

Remote Deposit: Troubleshooting for Safari

If you are using a Mac for Remote Deposit, you may keep using your existing driver for your scanner; do not install WebScan. However, you may still experience issues due to Java compatibility with the Safari browser. Please follow these steps to keep Remote Deposit functioning for your Mac.

Instructions for Safari:

Start by opening your Safari browser and going to the **Preferences** menu.

- Go to Security and select *Plug-in Settings....*
- In the next window, select *Java* in the left pane.
- In the main pane, you will see website address **xpress.epaysol.com** next to a dropdown menu. Select the dropdown menu, then choose *Run in Unsafe Mode*.
 - If you do not see *Run in Unsafe Mode* as an option, hold down the **Option** key on your keyboard and **unselect** *Run in Safe Mode*.
- When the pop-up window asks if you wish to trust the website to run Java in unsafe mode, select *Trust*.
- Next, click *Done* to exit the configuration.

At this point, you should be able to return to Remote Deposit and begin scanning.

Is Remote Deposit still secure?

Your Remote Deposit service will remain secure. Remote Deposit is secured with a security certificate and other security measures to protect your accounts from unauthorized access.

Will I need to establish this exception each time I scan checks?

In some cases, your local security settings may prevent the security exception from being permanently stored. Please work with your Information Technology (IT) department to identify possible solutions.

Do I need to set this up for every user? Or every computer?

This security exception must be installed on every computer from which a user will scan checks for Remote Deposit. You do not have to change any user-level settings.

Are other workarounds available?

If you or your IT professionals are uncomfortable creating this security exception, you may choose to use Internet Explorer as a workaround.

Troubleshooting and questions

Contact Treasury Management Implementation at 800-537-0091 for additional assistance.