

Correcting Connection Issues – Firefox

If you would like to attempt to resolve this issue on your own you may try to delete your Online Banking “cookies”. You may want to print out a copy of these instructions and then perform the following steps:

1. Verify that you are using a supported version of Firefox by opening Firefox and pressing the “Alt” + “T” keys together. This will open up the “Tools” tab.
2. Click on “About Firefox” and verify that the version number is Firefox 5.0 or above. If you are not using a supported Firefox version, please download the required updates and try again. If you are using a supported version please continue with the steps below.
3. The next step may vary based upon your specific Firefox version:
 - a. If you have a “Firefox” button, click on it and then select “Options”
 - b. If you do not have a “Firefox” button, click on the “Tools” tab (at the top) and go to “Options”
4. Select the “Privacy” tab. There will be a drop-down menu next to the text “Firefox will”; click on the drop-down menu and select “User custom settings for history”.
5. Click on “Show Cookies”
6. Type in “FNB” in the search bar
7. Click “Remove All”
8. Click “Close”
9. Click on the “Exceptions...” button above “Show Cookies”
10. In the white box below the text, “Address of website” type in the following link:
<https://fnb-onlinebankingcenter.com>
11. Click “Allow”
12. Verify that the website has appeared below the heading “Site”
13. Click “Close”
14. Click “OK”
15. Close out of your browser and try logging into Online Banking again