

CitiDirect® Online Banking

Downloading CitiDirect .jar File Updates: Release Support

Administrator Rights Requirements

Deleting CitiDirect Program (.jar) 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 program (.jar) file download if you run CitiDirect on Sun Microsystems® 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 new features and functionality offered in the CitiDirect release, please refer to *Release News* under the Customer Support tab at www.citidirect.com.

Administrator Rights Requirements

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

The following Administrator Rights are required:

- Full control of the **User Profile Folder** (e.g. C:\Documents and Settings\Default User).
- Access to the **Temporary Internet Files Folder**.
- Access to the **Java Plug-in Control Panel** (under Start→ Settings→ Control Panel or in the System Tray).

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

Deleting CitiDirect Program (.jar) Files

If you need to delete CitiDirect Program (.jar) files, follow the steps below.

1. Access the Java Plug-in Control Panel from your start menu as follows:
 - Go to **Start**;
 - Select **Settings**;
 - Select **Control Panel**; the **Java Plug-in** icon will appear on the Control Panel.
 - Double-click the **Java Plug-in** icon.
2. After the **Java Plug-in Control Panel** loads, click the **Cache** tab.
3. Click the **View** button.
 - The list of CitiDirect .jar files appears in a new window.

Note: CitiDirect .jar files are labeled with a **Casa** prefix.

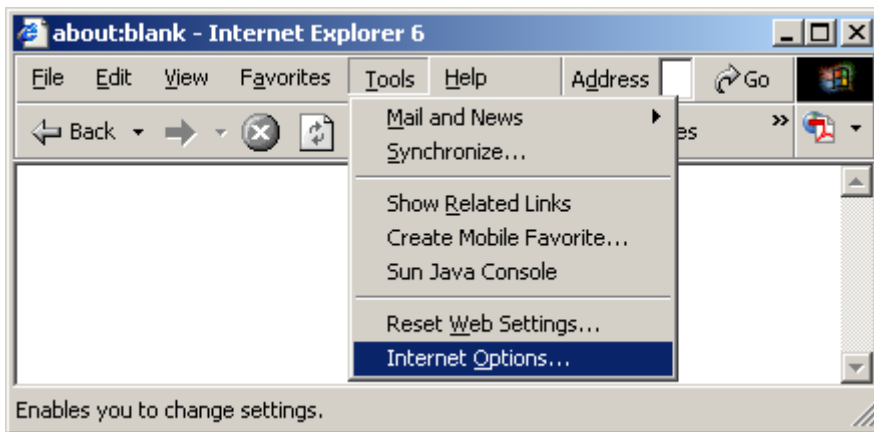
4. Select the file(s) that you need to remove and click **Delete**.
5. Click **Close**.
 - The next time you sign on to CitiDirect a new .jar file replacing the one you removed will be downloaded and installed on your computer.

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 .jar files. Below are the steps for these procedures for Microsoft® Internet Explorer versions 6 and 5.x.

Microsoft® Internet Explorer – Version 6 Users

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

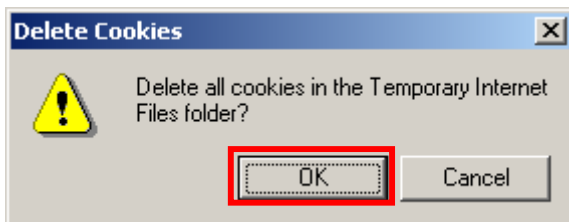


2. Under Temporary Internet Files, click **Delete Cookies**.

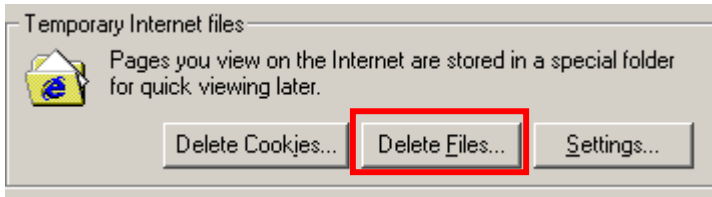
Note: Some Web sites store your user name and password or other personal information in a Cookie. If you delete your Cookies, you will need to re-enter your information the next time you visit those sites.



