



Security Code Help

If you still have to enter a security code every time you log in to Online Banking even though you clicked on the “yes” button to remember your computer:

You might have cookies disabled. Click on the link below to learn how to tell if your cookie functionality is turned off.

<http://www.google.com/support/accounts/bin/answer.py?answer=61416>

If you have verified cookies are enabled and you are still required to enter a security code, the next step would be to verify your privacy settings.

If you have your browser's privacy settings set to 'High' you may be unable to access Charlotte Metro Online Banking. To resolve this problem, please add ob.cmcu.org to your browser's list of allowed sites.

TO ADD ALLOWED SITES IN MICROSOFT INTERNET EXPLORER (IE):

1. Go to the Tools menu and select Internet Options.
2. Click the Privacy tab.
3. Click the Sites... button and type ob.cmcu.org in the 'Address of Web site' section.
4. Click Allow.
5. Click OK.

TO ADD ALLOWED SITES IN MOZILLA FIREFOX

1. Go to the Tools menu and select Options.
2. Click the Privacy tab.
3. Click Exceptions and type ob.cmcu.org in the 'Address of web site' section.
4. Click Allow.
5. Click OK.

If you're accessing Charlotte Metro Online Banking from behind a firewall, proxy, or anti-virus program, temporarily disable the program and try signing in to Charlotte Metro Online Banking. If disabling the program resolves the issue you're experiencing, then most likely the software is causing the problem.

We suggest consulting the program's online support center to find out why it might be interfering with your ability to access your Charlotte Metro Online Banking.

NOTE: If you're using a work computer, the problem may be related to your computer's corporate security settings. We suggest checking with your system administrator.