Firefox 4.0+ Settings

1. From the menu bar, click on "Tools."
2. From the Tools menu, select "Options."
3. In the Options window, select the "Privacy" icon.
   a. If the "Firefox will" dropdown option is "Never remember history," cookies will be deleted from the browser upon browser close; if user is experiencing trouble with the MFA cookie, you can change the option to "Remember history" so that the cookie remains between sessions.
   b. If the "Firefox will" dropdown option is "Use customer settings for history," ensure that both the "Accept cookies from sites" and "Accept third-party cookies" boxes are checked (ON) and the "Keep until" dropdown option value is "they expire."
4. In the Options window, select the "Content" icon/tab.
   a. Unclick (OFF) the checkbox for "Block pop-up windows." * Or if you choose to have it checked (ON), be sure to add your FI's domain to the list of Allowed Sites.
   b. Click (ON) the checkbox for "Load images automatically."
   c. Click (ON) the checkbox for "Enable JavaScript."
5. In the Options window, select the "Advanced" icon/tab.
6. Select the "Encryption" tab.
   a. Click (ON) the checkbox for "Use SSL 3.0".
   b. Click (ON) the checkbox for "Use TLS 1.0".
7. Click on OK button to close the Options window.

Deleting the Cache: (a.k.a. Temporary Internet Files)

1. From the menu bar, click on "Tools."
2. From the Tools menu, select "Options."
3. In the Options window, select the "Privacy" icon.
4. If the "Firefox will" option in the dropdown is "Remember history," click on the "clear your recent history" link in the dialog box; if the "Firefox will" option in the dropdown is "Never remember history," click on the "clear all current history" link in the dialog box.
5. In the "Time range to clear" dropdown option, choose "Everything".
6. In the "Details" section, expand the selection (if necessary) by clicking on the down button
7. Ensure that "Cache" is the only option selected and click "Clear Now".
8. Close the "Options" box by clicking "OK".

Deleting Cookies Only:

1. From the menu bar, click on "Tools"".
2. From the Tools menu, select "Options".
3. In the Options window, select the "Privacy" icon.
4. If the "Firefox will" option in the dropdown is "Remember history," click on the "clear your recent history" link in the dialog box; if the "Firefox will" option in the dropdown is "Never remember history," click on the "clear all current history" link in the dialog box.
5. In the "Time range to clear" dropdown option, choose the date range that is most appropriate; please note that this will delete all cookies for the user for the given timeline regardless of site.
   a. Selecting "Today" should help clear cookies related to a user's session
   b. Selecting "Everything" will remove all cookies in the browser
6. In the "Details" section, expand the selection (if necessary) by clicking on the down button
7. Ensure that "Cookies" is the only option selected and click "Clear Now".
8. Close the "Options" box by clicking "OK".