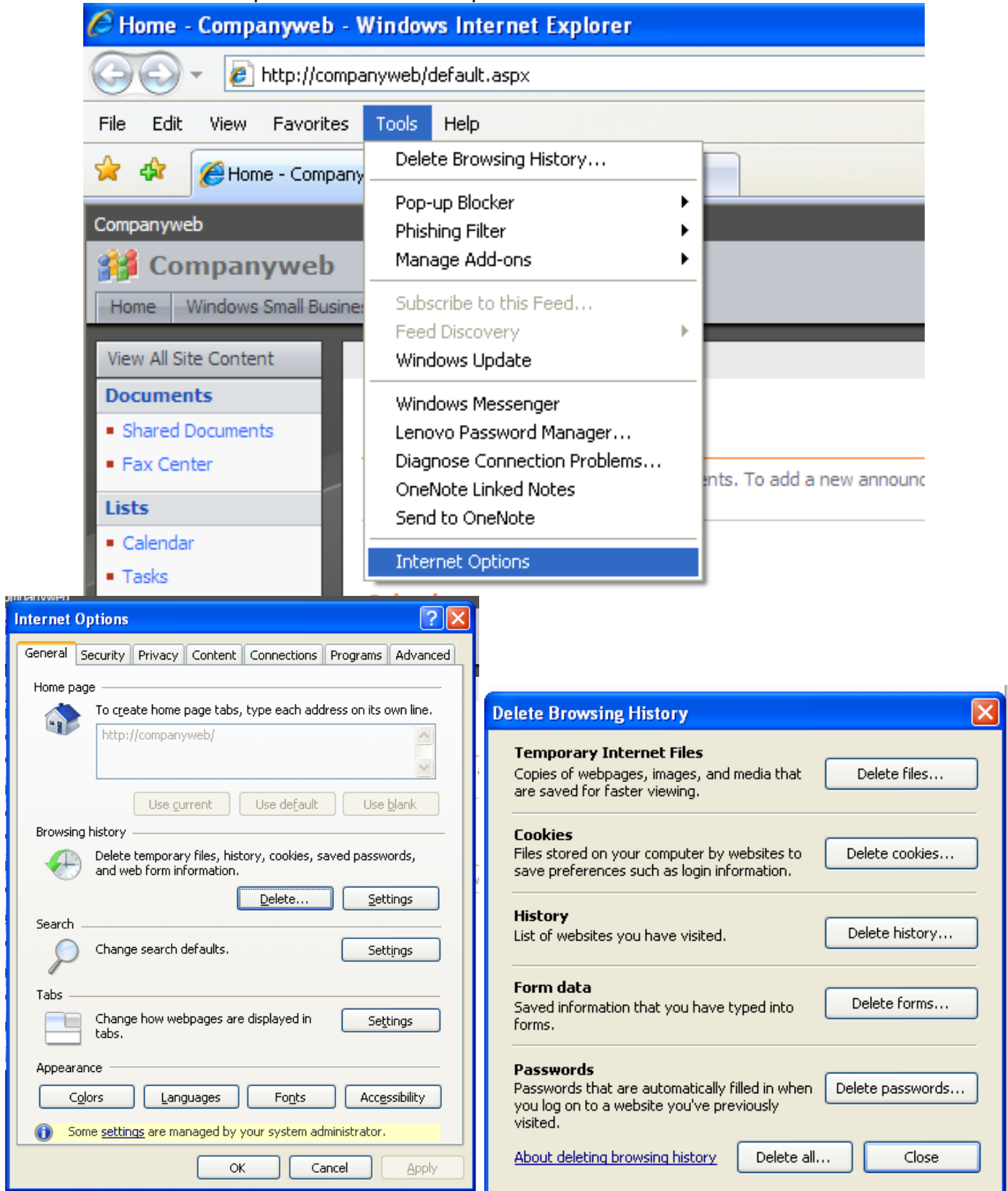


Resolving the Multi Factor Authentication Registration Error

If you are attempting to log on to AnyTime Access and have encountered the error message: *Internet Explorer cannot display the webpage*, or the log on screen continues to reload and you are unable to proceed to your security questions, please try the steps below. After each step, restart your browser and try to access your account. If you are still unable to proceed, please try the next step.

