COMPUTER OR BROWSER REGISTRATION PROBLEMS

What to do if you are being prompted to register your browser every time you login.

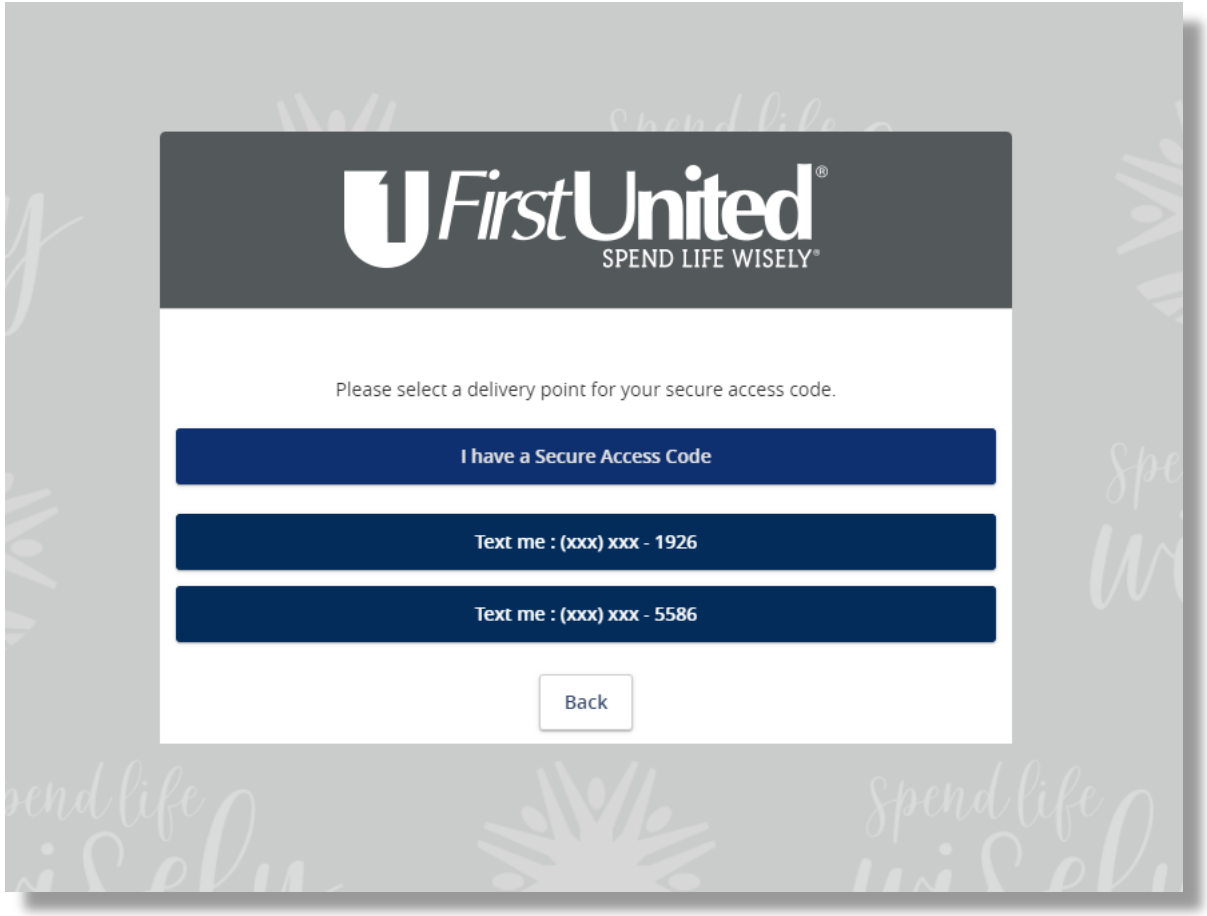
OPTIMAL BROWSER SETTINGS: BACKGROUND INFORMATION

Each time you log in to our web site, it evaluates whether you are using the same computer and browser you registered with us.

Our site looks for our cookies (electronic markers) in your computer; if it doesn't find them, we ask you to identify yourself again by providing a code that you receive by email or text. After your computer is registered, you shouldn't need to provide a code again for that computer using that browser.

Note: Each time you use a public computer, you must provide a code as a security measure.

On rare occasions, people cannot log in without registering their computer each time – even after they have registered it already. This may mean that their computer's browser is clearing our cookies, so our web site cannot recognize the computer. If you are experiencing this, try changing the settings on your computer.



Have questions?

Contact our Treasury Management team today.

