

Trouble Shooting CU@Home Online Banking

If you are having trouble reaching the CU@Home Online Banking **Login page** please go to your internet browser and follow the directions below (for your specific browser).

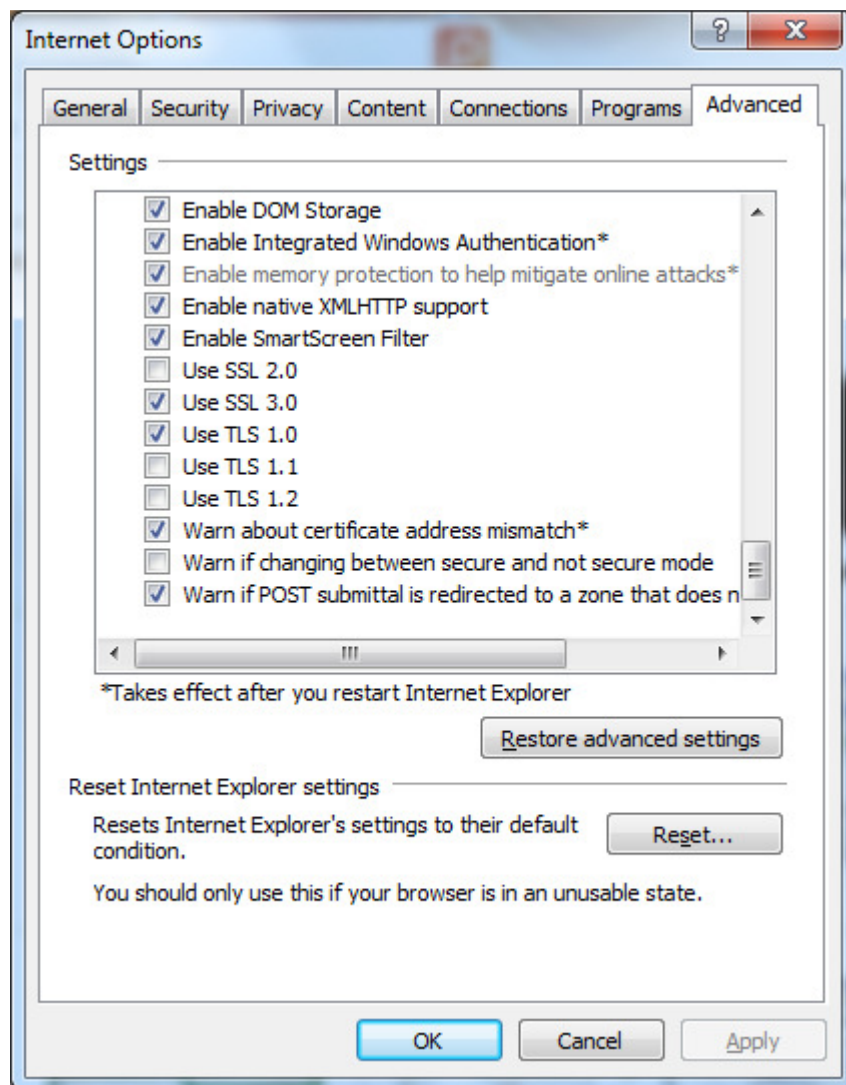
For Internet Explorer Users:



Go to Tools (on the far right side) → Internet Options → Advanced Tab
Scroll to the bottom of the list in the Advanced Tab and make sure:

- Use SSL 2.0 is **unchecked**
- Use SSL 3.0 is **checked**
- Use TLS 1.0 is **checked**
- Use TLS 1.1 is **unchecked**
- Use TLS 1.2 is **unchecked**

Please see the screen print below for more information.



For Firefox Users:

