

CitiDirect[®] Online Banking

How to delete Cookies and Temporary Internet Files

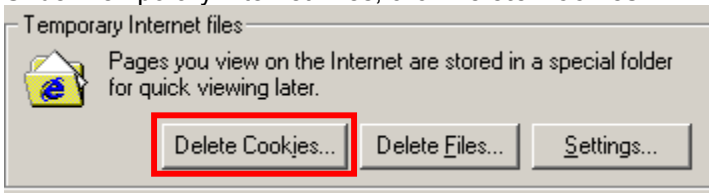
Microsoft[®] Internet Explorer 6 Users:

Microsoft Internet Explorer 5 users please refer to page 3.

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

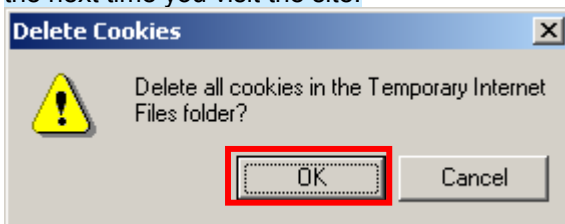


2. Under Temporary Internet Files, click **Delete Cookies**.

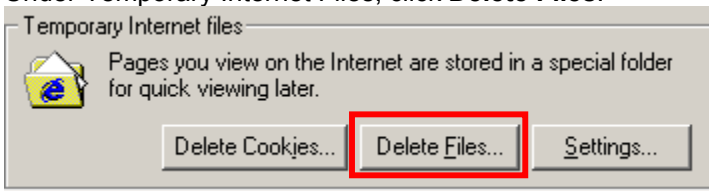


3. Click **OK** to confirm deletion of all cookies in the Temporary Internet Files folder.

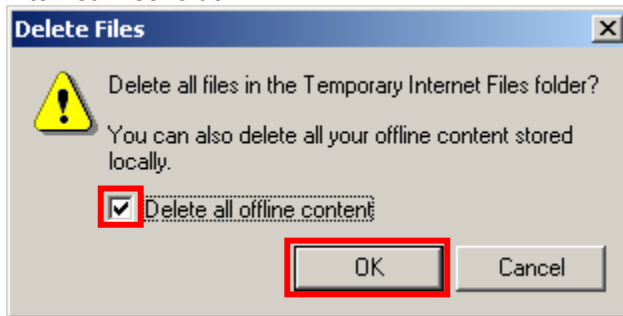
Note: Some Web sites store your member name and password or other personally identifiable information about you in a cookie. Deleting your cookies will require you to re-enter this information the next time you visit the site.



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.

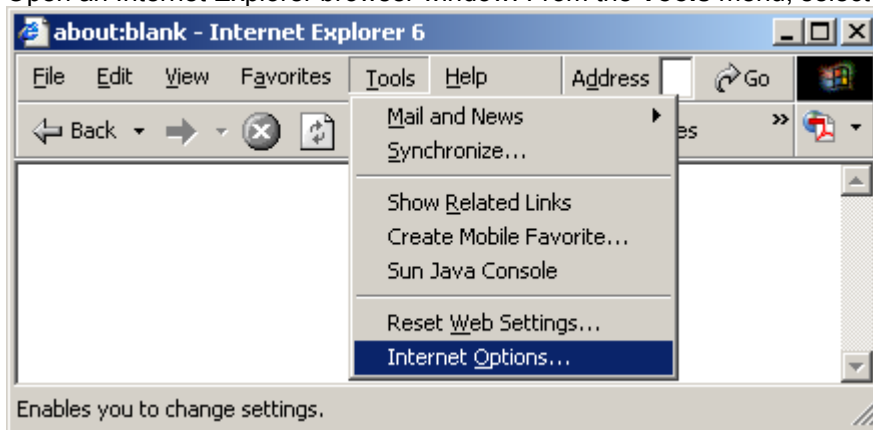


6. Click **OK** and close your browser window.
7. Open a new browser window and sign on to CitiDirect Online Banking.

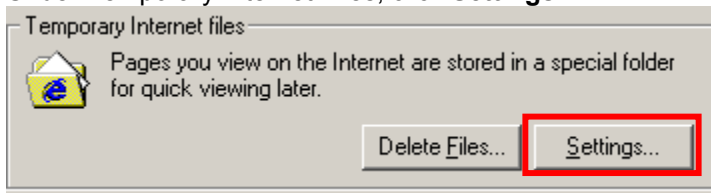
Note: If you successfully deleted your browser cookies, your Sign-on ID will no longer appear in the drop-down. You must sign-on as a New User. For initial sign on instructions, refer to the *CitiDirect Basics: Getting Started Guide* on the Learning Center tab of www.citidirect.com.