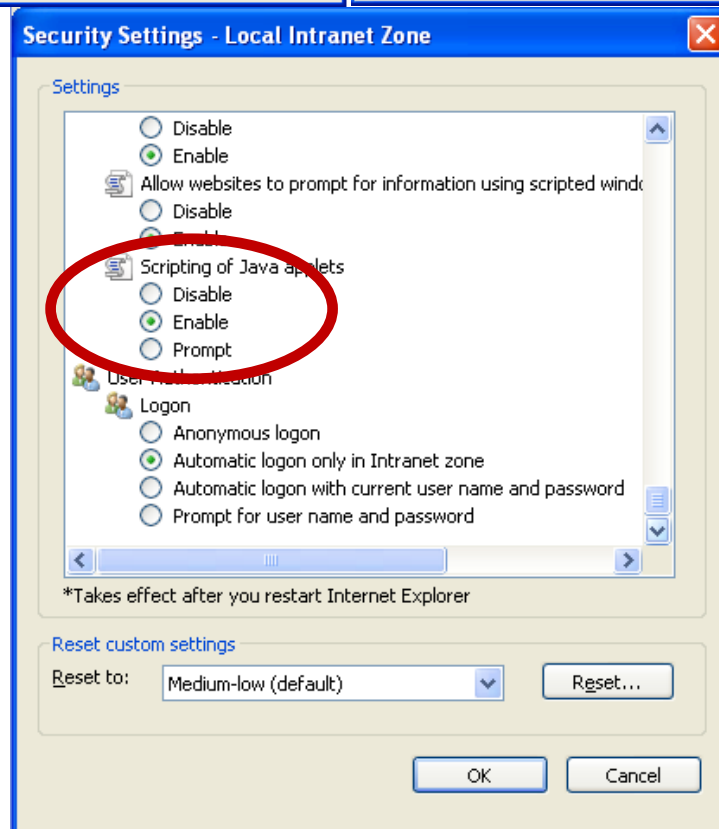
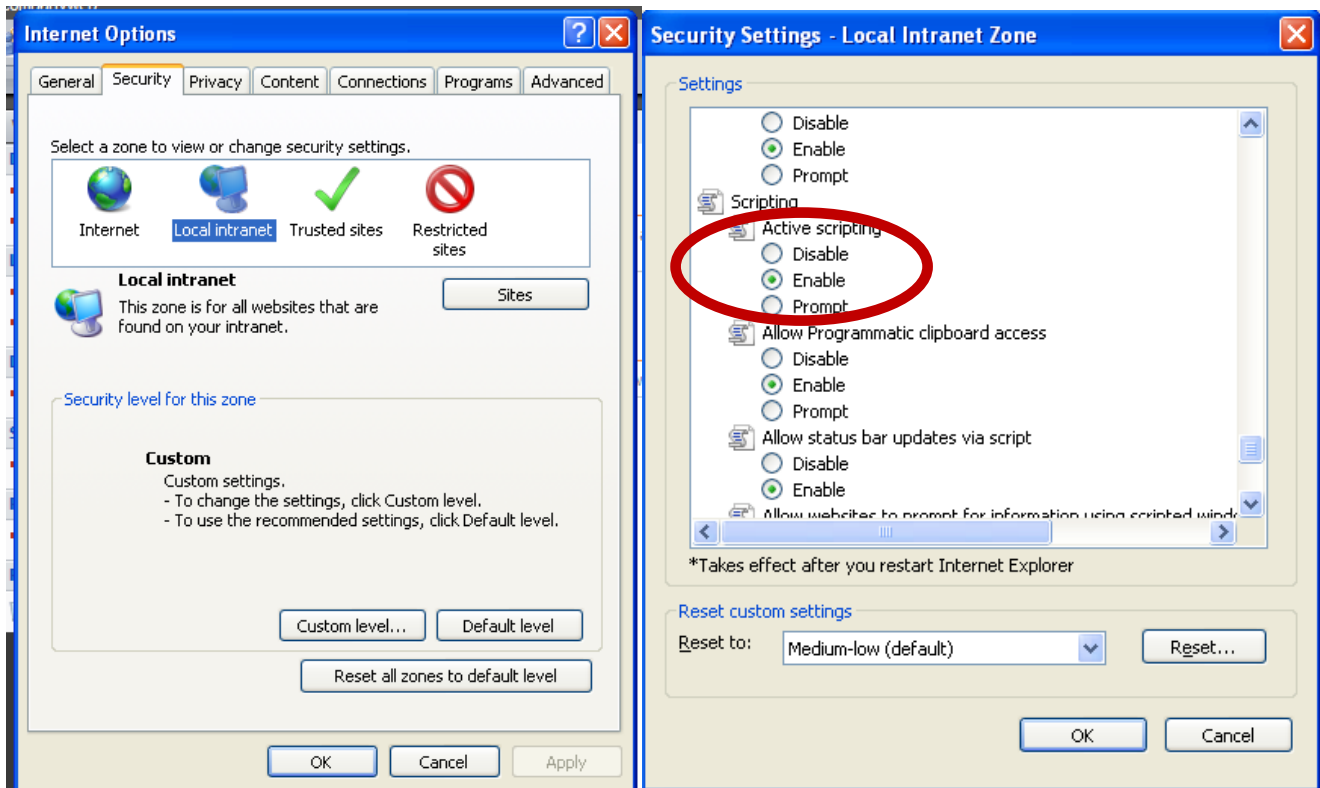
First, try clearing temporary internet files by doing the following:

Tools - Internet Options - General Tab - Delete Browsing History - Delete Temporary Internet Files - Delete Cookies - Restart Browser and proceed to the next step

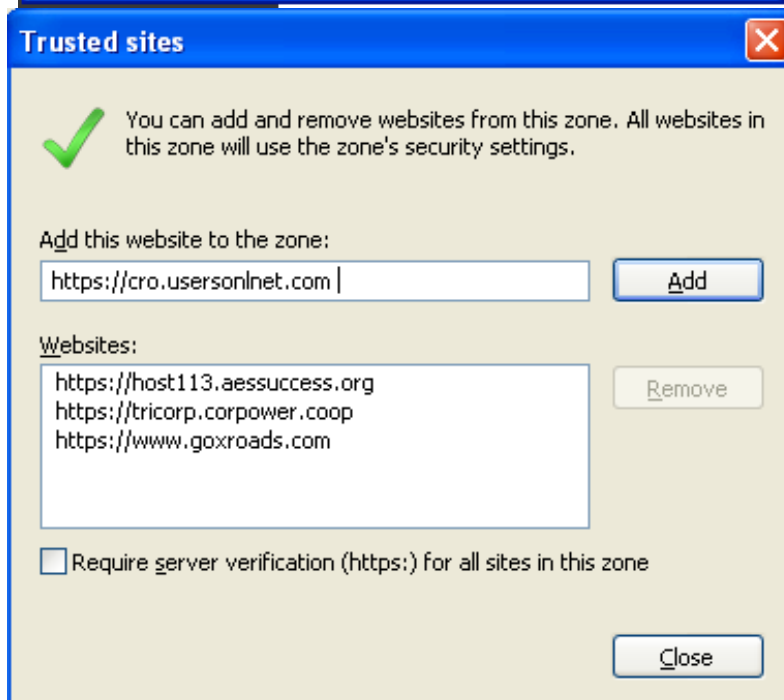
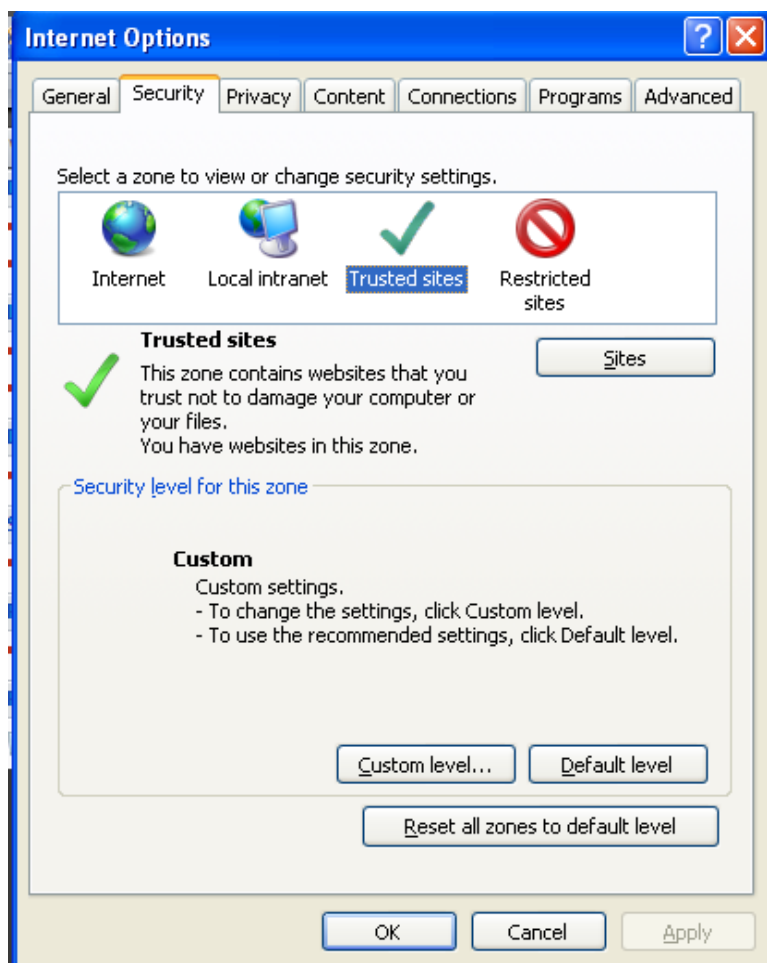


