

CitiDirect[®] Online Banking

How to delete Cookies and Temporary Internet Files

Microsoft [®] Internet Explorer 6 Users:

Microsoft Internet Explorer 5 users please refer to page 3.

1. Open an Internet Explorer browser window. From the **Tools** menu, select Internet Options.

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2. Under Temporary Internet Files, click Delete Cookies.



3. Click OK to confirm deletion of all cookies in the Temporary Internet Files folder.

Note: Some Web sites store your member name and password or other personally identifiable information about you in a cookie. Deleting your cookies will require you to re-enter this information the next time you visit the site.



4. Under Temporary Internet Files, click **Delete Files**.





5. Check **Delete all offline content**. Click **OK** to confirm deletion of all cached files in the Temporary Internet Files folder.



- 6. Click **OK** and close your browser window.
- 7. Open a new browser window and sign on to CitiDirect Online Banking.

Note: If you successfully deleted your browser cookies, your Sign-on ID will no longer appear in the drop-down. You must sign-on as a New User. For initial sign on instructions, refer to the *CitiDirect Basics: Getting Started Guide* on the Learning Center tab of www.citidirect.com.



Microsoft [®] Internet Explorer 5.x Users:

1. Open an Internet Explorer browser window. From the **Tools** menu, select Internet Options.

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Enables you to change settings.						//.

2. Under Temporary Internet Files, click Settings.

I empor	ary Internet files				
	Pages you view on the Internet are stored in a special folder for quick viewing later.				
		Delete <u>F</u> iles	<u>S</u> ettings		

3. Click View Files.

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			OK	Cancel

- 4. The list of all your cookie files appears in a new window.
- Press the CRTL + A keys on your keyboard to select all cookies. Press the Delete key on your keyboard.





6. A Warning dialog box appears. Click Yes to confirm deletion of all your cookies.

Note: Some Web sites store your member name and password or other personally identifiable information about you in a cookie. Deleting your cookies will require you to re-enter this information the next time you visit the site.

WARNING		×
۵,	Are you sure you want to delete the selected Cookie(s) ?	
	<u>Yes</u> <u>N</u> o	

- 7. Close the Temporary Internet Files folder.
- 8. Under Temporary Internet Files, click Delete Files.

- Temporary Internet files				
Pages you view on the life for quick viewing later.	Pages you view on the Internet are stored in a special folder for quick viewing later.			
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9. Check the **Delete all offline content** checkbox. Click **OK** to confirm deletion of all cached files in the Temporary Internet Files folder.

Delete Files	×				
Delete all files in the Temporary Internet Files folder? You can also delete all your offline content stored locally.					
Delete all offline content					
OK Cancel]				

- **10.** Click **OK** and close your Internet Explorer browser window.
- **11.** Open a new browser window and sign on to CitiDirect Online Banking.

Note: If you successfully deleted your browser cookies, your Sign-on ID will no longer appear in the drop-down. You must sign-on as a New User. For initial sign on instructions, refer to the *CitiDirect Basics: Getting Started Guide* on the Learning Center tab of www.citidirect.com.