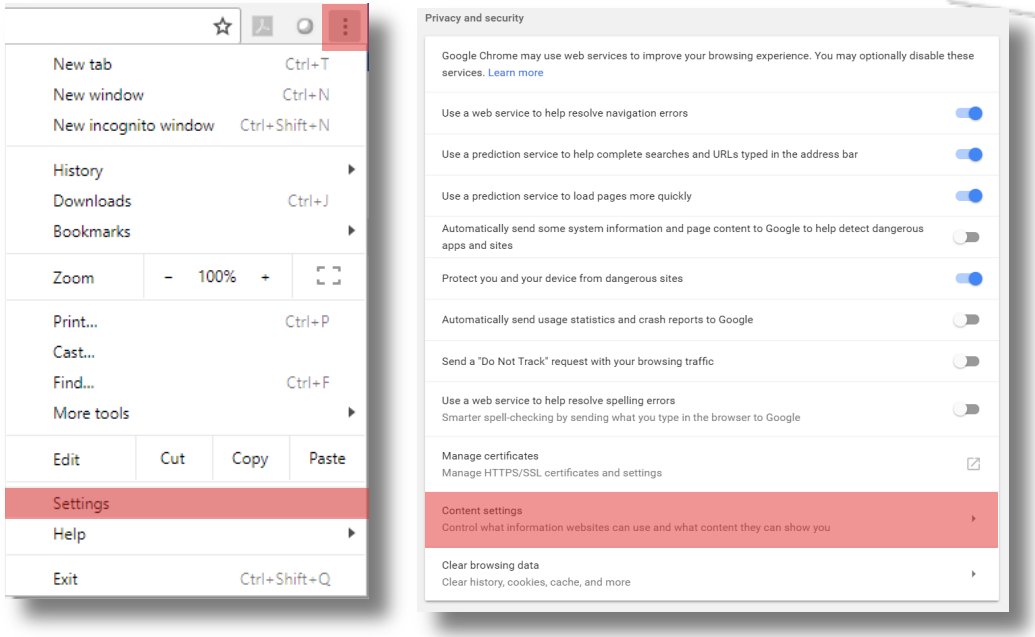
FIRSTUNITEDBANK.COM

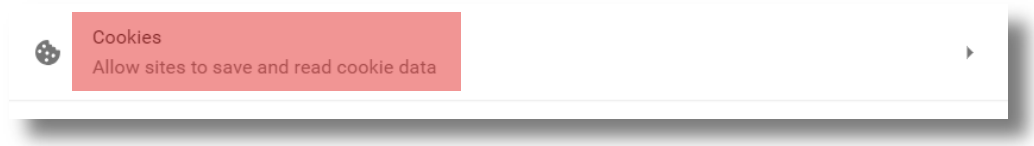
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OPTIMAL BROWSER SETTINGS: ALLOWING COOKIES ON GOOGLE CHROME™

1. At the top-right corner of your browser, click the kabob menu and then Settings.
2. At the bottom, click Advanced
3. In the 'Privacy and security' section, click Content settings.
4. Under 'Cookies', click ADD by the 'Allow' section.
5. Enter [*.]firstunitedbank.com then SAVE
6. Try to login again.
7. If you are still having problems, try holding Ctrl and F5 together to refresh your browser cache, or reboot your PC and try again.
8. If you are still having problems, try deleting your cookies using the instructions on the next page.

These instructions are for the latest version of Google Chrome, version 67. You should upgrade to the latest version if you can.







Have questions?

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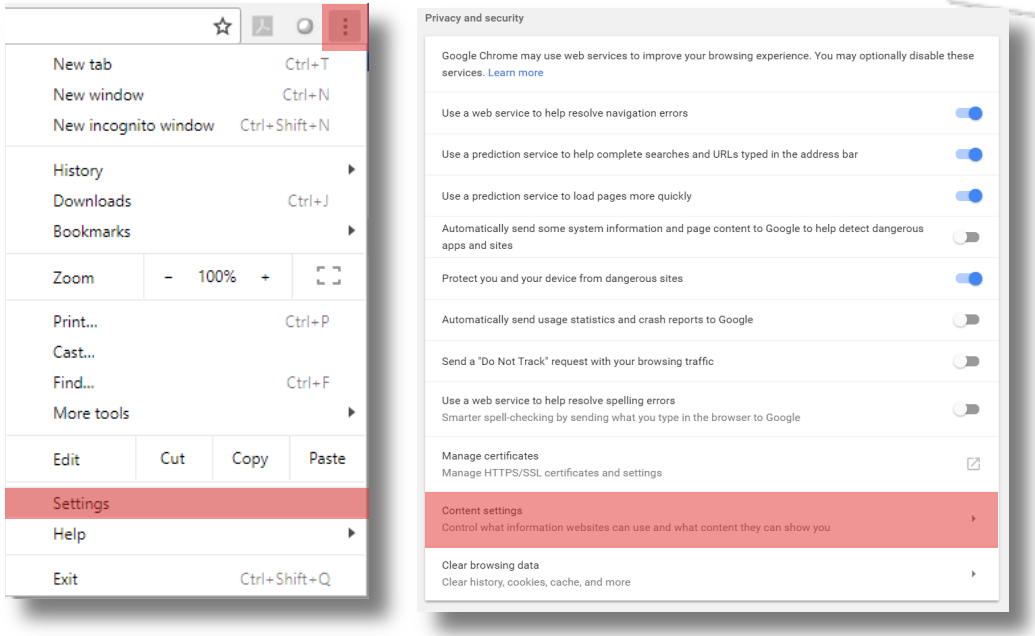
Member FDIC

