

Central Willamette Community Credit Union – Online Banking

If you are using the Apple **Safari** browser on a Mac; and

You cannot access **Bill Payment** and receive the following error:

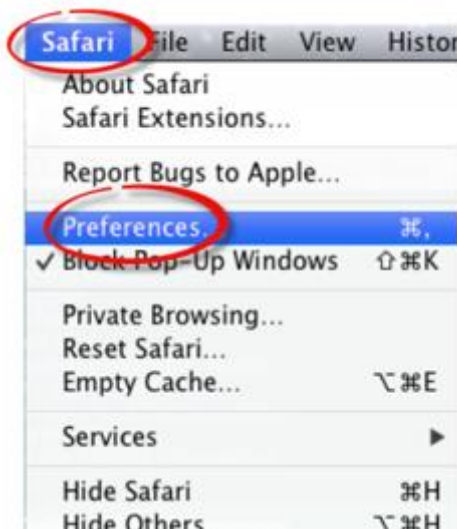
"Your session has timed out. Please close this window by clicking below." ; or

You cannot access **eStatements** and receive the following error:

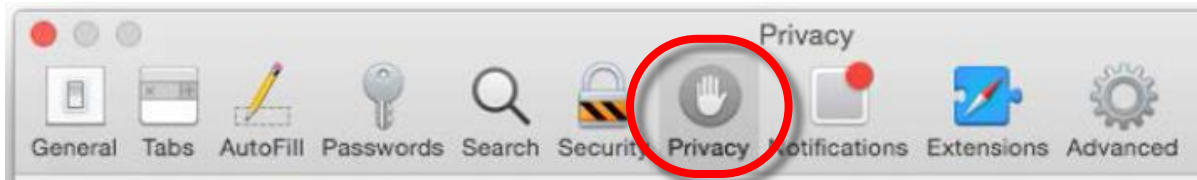
"We're sorry, the link that brought you to this page is not valid.";

Then follow these instructions to correct the problem:

1. In Apple Safari on your Mac, click the **Safari menu button**, then **Preferences**.

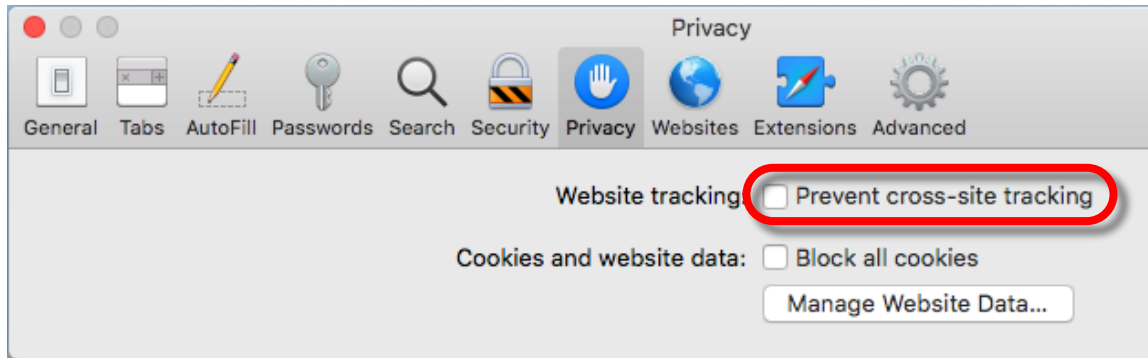


2. Click **Privacy**



Can't access **Bill Payment** or **eStatements** with Apple **Safari**

3. Under Privacy section, uncheck **Prevent cross-site tracking**. Close the window.



4. **Log into** Online Banking and **access Bill Payment and/or eStatements**, the page should now open.

If your preference is to leave the **Prevent cross-site tracking** setting enabled, you can change it back, however depending on the frequency you access bill pay or eStatements, you may have to repeat these steps, or you can use the Google Chrome or Firefox for Mac web browsers to access online banking. Bill Payment and eStatements sites work without changing settings in Chrome and Firefox. Please see the Web Browser Requirements section on our website (<https://www.centralwcu.org/bank/online-services/online-banking>) to access the Chrome and Firefox download pages.

Thank you for your patience in performing these steps. Please [Contact Us](#) if you have questions or need further assistance.