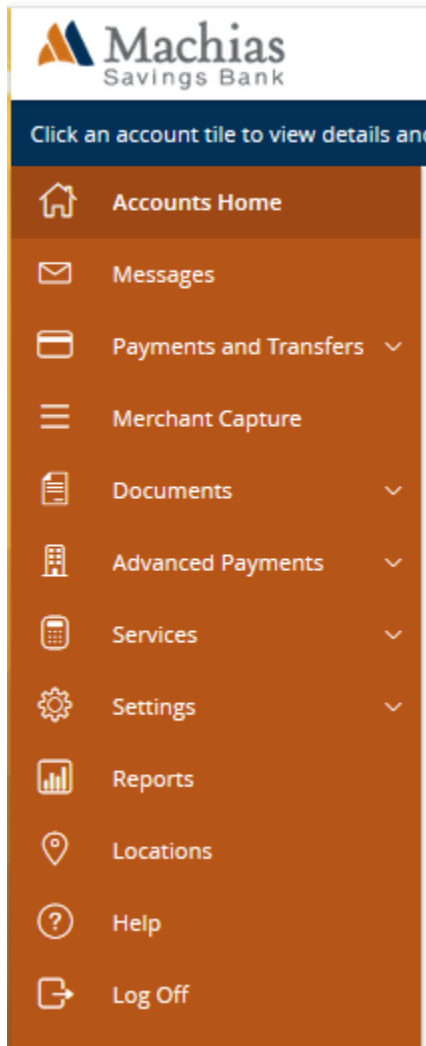Troubleshooting Merchant Capture Scanner if it does not turn on after your Online Banking upgrade.
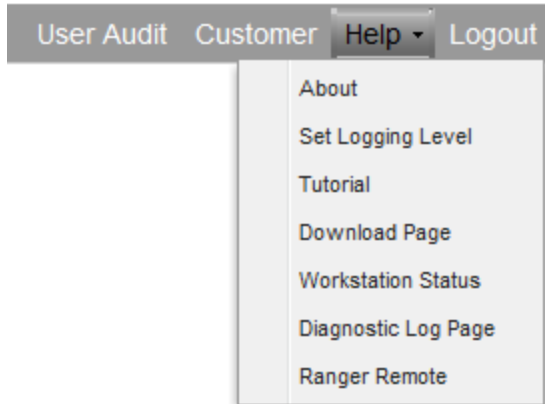
Troubleshooting Steps:

1. Within Online banking click on Merchant Capture

2. A new window will appear displaying Merchant Capture
3. Navigate to the Help Menu at the top right of the screen and select "Download Page":

4. On the Download Page, click install for the "RangerRemote for Chrome, Firefox, and Edge" driver.
5. Save the file and then navigate to its folder location.
6. Double click or right click to open the File.
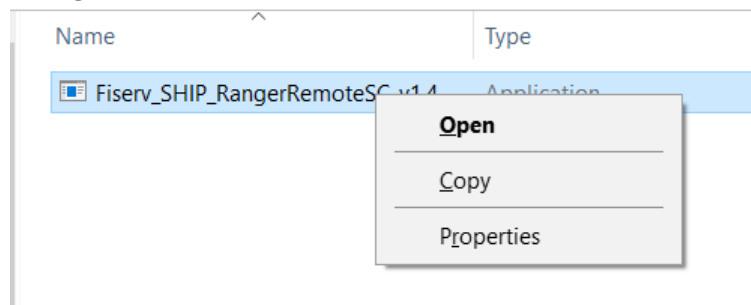
7. If you are asked if you would like to allow this program to make changes to your computer, click *Yes.*
8. The Fiserv Installation box will pop up. Click *Install.*

9. When the installation is complete, click *Exit.*

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10. Once this has been complete, restart your browser and login into Online Banking and click Merchant capture. If you hear the scanner turn on when the Merchant Capture screen loads your installation was successful.

      a. If the scanner does not load, please clear your browsing history, cache and cookies (instruction below).