Make sure that JavaScript is enabled by doing the following:

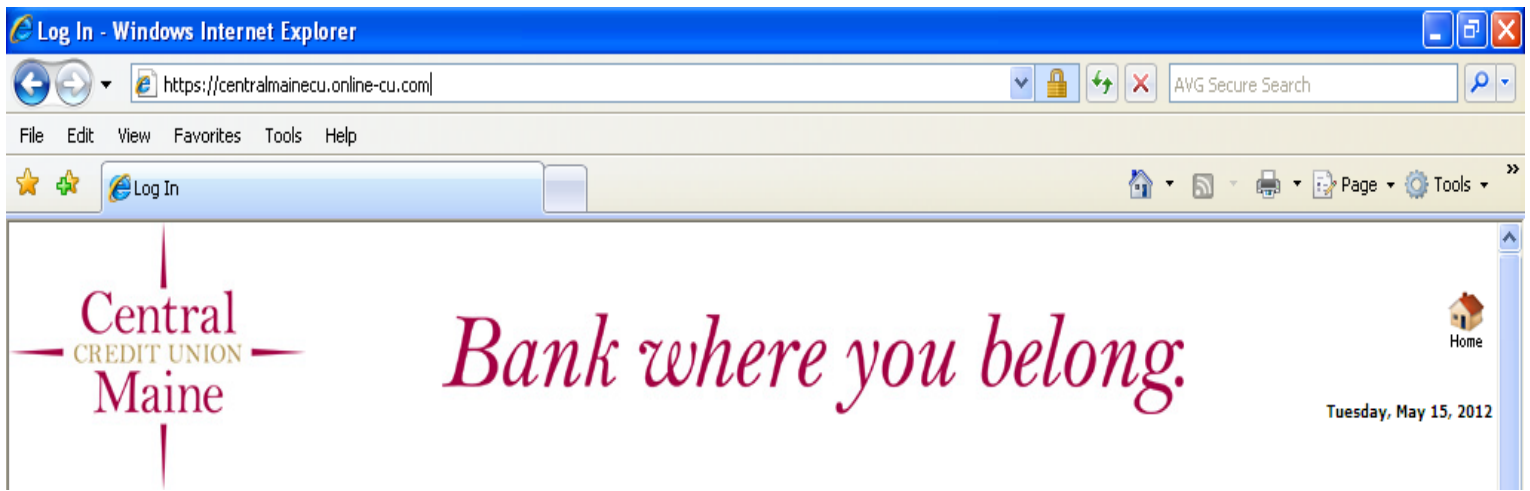
Tools – Internet Options – Security Tab – Custom Level – Under Scripting - Active Scripting, make sure the **Enable** button is selected. Scroll down a little further and make sure that **Scripting of Java applets** is enabled.