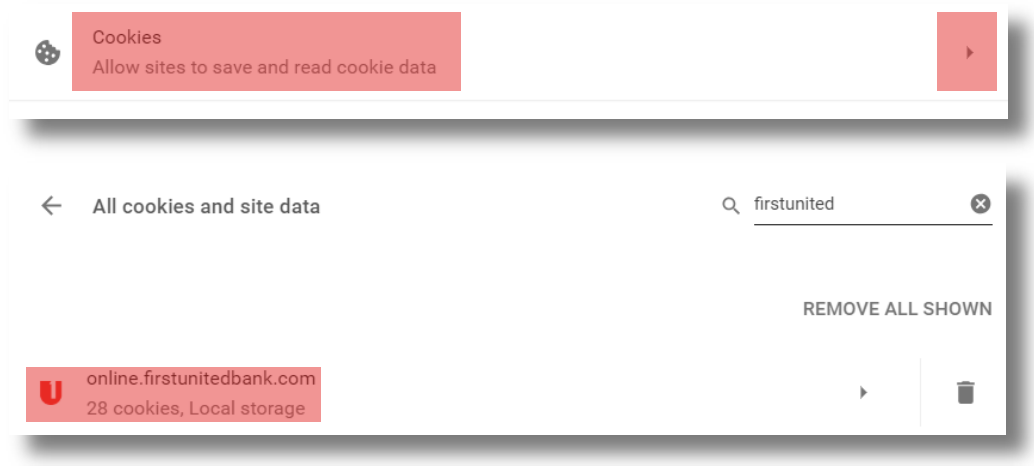
OPTIMAL BROWSER SETTINGS: DELETING COOKIES ON GOOGLE CHROME™

It may be necessary to clear your cookies in some circumstances.

1. At the top-right corner of your browser, click the kabob menu and then Settings.
2. At the bottom, click Advanced
3. In the 'Privacy and security' section, click Content settings.
4. Under 'Cookies', click the arrow to the right hand side.
5. Search for firstunitedbank.com then delete the cookies.
6. Now make sure Cookies for firstunitedbank.com are Allowed with the previous instructions.
7. If you are still having problems, try holding Ctrl and F5 together to refresh your browser cache, or reboot your PC and try again.

These instructions are for the latest version of Google Chrome, version 67. You should upgrade to the latest version if you can.





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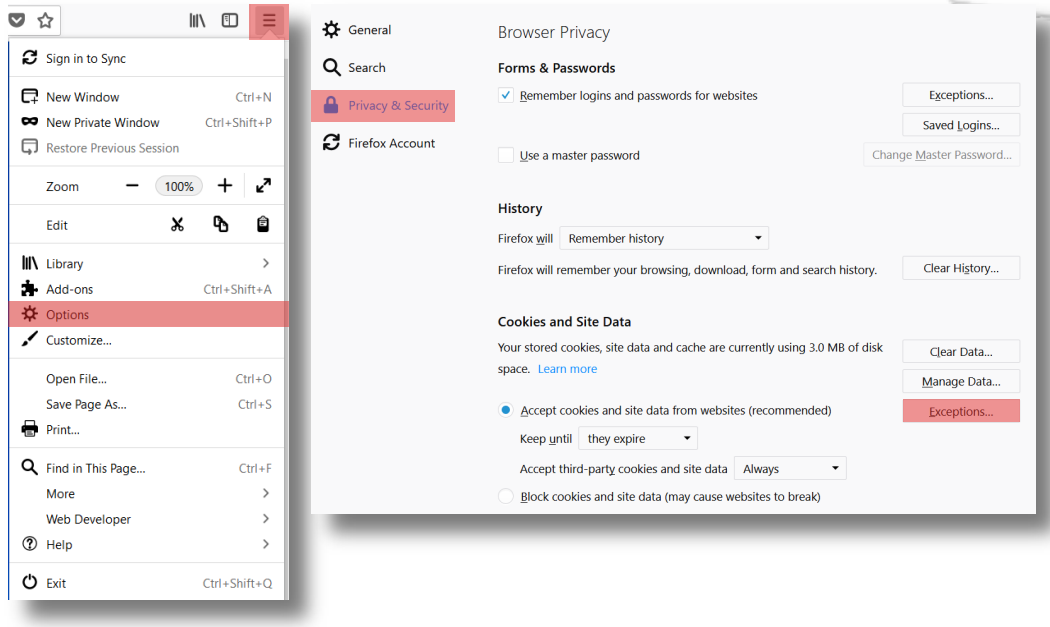
FIRSTUNITEDBANK.COM

