

CitiDirect® Online Banking

Downloading CitiDirect .cab File Updates: Release Support

Administrator Rights Requirements

Deleting CitiDirect Program (.cab) Files

Deleting Cookies and Temporary Internet Files

As a CitiDirect® Online Banking customer, you periodically receive updates to the CitiDirect application. These updates, also referred to as releases, are delivered directly to your personal computer (PC) when you sign on to CitiDirect as a CitiDirect program (.cab) file download if you run CitiDirect on Microsoft® Java™ Software.

The information below can assist you both prior to and during the download process.

Note: This Quick Reference Guide provides technical support for your CitiDirect Online Banking download. For details on the features and functionality offered in the new CitiDirect release, please refer to *Release News*, available under the Customer Support tab at www.citidirect.com.

Administrator Rights Requirements

Prior to the implementation date of the CitiDirect update, you can ensure that you have **Administrator Rights** to your personal computer (PC), which are required to download the CitiDirect update (.cab files).

The following Administrator Rights are required:

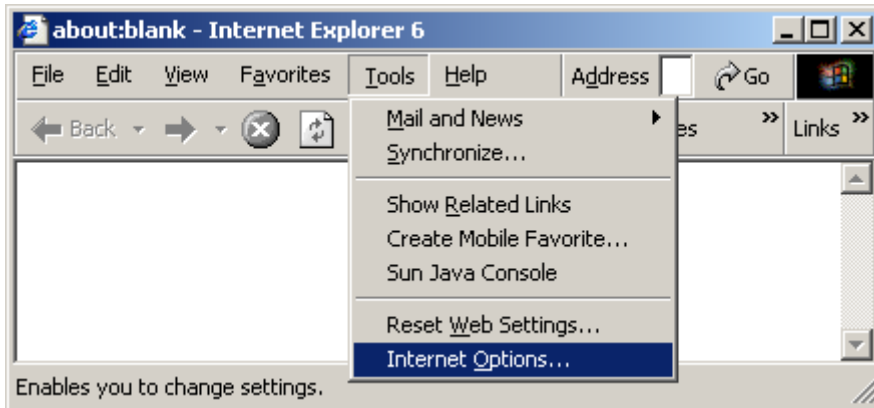
- Full control of the **Downloaded Program Files Folder** and the root directory of C:\ on your system.
- Ability to write to the **Local Machine/Software** key in the registry.
- Full control of the **Windows System Directory\Java and Subfolders**.
- Access to your browser's **Temporary Internet Files Folder**.

If you do not have Administrator Rights to your PC, please contact your technical support staff.

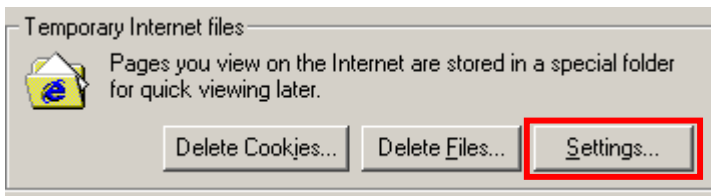
Deleting CitiDirect Program (.cab) Files

If you need to delete CitiDirect Program (.cab) Files, follow the steps below.

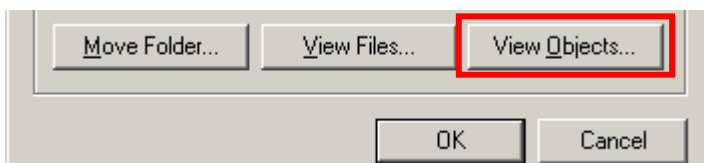
1. Open a Microsoft® Internet Explorer browser window. From the **Tools** menu, select **Internet Options**.



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

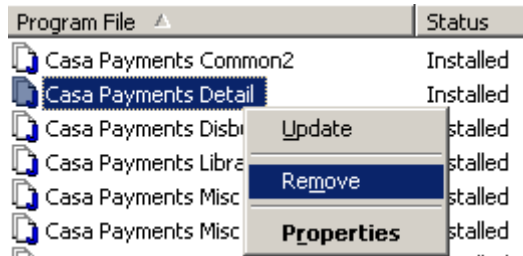


3. Click **View Objects**.

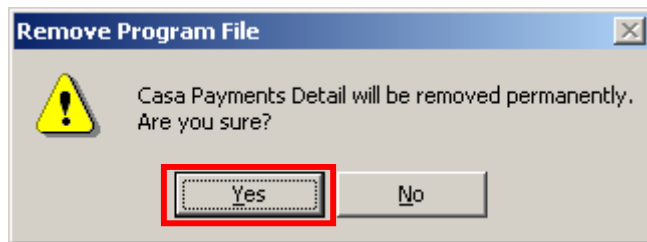


4. The list of CitiDirect Online .cab files appears in a new window. Right-click on each .cab file that you need to remove and select **Remove**.

Note: CitiDirect .cab files are labeled with a **Casa** prefix (e.g., **Casa Payments Detail** as seen in the screen below).



