

Remote Deposit Capture

Cache and Cookie Reference Guide

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Clear Cache & Cookies

Following the implementation of the new version of the Remote Deposit Capture software, all users must clear their Internet browser cache and cookies to ensure they are able to scan items without interruption. Complete the procedure(s) in the section that applies to your Internet browser.

Google Chrome
Mozilla Firefox

Microsoft Edge
Safari

Google Chrome

Complete steps 1 through 5 to clear your Internet cache and cookies if you are using Google Chrome as your web browser.

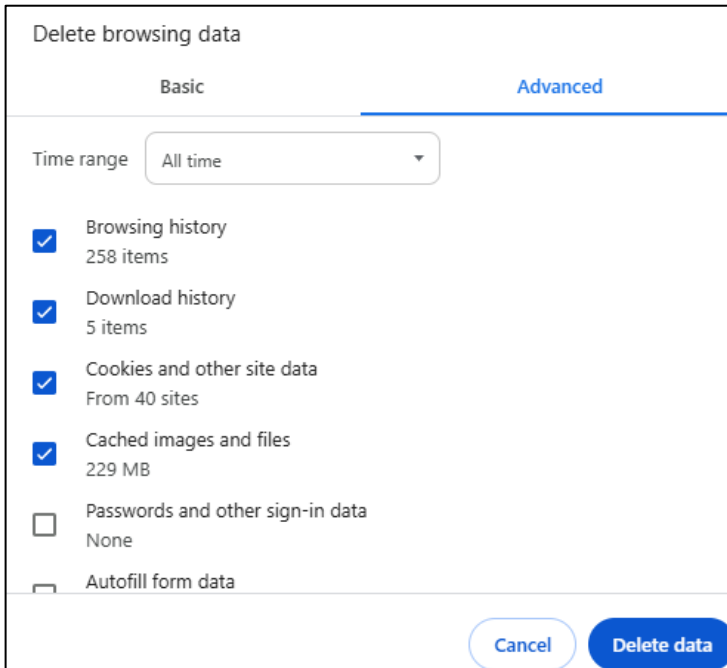
Step 1 – In the browser bar, type `chrome://settings/clearBrowserData`. The “Delete browsing data” window appears

Step 2 – From the advanced tab select the following check boxes:

- Browsing history (*optional*)
- Download history (*optional*)
- Cookies and other site and plug-in data
- Cached images and files

Step 3 – From the “Time range” drop-down list, select “All time”

Step 4 – Click “Delete Data”



Delete browsing data

Basic **Advanced**

Time range: All time




- ☒ Browsing history
258 items
- ☒ Download history
5 items
- ☒ Cookies and other site data
From 40 sites
- ☒ Cached images and files
229 MB
- ☐ Passwords and other sign-in data
None
- ☐ Autofill form data

Cancel Delete data

Step 5 – Exit all browser windows and re-open Google Chrome

Microsoft Edge

Complete steps 1 through 5 to clear your Internet cache and cookies if you are using Microsoft Edge as your web browser.

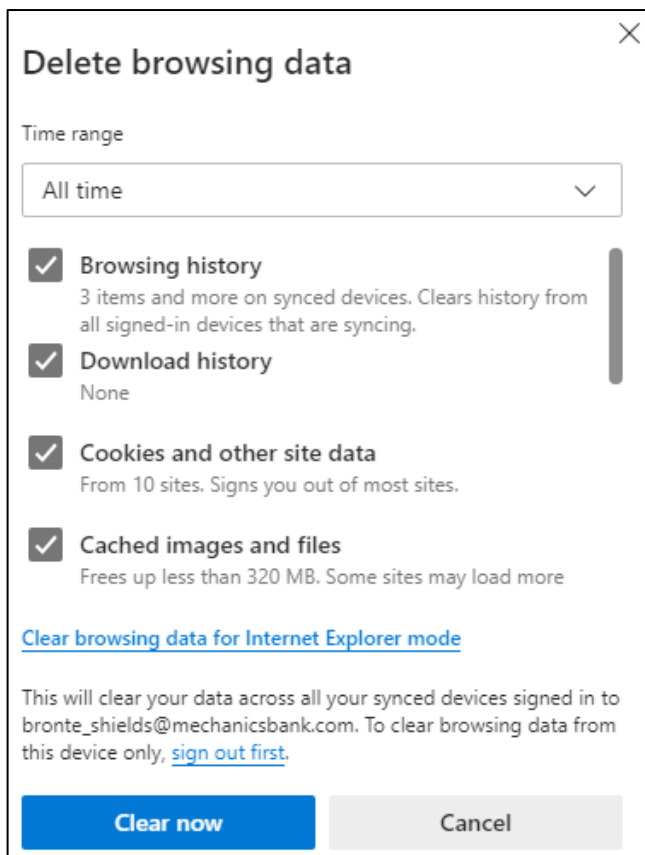
Step 1 – In the top right, click  , click  , and then click  to “Clear browsing data”. The “Delete browsing data” window appears

