CBA WEBSITE

A. CBA recommends using either <u>Chrome</u> or <u>Firefox</u> browsers and make sure your browsers are up to date. These updates are not always automatic. See below for instructions.

1) Checking for latest version in **Chrome**
   a. Open the Options menu using the "hamburger" button in the upper right corner.
   b. Select *Help* then *About Google Chrome*
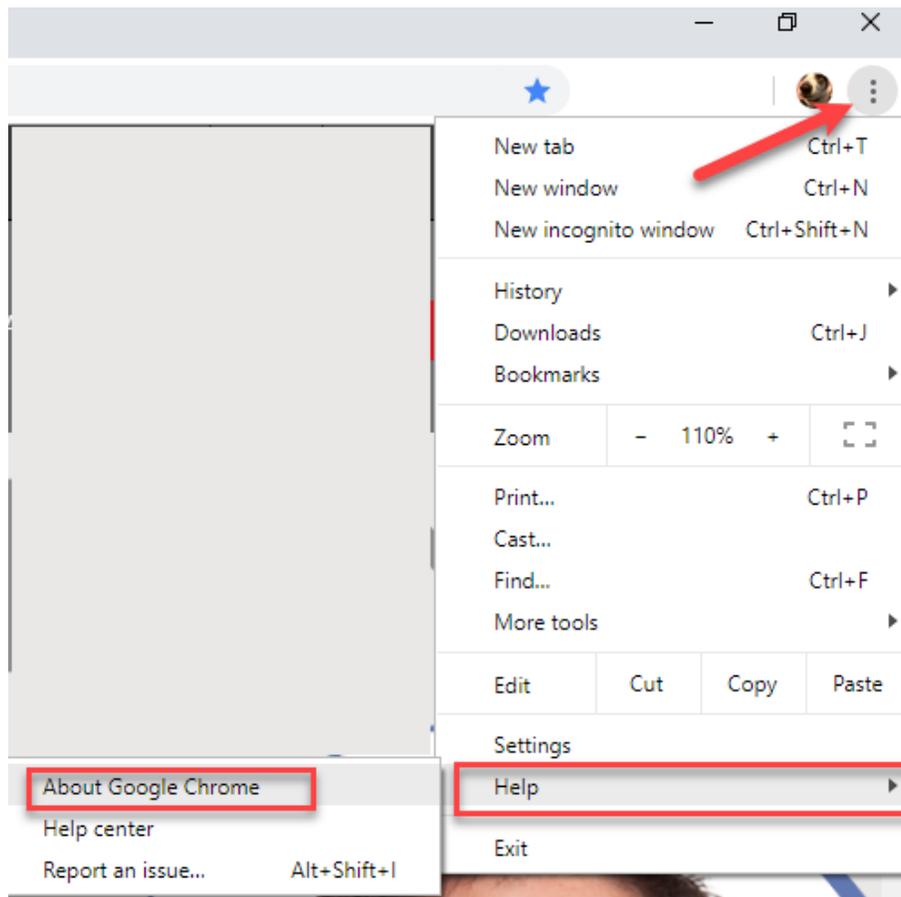
c. If your version of Chrome is not current, you be prompted to update.
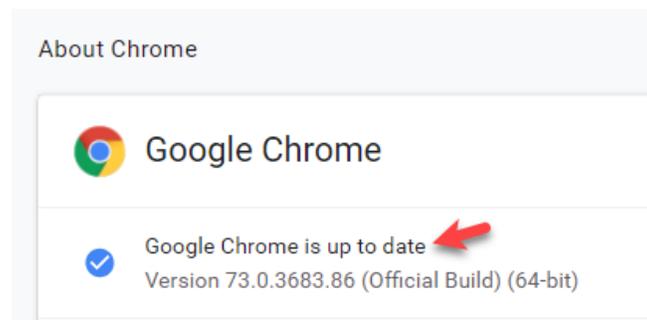
3. Checking for latest version in **Firefox**

    a.   Select the three bar "hamburger" button in the upper right corner.