5. Click **Yes** on the **Remove Program File** confirmation dialog box.



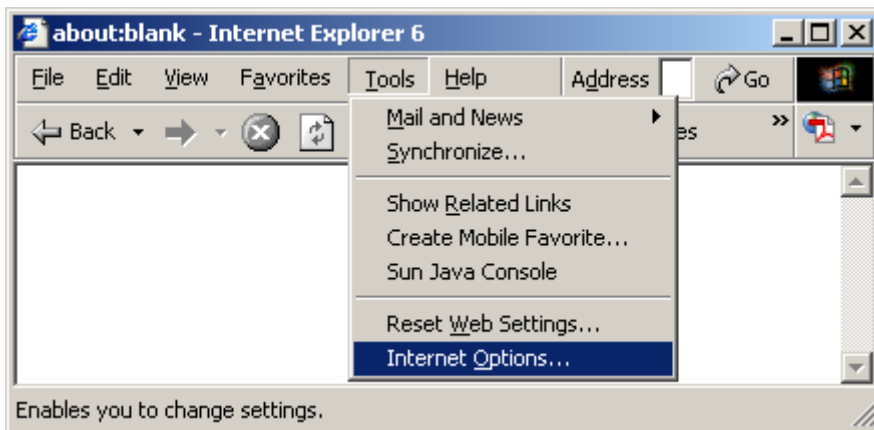
6. Close the current window and click **OK** until you return to Internet Explorer. The next time you sign on to CitiDirect a new .cab file replacing the one you removed will be downloaded and installed on your computer. You must close and restart your browser to access CitiDirect Online Banking.

Deleting Cookies and Temporary Internet Files

You may need to delete cookies and Temporary Internet files from your PC to successfully download the updated CitiDirect .cab files. Below are the steps for these procedures for Microsoft® Internet Explorer versions 6 and 5.x users.

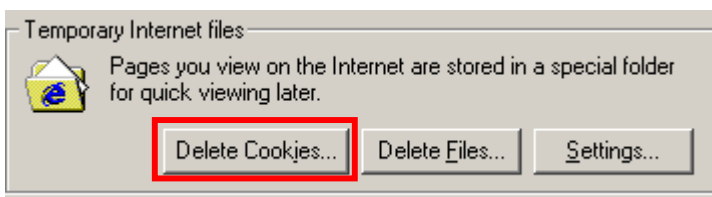
Microsoft Internet Explorer 6 Users

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

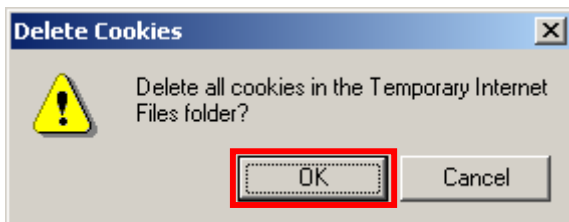


2. Under Temporary Internet Files, click **Delete Cookies**.

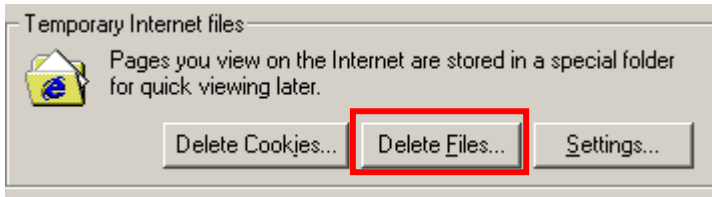
Note: Some Web sites store your user name and password or other personal information in a Cookie. If you delete your Cookies, you will need to re-enter your information the next time you visit those sites.



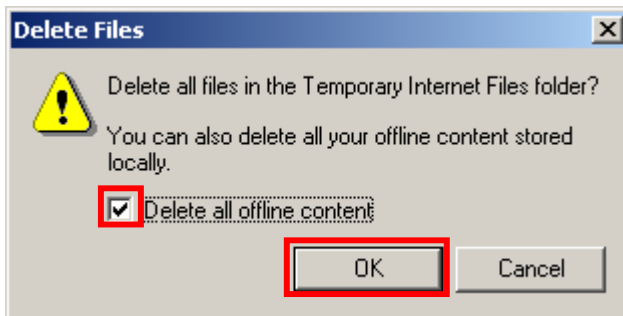
3. Click **OK** to confirm deletion of all cookies in the Temporary Internet Files folder.



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.

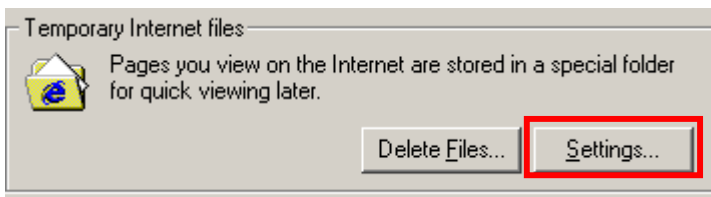
Note: If you successfully deleted your browser Cookies, your Sign-on ID will no longer appear in the Sign-on Name field drop-down on the CitiDirect sign-on screen. You must sign on as a New User. For initial sign-on instructions, refer to the *CitiDirect Basics: Getting Started Guide* under the Learning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

Microsoft® Internet Explorer 5.x Users

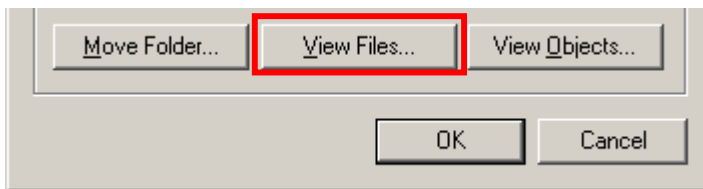
1. Open an Internet Explorer browser window. From the **Tools** menu, select **Internet Options**.



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



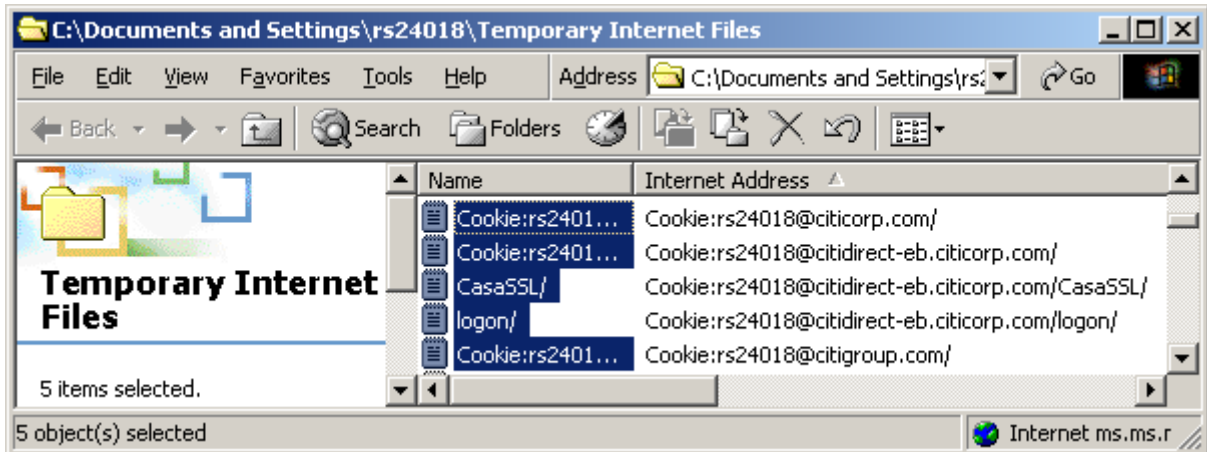
3. Click **View Files**.



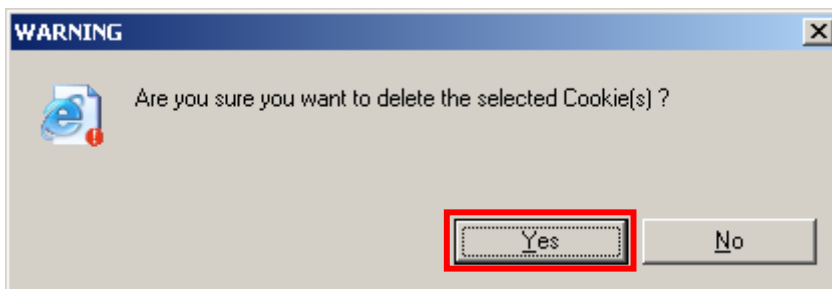
4. A list of all of your Cookie files appears in a new window.

- Press the **CRTL + A** keys on your keyboard to select all cookies. Press the **Delete** key on your keyboard.

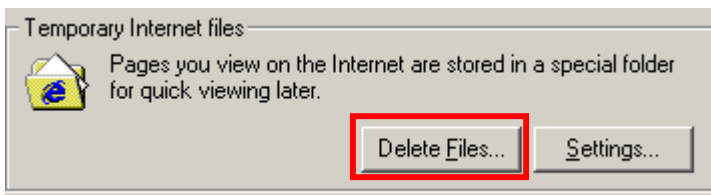
Note: Some Web sites store your user name and password or other personal information in a Cookie. If you delete your Cookies, you will need to re-enter your information the next time you visit those sites.



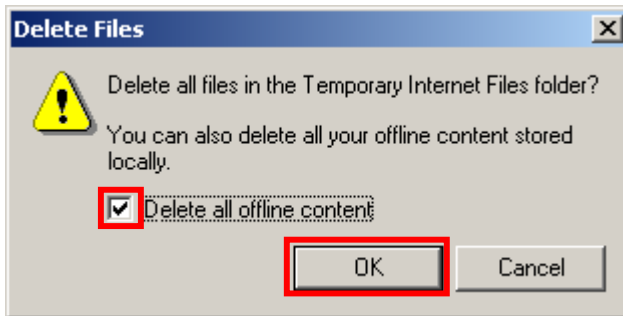
- A **Warning** dialog box appears. Click **Yes** to confirm deletion of all your cookies.



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



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



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 Sign-on Name field drop-down on the CitiDirect sign-on screen. You will be required to sign on as a New User. For initial sign-on instructions, please refer to the *CitiDirect Basics: Getting Started Guide* under the Learning Center tab at www.citidirect.com.