

If you are having problems logging into your Online Banking Account please clear out your browser cache and cookies.

Please see the instructions below.

If you are still having issues please contact our Operations department at 608-457-3500.

Before doing the following please delete River Bank from your favorites tab then search River Bank and click on the website. You can then save River Bank to your favorites tab.

Google Chrome

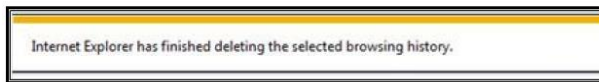
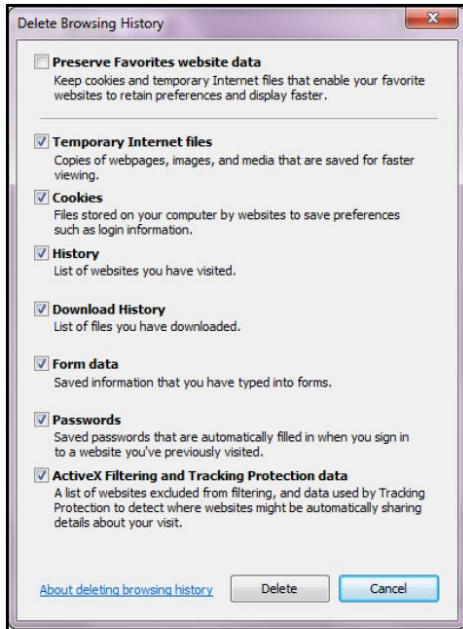
1. In the browser bar, type **chrome://settings/clearBrowserData**. The clear browsing data window appears.
2. Select the following check boxes:
 1. Browsing history
 2. Download history
 3. Cookies and other site and plug-in data
 4. Cached images and files
3. From the **Obliterate the following items from** drop-down list, select **the beginning of time**.
4. Click **Clear browsing data**.
5. Exit all browser windows and re-open Chrome.

Internet Explorer

NOTE: On January 12, 2016, Microsoft ended support for Internet Explorer versions prior to version 11. We strongly recommend that you upgrade to a new operating system if your current system does not support IE11.

Option 1 - Clear All Internet Explorer Files

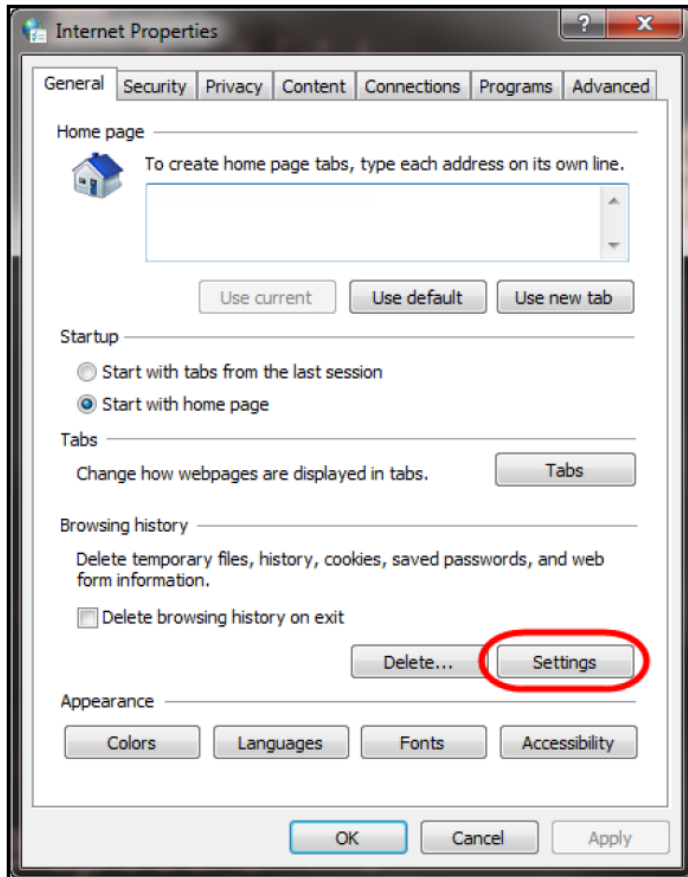
1. Open Internet Explorer
2. On the **Tools** menu, select **Delete browsing history**. The Delete Browsing History dialog box appears.
3. Clear the **Preserve Favorites website data** check box, select all other check boxes, and then click **Delete**. A confirmation message appears at the bottom of the window when complete.