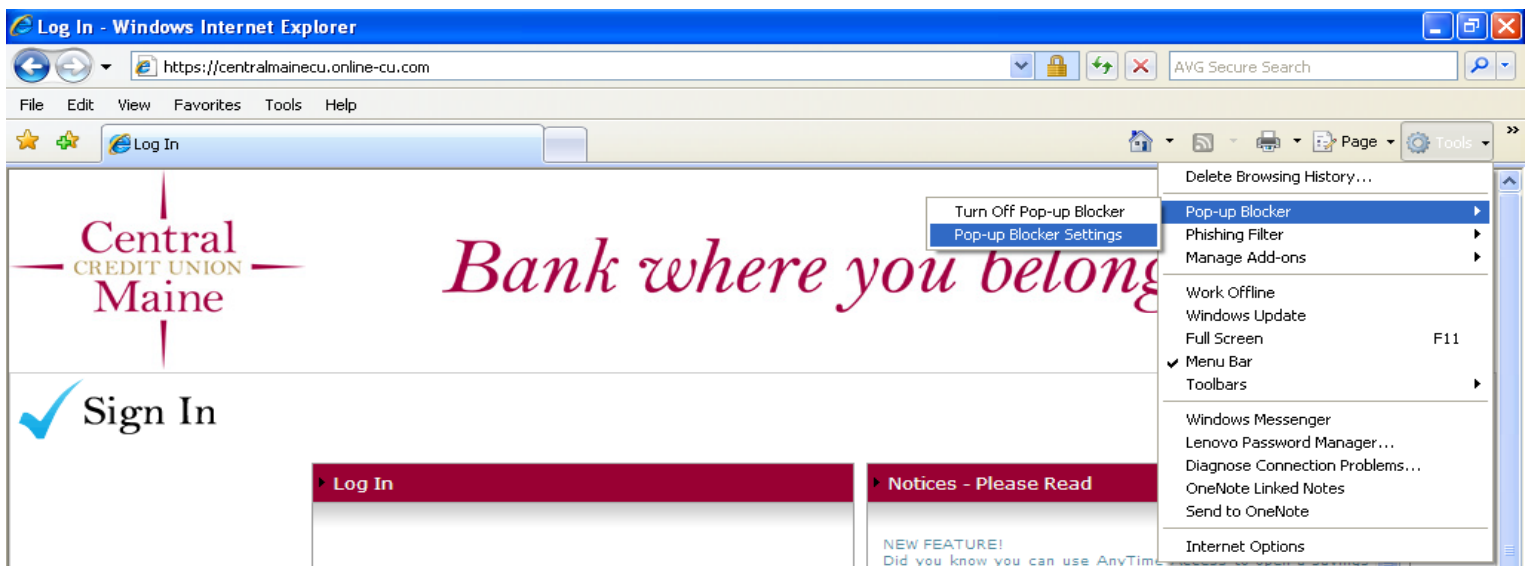
While connected to Internet Explorer or your current browser and at the Log-in screen, go to **Tools - Internet Options - Security Tab - Select Trusted Sites as the Zone - Sites** - add the websites <https://cro.usersonlnet.com> and <http://www.centralmainecu.com/> to the zone - Restart browser and try again to sign on.



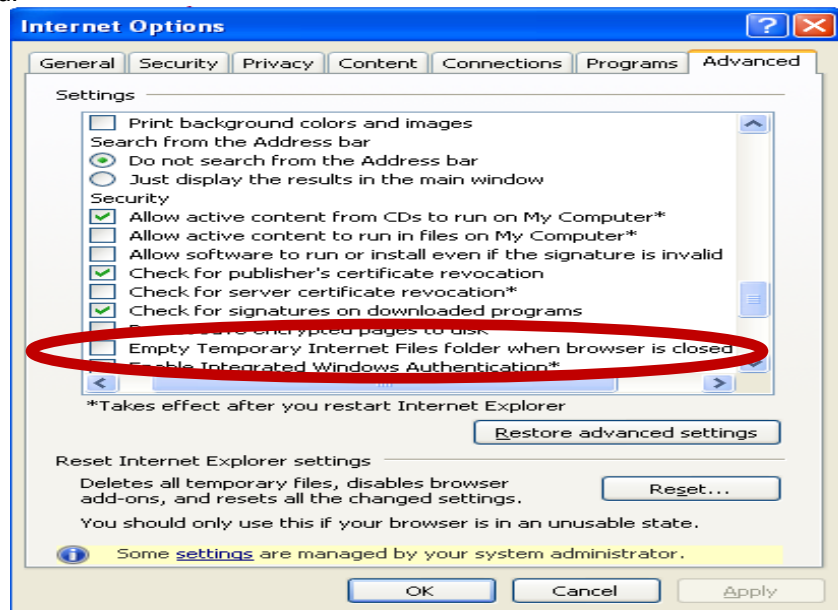
If you are unable to reach the login screen using the link on our home page, try typing <https://cro.usersonlnet.com> directly into the address bar.



Under your Pop-up Blocker Settings add <https://cro.usersonlnet.com> and <http://www.centralmainecu.com/> to the list of allowed Sites.



Under the *Advanced* tab, scroll down to *Security* and make sure that the *Empty Temporary Internet Files folder when browser is closed* setting is not checked.



If your connection is timing out while you are still active within the site, please check the following:

Tools – Internet Options – Content Tab – Disable Content Advisor – OK - Restart browser and give it another try.