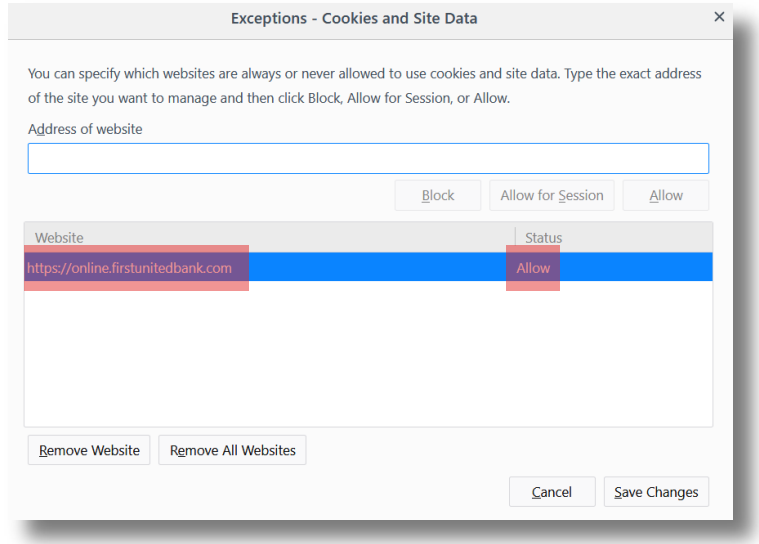
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OPTIMAL BROWSER SETTINGS: ALLOWING COOKIES ON MOZILLA FIREFOX™

1. At the top-right corner of your browser, click the kabob menu and then Options.
2. On the left hand menu, click Privacy and Security.
3. In the Cookies and Site Data section, click Exceptions
4. Enter https://online.firstunitedbank.com and click Allow.
5. Click Save Changes.
6. Try to login again.
7. If you are still having problems, try holding Ctrl and F5 together to refresh your browser cache, or reboot your PC and try again.
8. If you are still having problems, try deleting your cookies using the instructions on the next page.

These instructions are for the latest version of Mozilla Firefox, version 60. You should upgrade to the latest version if you can.





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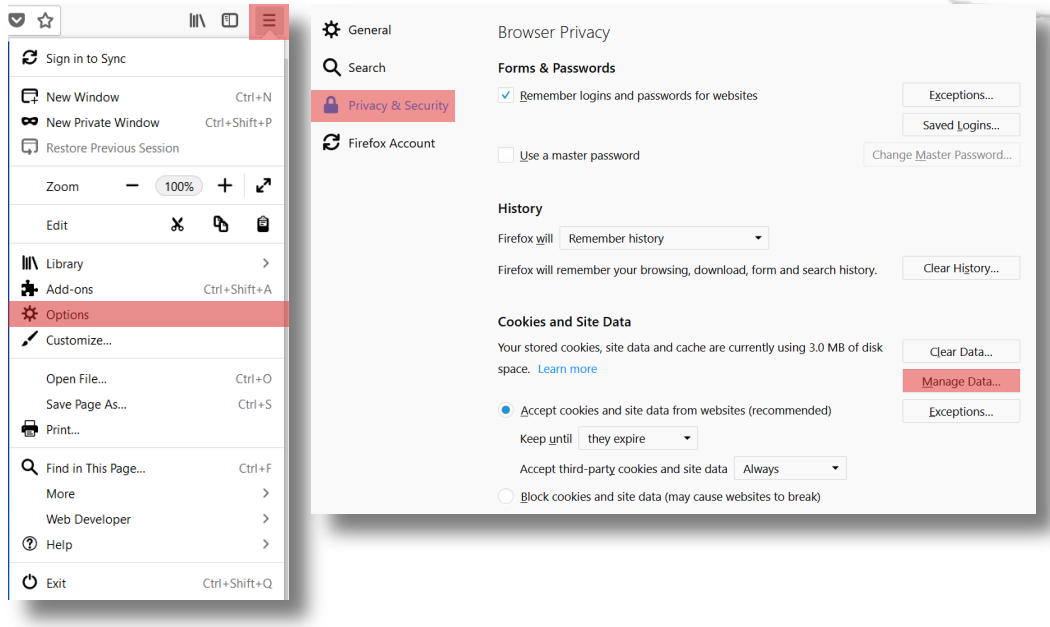
Member FDIC

