

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 → Internet Options → Advanced Tab

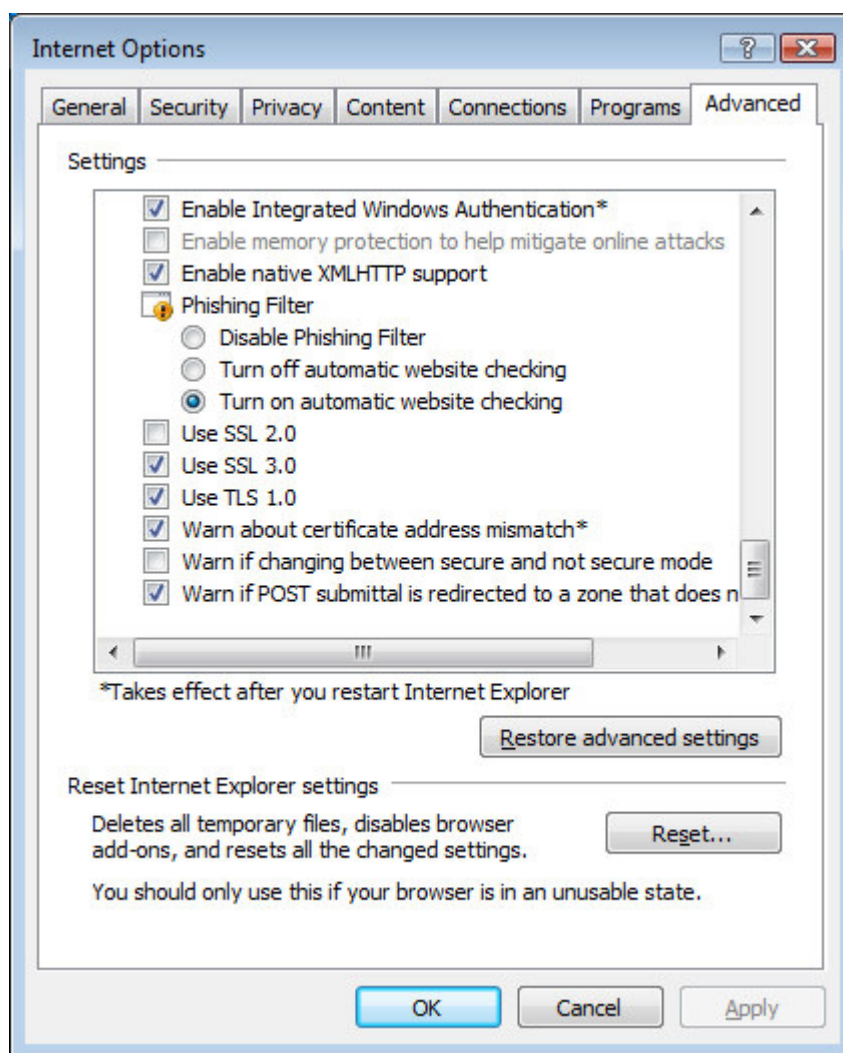
Scroll to the bottom of the list in the Advanced Tab and make sure:

Use SSL 2.0 is **unchecked**

Use SSL 3.0 is **checked**

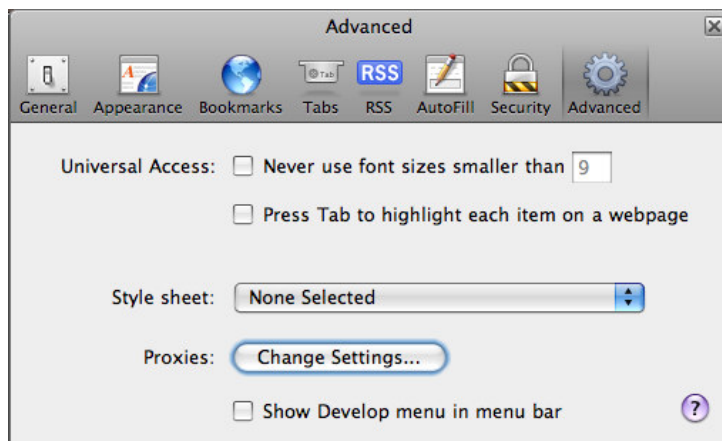
Use TLS 1.0 is **checked**

Please see the screen print below for more information.

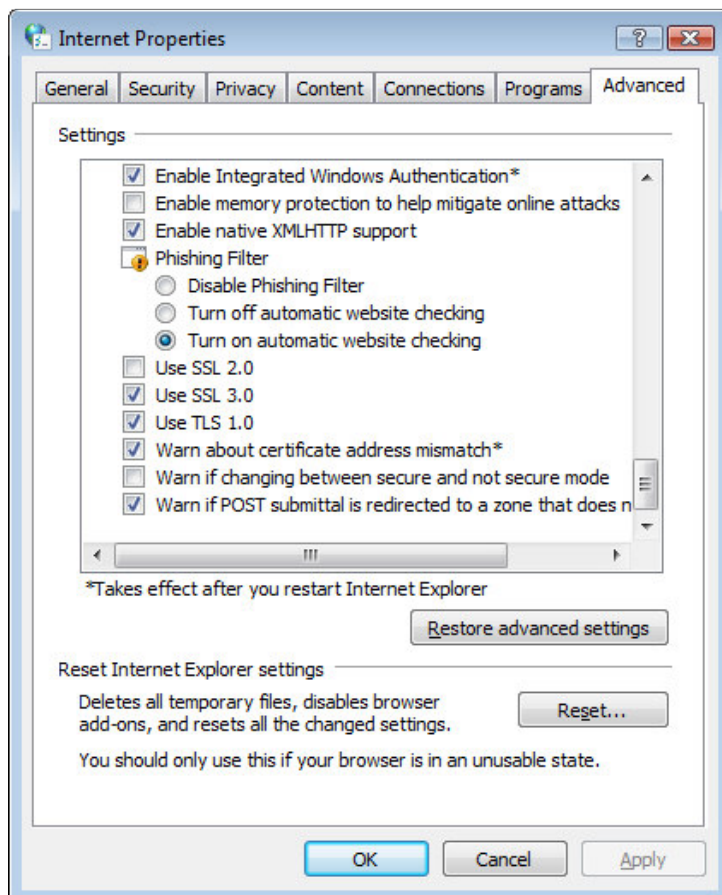


For Safari Users:

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



Select Change Settings ...



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**

For Firefox Users:

Go to Tools → 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.