    b.   Select *Help* then *About Firefox*
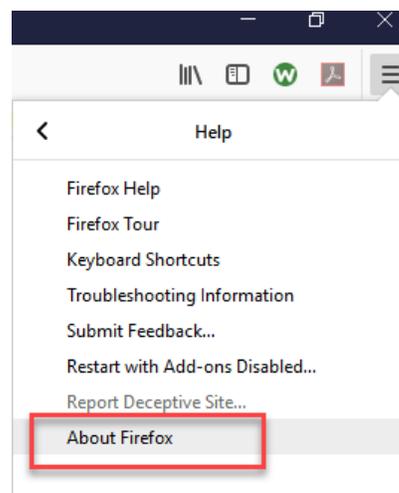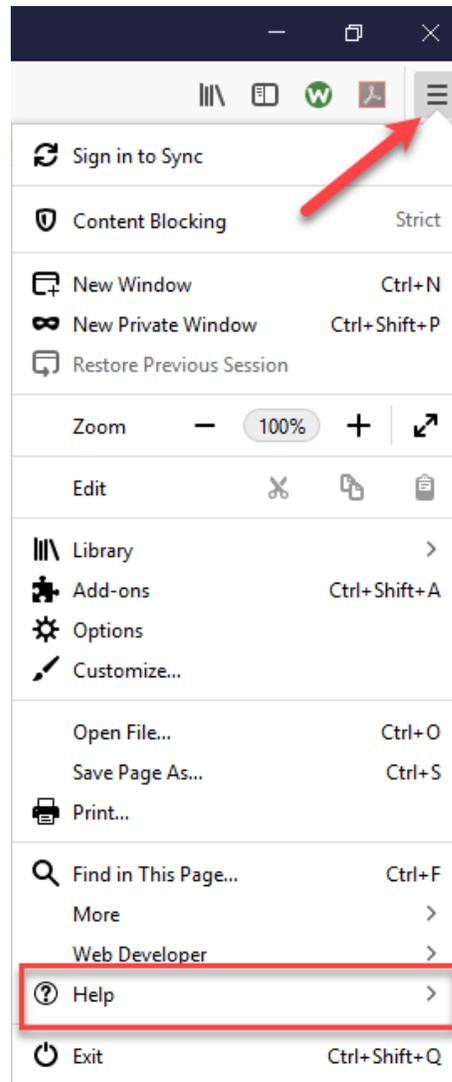
c. If your version of Firefox is not current, you be prompted to update.
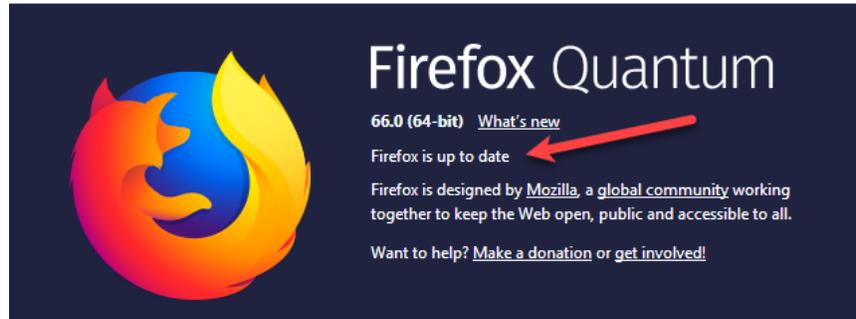
B. **Disable Password Saving (Cache)**
   1. Chrome
      a. Open the Menu (hamburger button) and select *Settings*
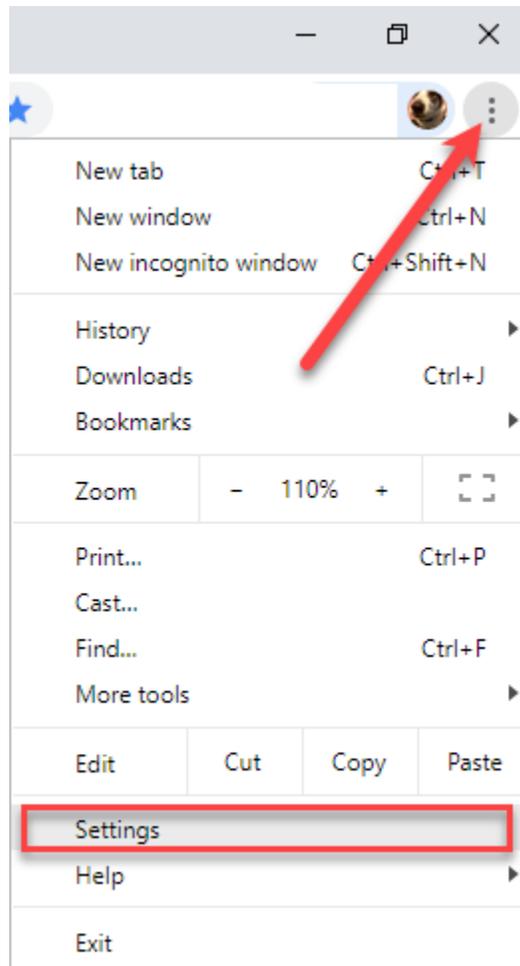
      b. Select Passwords from the Autofill section
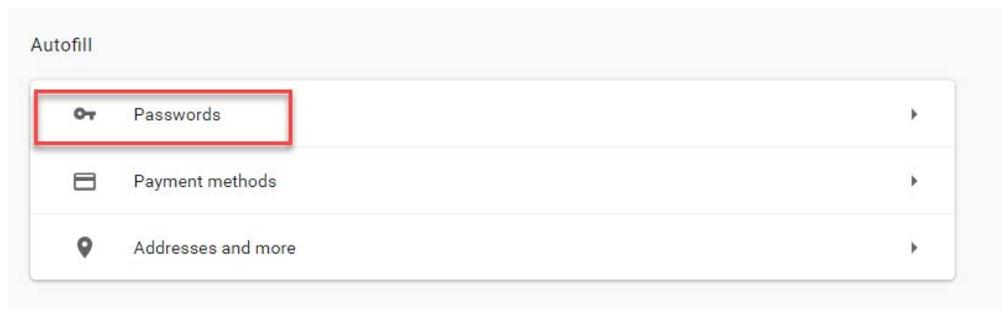
c. Turn OFF both toggles for Saving Passwords and Auto Sign In.
    i. It is best to remove any saved passwords that remain in the browser password cache.
    ii. Yes, you will need to have some other means for remembering your passwords.
    iii. We recommend using a password locker app such as LastPass, DashLane or 1Password.

