

# MFCU@Home

## Error Code Reference Sheet

Revised 05/06/08



ERROR CODE	DESCRIPTION/PROBLEM	SOLUTION
102	Can't log into website; problem with cookies.	<ol style="list-style-type: none"> <li>1. At the top of the page (beside Favorites),</li> <li>2. Go to TOOLS</li> <li>3. Click on INTERNET OPTIONS</li> <li>4. Click on DELETE COOKIES</li> <li>5. Click on DELETE FILES</li> <li>6. Click on the PRIVACY tab,</li> <li>7. Click on ADVANCED Tab.</li> <li>8. Assure OVERRIDE AUTOMATIC COOKIE HANDLING is checked and 1st and 3rd party are ACCEPT.</li> <li>9. Assure ALWAYS ALLOW SESSION COOKIES is checked.</li> <li>10. If Marine FCU is saved to favorites or as an icon on the desktop delete it.</li> <li>11. Exit out of browser</li> <li>12. In the address bar type in <a href="http://www.marinefederal.org">www.marinefederal.org</a></li> <li>13. Log In</li> </ol> <p>IF THAT DOESN'T WORK then do the following:</p> <ol style="list-style-type: none"> <li>1. Turn off all computers in the house</li> <li>2. Unplug the modem from the wall\</li> <li>3. Wait six (6) seconds and plug back in</li> <li>4. Wait until all lights except the last one is light up on the modem</li> <li>5. Restart computer and log in.</li> </ol> <p>If none of the above works contact internet provider for more suggestions.</p>
1008	For your protection and security, this account has been locked out.	contact Marine FCU at 910.577.7333 or 800.225.3967, option 1
1040	Invalid login attempt	If your chosen password does not work, try the last four of the primary's social security number or tax identification number. If you still can not access your account, you can click on FORGOT YOUR PASSWORD or contact Marine FCU at 910.577.7333 or 800.225.3967, option 1
1050	Username is incorrect	contact Marine FCU at 910.577.7333 or 800.225.3967, option 1
1208	Frozen out of your online account access	contact Marine FCU at 910.577.7333 or 800.225.3967, option 1
1209	Account has been put on hold by Marine FCU	contact Marine FCU at 910.577.7333 or 800.225.3967, option 1
1217	MFCU@Home is undergoing maintenance at this time.	Try back at a later time.

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	We apologize for the inconvenience and ask that you try back later.	
1299	MFCU@Home is down at the moment. We apologize for the inconvenience and ask that you try back later.	Try back at a later time.
1240	Account access limited by Marine FCU	contact Marine FCU at 910.577.7333 or 800.225.3967, option 1
1302	Marine FCU was unable to find a checking or ATM/Debit account associated with Online Bill Pay	An account must have a checking with a balance of \$5.00 or more in order to qualify for Online Bill Pay.
1512	Due to increased security, your computer settings will not allow you to login. We suggest you check all computer, browser and third party software settings that may limit this login session. If you need assistance please contact your internet provider or software provider.	<p><i>At the top of the page (beside Favorites),</i></p> <ol style="list-style-type: none"> <li>1. click on TOOLS</li> <li>2. click on INTERNET OPTIONS</li> <li>3. click on the CONTENT tab</li> <li>4. Under the Content Advisor click DISABLE</li> <li>5. click OK</li> <li>6. Try to log in</li> </ol> <p><b>If the above doesn't work, do the following:</b></p> <p><i>At the top of the page (beside Favorites),</i></p> <ol style="list-style-type: none"> <li>1. click on TOOLS</li> <li>2. click on INTERNET OPTIONS</li> <li>3. click on the PRIVACY tab</li> <li>4. click on ADVANCE</li> <li>5. assure OVERRIDE AUTOMATIC COOKIE HANDLING is selected</li> <li>6. assure FIRST PARTY and THIRD PARTY is ACCEPT</li> <li>7. check in ALWAYS ALLOW COOKIE SESSIONS</li> <li>8. Exit out of all browsers and go back online</li> <li>9. Try to log in</li> </ol> <p>If the above didn't work, then do the following.</p> <ol style="list-style-type: none"> <li>1. Click on TOOLS – INTERNET OPTIONS</li> <li>2. Click on PRIVACY set slide bar to the third dash from the bottom. (medium)</li> <li>3. Click on SECURITY</li> <li>4. Click on INTERNET</li> <li>5. Click on CUSTOM LEVEL</li> <li>6. Click on RESET (Resets to Medium)</li> </ol>

