



Your bank. Your neighbor.

Online Banking Troubleshooting and Tips

If you are experiencing problems with Lincoln 1st Bank's Online Banking, this troubleshooting guide will attempt to help you solve some common problems that occur.

If you have questions or issues persist, please contact us at Ebankingsupport@MyLincoln1st.com or call us at 862-777-8569.

***Please note: The Lincoln 1st Mobile App currently supports Android 8.0 or higher and Apple iOS 13.0 or higher.**

Forgotten Passwords

Online Banking has a self-service link you can use to retrieve a temporary password. You will be prompted to answer a series of questions and a temporary password will be emailed to your email address on file. It is important to note that temporary passwords can only be used on a web browser and not our mobile application. Temporary passwords must be manually typed in the password box. You can also contact your local branch to reset your password for you.

Username

If you are experiencing issues logging in, it is important to remember that your username is case sensitive. For a forgotten username, you must contact a branch who will provide you with your username.

Online Account Lock Out

An account lock out may occur due to too many incorrect password attempts, incorrect username or answering your security questions incorrectly. If your online account becomes disabled, please contact your local branch to unlock you.

“For Security reasons, your session has ended.”

If you receive this message, please make sure you are using the most up to date version of your browser. The following browsers are supported by our Online Banking.

- Apple Safari 9 or higher
- Google Chrome – Latest Version
- Internet Explorer 9 or Higher
- Microsoft Edge – Latest Version
- Mozilla Firefox - Latest Version

What web browser are you currently using?

Internet Explorer go to: Help -> About Internet Explorer..

Firefox click on Help -> About Firefox

Google Chrome click on the three dots on the top right side of the browser. Click Help, then About Google Chrome.

Safari : Select About Safari under the Safari menu

Edge: Select the 3 dots > Settings > About Microsoft Edge

Clear your browsing history and cookies. *Please see the guide on the next page titled “How to clear browsing history and cookies”*

When I sign in, my browser freezes or online banking kicks me out

The most common cause of this issue is your browser not being configured to accept or blocking cookies. *Please see the guide below titled “How to enable cookies in your browser”*

How to clear browsing history and cookies

Chrome:

- In the browser bar, enter: `chrome://settings/clearBrowserData`
- Select the following:
 - Browser History
 - Download history
 - Cookies and other site and plug-in data
 - Cached images and files
- From the Obliterate the following items from: drop-down menu, you can choose the period of time for which you want to clear cached information. To clear your entire cache, select from the beginning of time.
- Click Clear Browsing data.
- Exit/quit all browser windows and re-open the browser.

Internet Explorer:

- Select the Gear icon in the top right corner of your browser > Safety > Delete browsing history . . .
 - If the menu bar is hidden, press Alt to make it visible.
- Deselect Preserve Favorites website data, and select:
 - Temporary Internet files or Temporary Internet files and website files
 - Cookies or Cookies and website data
 - History
- Click Delete. You will see a confirmation at the bottom of the window when the process is complete.
- Exit/quit all browser windows and re-open the browser.

Firefox:

- From the History menu, select Clear Recent History.
 - If the menu bar is hidden, press Alt to make it visible.
- From the Time range to clear: drop-down menu, select the desired range; to clear your entire cache, select Everything.
- Next to "Details", click the down arrow to choose which elements of the history to clear; to clear your entire cache, select all items.
- Click Clear Now.
- Exit/quit all browser windows and re-open the browser.

Safari:

Safari -

- In the Safari app on you Mac, choose History then Clear History, the click the pop-up menu.
- Select the desired time range, and then click Clear History
- Exit/quit all browser windows and re-open the browser

Edge:

- Click the 3 dots in the upper right corner > Settings> Privacy & Security
- Select Choose what to clear. You will be presented with a large list of checkboxes for

- various things which can be deleted from Edge
- Select the following:
 - Browsing History
 - Cookies and saved website data
- Click Clear
- Exit/quit all browser windows and re-open the browser

How to enable cookies in your browser

Chrome:

- In the browser bar, enter: chrome://settings/Cookies
- Select the following under Privacy and Security
 - Cookies and other site data
 - Allow all cookies
- Exit/quit all browser windows and re-open the browser

Internet Explorer:

- Select the Gear icon in the top right corner of your browser
- Click Internet Options > Privacy Tab
- Select Advanced under Settings
- First Party Cookies and Third Party Cookies
 - Accept
 - Always allow session cookies
- Click Ok
- Exit/quit all browser windows and re-open browser

Firefox:

- Click the 3 stacked lines at the top right hand corner of your browser
- Select Options > Preferences
- Select the Privacy & Security panel and go to Cookies and Data section
- Select the following:
 - Accept cookies and data from websites
- Exit/Quit all browser windows and re-open the browser

Safari:

- In the Safari app on your Mac, choose Safari > Preferences
- Click Privacy
- Select the following
 - Deselect: Block all cookies
- Exit/quit all browser windows and re-open the browser

Edge:

- Click the 3 dots in the upper right hand corner > Settings > Privacy & Security
- Under Cookies Select
 - Don't block cookies