Microsoft® Internet Explorer 5.x Users:

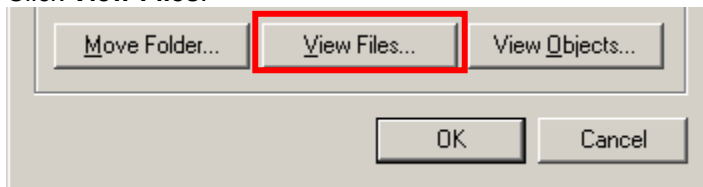
1. Open an Internet Explorer browser window. From the **Tools** menu, select **Internet Options**.



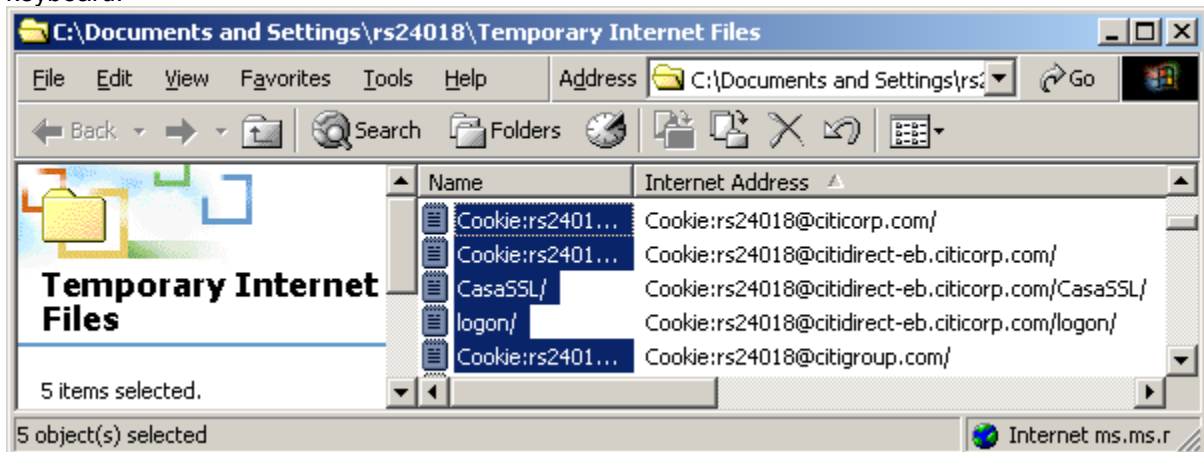
2. Under Temporary Internet Files, click **Settings**.



3. Click **View Files**.

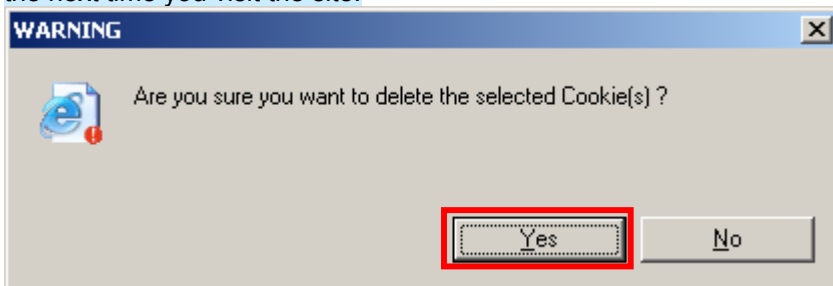


4. The list of all your cookie files appears in a new window.
5. Press the **CRTL + A** keys on your keyboard to select all cookies. Press the **Delete** key on your keyboard.

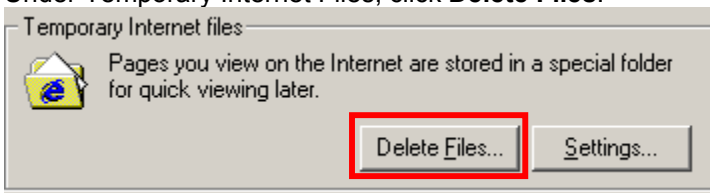


- A **Warning** dialog box appears. Click **Yes** to confirm deletion of all your cookies.

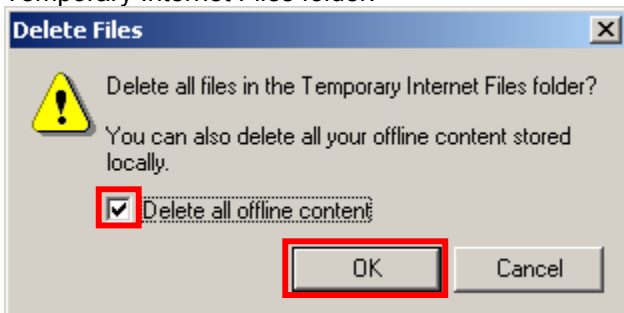
Note: Some Web sites store your member name and password or other personally identifiable information about you in a cookie. Deleting your cookies will require you to re-enter this information the next time you visit the site.



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



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



- Click **OK** and close your Internet Explorer browser window.
- 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.