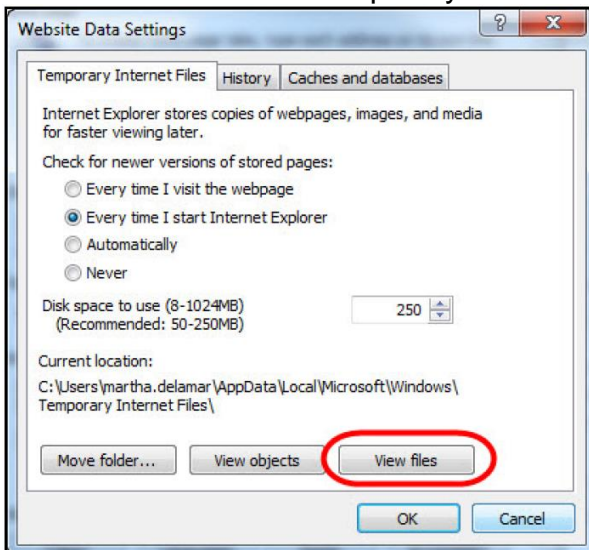
4. Close all Internet Explorer windows.
5. **IMPORTANT:** If you were unable to successfully complete steps 1-4, proceed to option 2. Otherwise, proceed to Adjust Compatibility View Settings.

Option 2 - Clear All Internet Explorer Files

1. From the Windows taskbar, click **Start** and select **Control Panel**. The Control Panel appears.
2. Click **Internet Options**. The Internet Properties dialog box appears.
3. Click **General** tab
4. In the **Browsing history** section, click **Settings**. The Website Data Settings dialog box appears.



5. Click View files. The Temporary Internet Files folder opens in Windows Explorer.

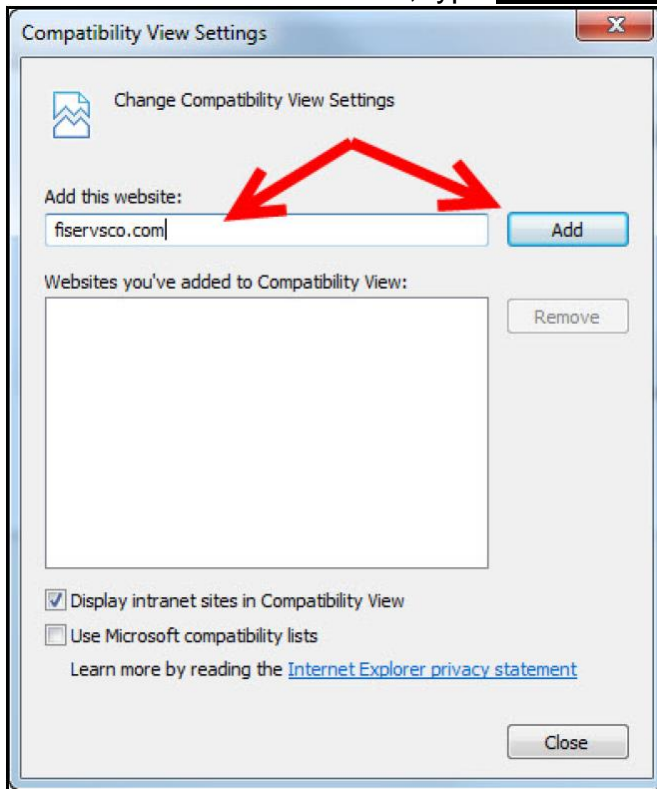


6. Click anywhere in Windows Explorer and then press Ctrl+A to select all files.
7. Press Delete on your keyboard to delete all files.
8. Close Windows Explorer, the Website Data Settings dialog box, and then the Internet Properties dialog box.