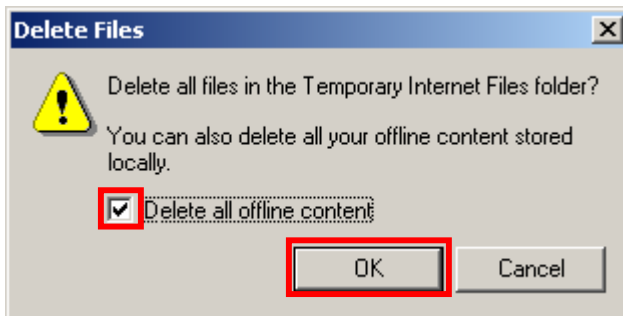
3. Click **OK** to confirm deletion of all Cookies in the Temporary Internet Files folder.



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.

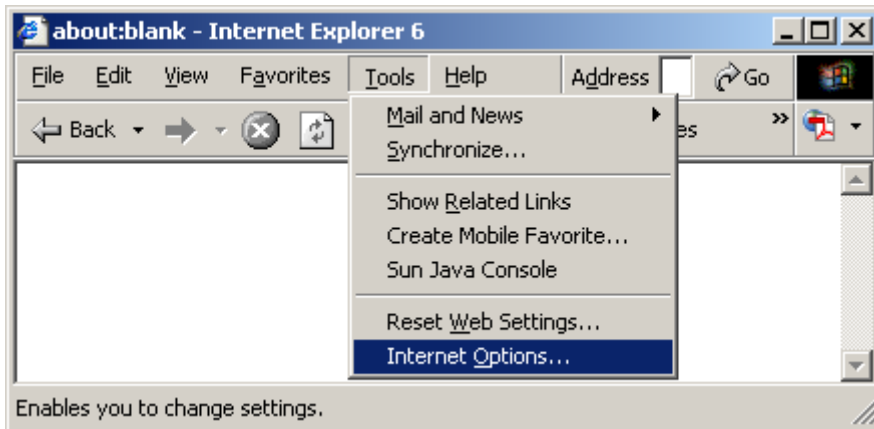


6. Click **OK** and close your browser window.
7. Open a new browser window and sign on to CitiDirect Online Banking.

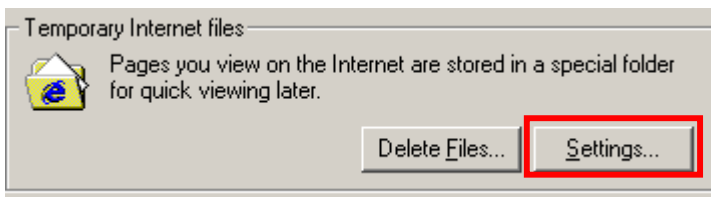
Note: If you successfully deleted your browser Cookies, your Sign-on ID will no longer appear in the Sign-on Name field drop-down on the CitiDirect sign-on screen. You must sign on as a New User. For initial sign-on instructions, please refer to the *CitiDirect Basics: Getting Started Guide* under the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

Microsoft Internet Explorer – Version 5.x Users

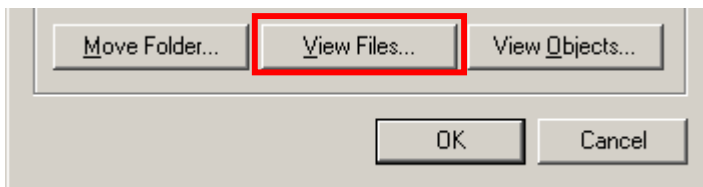
1. Open an Internet Explorer browser window. From the **Tools** menu, select **Internet Options**.



