



**Personal Service... It's that simple.**

## Frequently Asked Questions (FAQ's)

### Online Account Access

#### Q: How do I sign up for online account access?

**A:** If you have existing login credentials for a current or previous Sheffield loan, you do not need to sign up for new account access. If you do not know your login information, select the “Can’t sign in?” link.

Otherwise, proceed as follows:

- Navigate to [EzPay.SheffieldFinancial.com](http://EzPay.SheffieldFinancial.com), select the “Sign Up” link, and enter:
  - 9-digit account number (found on your welcome letter or statement)
  - First name
  - Last name
  - E-mail address
  - Social Security Number (our website is 128-bit encrypted and secure)
- Enter a username and password
  - They cannot match
  - Neither can consist of your SSN/TIN
  - Username must be 6 characters in length
  - Password must be 7 characters in length and include at least one letter and one number
- Read and acknowledge the Agreement Regarding Online Services
- Read and acknowledge the Agreement to Receive Electronic Communications
  - *Note: By establishing online account access, you agree to receive your monthly statements electronically. This preference can be changed at any time within the customer portal and is set on an individual account basis.*
- To protect your information, Sheffield requires multifactor authentication, which is facilitated by the email address on file.

#### Q: Why is my account number not being accepted?

**A:** Validate your account number with your welcome letter or statement. Do not include hyphens or leading zeros.

#### Q: How do I access my account online?

**A:** One of the following paths:

- Customer website: [EzPay.SheffieldFinancial.com](http://EzPay.SheffieldFinancial.com).
  - Save this link to your internet Favorites
- Sheffield homepage: [www.SheffieldFinancial.com](http://www.SheffieldFinancial.com)
  - Select “Customer log In” drop-down and choose “Customer log in”
  - **OR** select the “Customers” link, then select “Customer login”.

#### Q: Why is my access restricted?

**A:** The status of your loan account(s) impacts your ability to facilitate transactions via our website.

- Three (3) incorrect attempts using invalid credentials will restrict your access. Please call (888) 438-8837 to speak with a Customer Service Representative Monday – Friday 8:00am-8:00pm or Saturday 8:00am-5:00pm ET for assistance.

**Q: Why can't I log in?**

- **A:** Follow the steps above to sign up for online account access. If you already have online account access, verify you are entering your login credentials accurately. If your access has been restricted, select the "Can't sign in?" link to recover your credentials. An email will be sent to your primary email address on file. During the recovery process, it may take several minutes to receive an email. Please do not select the recovery link multiple times as it will cancel out the first request. If you are still unable to log in, please call (888) 438-8837 to speak with a Customer Service Representative Monday – Friday 8:00am- 8:00pm or Saturday 8:00am-5:00pm ET for assistance.

**Q: Does Sheffield have an App?**

**A:** Yes, download the Sheffield Financial App via Apple or Google Play.

**Username and Password Help****Q: How do I change my username or password?**

**A:** From the Dashboard, select the Profile tab at the top of the page and change your username and/or password on that page.

**Q: How do I reset my password?**

- A:** To begin the account recovery process, please visit our [Sheffield Customer Website](#).
- Click the "Can't sign in?" link
  - Enter the required information (Email address, date of birth, and zip code)
  - Click the continue button
  - If all the information matches, your username will be provided.
  - To reset your password, click Continue. You will then receive an email with a link to reset your password and complete the process.

**Q: What are the requirements for my username or password?**

**A:** Your username must be 7-12 characters in length. It cannot contain any special characters or symbols.

**Q: What if I forget my username?**

**A:** Select the "Can't sign in?" link to navigate to the Account Recovery page. Enter your e-mail address, date of birth (MM/DD/YYYY, or use the calendar), the zip code associated with your mailing address on file and click Continue. Your username will appear at the top of the page. Once you recover your username, you are required to reset your password for security purposes (follow the steps below).

**Q: What if I forget my password?**

**A:** Select "Can't sign in?" on the Customer login screen. Once you have completed the Account Recovery process you will *then receive a link via the E-mail address associated with your account*. Select the link within the e-mail to reset your password.