Adjust Compatibility View Settings

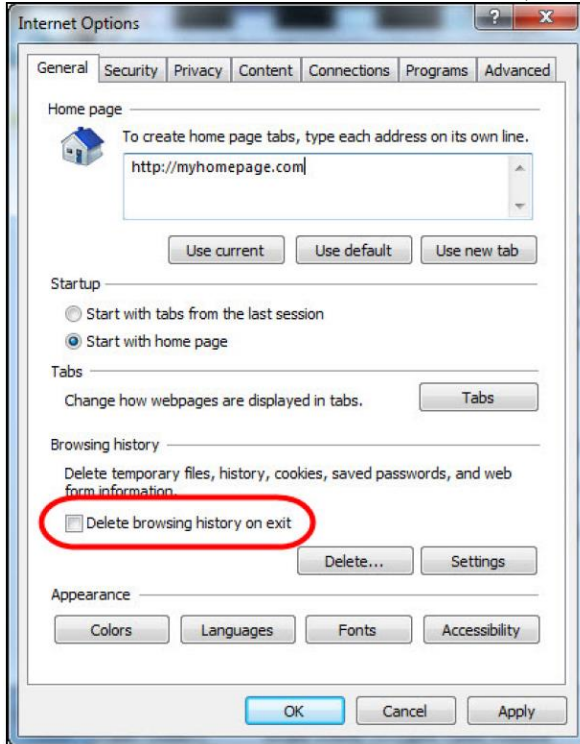
If the images of your scanned items do not appear correctly after clearing your Internet cache and cookies in IE, you may need to adjust the compatibility view settings.

1. On the **Tools** menu in IE, select **Compatibility View settings**. The Compatibility View Settings dialog box appears.
2. In the **Add this website** box, type **fiservsco.com** and then click **Add**.





3. Click **Close**
4. On the **Tools** menu in IE, select **Internet options**. The Internet Properties dialog box appears.
5. Click the **General** tab.

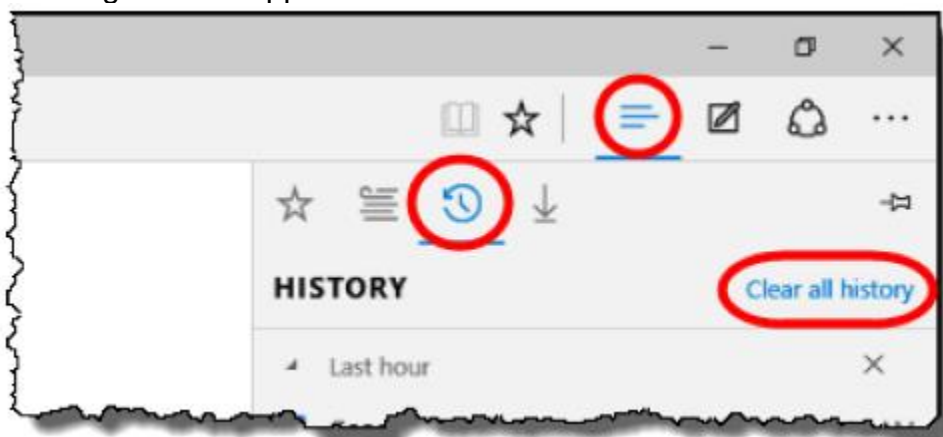
6. In the Browsing history section, verify that the **Delete browsing history on exit** check box is cleared. If it is selected, clear the check box and then click **Apply**.



7. Click OK.
8. Close all IE browser windows.
9. Open Internet Explorer, sign into WebCapture, and scan the deposit.


Microsoft Edge

1. In the top right, click , click , and then click **Clear all history**. The Clear browsing data list appears.



2. Select the **Browsing History, Cookies and save website data**, and **Cached data and files** check boxes.
3. Click **Clear**.
4. After the "All Clear!" message appears, exit all browser windows and re-open Microsoft Edge.

Mozilla Firefox

1. Click the Library  button, click **History**, and then select **Clear Recent History**. If the menu bar is hidden, press Alt to make it visible.
2. From the **Time range to clear** drop-down list, select **Everything**.
3. Click the down arrow to expand the Details section.
4. Select all available check boxes in the Details section and then click **Clear Now**.
5. Exit all browser windows and re-open Mozilla Firefox.

Safari

Safari 8.0

1. On the Safari menu, select **Clear History and Website Data**.
2. From the **Clear** drop-down list, select **all history** and then click **Clear History**.
3. On the Safari menu, select **Quit Safari** or press Command+Q to exit the browser, and then re-open Safari.

Safari 7.9 and below

1. On the Safari menu, select **Reset Safari**. The Reset Safari dialog box appears.
2. Select the **Remove all website data** check box and then click **Reset**. If you are using Safari 5.0 or below, select the **Empty the cache** and **Remove all cookies** check boxes.
3. On the Safari menu, select **Quit Safari**, or press Command+Q to exit the browser, and then re-open Safari.