Step 2 – Select the boxes beside the following options:

- Browsing History (*optional*)
- Download History (*optional*)
- Cookies and other site data
- Cached images and files

Step 3 – From the “Time range” drop-down list, select “All time”

Step 4 – Click “Clear now”



Step 5 – After the “All Clear!” message appears, exit all browser windows and re-open Microsoft Edge

Mozilla Firefox

Complete steps 1 through 7 to clear your Internet cache and cookies if you are using Mozilla Firefox as your web browser.

Step 1 – Click  and select “Settings”

Step 2 – Select the “Privacy & Security” panel

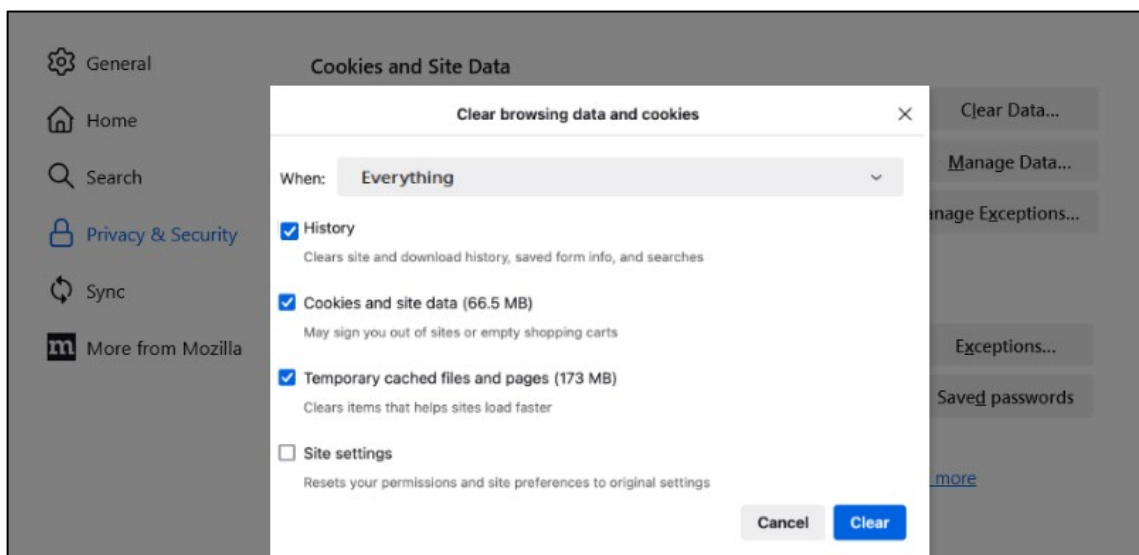
Step 3 – In the “Cookies and Site Data” section, click “Clear Data”. The “Clear browsing data and cookies” window appears

Step 4 – Select the boxes beside the following options:

- History (*optional*)
- Cookies and site data
- Temporary cached files and pages

Step 5 – From the “When” drop-down list, click “Everything”

Step 6 – Click “Clear”



Step 7 – Exit all browser windows and re-open Mozilla Firefox

Safari 18.0

Complete steps 1 through 3 to clear your Internet cache and cookies if you are using Safari as your web browser.

Step 1 – Choose Safari, click “Settings” then click “Privacy”

Step 2 – Click “Manage Website Data”

Step 3 – Click “Remove All” then click “Done”