**Transactions and Account Activity****Q: What can I do online?**

- A:** You have access to:
- Make one-time payments via a checking/savings account or debit card
    - Save your checking/savings bank account information in our secure portal for future use
    - \$3,000 maximum for debit card transactions
    - There is no fee to pay online
  - Sign up for recurring payments via your checking/savings account
  - Update or cancel existing recurring payment arrangements
  - Review your account balance and interest rate
  - Obtain your current or future-dated loan payoff quote

- View, download, and print your account history
- Review previous statements (for customers enrolled in electronic statements)
- Change your statement preference
- Change your mailing address
- Apply for a new loan for your next outdoor power or recreational vehicle purchase

**Q: How do I change my mailing address?**

**A:** Once logged in, navigate to the Accounts Information screen by selecting your account number. Update your mailing address under the Account Mailing Address section located at the top left of your screen.

**Q: How do I update my email address?**

**A:** To update your email address, please follow the steps below:

- Click the following [link](#).
- Enter your user ID and password
- In the tool bar at the top of the screen, select Profile
- Change Email Address and click save in bottom right of section
- Once updated, you will receive an email confirmation.

**Q: How do I change the name on my account?**

**A:** To request a change in the name on your account, please submit your request in writing, outlining the change requested and reason. Please remit a copy of supporting documentation (for example, marriage/divorce certificate or Social Security Card) confirming the change along with a legible copy of a matching US government or state-issued photo ID (for example, driver's license). Additional information may be required.

Submit your request via Mail:  
 Sheffield Financial  
 Customer Support  
 PO Box 25127  
 Winston-Salem, NC 27114

\*If you have any questions, please contact the Customer Service Department at 888-438-8837 Monday-Friday 8:00am-8:00pm or Saturday 8:00am-5:00pm, Eastern Time.

**Q: Will I receive a receipt for my online transactions?**

**A:** You will receive an e-mail receipt with a confirmation number for all transactions. Your account is updated immediately to reflect the payment.

**Q: How do I access payment history?**

**A:** You can view your account history online. Please visit [Sheffield Customer Website](#) where you can log in to your account (or sign up for online access via the [Sign Up](#) link on the page.) Once you log in to your account, follow the process detailed below.

- Navigate to the Loan History tab:
- Select your loan account
- If your account is closed, you must select 'Show closed accounts' located below the 'Apply for a Loan' icon and then the account will appear for you to select.
- Select the days to display (30, 60, 90, or All)

**Q: How can I confirm that my payment posted to the account?**

**A:** Account information is updated immediately. You can verify the transaction by reviewing your payment history. Please be sure to review all transactions prior to submitting the request.

- *Note: All balances, including a \$0 balance, are subject to change if a payment is returned unpaid for any reason by your financial institution. For this reason, you cannot use the balance shown online as proof that the account is paid in full. Please contact our office at (888) 438-8837 to speak with a Customer Service Representative Monday – Friday 8:00am- 8:00pm or Saturday 8:00am-5:00pm ET for assistance.*

**Q: What do I do if I think I submitted more than one payment in error?**

**A:** Please contact our office at (888) 438-8837 to speak with a Customer Service Representative Monday – Friday 8:00am- 8:00pm or Saturday 8:00am-5:00pm ET.

**Statements**

**Q: Does Sheffield issue statements?**

**A:** Sheffield Financial issues monthly billing statements, which contain a coupon to remit with your check or money order. As an alternative to U.S. Mail, your statement notification can be delivered electronically via E-mail; to sign up for paperless billing, please visit our [Sheffield Customer Website](#).

**Q: How do I sign up for electronic statements?**

**A:** You may sign up for electronic statements via our [Sheffield Customer Website](#). If you have not yet created a username and password, you will need to do so in order to request electronic statements.

Once you have selected an account, the option for Statement Type will appear. You will have the option to turn Electronic Statement on/off. After doing so, please allow up to two (2) cycles for the change to be effective.

**Q: How do I view electronic statements?**

**A:** Once you have set your statement delivery preference to electronic statements, you have the ability to view your statement(s) on the customer website in PDF format once they are generated.

**Q: Will I continue to receive paper statements if I sign up for electronic statements?**

**A:** No, statements will only be available online.

**Q: Can Sheffield attach my electronic statement to the e-mail notification?**

**A:** No, you must log in to your online account to view your statements.

**Q: What if my account has multiple borrowers?**

**A:** Statement delivery preference is set at the account level. It can be changed by any borrower with online account access and applies to all borrowers associated with the loan. Monthly notices regarding the availability of communications are sent to all borrowers with a valid e-mail address.

**Simple Interest Loans**

**Q: How does my simple interest loan work?**

**A:** Your outstanding principal balance is multiplied by the daily interest rate (your interest rate divided by 365) to calculate your interest payment. Basically, you pay interest based on how much of the principal you still owe and the number of days you owe it.

