

Can't access **Bill Payment** or **eStatements** with Google **Chrome**

Central Willamette Community Credit Union – Online Banking

If you are using Google **Chrome** on a Windows PC or Mac; and

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

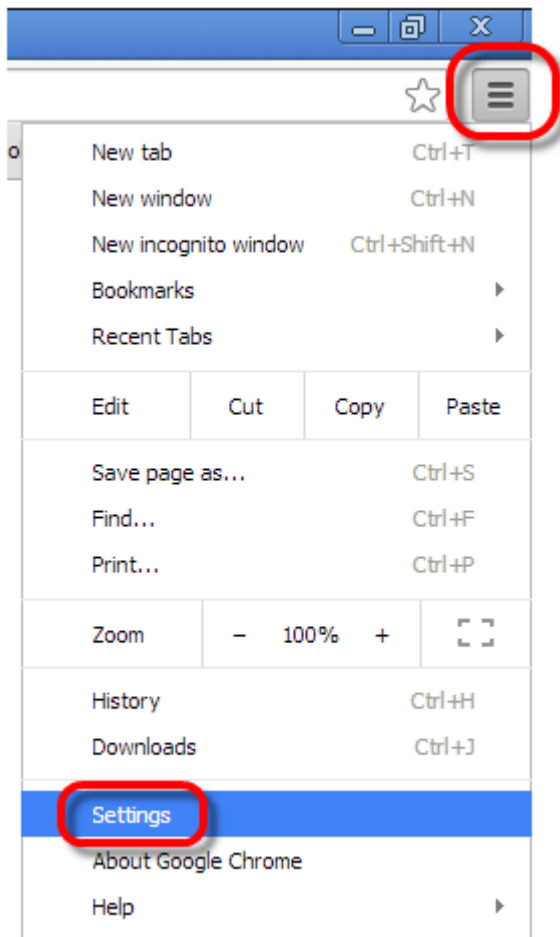
"Your session has timed out. Please close this window by clicking below." ; or

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

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

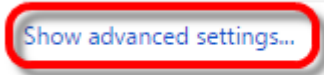
Then follow these instructions to correct the problem:

1. In Google Chrome, click the **menu button**, then **Settings**.

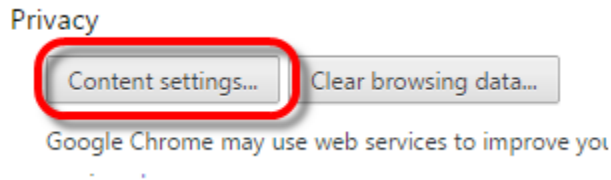


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2. Click **Show advanced settings...**



3. Under the Privacy section, click **Content settings...**



4. Make sure the box is NOT checked for **Block third-party cookies and site data**

Content settings

Cookies

- Allow local data to be set (recommended)
 - Keep local data only until you quit your browser
 - Block sites from setting any data
 - Block third-party cookies and site data
-

(Make sure not checked)

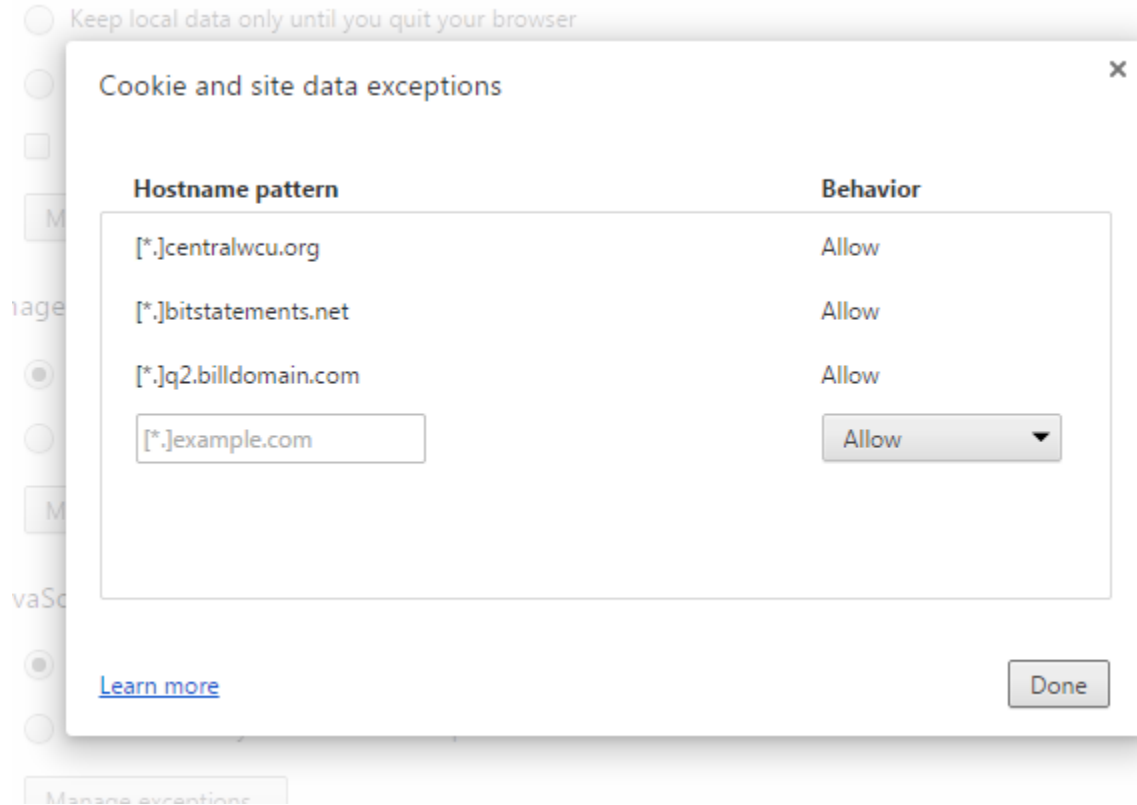
5. Now log in to Online Banking and you should be able to access Bill Pay and eStatements.
6. OPTIONAL: If your **preference** is to **block third-party cookies** and you wish to keep that option enabled, you can add our sites to the exceptions list to restore access to Bill Pay and eStatements, click the **Manage exceptions...** button and add the following entries:

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[*.]centralwcu.org

[*.]bitstatements.net

[*.]Q2.billdomain.com



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