Firefox

Deleting Browser History

1. Select the menu icon on the top right-hand side of the screen ☰
2. Select the Options menu item ⚙ Options
3. Select the Privacy & Security tab on the left-hand side of the screen

🔒 Privacy & Security

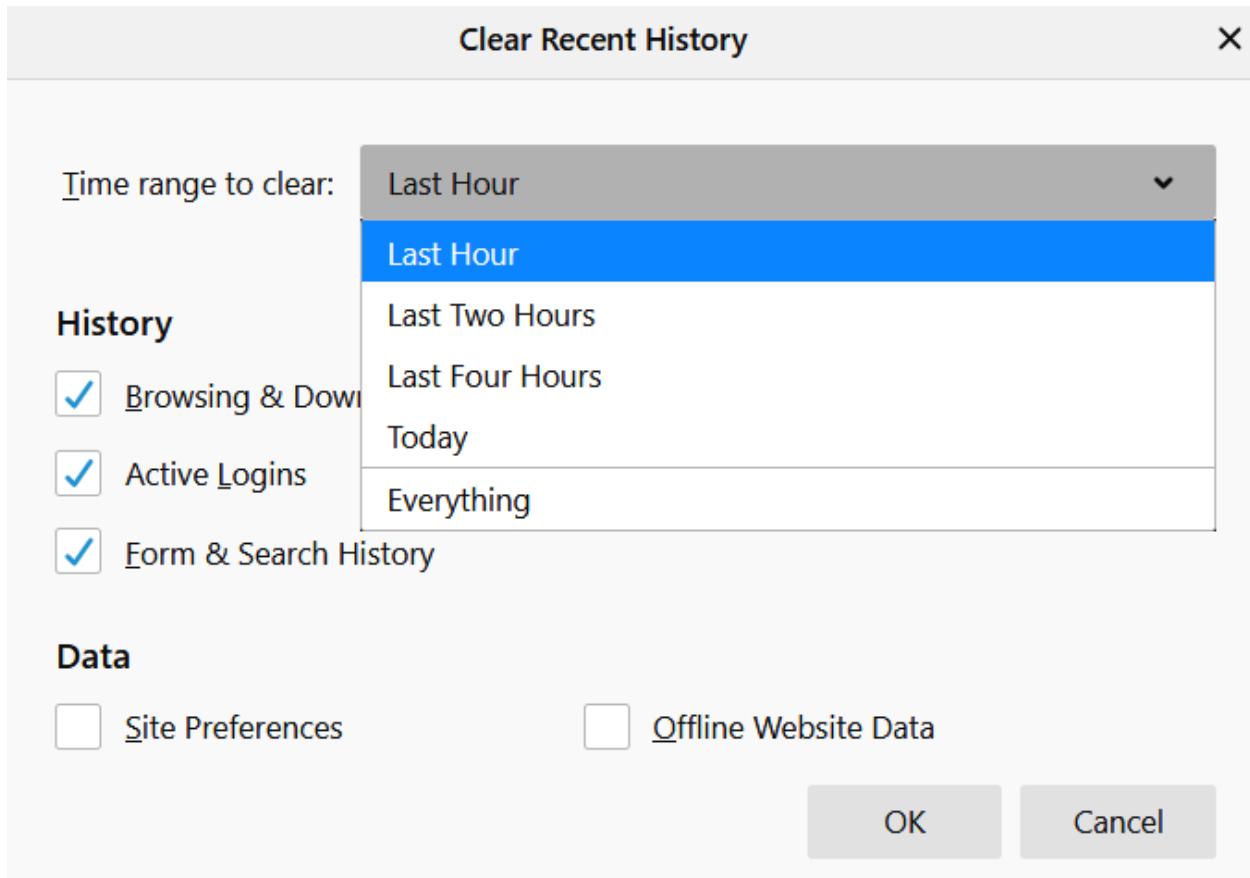4. Scroll down to the History section of the webpage

History
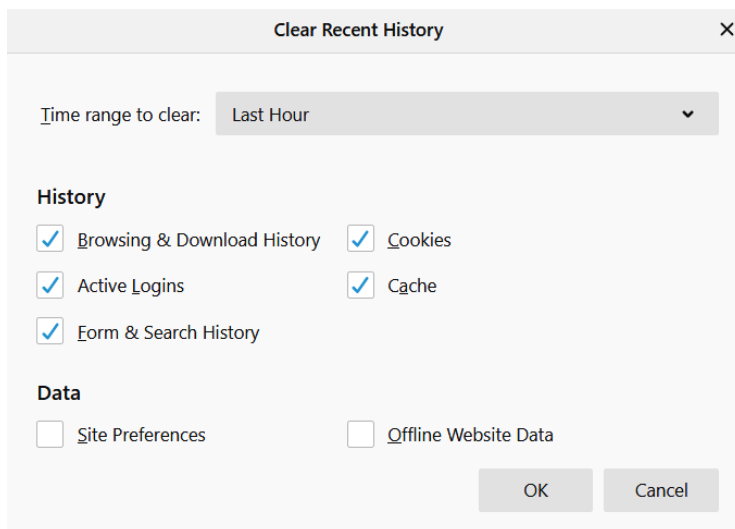
Firefox will   Remember history ▾

Firefox will remember your browsing, download, form, and search history.   Clear History...

