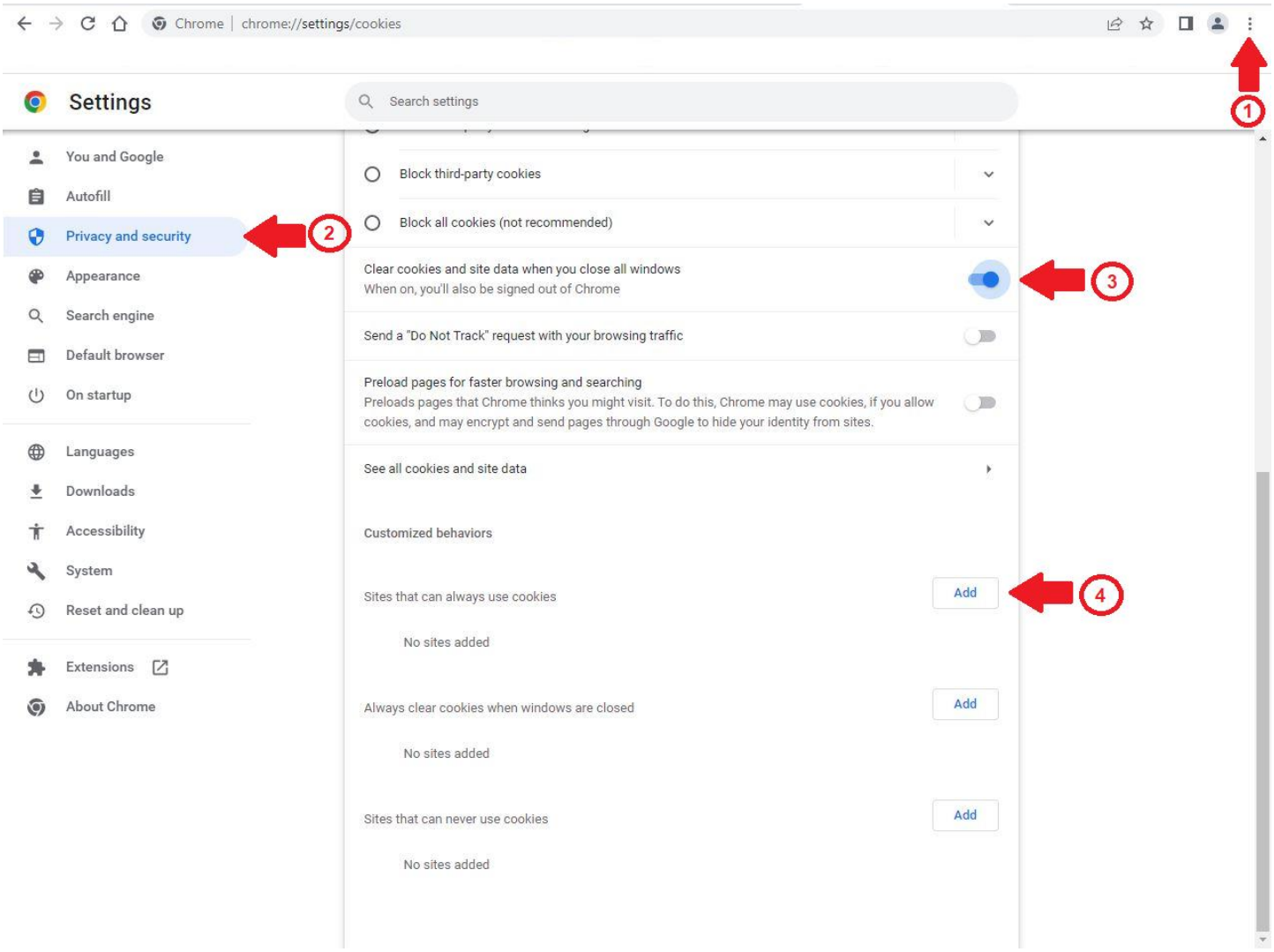
Why do I have to get a security code every time I log in?