← Passwords   ⑦   🔍 Search passwords

Offer to save passwords

Auto Sign-in
Automatically sign in to websites using stored credentials. If disabled, you will be asked for
confirmation every time before signing in to a website.

View and manage saved passwords in your Google Account

Saved Passwords

    Saved passwords will appear here

Never Saved

    Sites which never save passwords will appear here

d. If you continue to experience difficulty with any website it is recommended to occasionally clear the browser cache.

   i. Go to Settings > Advanced > Privacy and Security

   ii. At the bottom should be *Clear Browsing Data*

> Clear browsing data
> Clear history, cookies, cache, and more

   iii. Select the *Advanced* tab and check all the check boxes.

   iv. Click the Clear Data button (this usually takes about 1-4 seconds).

> Clear browsing data
>
> | Basic | Advanced |
> |---|---|
>
> Time range   All time ▼
>
> ☑ Browsing history
>   379 items (and more on synced devices)
>
> ☑ Download history
>   3 items
>
> ☑ Cookies and other site data
>   From 21 sites
>
> ☑ Cached images and files
>   85.1 MB
>
> ☑ Passwords and other sign-in data
>   None
>
>   Autofill form data
>
> Cancel   **Clear data**
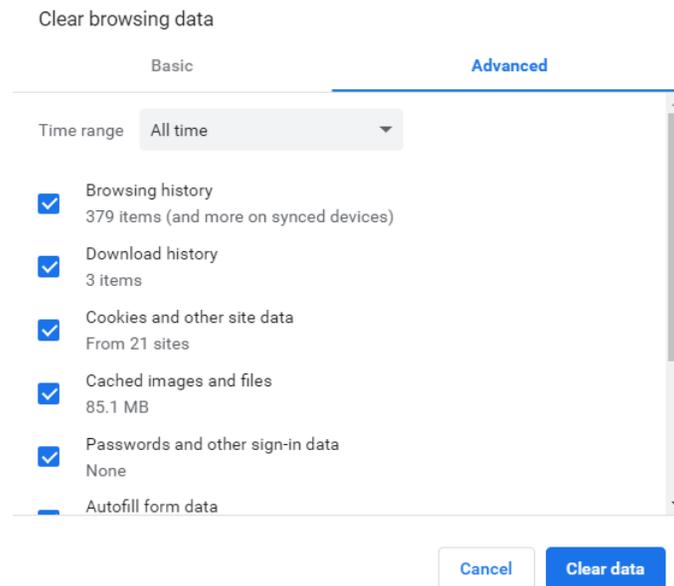
e. When complete close and reopen your Chrome browser and try your website functions again.

