



## **PremierACH & PowerLink Remote Deposit Browser Tips**

It has come to our attention that many of you are having recurring compatibility issues with your remote deposit scanner and with ACH services.

*PremierACH* and remote deposit capture rely on several browser settings being in place to work properly. To ensure your services continue to work as expected, **we ask that you verify that there are no policies set on your PCs that reset Internet settings.** If there are features on your computer that are resetting your Internet configuration, all we can do is correct the settings. This problem will likely reoccur until your network policies are changed.

The policies that could interfere with your Internet settings include some forms of anti-virus programs, network settings, and/or other security features. If you have had a problem with your Internet settings being reset more than once, you may need to reach out to your IT staff to locate the source of the interference.

In the event that Internet settings are changed, the steps below will correct the problem.

Complete steps 1-4 to add a site to the Compatibility View list in Internet Explorer.

1. Using Internet Explorer, select "Compatibility View Settings" from the Tools menu.
2. Enter **web4.secureinternetbank.com** in the "Add this website" field and click "Add".
3. Repeat the above step for **Progressivebank.com** as well.
4. Click "Close".

Complete steps 1-6 to add a site to the Trusted Sites list in Internet Explorer.

1. Using Internet Explorer, select "Internet Options" from the Tools menu.
2. The Internet Options box is displayed. Select the Security tab.
3. Select "Trusted Sites" and click the "Sites" button.
4. The Trusted Sites box is displayed. Enter **web4.secureinternetbank.com** in the "Add this website" field and click "Add".
5. Repeat the above step for **Progressivebank.com** as well
6. Click "Close".

Next, follow the final instructions to change the setting for your Trusted Sites.

1. Again select Internet Options from the tools menu in your browser.
2. The Internet Options box is displayed. Select the Security tab.
3. Select "Trusted Sites"
4. Select "Custom Level" near the bottom of the dialogue box.
5. Change Custom Level to Low. Enable "Download unsigned ActiveX Controls" and "Automatic Prompting for ActiveX Controls" in the large selection box. Click "OK".
6. The Internet Options box is again displayed. Click "Apply" then click "OK".

We are glad to help you restore access in the event of a settings change, but a permanent solution will be needed from your IT staff. If we can provide any additional information, please feel free to contact us.