer		
Automatically				
Never				
Disk space to use (8-10 (Recommended: 50-2	24MB) 50MB)		250 🚔	
Current location:				
C:\Users\martha.delama Temporary Internet File	ar \AppData s \	Local Micr	osoft\Windows\	
Move folder	View obje	cts	View files	
			OK	Cancel

- 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.

Compatibility View Settings	×
Change Compatibility View Settings	5
Add this website: fiservsco.com	Add
Websites you've added to Compatibility Vie	w:
	Remove
V Display intranet sites in Compatibility Vie	w
Use Microsoft compatibility lists	
Learn more by reading the <u>Internet Exp</u>	lorer privacy statement
	Close

- 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**.

eneral	Security	Privacy	Content	Connecti	ons Pr	ograms	Advand
Home p	age —						
	To cre	ate home p	bage tab	s, type each	addres	s on its o	wn line.
S.	http	://myhome	page.co	m			^
							*
		Use cur	rent	Use def	ault	Use n	ew tab
Startu							
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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.

Clear Recent History	x	
Time range to clear:	Last Hour	
	Last Hour	
✓ Details	Last Two Hours	
	Last Four Hours	
	Today	
	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**.

Clear Recent History	×
Time range to clear:	Everything 👻
D <u>e</u> tails	
Browsing & Down	nload History
Form & Search H	istory
Cookies	
Cache	
Active Logins	
Offline Website D	ata
Site Preferences	
	Clear Now Cancel

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.

	Reset Safari
â	Are you sure you want to reset Safari?
	Select the items you want to reset, and then click Reset. You can't undo this operation.
	Clear history
	Reset Top Sites
	Remove all webpage preview images
	Reset all location warnings
	Reset all website notification warnings
	Remove all website data
	Remove saved names and passwords
	Remove other AutoFill form text
	Clear the Downloads list
	Close all Safari windows
?	Cancel Reset

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