Online Banking – Excessive Challenges

**FRANKLIN SYNERGY BANK**

Our Online Banking authentication system requires each device is authenticated via a phone call or a text message. It is common that you may get a second or third challenge on the same device over a period of time if the system deems the login attempt to be unusual. However, if you are getting challenged every time on the same device, there may be a browser setting you change to resolve this problem. Here are some suggestions:

1. Change setting that deletes cookies upon closing **Internet Explorer**
   - Click on the "**Gear**" icon at the upper-right portion of your Internet Explorer browser or Press "**Alt + 'X'**" to access **Internet Options**.
   - Uncheck the box to "**Delete browsing history on exit**" and click the "**Apply**" button.
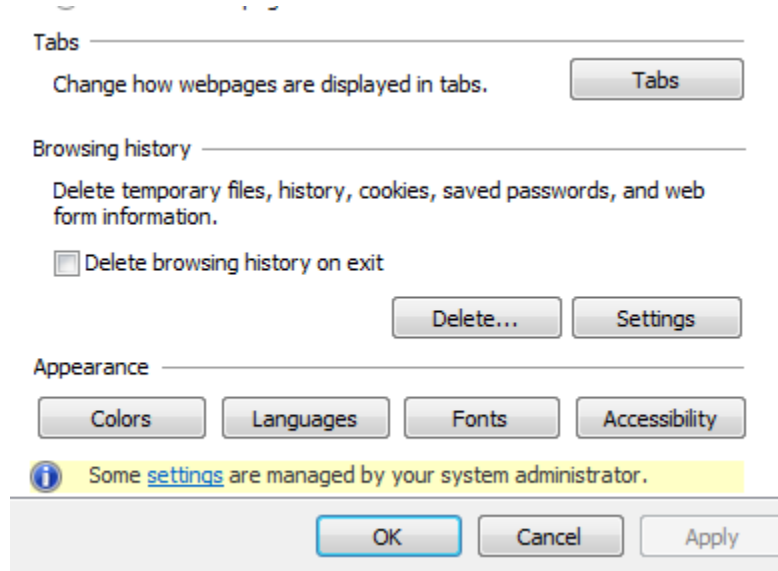
2. Add our web site as a Trusted Site in **Internet Explorer**.
   - Click on the "**Gear**" icon at the upper-right portion of your Internet Explorer browser or Press "**Alt + 'X'**" to access **Internet Options**.
   - Click on the "**Privacy**" tab.
   - Click on the "**Sites**" button.
   - Type "**franklinsynergybank.com**" into the box under "**Address of website:**"
   - Click on the "**Allow**" button, then the "**OK**" button.
   - Close Internet Explorer and open it back up and try again.
3. Enable Cookies in **Google Chrome**.
   - Click the Chrome menu icon.

- Click on "**Settings**" on the left-hand side of the screen.
- Near the bottom of the page, click "**Show advanced settings…**".
- In the "**Privacy**" section, click the "**Content settings…**" button.
- Select "**Allow local data to be set (recommended)**" option.
- Click "**Done**" to save.

4. Add our web site as a Trusted Site in **Google Chrome**.

- Click the Chrome menu icon. ☰
- Click on "**Settings**" on the left-hand side of the screen.
- Near the bottom of the page, click "**Show advanced settings…**".
- In the "**Privacy**" section, click the "**Content settings…**" button.
- Click on the "**Manage exceptions…**" button.
- Type "**[*.]franklinsynergybank.com**" in the "**Hostname pattern**" field and select "**Allow**" from the drop-down beside it.
- Click the "**Done**" button.

<u>Other Notes</u>

- If you have any difficulty with completing some of these possible resolutions or if none of these suggestions solve your issue, please call us at (615) 236-2963.