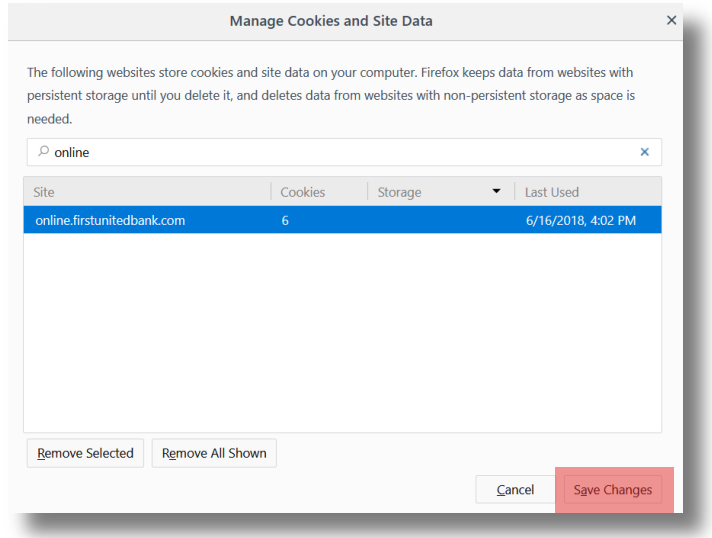
OPTIMAL BROWSER SETTINGS: DELETING COOKIES ON MOZILLA FIREFOX™

It may be necessary to clear your cookies in some circumstances.

1. At the top-right corner of your browser, click the kabob menu and then Options.
2. On the left hand menu, click Privacy and Security.
3. In the Cookies and Site Data section, click Exceptions
4. Enter online.firstunitedbank.com
5. Any cookies will appear, so delete them and Save Changes
6. Try to login again.
7. If you are still having problems, try holding Ctrl and F5 together to refresh your browser cache, or reboot your PC and try again.
8. If you are still having problems, try deleting your cookies using the instructions on the next page.

These instructions are for the latest version of Mozilla Firefox, version 60. You should upgrade to the latest version if you can.





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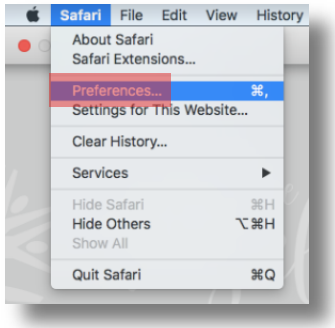
FIRSTUNITEDBANK.COM

