



eBranch Online Access

System Requirements

The following operating systems and browsers are compatible with Caltech Employees Federal Credit Union web pages and web-based applications:

Operating Systems

- Microsoft Windows 2000, XP, Vista, 7, and 8
- Mac OS X

Browsers

1. Microsoft Internet Explorer 7.0 and higher
2. Mozilla Firefox 3.0 and higher
3. Google Chrome 3.0 and higher
4. Safari 3.0 and higher

It is highly recommended that the most current browser version be used to access eBranch.

Find Your Current Browser Version

1. Open your browser.
2. Select "Help" located on your browser toolbar.
3. Then select the "About..." option.

Upgrade Your Browser

It's quick, easy, and free! Even if you already have the required minimum browser version, for optimum performance and to insure continuous service you may want to consider upgrading.

Just follow one of these links:



Additional Requirements:

Please ensure your browser:

- is cookie-enabled,
- is JavaScript-enabled,
- supports secured sites,
- has its Privacy settings at Medium,
- has at least a 128-bit encryption.

Accepting Cookies

TO DISABLE THE ACCEPT COOKIES WARNING IN FIREFOX:

1. From the **Tools** menu, select **Options**.
2. Click on the **Content** tab.
3. To enable Java, verify that the **Enable JavaScript** box is selected.
4. Click on the **Privacy** tab.
5. Verify that **Accept cookies from sites** are selected.

TO DISABLE THE ACCEPT COOKIES WARNING IN MICROSOFT® INTERNET EXPLORER 5.0:

1. From the Tools menu, click on Internet Options.
2. Click on the **Advanced** tab.
3. To enable Java, verify that the Enable Java and Enable JavaScript boxes are selected.
4. Click on the tab marked **Security**
5. Click on the button marked **Custom Level**.
6. Under Java make sure the radio button is set to **Medium Safety**.
7. Under Scripting of Java applets make sure the radio button is set to **Enable**.
8. Under Cookies: Allow per-session cookies (not stored), make sure the radio button is set to **Enable**.
9. Under Cookies: Allow cookies that are stored on your computer, make sure the radio button is set to **Enable**.
10. Click on **OK** until completely exited from options.

Security

Caltech Employees Federal Credit Union uses 128-bit SSL (Secure Sockets Layer) encryption which gives you one of the highest levels of security possible for protecting your confidential information. Due to security concerns, **SSL2 and/or Internet Explorer V6 are not supported**.

About Security

Is it safe to give out my account information over the internet?

We have taken all appropriate measures to ensure that our website and online account access is secure, and that our members' account information remains private. You also play a role in protecting your information. Your online access User ID and Password should be provided only when your browser shows a Secure Socket Layer (SSL) session is taking place. Secure Socket Layers (SSL) encodes account information between computers, so that it is virtually impossible to be read by others. We recommend that our members use a current version of browser software so that they may benefit from the most up to date internet security available. After you finish any website session which includes viewing or entering private information, you should close your browser window.

Security Tips

- Never reveal your PIN or password. This includes your PIN or the password that you selected when you signed up for online access.
- Use the Logout icon to end your online access session. This will expire all the cookies that were set in your session.
- Shorten the length of time you can remain inactive before being automatically logged out of online access can be set under **User Options**. For your own security, keep this time setting as short as possible.
- Review your account activities at least once a month so that any discrepancies can be reported to us in a timely manner.