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		<ol style="list-style-type: none"> <li>7. Click OK</li> <li>8. In the address bar type in <a href="http://www.marinefederal.org">www.marinefederal.org</a></li> <li>9. Click on LOG IN</li> </ol> <p>If none of the above works, click on:</p> <ol style="list-style-type: none"> <li>1. Start</li> <li>2. Settings</li> <li>3. Control Panel</li> <li>4. Add or Remove Programs</li> <li>5. Scroll through the list of programs looking for any TOOLBAR programs. Google is ok but all others should be removed.</li> <li>6. Once toolbars are removed try to log in again.</li> </ol> <p>If you need further assistance please contact your internet provider or software provider for any suggestions they may have.</p>
1516	<p>Bottom Part of the screen states:</p> <p>This login session is not allowed as you already have an existing Internet Banking session on this computer. If you wish to login again, please close all open Internet Banking sessions and / or browser windows and begin again. <b>To avoid this issue in the future</b>, please close all Internet Banking sessions by clicking either the exit or logout button. If this problem persists, please refresh the Login page to begin.</p>	<p>At the top of the page (beside Favorites),</p> <ol style="list-style-type: none"> <li>1. Click on TOOLS</li> <li>2. Click on INTERNET OPTIONS</li> <li>3. Click on DELETE COOKIES</li> <li>4. Click on DELETE FILES</li> <li>5. If Marine FCU is saved to favorites or as an icon on the desktop delete it.</li> <li>6. Exit out of browser</li> <li>7. In the address bar <b>physically type</b> in <a href="http://www.marinefederal.org">www.marinefederal.org</a></li> <li>8. Click on LOG IN</li> </ol> <p>If the above doesn't work, wait 20 minutes and retry. This allows the system time to reset.</p> <p>If none of the above works contact internet provider for more suggestions.</p>
1504 or 1518	<p>Bottom Part of the screen states:</p> <p>You must first login to access Internet Banking. The page that you are requesting can only be</p>	<p>At the top of the page (beside Favorites),</p> <ol style="list-style-type: none"> <li>1. Click on TOOLS</li> <li>2. Click on INTERNET OPTIONS</li> <li>3. Click on DELETE COOKIES</li> </ol>

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	<p>accessed after a successful login. If you have any further issues please go to the website and try again or contact your financial institution for assistance.</p> <p>*** This error message occurs when you have bookmarked the login screen instead of accessing the online banking from our website. Please access the online banking through the login on the Marine Federal Credit Union website.</p>	<ol style="list-style-type: none"> <li>4. Click on <i>DELETE FILES</i></li> <li>5. click on <i>TOOLS</i></li> <li>6. click on <i>INTERNET OPTIONS</i></li> <li>7. click on the <i>PRIVACY</i> tab</li> <li>8. click on <i>ADVANCED</i></li> <li>9. assure <i>OVERRIDE AUTOMATIC COOKIE HANDLING</i> is selected</li> <li>10. assure <i>FIRST PARTY</i> and <i>THIRD PARTY</i> is <i>ACCEPT</i></li> <li>11. check in <i>ALWAYS ALLOW COOKIE SESSIONS</i></li> <li>12. <i>If Marine FCU is saved to favorites or as an icon on the desktop delete it.</i></li> <li>13. Exit out of all browsers and go back online</li> <li>14. <i>In the address bar type in <a href="http://www.marinefederal.org">www.marinefederal.org</a></i></li> <li>15. Try to log in</li> </ol> <p><i>IF THAT DOESN'T WORK then do the following:</i></p> <ol style="list-style-type: none"> <li>1. Click on <i>TOOLS</i></li> <li>2. Click on <i>INTERNET OPTIONS</i></li> <li>3. Click on the <i>PRIVACY</i> tab.</li> <li>4. Set slide bar to the third dash from the bottom. (medium)</li> <li>5. Click on the <i>SECURITY</i> tab.</li> <li>6. Click on <i>INTERNET</i></li> <li>7. Click on <i>CUSTOM LEVEL</i></li> <li>8. Click on <i>RESET (Resets to Medium)</i></li> <li>9. Click <i>OK</i></li> <li>10. <i>In the address bar type in <a href="http://www.marinefederal.org">www.marinefederal.org</a></i></li> <li>11. <i>LOG IN</i></li> </ol> <p>If the above doesn't work, wait 20 minutes and retry. This allows the system time to reset.</p> <p><i>IF THAT DOESN'T WORK then do the following:</i></p> <ol style="list-style-type: none"> <li>1. Turn off <b><u>all</u></b> computers on network or in home</li> <li>2. Unplug modem from power</li> <li>3. Wait 10 seconds and plug back in</li> </ol>