5. Select the Clear History button
6. Choose the time period you would like to clear your history for

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Clear Recent History ✕

Time range to clear: Last Hour ▾

Last Hour

Last Two Hours

Last Four Hours

Today

Everything

History

☑ Browsing & Down

☑ Active Logins

☑ Form & Search History

Data

☐ Site Preferences   ☐ Offline Website Data

OK   Cancel

7. Select the types of history you would like to clear using the check boxes

Clear Recent History ✕

Time range to clear: Last Hour ▾

History

☑ Browsing & Download History   ☑ Cookies

☑ Active Logins   ☑ Cache

☑ Form & Search History

Data

☐ Site Preferences   ☐ Offline Website Data

OK   Cancel

8. Select OK

Clearing Cookies & Cache

1. Select the menu icon on the top right-hand side of the screen

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2. Select the Options menu item   ⚙ Options
3. Select the Privacy & Security tab on the left-hand side of the screen

   🔒 Privacy & Security
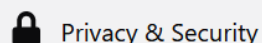
4. Scroll to the Cookies and Site Data section of the webpage

Cookies and Site Data

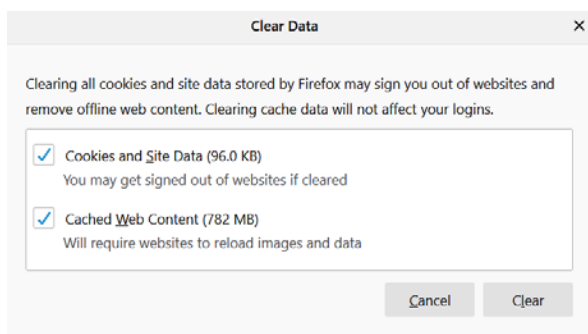Your stored cookies, site data, and cache are currently using 783 MB of disk space.   Learn more

Clear Data...

Manage Data...

☐ Delete cookies and site data when Firefox is closed

Manage Permissions...

5. Select the Clear Data button

Clear Data   ✕

Clearing all cookies and site data stored by Firefox may sign you out of websites and remove offline web content. Clearing cache data will not affect your logins.

☑ Cookies and Site Data (96.0 KB)
You may get signed out of websites if cleared

☑ Cached Web Content (782 MB)
Will require websites to reload images and data
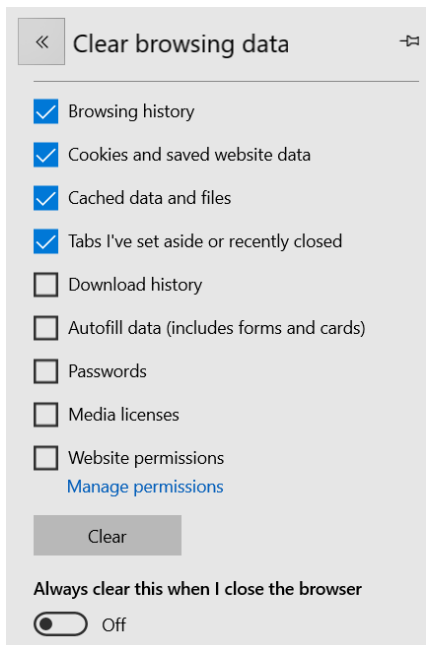
Cancel   Clear

6. Select Clear

Microsoft Edge

Deleting Browser History

1. Select the menu icon on the top right-hand side of the screen   ⋯
2. Select the History menu option   🕘 History
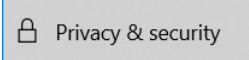3. Select the Clear History option

History   Clear history

4. Select the types of history that you would like to delete

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5. Select Clear

Clearing Cookies and Cache

1. Select the menu icon on the top right-hand side of the screen   · · ·
2. Select the Settings menu item   ⚙ Settings
3. Select the Privacy & Security tab