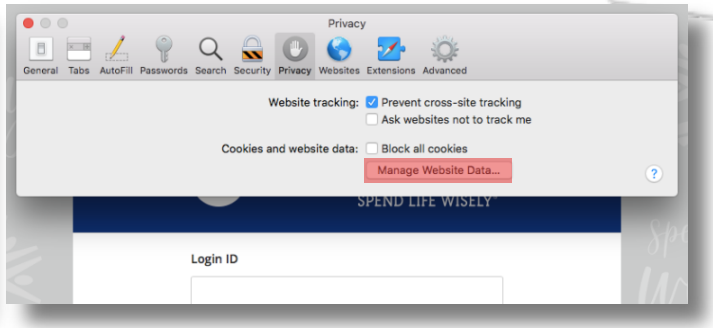
Member FDIC

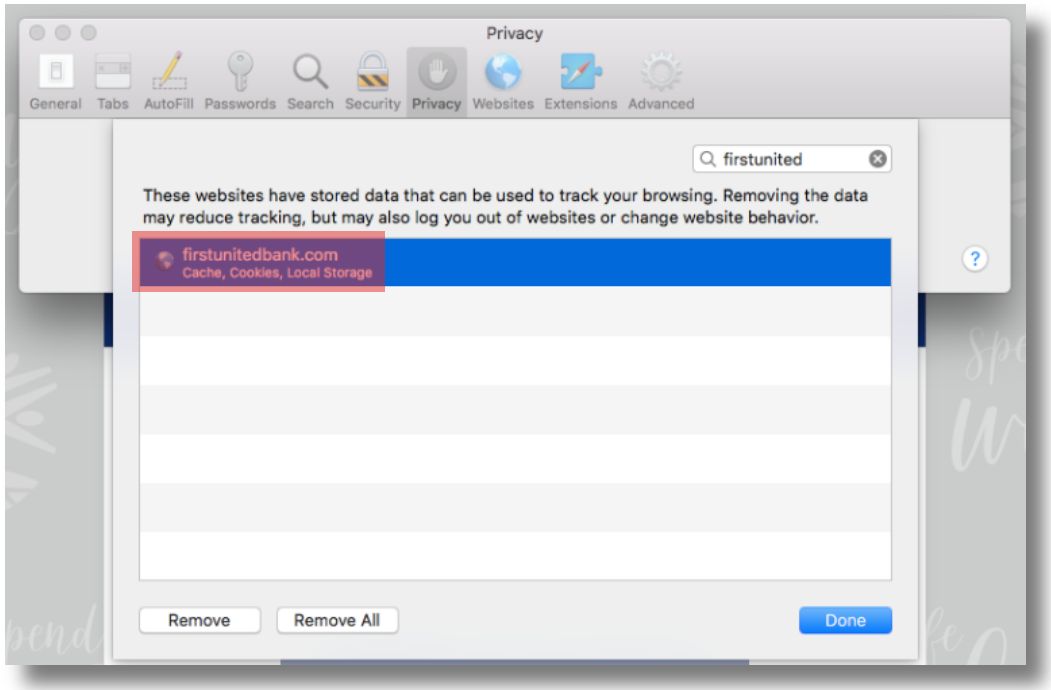
OPTIMAL BROWSER SETTINGS: ALLOWING COOKIES ON APPLE SAFARI™

1. Navigate to the First United Online Banking page to start.
2. At the top-left corner of your browser, click Safari and then Preferences.
3. Make sure ‘Block all cookies’ is not set
4. Click ‘Manage Website Data…’
5. Search for ‘firstunited’ and make sure there is an entry with Cookies set.
6. Try to login again.
7. If you need to clear your cache on the latest versions of Safari, you need to enable the ‘Develop’ menu. This makes available many advanced features that are not intended for regular users. If you decide you need to do this, from Preferences -> Advanced select ‘Show Develop menu in menu bar’. Under this menu is the Empty Caches link. When you have finished, it is a good idea to remove the Develop menu again.
8. If you are still having problems, try deleting your cookies using the instructions on the next page.

These instructions are for the latest version of Apple Safari, version 11. You should upgrade to the latest version if you can.







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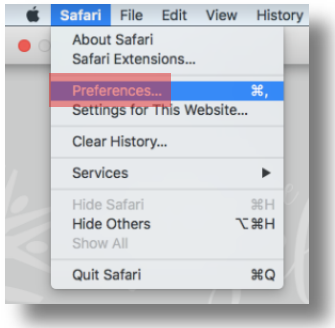
Member FDIC

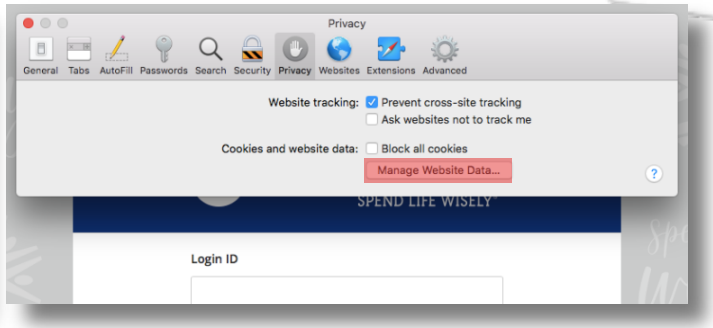
OPTIMAL BROWSER SETTINGS: DELETING COOKIES ON APPLE SAFARI™

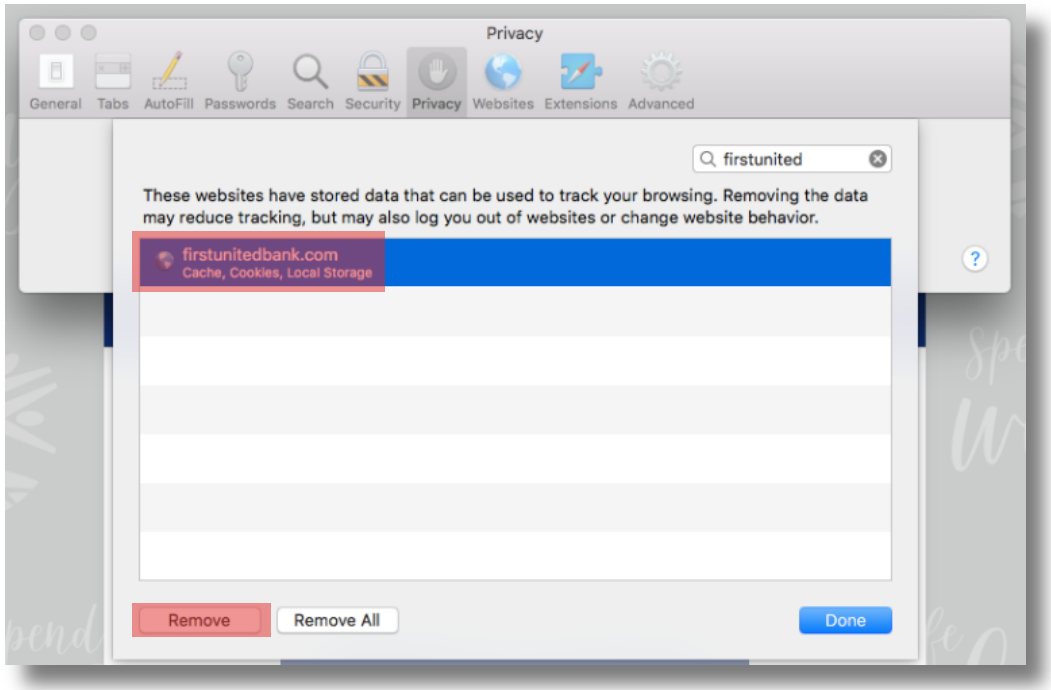
It may be necessary to clear your cookies in some circumstances.