If you selected "Yes, Register My Device" when you logged in with a web browser but are still prompted for Multi-Factor Authentication (MFA) security codes each time you log in on the same device, please see below:

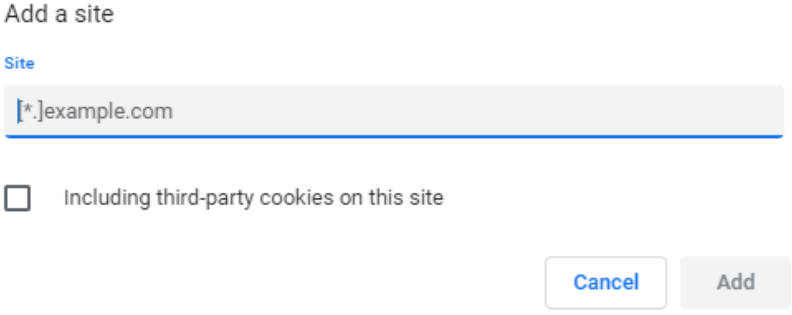
1. If you use your browser's Privacy mode (Microsoft Edge, Apple Safari, Mozilla Firefox) or Incognito mode (Google Chrome), the browser can't save the necessary security cookie after it closes. Please open a browser window in standard (non-private) mode to log into your Embassy Online Banking.
2. If you use a browser specifically geared for privacy (DuckDuckGo, Brave, etc.), it may not be able to store the security cookie. Please use one of the recommended browsers (Chrome, Edge, Firefox, or Safari) in standard mode.
3. If you use an app, program, or browser extension that automatically clears cookies, that may be deleting the security cookie. Please try disabling that app/program/extension or adding www.embassybank-online.com to the list of sites that it should not clear.
4. If you use different browsers each time (for instance, Edge for one login instance and Chrome for another), the browsers do not read each others' cookies. On one device, please log in with the same browser each time.
5. Your browser may be set to delete cookies on closing. Please disable that feature, or add www.embassybank-online.com to the permissions list of sites so the browser can retain the session cookie. Note: this address MUST include the www (if you type in only embassybank-online.com the cookie will not save). Please review the next pages for guides on how to do this in Google Chrome, Microsoft Edge, and Mozilla Firefox.
   If you implement the steps on the following pages to add the Online Banking site to the permissions list, please do so *after* you have logged into and out of Online Banking but *before* closing your browser window. After you follow these steps, close the browser, then reopen the browser and try to log in again to verify that the steps worked.

How to Save the Security Cookie in Chrome

1. Open Chrome, click on the three dots in the upper-right corner, then click Settings.
2. Click on Privacy and security in the left-side menu.
3. If the tab is On (blue) for “Clear cookies and site data when you close all windows”, proceed to step 4. If it is not on, then another app, program, or browser extension may be clearing the cookies.
4. Next to “Sites that can always use cookies”, click the Add button.

