

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

Central Willamette Community Credit Union – Online Banking

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

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

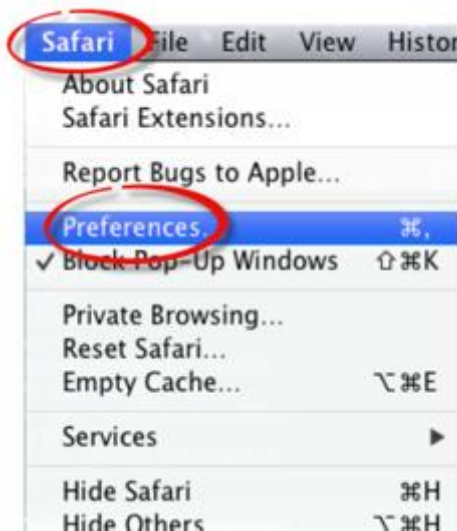
"Your session has timed out. Please close this window by clicking below." ; or

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

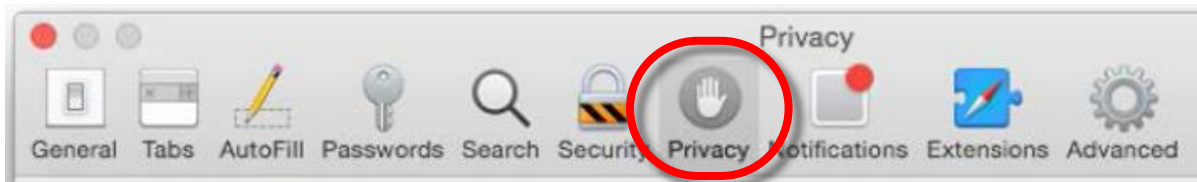
"We're sorry, the link that brought you to this page is not valid.";

Then follow these instructions to correct the problem:

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

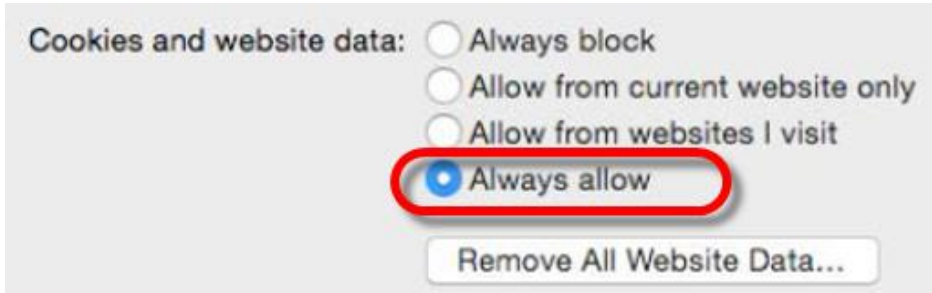


2. Click **Privacy**

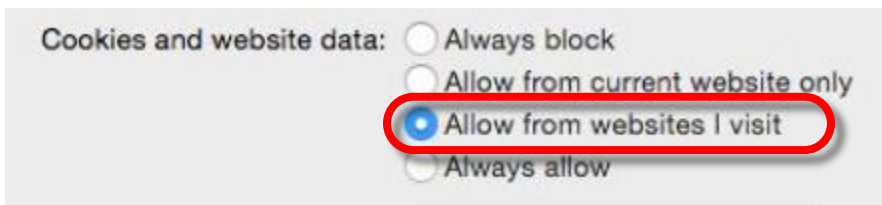


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3. Under Privacy section, Change **Cookies and website data** from “**Allow from websites I visit**” (the default) to “**Always allow**”. Close the window.



4. **Log into** Online Banking and **access Bill Payment and/or eStatements**, the page should now open.
5. Go **back to Privacy** preferences and set the **Cookies and website data** back to “**Allow from websites I visit**” (to restore the Safari default security setting).



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