One of the biggest challenges in today’s online banking landscape is the process to prevent unauthorized parties from accessing your personal online banking information. Because malware, spyware, and other undesirable code have become so common and so sophisticated, many computers have been compromised without users’ knowledge. As a result, login credentials (such as your online banking ID and password) may be very easy to steal. The nature of today’s Internet means that neither you nor your bank can allow just an ID and password to grant access to your sensitive personal and financial information!

The use of special cookies is the most common way that banking systems can uniquely ‘remember’ (or register) the device or computer that you normally use to access your accounts. Whenever you connect to online banking, the system uses these encoded cookies to verify that this is one of the registered computers which you use for access. If that cookie is not present, then the system understands there is a greater risk that your credentials may be under the control of someone other than you, so the system requires you to receive and enter a one-time Secure Access Code. This code can be delivered to your phone number, mobile device, or e-mail account. You will also have the opportunity to register the computer being used to avoid having to receive a Secure Access Code each time you log in.

Many customers have the newest browser technology, which includes privacy options that allow you to delete all cookies when you close your browser. This measure is there to make it more difficult for shopping and search websites to track your online activity. However, this indiscriminate cookie purging process will also remove the special online banking cookies and other Internet sites you may wish to preserve for your browser’s identity. Most customers prefer to ‘whitelist’ or preserve the cookies for such sites so that when the browser is closed, those cookies remain, and all other cookies will be deleted.

We have provided instructions for the commonly used browser versions demonstrating how to set up your computer to whitelist the SYBT online banking site. This will enable you to have your computer* recognized and avoid having to repeatedly authenticate yourself with a one-time Secure Access Code.

* You may register up to six computer systems for your online account.
If the system does not recognize your device (although you have registered it as a “Personal Computer”), the cookie necessary for recognizing your device is being deleted. This is typically caused when the browser is set to automatically delete cookies when the browser is closed, or you may manually delete your cookies from time to time. There is a way to preserve the SYBT cookie in Internet Explorer 10 (IE10).

**Preserving SYBT Cookie**

1. From the browser menu click “Tools” or click the 
   ![Internet Options icon](image)
   and then “Internet Options”.

2. From the browser menu click “Tools” and “Internet Options”.
3. Under the “General” tab, go to the “Browsing History” section and click “Delete”.
4. Ensure that the “Preserve Favorite Website Data” box is checked. This box must be checked to preserve the cookie.

5. When finished, click the “Cancel” button.
6. Now begin the process of logging into Online Banking. Enter your Login ID and click “Go”.
7. The next screen requests your Password. Place this page into your Favorites (Bookmark). Doing so will preserve our cookie from getting deleted when you clean out your cookies.
8. Continue the login process.
9. If prompted, register the computer (if it is your personal or work computer). The next time you log in, the system should not prompt for a Secure Access Code.

**eStatements and Bill Pay**

If you are having an issue with viewing eStatements or Bill Pay, try the following troubleshooting steps.

1. From the browser menu click “Tools” and “Internet Options”.
2. Click on the “Privacy” tab and then the "Advanced" button.
3. Ensure that "Override automatic cookie handling" and "Always allow session cookies" are checked.
4. Also ensure the first and third party cookies are both accept.
5. Click "OK"
6. If you have the “Turn on Pop-up Blocker” checked, click on the “Settings” button.
7. In the “Address of Web site to allow” text box, enter the following address:
   - https://*.syb.com – click Add
8. Next click the “Close” button.
9. If you are still having an issue, you can also add the address above to your trusted sites by:
   a. Clicking the “Security” tab
   b. Click the green checkmark labeled “Trusted Sites”
   c. Click on the “Sites” button and add the address above.
10. Click “Close” when finished.

**Additional Steps**

You should also make sure that your privacy settings are not blocking cookies. To do so:

a. On the “Internet Options” window, click the “Privacy” tab.
   b. Make sure that the slider is not set to “High”. This will block all cookies.
You may also add our site to an exception list. To do so:

- Click the “Sites” button under the Privacy tab to show the “Per Site Privacy Actions” window.
- In the “Address of website” box, type the following address: https://*.syb.com – click Allow
- Click OK

To view our website more easily in Internet Explorer 10 (Desktop Mode)

If you are having trouble with the way Online Banking or Bill Pay displays in IE10, please complete one of the following options:
Option 1
1. If the page is having an issue, you should see a broken page icon.
2. Simply click on the icon and the page should display correctly.

Option 2
1. Log in to Online Banking utilizing Internet Explorer 10.
2. If the issue is with:
   a. Online Banking, navigate to any page within Online Banking and proceed to step 4.
   b. Bill Pay, navigate to Bill Pay and then proceed to step 4.
3. Press the F12 key on your keyboard to display the panel below.
4. Click the “Browser Mode IE10” menu and select “Internet Explorer 10 Compatibility View”.
5. Close the window, and your browser to save this setting.

Option 3
1. Log in to Online Banking utilizing Internet Explorer 10.
2. If the issue is with:
   a. Online Banking, navigate to any page within Online Banking and proceed to step 4.
   b. Bill Pay, navigate to Bill Pay and then proceed to step 4.
3. From the browser menu click “Tools”.
4. Click Compatibility View Settings
5. From Select Compatibility View Settings.
6. The page that you’re having issues with should be listed in the “Add this website” section. Click the “Add” button.
7. Click “Close” at the bottom.