Disable Password Saving (Cache) - continued

2. **Firefox**

   a. Open the Menu (hamburger button) and select *Options*
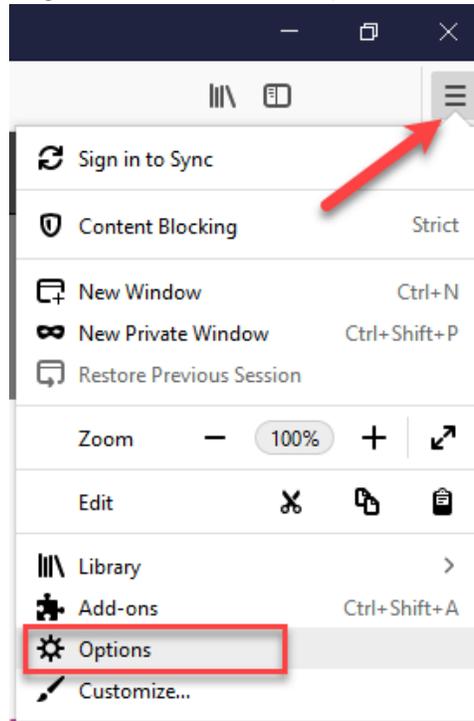
   b. Go to Privacy & Security
      i. Uncheck "Save Logins & Passwords"
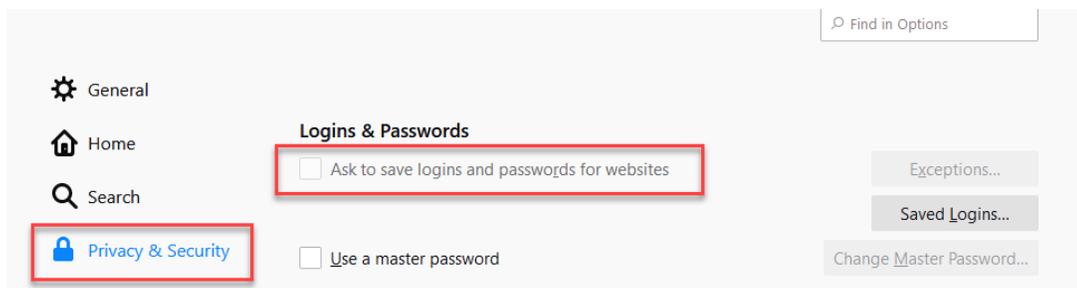
   c. Go to History
      i. Click the Clear History button
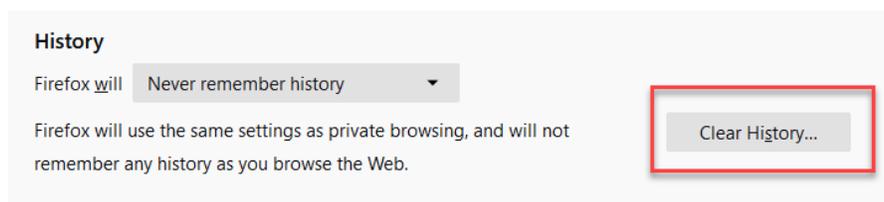
   d. Close and reopen your Firefox browser and try your website functions again.

NOTE: in some cases, if you are within a corporate network, these settings may not be available to you. Please see your company IT professional for any questions regarding access to these settings.