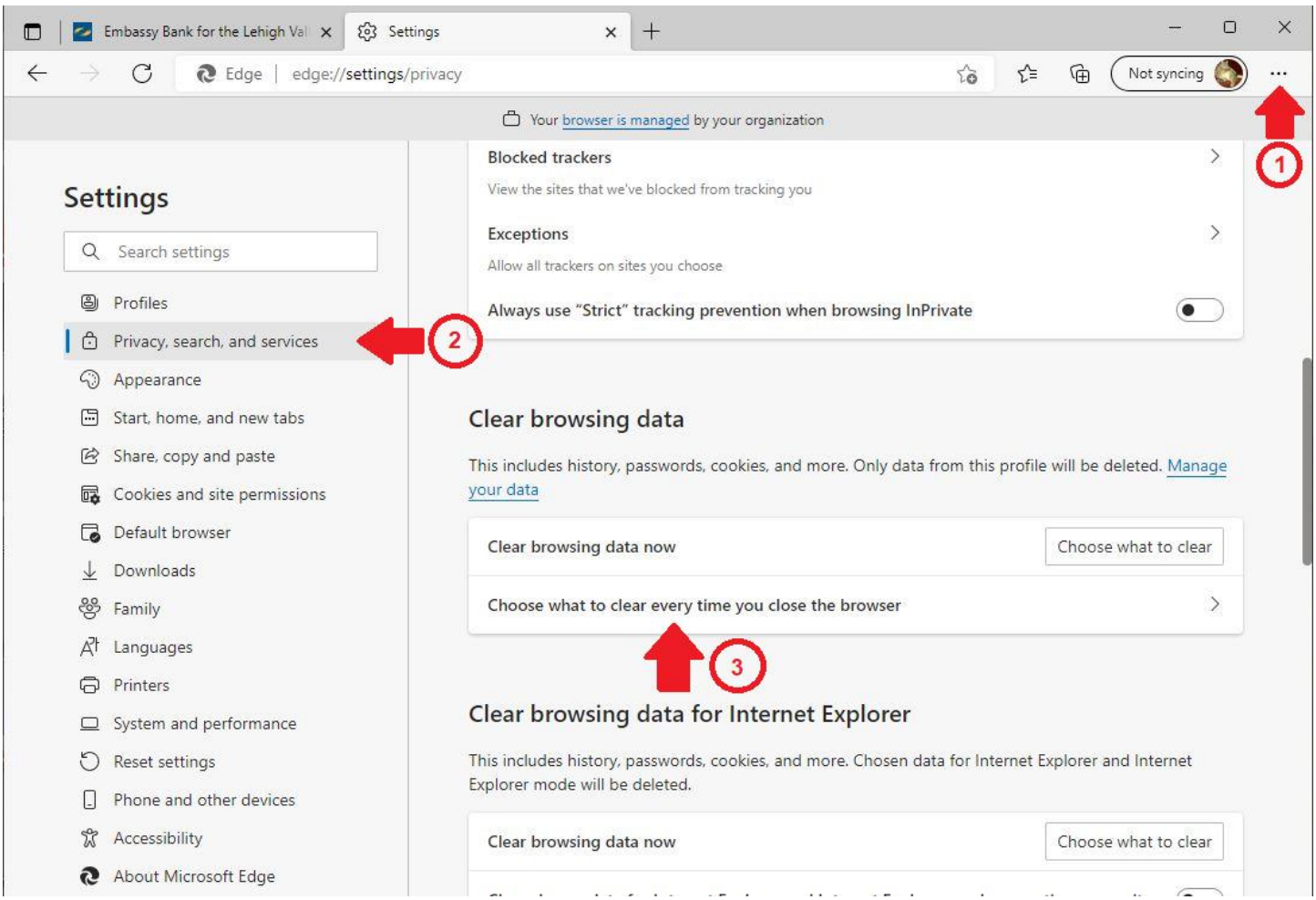


5. Type www.embassybank-online.com in the box that pops up, then click the Add button.



How to Save the Security Cookie in Edge

1. Open Edge, click on the three dots in the upper-right corner, then click Settings.
2. Click Privacy, search, and services in the left-side menu.
3. Click “Choose what to clear every time you close the browser”