   🔒 Privacy & security

4. Select Choose What to Clear in the Clear Browsing Data section of the menu
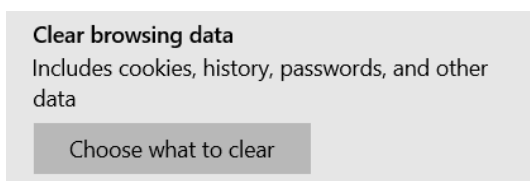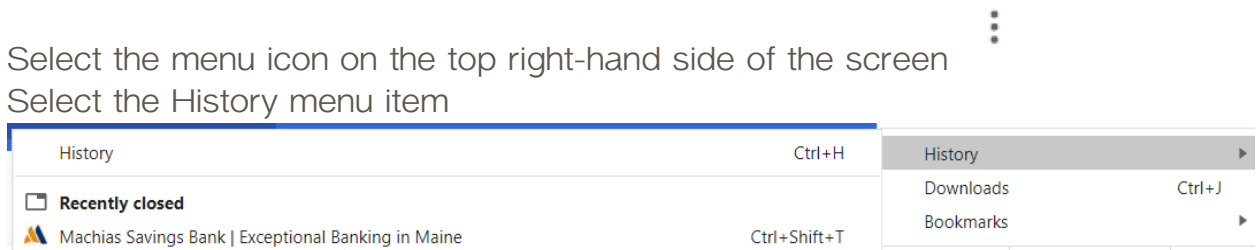

5. Select the types of data that you want to clear

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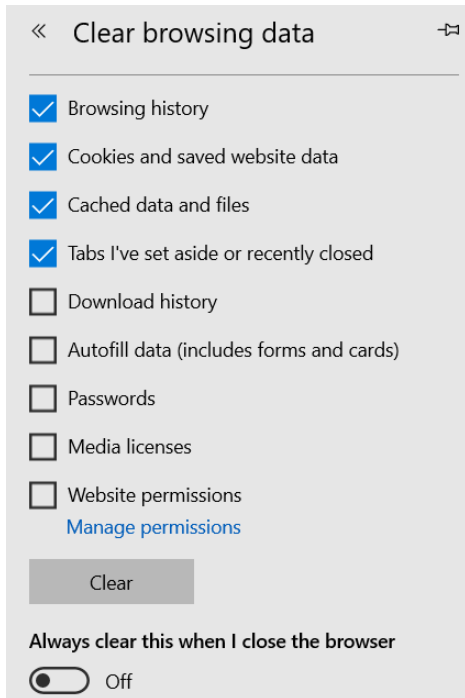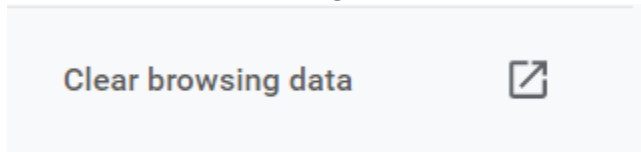
6. Select Clear

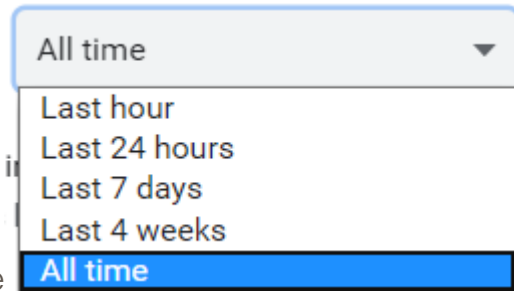## Google Chrome

Deleting Browser History, Cookies, & Cache

1. Select the menu icon on the top right-hand side of the screen
2. Select the History menu item
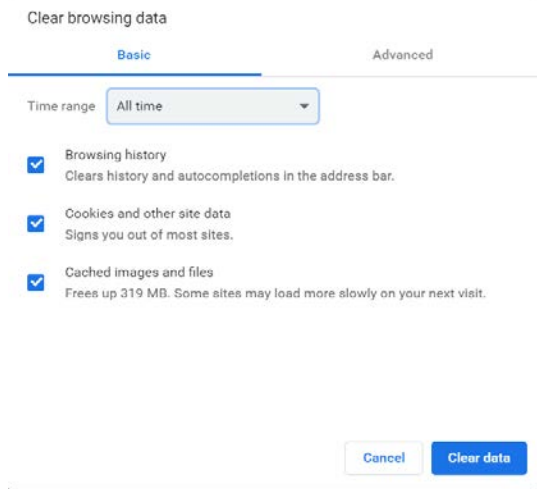

3. Select Clear Browsing Data, a box will appear

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4. From the drop-down menu, select how much history you would like the

All time

Last hour
Last 24 hours
Last 7 days
Last 4 weeks
All time

delete

5. Check the boxes for the information you would like to delete

Clear browsing data

Basic   Advanced

Time range   All time

☑ Browsing history
   Clears history and autocompletions in the address bar.

☑ Cookies and other site data
   Signs you out of most sites.

☑ Cached images and files
   Frees up 319 MB. Some sites may load more slowly on your next visit.

Cancel   Clear data

6. Select Clear Data

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