1. Navigate to the First United Online Banking page to start.
2. At the top-left corner of your browser, click Safari and then Preferences.
3. Make sure ‘Block all cookies’ is not set
4. Click ‘Manage Website Data…’
5. Search for ‘firstunited’ and select Remove.
6. Try to login again.
7. If you need to clear your cache on the latest versions of Safari, you need to enable the ‘Develop’ menu. This makes available many advanced features that are not intended for regular users. If you decide you need to do this, from Preferences -> Advanced select ‘Show Develop menu in menu bar’. Under this menu is the Empty Caches link. When you have finished, it is a good idea to remove the Develop menu again.

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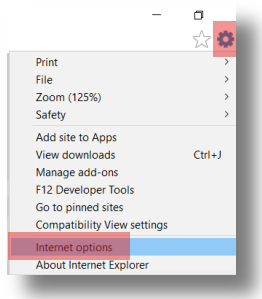
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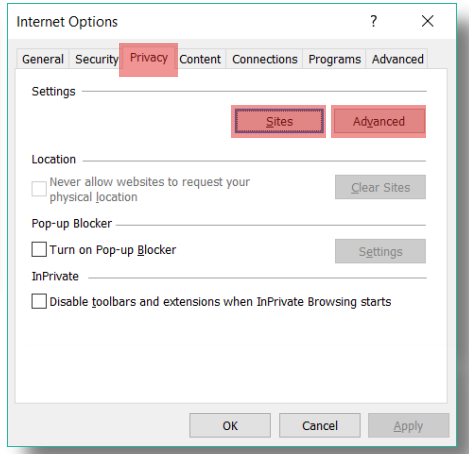
Member FDIC

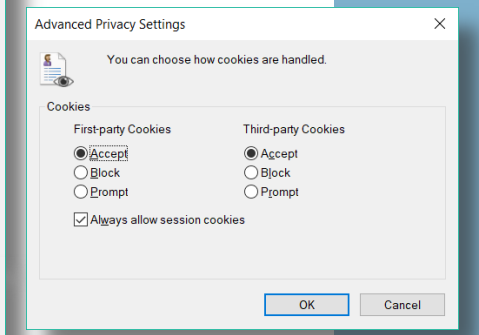
OPTIMAL BROWSER SETTINGS: ALLOWING COOKIES ON MICROSOFT EDGE™ & IE™

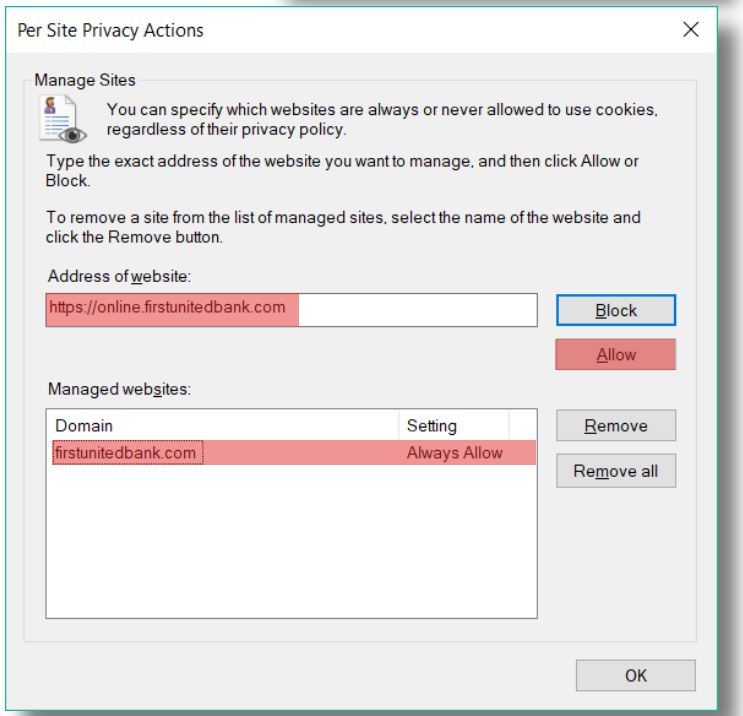
1. At the top-right corner of your browser, click on the Gear and select Internet Options.
2. Select the ‘Privacy’ tab.
3. Select ‘Sites’.
4. Enter https://online.firstunitedbank.com and then select Allow
5. Make sure the Setting ‘Always Allow’ is there.
6. Click ‘OK’ to get back to Internet Options.
7. Click ‘Advanced’ and make sure all cookies are accepted.
8. Click OK to get back to the browser.
9. Try to login again.
10. If you are still having problems, try holding Ctrl and F5 together to refresh your browser cache, or reboot your PC and try again.
11. If you are still having problems, try deleting your cookies using the instructions on the next page.