Click on Firefox in the top left corner → Choose Options → Click on Advanced

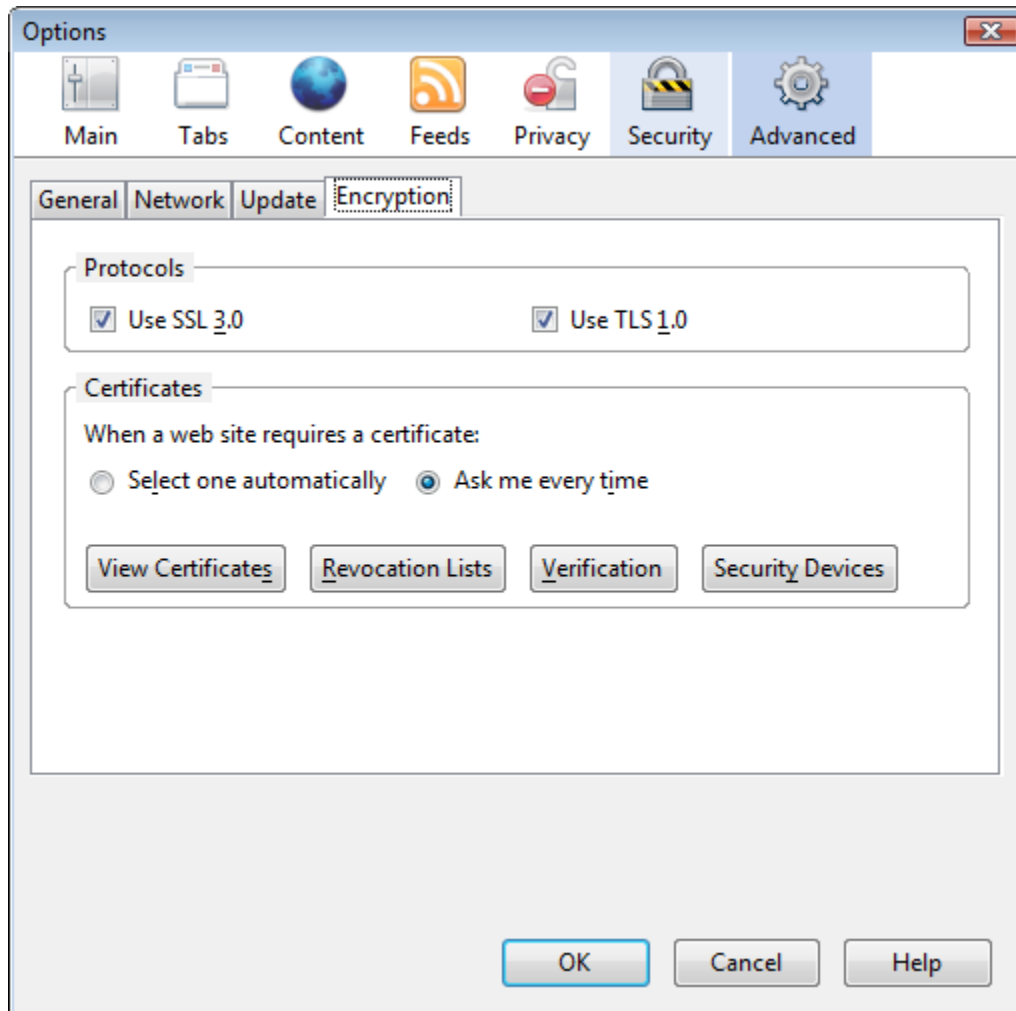
Click on the Encryption tab

Make sure:

Use SSL 3.0 is **checked**

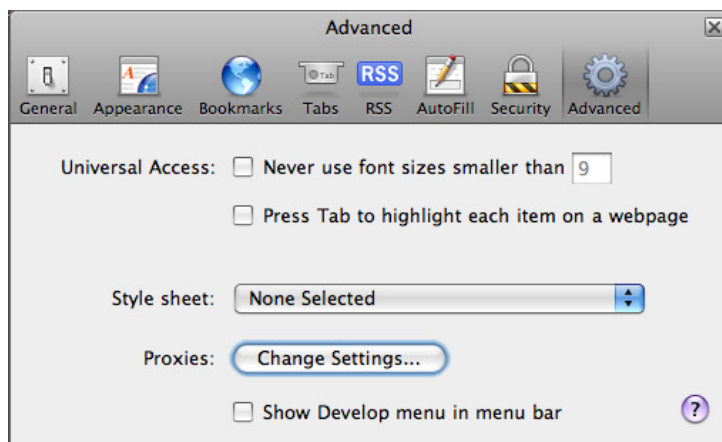
Use TLS 1.0 is **checked**

Please see the screen print below for more information.

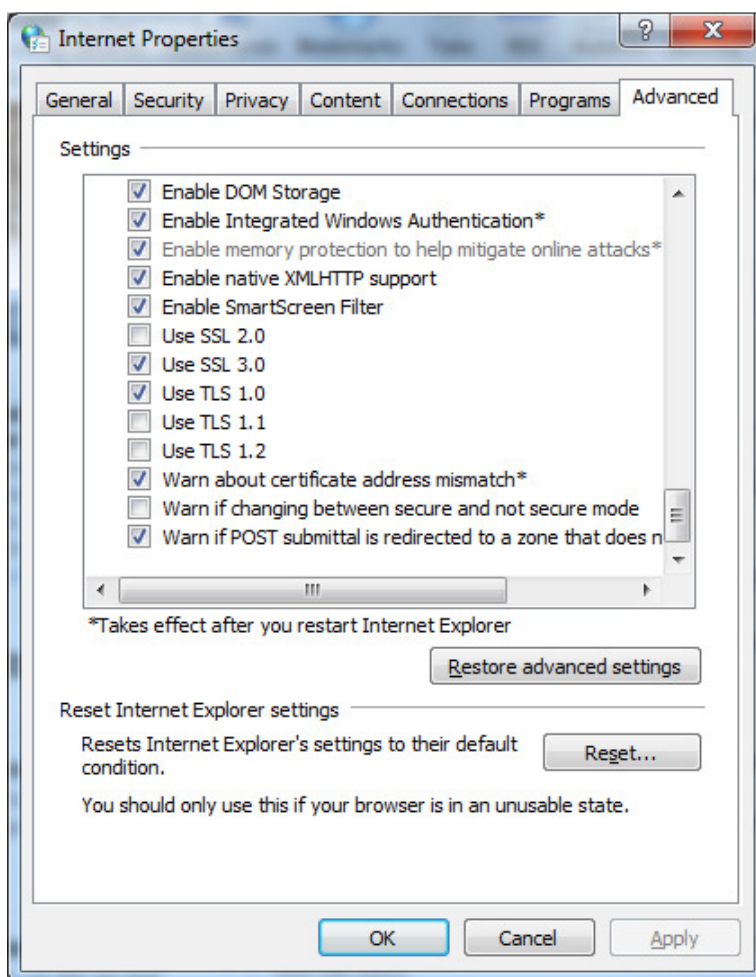


For Safari Users:

Go to Edit → Preferences... → Click on Advanced



Select Change Settings ... Then click on the Advanced tab



Scroll to the bottom of the list in the **Advanced Tab** and make sure:

Use SSL 2.0 is **unchecked**

Use SSL 3.0 is **checked**

Use TLS 1.0 is **checked**

Use TLS 1.1 is **unchecked**

Use TLS 1.2 is **unchecked**

For Google Chrome Users:

Click on the wrench icon on the right side → Choose Options → Choose Under the Hood

Make sure the settings under HTTPS/SSL look like this:

