

# Website Tips

## Make sure bookmarks or quick links are updated.

Even though the new AEA website uses the same address, do not use your old bookmarks or quick links to get to the new website. Update or make a new bookmark or quicklink to ensure that you land on the new website.

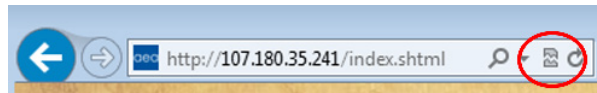
## Install the newest version of Internet Explorer for optimum functionality.

If you are using Internet Explorer version 9 or older, the website may not display correctly. Update to the latest version by following these steps:

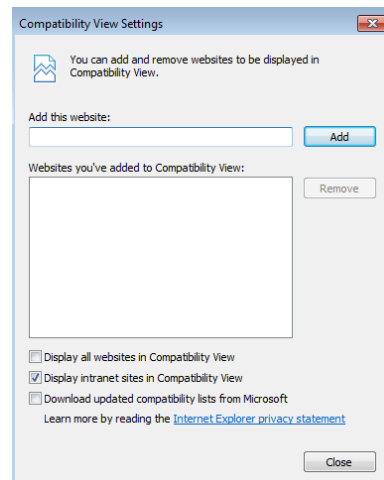
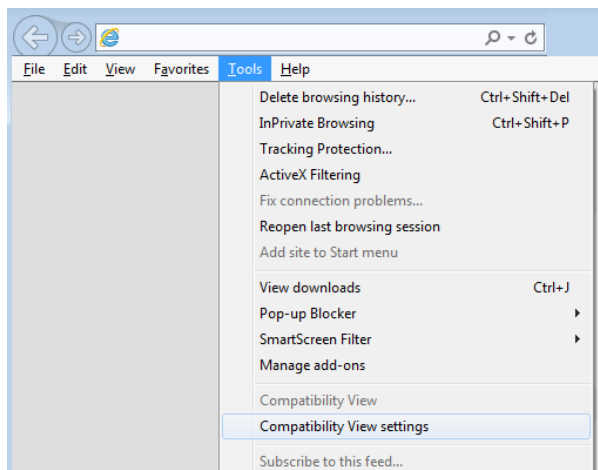
1. Open Internet Explorer by clicking the Internet Explorer icon on the taskbar.
2. Click Gear icon in top right corner of IE window (or click Alt to show menu bar and click Help), and click About Internet Explorer.
3. Select Install new versions automatically check box, and click OK.

## Disable Compatibility View so that the AEA website displays correctly.

If you currently have Compatibility View enabled, you will see the Compatibility View button (broken rectangle symbol) in your address bar; when highlighted in blue, this means that Compatibility View is turned on. Simply click this button to disable Compatibility View. When Compatibility View is disabled, the AEA website displays correctly.



If you wish to disable Compatibility View for all webpages, press ALT to show menu bar and select Tools. Select Compatibility View Settings in the Menu bar. In the Compatibility View Settings Dialog Box, remove the check mark for Display all Websites in Compatibility View. Click Close.



## Clear the cache in your Internet Browser.

Clearing the cache in your desktop browser will help avoid browser errors. By clearing the cache, you can remove any old information from our previous website that may cause issues when viewing the new website. Refer to the following pages to find the mobile and desktop browsers you are using on your device. Follow the directions to clear the cache so that the new website displays correctly.

## Mobile Browsers

### Android

The steps to clear your cache, cookies, and history may differ depending on the model of your Android device and your preferred browser. However, you should be able to clear your cache and data from your application management settings menu:

1. Go to Settings and choose Apps or Application Manager.
2. Swipe to the All tab.
3. In the list of installed apps, find and tap your web browser. Tap Clear Data and then Clear Cache.
4. Exit/quit all browser windows and re-open the browser.

### Chrome for Android

1. Touch Chrome menu > Settings.
2. Touch (Advanced) Privacy.
3. Touch Clear browsing data.
4. Exit/quit all browser windows and re-open the browser.

### Safari (Apple iOS)

The following steps apply to the newest version of Mobile Safari for iOS. If you need instructions for older versions, you might find them in Apple Support's Safari web settings on your iPhone, iPad, or iPod touch.

1. Open your Settings app.
2. Tap Safari.
3. Tap Clear History and Website Data and confirm.
4. Exit/quit all browser windows and re-open the browser.

### Chrome for iOS

1. Touch Chrome menu > Settings.
2. Touch Privacy.
3. Choose the data type you want to clear.
4. Touch Clear.
5. Exit/quit all browser windows and re-open the browser.

## Desktop Browsers

### Chrome

1. In the browser bar, enter: `chrome://settings/clearBrowserData`
2. Select the following:
  - o Browsing history
  - o Download history
  - o Cookies and other site and plug-in data
  - o 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 the beginning of time.

3. Click Clear browsing data.
4. Exit/quit all browser windows and re-open the browser.



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### Firefox

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

### Internet Explorer 9 and higher

1. Select Tools (via the Gear Icon) > Safety > Delete browsing history. If the menu bar is hidden, press Alt to make it visible.
2. Deselect Preserve Favorites website data, and select:
  - o Temporary Internet files or Temporary Internet files and website files
  - o Cookies or Cookies and website data
  - o History
3. Click Delete. You will see a confirmation at the bottom of the window when the process is complete.
4. Exit/quit all browser windows and re-open the browser.

### Opera

1. From the Opera menu, select Settings, and then Delete Private Data.
2. In the dialog box that opens, select the items you want to clear, and then click Delete.
3. Exit/quit all browser windows and re-open the browser.

### Safari 8

1. From the Safari menu, select Clear History and Website Data.
2. Select the desired time range, and then click Clear History.
3. Go to Safari > Quit Safari or press Command-Q to exit the browser completely.

### Safari 7 and below

1. From the Safari menu, select Reset Safari.
2. Select the items you want to reset, and then click Reset. As of Safari 5.1, Remove all website data includes both cookies and cache.
3. Go to Safari > Quit Safari or press Command-Q to exit the browser completely.

**If you have further issues, call a member services representative for assistance at (928) 783-8881.**