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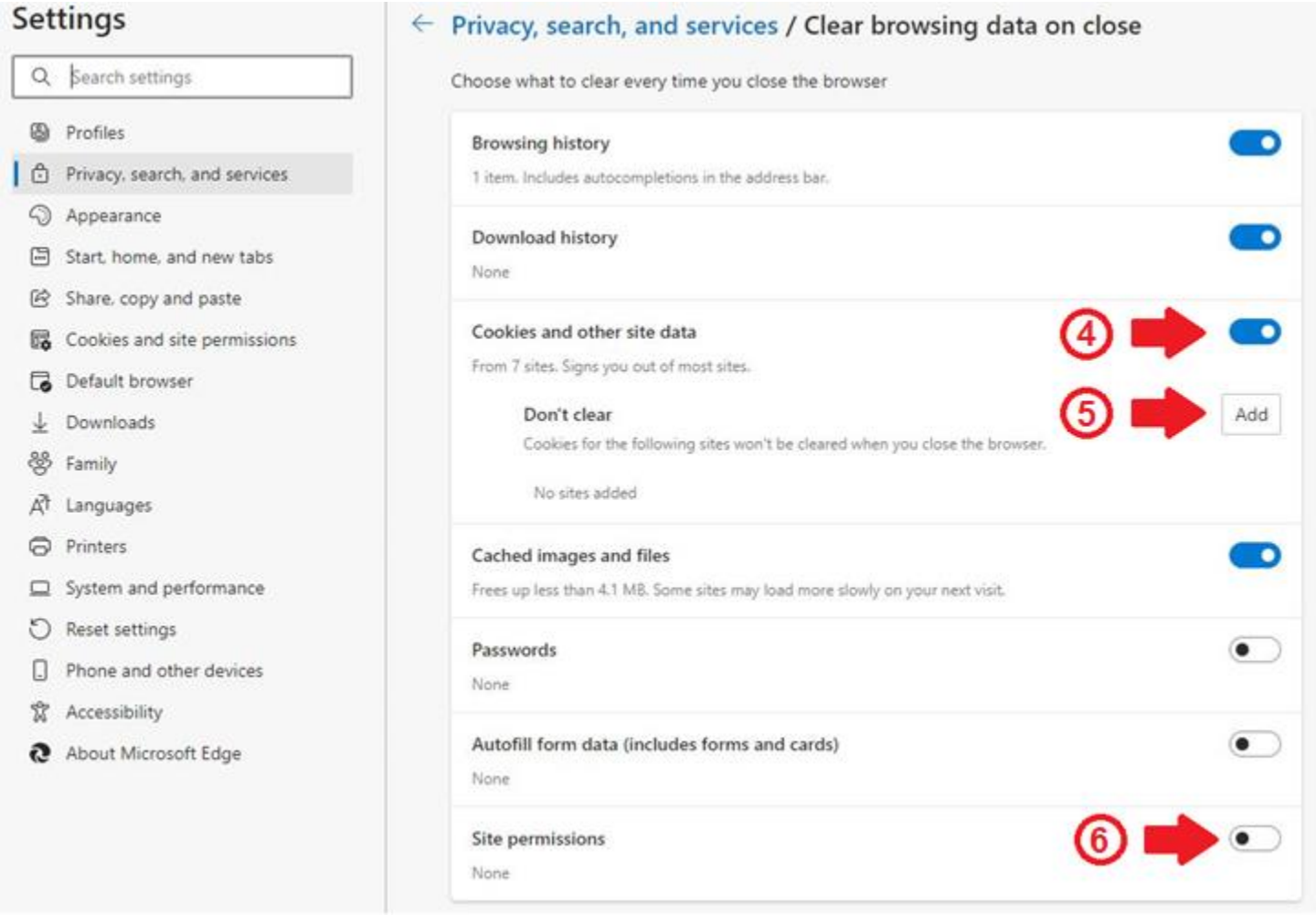
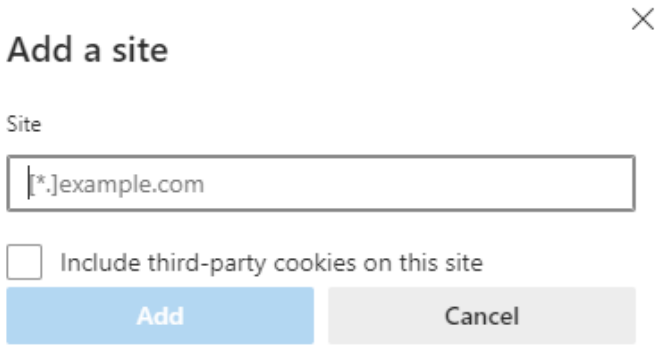
(Edge instructions, continued from previous page)

4. If the slider for Cookies and other site data is On (blue), proceed to step 5. If it is Off (white), then another app, program, or browser extension may be deleting your cookies.



