

Multi-Factor Authentication Troubleshooting Tips

1. Ensure the user is on a supported browser.

PremierEcom minimum browser requirements (also compatible with MFA):

Microsoft Windows (98, ME, 2000, & XP)

Microsoft IE: 6.0 or higher

Netscape Navigator: 6.1 or higher

Mozilla Firefox: 2.0 or higher

Opera: 7.54 or higher

Mac OS X

Netscape Navigator: 7.0 and higher

Mozilla Camino: 0.8.1 and higher

Apple Safari: 1.0 and higher

Mozilla Firefox: 2.0 and higher

Opera: 7.54 and higher

Premierecorp minimum browser requirements (also compatible with MFA):

Microsoft Windows (98, ME, 2000, XP)

Microsoft IE: 6.0 and higher

Mozilla Firefox: 2.0 and higher

Mac OS X (OS 10.0.38 or greater)

Mozilla Firefox: 2.0 and higher

2. Verify that Adobe Flash is loaded.

- a. Adobe flash can be verified at <http://www.adobe.com/shockwave/welcome/>.
- b. If flash is not loaded, load the latest version from www.adobe.com.

3. Verify Browser Settings

Internet Explorer

- a. From Internet Explorer, select Tools > Internet Options.
- b. From the Security tab, select Trusted Sites.
- c. Click the Sites button.
- d. Type in the domain of your online banking website (<https://www.fiservdmeecom1.net>).
- e. Click Add > Close.
- f. Select the Privacy Tab, and click on Sites (IE7) or Edit in Web Sites section (IE6).
- g. Type in the domain of your online banking website (<https://www.fiservdmeecom1.net>).
- h. Click Allow > Ok.
- i. Select the Security Tab, select Internet, select Custom Level.
- j. Scroll down to ActiveX controls and plug-ins > Binary and script behaviors (not present on Windows 2000).
- k. Select Enable.
- l. Scroll down to Scripting > Active Scripting.
- m. Select Enable.
- n. Click OK, Click OK.

*Note: If problems are still occurring with Internet Explorer, open Internet Options and select the Advanced Tab. Click the Reset... button at the bottom. This will reset all settings to the default.

Mozilla Firefox

- a. From Firefox, select Tools > Options.
- b. Click Content and make sure both Enable JavaScript and Enable Java are checked.
- c. Click Privacy and click Exceptions... in the Cookies section.
- d. Type in the domain of your online banking website (i.e. <https://www.fiservdmecom1.net>)
- e. Click Allow and then Close.
- f. In the Private Data section, uncheck Always clear my private data when I close Firefox.
- g. Click Ok.

4. Check for AntiVirus, Firewall or other security software

Ask the customer what types of security software they are running on their PC (i.e. AntiVirus, Firewall, Security, etc.). As a test, have the user disable the security software and attempt to log into online banking. If it works successfully, try turning one program on at a time and test again until the program causing problems is identified. Once the program is identified, it will need to be configured to allow access for the online banking website. Please note the security software should not be left disabled. It should only be disabled temporarily to test and identify the problem.

If the customer is still having problems at this point, collect the following information and contact eSolutions support.

What is the Operating System (i.e. Windows 98, Windows XP, Apple OS X, etc.)?

What browser and version is the customer using?

Has the user attempted with a different browser? A different PC?

Are any toolbars loaded to the browser (i.e. Google toolbar, Yahoo! Toolbar, etc.)