Dear FDICconnect Coordinator/Authorized User:

Some users have experienced issues logging into FDICconnect and received an error message when they have tried to log in. This is often because users’ browsers are not allowed to accept certain cookies causing the FDICconnect log in process to fail. A workaround to this issue is to add FDIC.gov and FDICconnect.gov to your browser's managed sites. A document is attached with detailed instructions on how to do this (this will not affect any other domains on your browser). The document includes instructions for Internet Explorer and Firefox users. Please only implement these instructions if you are unable to log into FDICconnect.

Please only implement these instructions if you are unable to log into FDICconnect. If you have already successfully logged into FDICconnect using the new log in process implemented July 30th, 2016, you may disregard this document.

For information regarding Internet Explorer: Page 2
Mozilla Firefox: Page 5

If you have further questions or continue to encounter problems logging into FDICconnect, please contact the Help Desk at 1-877-275-3342 (1-877-ASK-FDIC), press 4 and ask the operator to transfer you to the FDICconnect Help Desk or email at FDICconnect@fdic.gov. You can also call the FDICconnect Help Desk directly at 703-516-1069.
1. Open the Internet Explorer (IE) browser. Select the “Tools” dropdown from the menu bar. From this dropdown, select “Internet Options”.

2. In Internet Options, select the “Privacy” tab. Select “Sites” button.
3. In the “Address of website” bar on this page, type in **fdic.gov** and select Allow, then type in **FDICconnect.gov** in the same bar and select Allow. Both of these websites should now appear in the box titled Managed websites (bottom half of the screen). Select OK at the bottom of the page.
4. In order to ensure successful login, browser history must also be cleared. To do so, click Tools and Select Internet Options. Click Delete in the Browsing History section. Check all boxes except “Preserve Favorites website data” and Press Delete.

5. Close all browser windows and reopen the browser, then try to log back into FDICconnect (https://www.fdicconnect.gov). If further assistance is needed or login issues persist, please contact the Help Desk at 1-877-275-3342 (1-877-ASK-FDIC), press 4 and ask the operator to transfer you to the FDICconnect Help Desk or email at FDICconnect@fdic.gov. You can also call the FDICconnect Help Desk directly at 703-516-1069.
1. Open the Mozilla Firefox browser. Select Tools (right hand corner icon), then Options.

2. From the left side of this screen, select the “Privacy” tab. Action is only needed if “Firefox Will:” displays “Use custom settings for history” and “Accept third party cookies” displays “Never”. If “Never” is displayed, select the “Exceptions” button towards the right of the screen, this will bring up another page called “Exceptions – Cookies”. Otherwise, no action is needed on this step, and continue with the step 4 in the next page.
3. In the “Address of website” bar on this page, type in https://fdic.gov and select Allow, then type in https://FDICconnect.gov in the same bar and select Allow. Both sites will appear in the bottom half of the screen. Click Save Changes at the bottom of the screen.

4. From the left side of this screen, select the “Privacy” tab. Action is only needed if “Firefox Will:” displays “Use custom settings for history”. Click on the “Show Cookies” button.
5. In the Cookies screen, select the “Remove All” button. Next, select the “Close” button to close the Cookies screen.
6. From the left side of this screen, select the “Privacy” tab. Action is only needed if “Firefox Will:” displays “Remember history”. Click on the “remove individual cookies” link, this will bring up another page called “Cookies”. Click on the “Remove All” button. Next, select the “Close” button to close the Cookies screen.
7. Select the “Advanced” tab. Click on the “Network” tab. In the “Cached Web Content” section, select “Clear Now” button. Repeatedly select the “Clear Now” button until the web content limit cache size shows “0 bytes of disk space” as shown below:

![Image of browser settings showing clear cache option](image)

8. Close all browser windows and reopen the browser, then try to log back into FDICconnect (https://www.fdicconnect.gov). If further assistance is needed or login issues persist, please contact the Help Desk at 1-877-275-3342 (1-877-ASK-FDIC), press 4 and ask the operator to transfer you to the FDICconnect Help Desk or email at FDICconnect@fdic.gov. You can also call the FDICconnect Help Desk directly at 703-516-1069.