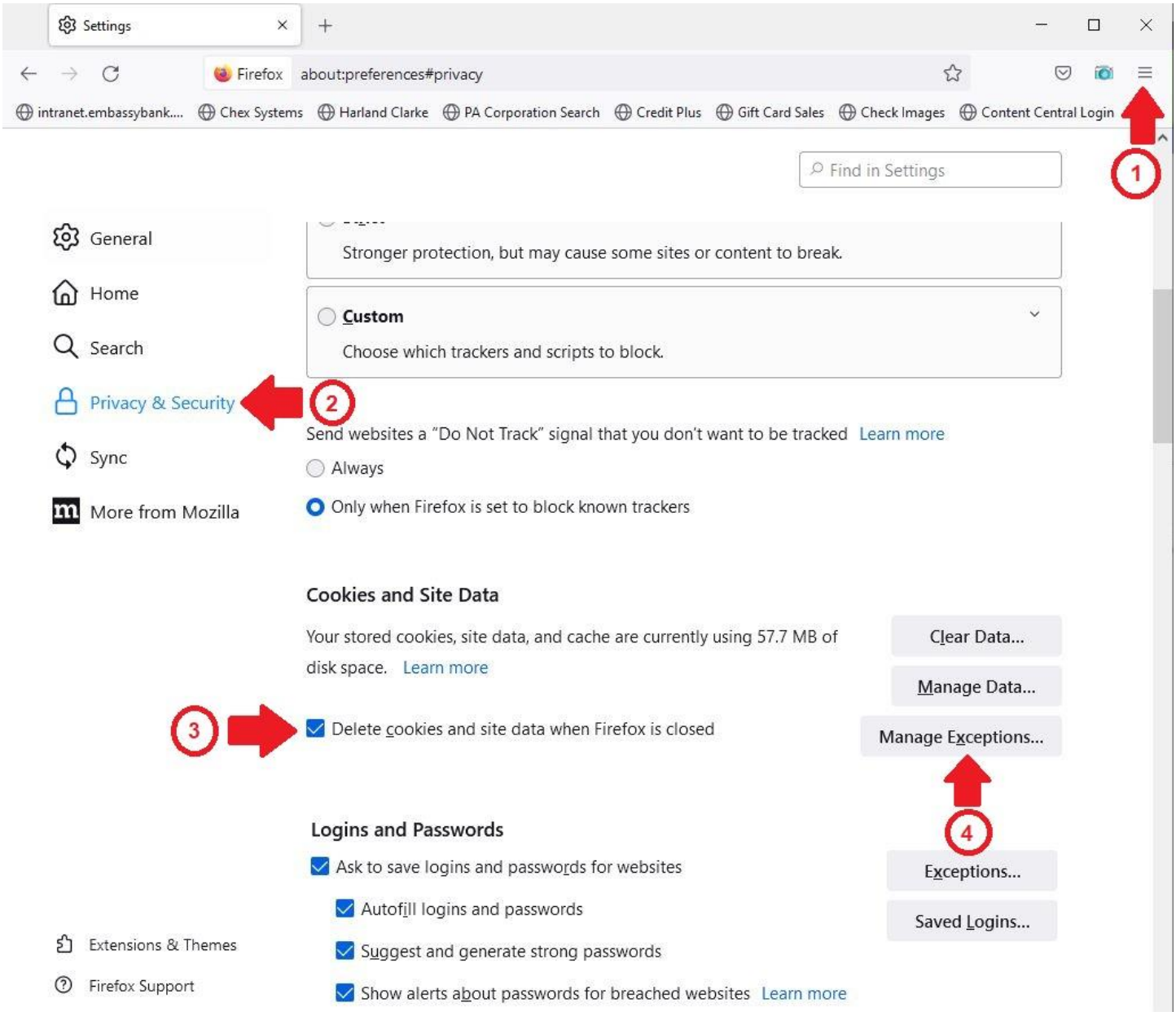
5. Next to "Don't clear", click "Add". In the pop-up box, type www.embassybank-online.com and click the Add button.



6. If the slider for Site permissions is On (blue), you may not be able to save your username. Slide this to Off if you want to be able to save your username.

How to Save the Security Cookie in Firefox

1. Open Firefox and click on the three horizontal lines in the upper-right corner.
2. Click on Privacy & Security in the left-side menu.
3. If “Delete cookies and site data when Firefox is closed” is checked, proceed to step 4. If it is NOT checked, another app, program, or extension may be deleting the cookie.
4. Click on “Manage Exceptions...”.



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(Firefox instructions, continued from previous page)

5. Type www.embassybank-online.com in the Address of website box.
6. Click the Allow button.
7. Click the Save Changes button.