**Q: What is a loan's principal?**

**A:** The original principal balance refers to the money you borrowed from Sheffield. It's the actual amount you received access to, and its outstanding balance is what accumulates interest.

**Q: What is a loan's interest?**

**A:** Interest is the amount Sheffield charges you for borrowing money. Interest is usually expressed as a percentage of the loan, generally known as its interest rate.

**Q: What is a loan's APR?**

**A:** Along with the interest rate, you may see an additional percentage number on your loan referring to the annual percentage rate (APR). The APR considers your interest rate as well as upfront fees like origination fees that increase the loan's balance and thus the total cost. Therefore, this number can help to provide a more complete picture of the true cost of borrowing money.

**Q: How do early or extra payments affect my simple interest loan?**

**A:** Your payments are first applied toward any late fees, then interest, then principal and finally any

additional fees. When you pay before your due date or pay extra, more of that payment goes toward lowering your principal balance. Bottom line, paying more than due, and paying sooner rather than later, may reduce your daily interest accrual, and the overall amount paid in the long run.

**Q: How do late or insufficient payments affect my simple interest loan?**

**A:** Because interest accrues daily, a late payment means more of your money goes toward your interest first. Consistently late or insufficient payments might even end up adding substantially to the amount you pay over the life of your loan, costing you more than you initially planned for.

## Loan Payments & Servicing

**Q: What account information is available online?**

**A:** By selecting the following tabs, you have access to:

- Dashboard
  - Account number
  - Account status
  - Principal balance
  - Next payment due date
  - Monthly contractual payment (monthly installment)
  - Total fees due
  - Total amount due
  - Statement preference
  - Manufacturer of collateral financed
  - Select an individual Loan Account to:
    - Make a payment
    - View/change mailing address
    - Review interest rate
    - Obtain payoff quote
    - View, download, and print account history
    - Change statement preference
    - Review electronic statements (for enrolled customers)
- Profile
  - Username
  - E-mail address
  - Physical address
  - Payment History
    - Payment application breakdown
    - Your loan is a simple interest loan, meaning interest is accrued daily from the date the last payment was received until the next payment is received

**Q: Where can I find the previous year's interest paid?**

**A:** Refer to your statement, in the Important Account Messages section

**Q: Questions about the vehicle loan interest deductions under the One Big Beautiful Bill Act?**

**A:** Your January 2026 statement will include the total amount of interest you paid in 2025. If you originated and paid off your vehicle loan during 2025, we'll send you a letter by January 31, 2026, confirming the total amount of interest you paid. To find out if you qualify for the vehicle loan interest deduction, contact your tax advisor or visit [www.irs.gov](http://www.irs.gov) for eligibility details.

**Q: Can I make a payment over the phone with a Sheffield representative?**

**A:** Paying online is the fastest and most convenient way to pay.

*Note: If your account is restricted from making online payments due to its status, please contact our office at (888) 438-8870 to speak with a Client Solutions Specialist during business hours which are Monday – Thursday 8:00am – 10:00pm, Friday 8:00am-6:00pm or Saturday 8:00am – 1:00pm*

**Q: Can I prepay my loan?**

**A:** Your account at Sheffield Financial will not be assessed a prepayment penalty for paying your

balance in full prior to your loan maturity date.

**Q: Can I future date payments?**

**A:** You can schedule a one-time electronic payment to process in the future provided your account is not past due at the time. Such payments can only be scheduled using a checking or savings account. The payment processing date can be scheduled for Monday through Saturday, except for Federal Holidays. To schedule a payment, please log in to your account via [Sheffield Customer Website](#).

**Q: What other payment options does Sheffield offer?**

**A:** You can also pay via:

- Automated phone system Sheffield Express 24: (800) 735-1903
  - English and Spanish options are available
- US mail, FedEx, UPS:
  - Include your payment stub from your statement and return the payment in the envelope provided
  - Payments are credited to your loan the day they are received in our office
- Online Bill pay through your financial institution
- Western Union or Money Gram

**Q: How do I set up recurring automatic payments?**

**A:** To set up your account on recurring automatic payments, please visit our [Sheffield Customer Website](#).

Once you log in to your account online, following the steps below:

1. Click 'Make Payment' button on dashboard
2. Select an account in the dropdown
3. Choose payment type of 'E-Check'
4. Select a payment method or enter new checking/saving account information
5. Choose a recurring option for 'Payment Frequency'
6. Click 'Schedule Payment'

You may also print the Automatic Payment form, which is located [here](#). Remit the completed documents per the instructions on the request form.