# MFCU@Home

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		<ol style="list-style-type: none"> <li>4. Turn computer back on</li> <li>5. Bring up web page and log in.</li> </ol> <p>If none of the above works contact internet provider for more suggestions.</p>
3352	Does not remember answer to security questions or having problems setting them up.	contact Marine FCU at 910.577.7333 or 800.225.3967, option 1
PAGE WILL NOT CHANGE	When in one of our services (ex. Online Bill Payment or Funds Transfer) and try to click on another one or go to Account Summary it will not go to that page but stays where it's at	<p>***NOTE: In the browser, go to Menu Bar at the top of the page and click on HELP to see what version of Internet Explorer is being used. <u>If it is Internet Explorer 6, downloading Internet Explorer 7 will resolve this issue.</u> Go online to Microsoft website download center to get the appropriate windows internet explorer 7 for your computer.</p> <p>In the browser, go to Menu Bar at the top of the page and click on HELP to see what version of Internet Explorer is being used. If it is Internet Explorer 6, follow the instructions below:</p> <ol style="list-style-type: none"> <li>1. Click on TOOLS</li> <li>2. Select INTERNET OPTIONS</li> <li>3. Click on the PRIVACY tab</li> <li>4. Click on the ADVANCED button               <ol style="list-style-type: none"> <li>a. Put a check mark next to "Override Automatic Cookie Handling"</li> <li>b. Select ACCEPT for "First-Party Cookies" and "Third Party Cookies"</li> <li>c. Put a Check mark next to "Always Allow Session Cookies"</li> </ol> </li> <li>5. Click on the SECURITY tab               <ol style="list-style-type: none"> <li>a. Click on the INTERNET icon to select the Internet Zone</li> <li>b. Click on Custom Level</li> <li>c. Under Reset Custom Settings, set the Security Level to Medium                   <ol style="list-style-type: none"> <li>i. In the Settings window, under Microsoft BM&gt;Java Applets: make sure the radio button is set to Medium Safety.</li> <li>ii. In the Settings window, under Scripting&gt;Scripting of Java Applets: make sure the radio button is set to Enable. Then click OK.</li> </ol> </li> </ol> </li> </ol>

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		6. Click on the PRIVACY tab and set the slider to MEDIUM 7. Click on the ADVANCED tab (not the Advanced button) <ol style="list-style-type: none"> <li>Under Microsoft VM: check the box next to "JIT compiler for virtual machine enabled (requires restart)"</li> <li>Under Security make sure the checkbox for "Do not save encrypted pages to disk" is blank.</li> <li>Under the Security Section, check "Use SSL 2.0 and SSL 3.0".</li> <li>Click OK</li> <li>Restart computer</li> </ol> Log back in and see if it works. If it does not downloading the latest version of Internet Explorer will work.
FI COMMUNICATION ERROR	Can not transfer to accounts, share or loans	Error could be due to one of the following: <ol style="list-style-type: none"> <li>Verify transfers in all saving shares and Money Market shares to make sure the six electronic transfers have not been met for the month (Click on link in your online account for Reg D information). If they have, you will need to go into a branch or an ATM.</li> <li>Due Date Issue               <ol style="list-style-type: none"> <li>Payments made online of exact or more than payment amount, <b>MUST</b> be made the day of or prior to the due date. Verify it is not past the due date.</li> <li>If <b>past</b> due date, try to transfer <b>only the exact</b> amount.</li> </ol> </li> </ol> If none of the above apply, contact Marine FCU at 910.577.7333 or 800.225.3967, option 1 to see if we need to make changes to your setup.
NO FUNDING ACCOUNT (Online Bill Payment)	There has been a NSF (Non-sufficient Funds) on a payment sent out using Online Bill Payment	A block is placed on Online Bill Payment and will not be removed until the funds have cleared. The block will be removed <i>automatically</i> five (5) business days <b>after</b> Metavante receives the funds for the payment.  <b>Only if funds have cleared</b> , a block can be removed manually prior to the 5 business days by contacting Marine FCU at 910.577.7333 or 800.225.3967, option 1 to place a work request. Access to Online Bill Payment will be restored after noon the following business day.
ONLINE BILL	Bill Payment after clicking on VIEW AND PAY BILLS	<i>At the top of the page (beside Favorites),</i>

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<p>PAYMENT ERROR PLEASE LOG IN AGAIN</p>	<p>members get error stating, "We're sorry, but we encountered an error while processing your request. Please login again"</p>	<ol style="list-style-type: none"> <li>1. Go to <b>TOOLS – INTERNET OPTIONS</b></li> <li>2. Click on <b>DELETE COOKIES</b></li> <li>3. Click on <b>DELETE FILES</b></li> <li>4. If <b>MFCU</b> is saved to favorites or as an icon on the desktop delete it.</li> <li>5. Exit out of browser</li> <li>6. In the address bar type in <a href="http://www.marinefederal.org">www.marinefederal.org</a></li> <li>7. Click on <b>LOG IN</b></li> </ol> <p><i>If the above doesn't work do the following:</i></p> <ol style="list-style-type: none"> <li>1. click on <b>TOOLS</b></li> <li>2. click on <b>INTERNET OPTIONS</b></li> <li>3. click on the <b>PRIVACY</b> tab</li> <li>4. click on <b>ADVANCED</b></li> <li>5. assure <b>OVERRIDE AUTOMATIC COOKIE HANDLING</b> is selected</li> <li>6. assure <b>FIRST PARTY</b> and <b>THIRD PARTY</b> is <b>ACCEPT</b></li> <li>7. check in <b>ALWAYS ALLOW COOKIE SESSIONS</b></li> <li>8. If <b>Marine FCU</b> is saved to favorites or as an icon on the desktop delete it.</li> <li>9. Exit out of all browsers and go back online</li> <li>10. In the address bar type in <a href="http://www.marinefederal.org">www.marinefederal.org</a></li> </ol> <p>Try to log in</p>