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



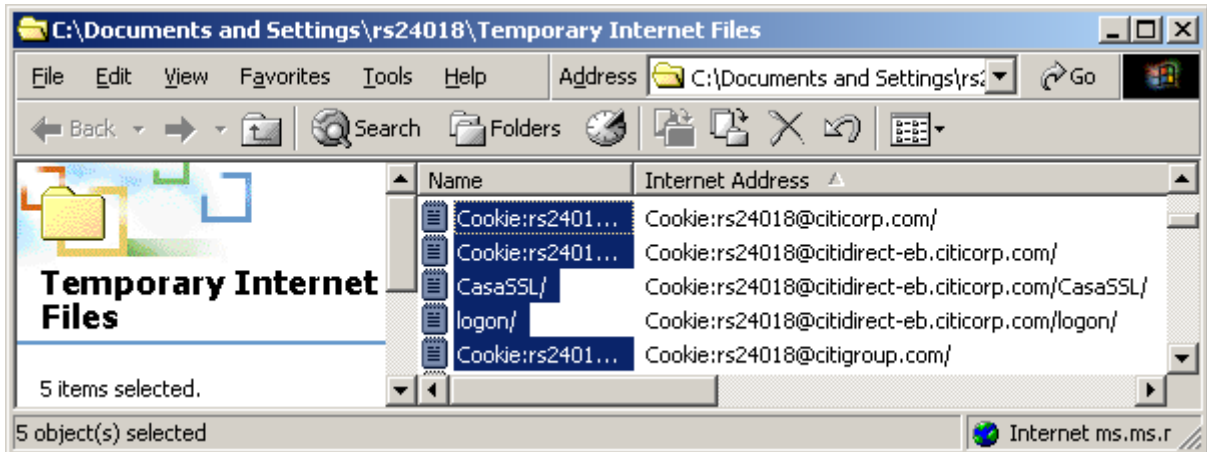
3. Click **View Files**.



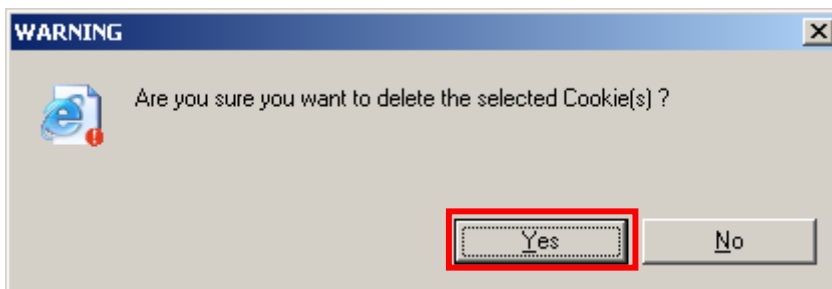
- A list of all of your Cookie files appears in a new window.

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

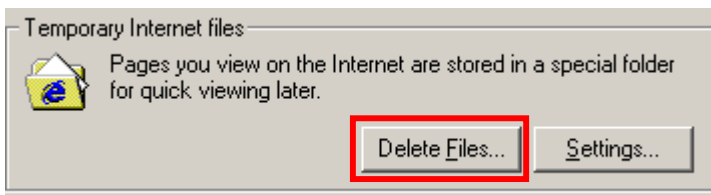
Note: Some Web sites store your user name and password or other personal information in a Cookie. If you delete your Cookies, you will need to re-enter your information the next time you visit those sites.



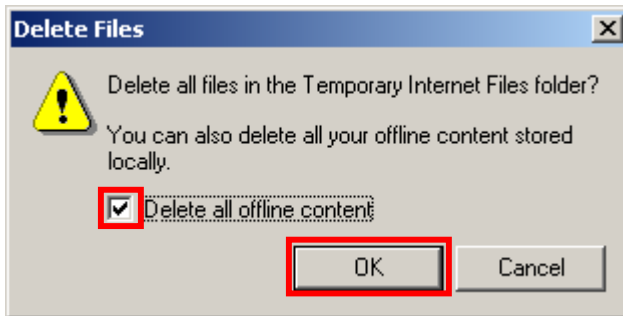
5. A **Warning** dialog box appears. Click **Yes** to confirm deletion of all your cookies.



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



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



9. Click **OK** and close your Internet Explorer browser window.
10. 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.