

Don't Get Left
Out in the Cold



To ensure positive and secure online banking experiences, we're dropping support for Internet Explorer. Switch to a safer, more modern browser to keep your online banking sessions secure.
[Learn more.](#)

Online Banking Browser Changes — 'Sunsetting' Support for Internet Explorer

With Microsoft's decision to move from *Internet Explorer* to *Microsoft Edge* as a browser, our Online Banking service provider will discontinue their support for Internet Explorer as well. **This change will take effect on January 31st.**

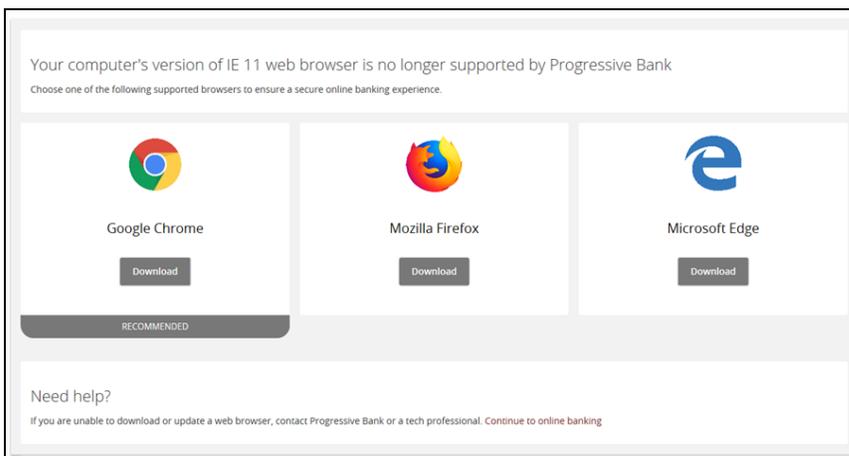
What should you do?

Upgrade your browser to **Google Chrome**, **Mozilla Firefox**, or **Microsoft Edge** as soon as possible.

We understand that you expect us to keep your data secure, but we need your help. It's time to switch to a new browser — even Microsoft recommends that you no longer use Internet Explorer to access the web.

Switching browsers is simple and free and it ensures that your online banking experience is safe, secure, and positive.

Our customers who currently use Internet Explorer should be seeing this notification as they login to Online Banking. The good news is that change, in this case, is simple. Modern, secure browsers like *Google Chrome* are free and easy to download; and you may even have another on your computer already. Simply use one of these to login to Online Banking. It's that easy. It's also safer and faster, and you'll notice a better user experience.



For more information, please reference the FAQ's provided below or feel free to contact our **Online Support team** at **318-651-5101**.

Frequently Asked Questions (FAQs):

What's a browser? Isn't that just a search page (like Google)?

Internet Explorer—the “e” icon you use on a Windows machine to open the Internet—is an example of a web browser. For Mac users the icon looks like a small compass and is called Safari. Those are pieces of software that come with your computer that allow you to access the internet. Other companies make similar software, including browsers like *Google Chrome* and *Mozilla Firefox*. Those are options you can use instead of Internet Explorer. Microsoft also offers a newer browser called *Microsoft Edge* that is currently available and recommended for Windows 10 users. It will soon be made available for Windows 7 and Windows 8/8.1 users.

Note: *Windows 7 is losing security support on January 14, 2020. You may want to start looking to upgrade your computer's operating system.*

Why do I have to move off Internet Explorer?

Microsoft recommends that everyone stop using Internet Explorer 11. The browser is no longer being developed by Microsoft, because they have moved to *Edge*. For security reasons, we recommend moving to *Edge*, *Chrome*, or *Firefox*.

Essentially, Microsoft says not to use IE11 on the web. It can still be used as necessary for internal tools that specifically require IE11, but a more modern browser (*Edge*, *Chrome*, or *Firefox*) should be used for everything else.

Why doesn't our institution support older browsers like IE11?

Software makers continually release new versions of their browsers and stop updating the old ones. These older versions gradually lose compatibility with current technology. Dropping support for older browsers allows us to incorporate the newest, best, and safest technology for your financial security.

I don't want to lose my bookmarks. Can they be carried over to my new browser?

Yes. See below.

Moving to *Chrome* — Transitioning from Internet Explorer to Chrome: during new installations of Chrome, the user will be asked if they want to import their bookmarks from Internet Explorer. The user can select "Yes." For more information, Google *Import bookmarks & settings—Google Chrome Help*.

Moving to *Firefox* — For more information, simply search for *Import Bookmarks from Internet Explorer to Firefox*

Moving to *Edge* — For more information, simply search for *Import Favorites in Microsoft Edge*

I don't want to lose my saved passwords. Can they be carried over to my new browser?

As with bookmarks, you can import passwords when transitioning to a new browser. Make sure you check (or don't uncheck) the option to import your passwords. Some browsers will offer an option to select or deselect the import of Saved Passwords. See the above links for importing bookmarks.

What about my Yahoo (or other) search or toolbars?

No. Toolbars that were supported via Internet Explorer are not transferable between browsers. Though, *Chrome*, *Firefox*, and *Edge* do offer a wide variety of similar toolbars that can be installed from their respective extension stores. The vast majority are free of charge.

Chrome — Visit the Chrome Web Store - Category Extensions

Firefox — Search for *Firefox Add-Ons*

Microsoft Edge — Search for *Edge Extensions*

Will I have to keep doing this (updating)?

Generally, no. Newer browsers including *Chrome*, *Firefox*, and *Edge* have auto-updates turned on by default. Safari will update when you update your operating system. However, it is good for you to check that your browser is up to date from time to time. **Your financial security is our priority.**

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Thank you for choosing Progressive Bank.