These instructions are for the latest versions of Microsoft Edge and Internet Explorer (both will show IE11), but they should be similar in Internet Explorer versions 9 and 10 as well. You should upgrade to the latest version if you can.









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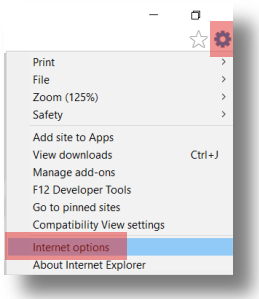
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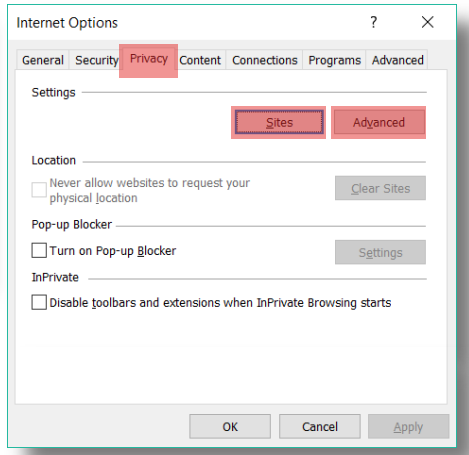
Member FDIC

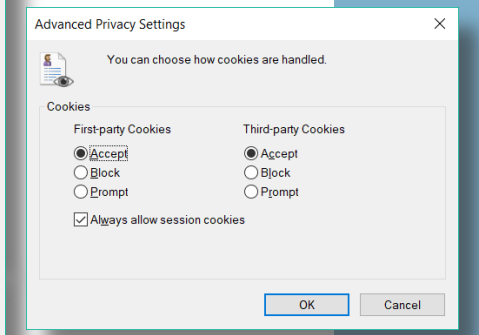
OPTIMAL BROWSER SETTINGS: DELETING COOKIES ON MICROSOFT EDGE™ & IE™

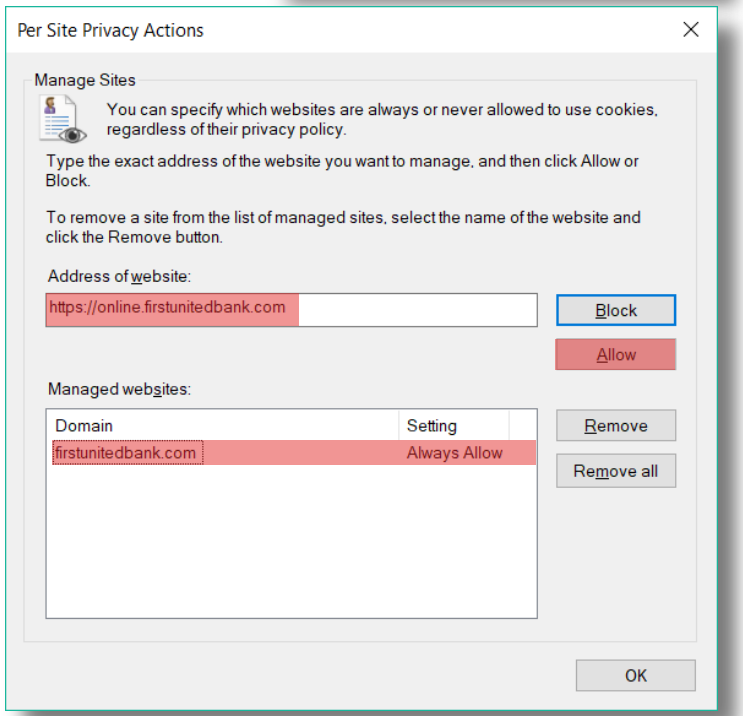
1. At the top-right corner of your browser, click on the Gear and select Internet Options.
2. Select the ‘Privacy’ tab.
3. Select ‘Sites’.
4. Enter https://online.firstunitedbank.com and then select Remove
5. Click ‘OK’ to get back to Internet Options.
6. Click ‘Advanced’ and make sure all cookies are accepted.
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