**Q: How do I modify recurring automatic payments?**

**A:** Recurring automatic payments are not able to be modified. If you want to make changes to a recurring automatic payment, you must first cancel the current recurring payment and then setup a new recurring payment by following these steps:

- Please visit our [Sheffield Customer Website](#). Once you log in to your account, follow the steps below:
  1. Select your account (if more than one) on your Dashboard
  2. Click 'Make a Payment' from the Account Information section
  3. The current recurring payment information will be displayed under the 'Recurring Schedule', click the trash can icon to the right of the payment details to cancel the recurring automatic payments. Click 'Delete' from the pop-up display.
  4. Now that you have deleted your recurring payment schedule you will be able to setup a new recurring automatic payment schedule
  5. Choose payment type of 'E-Check'
  6. Select a payment method or enter new checking/saving account information
  7. Choose a recurring option for 'Payment Frequency'
  8. Click 'Schedule Payment'
  9. All changes made will be effective immediately.

## Troubleshooting Payments

**Q: Why did I get an error when making a payment?**

**A:** Do not re-submit the payment; this may cause a double payment. If you receive any payment errors, please call (888) 438-8837 to speak with a Customer Service Representative Monday – Friday 8:00am- 8:00pm or Saturday 8:00am-5:00pm ET.

**Q: Why is my bank holding the payment funds?**

**A:** When you submit a debit card payment, your financial institution may hold the funds as pending or pre-authorized for up to 10 business days, even if your transaction is declined by Sheffield.

**Collateral Registration & Lien Release**

**Q: How do I register my unit or obtain my plates?**

**A:** Please contact the dealership where you bought your equipment. They will provide the proper information to register your unit.

**Q: Once my account is paid off, how long does it take for the lien to be released?**

**A:** The standard processing time for the release of collateral is approximately 10 business days after the loan is paid in full, unless the payment was received via certified funds (bank official check or money order) along with a written request for expedited release. Please contact (800)438-8837 and select option 2.

**Insurance**

**Q: What should I do if my equipment is insured and has been deemed a total loss by my insurance company?**

**A:** Borrowers are responsible for making their monthly payments until their accounts are paid in full.

**Q: Do I need insurance on the product I financed?**

**A:** It is important to protect our mutual interest in the collateral securing your loan by covering the collateral with property and casualty insurance coverage as outlined in your loan agreement. You are obligated for the loan balance should your equipment be damaged, destroyed or stolen; therefore, proper insurance coverage is an important consideration. Please have your insurance agent list us as loss payee at the following address:

Sheffield Financial, a division of Truist Bank  
Attn: Lien Perfection Department  
PO Box 25127  
Winston-Salem, NC 27114

(THIS ADDRESS IS FOR INSURANCE ONLY - DO NOT USE FOR PAYMENTS)

**Q: What should I do with an insurance repair claim check made payable to both me and Sheffield Financial?**

**A:**

- Obtain repair estimate from dealership
- Include your Sheffield loan number, sign and mail the insurance check and repair estimate to: Sheffield Financial  
Attn: Repair Claims  
PO Box 25127  
Winston-Salem, NC 27114
- Your claim will be reviewed within 10 business days of receipt
- If approved, Sheffield will issue a check to the repair company, and the remaining proceeds will be credited to your loan account
- For any questions, call 888-438-8837. Please allow 15 days from the date of mailing to ensure Sheffield has had sufficient time to receive and review your claim.

**Q: What should I do if I have a GAP claim?**

**A: If you believe you have a GAP claim, follow these steps:**

- Review Your GAP Coverage
  - Check your GAP policy or contract to confirm coverage details, including eligibility and claim requirements.
- Contact Your GAP Provider
  - Reach out to the GAP administrator or provider listed on your contract. They will give you instructions on how to submit your claim.
- Gather Required Documents

- Typically, you'll need:
  - a. A copy of your GAP policy
  - b. Loan or lease payoff statement
  - c. Insurance settlement documents
  - d. Purchase agreement
  - e. Any other documents listed in your GAP contract
- Submit Your Claim Promptly
  - Most GAP claims have strict time limits. Submit all required documents as soon as possible to avoid delays.
- Follow Up
  - Keep track of your claim status and respond quickly to any requests for additional information.
- Seek Assistance
  - You are not alone—we are here to assist you. Call us if you need any documents directly from us or have questions about the process.

**Q: How do I cancel my GAP coverage or service contract?**

**A:** Importance notice: Do NOT cancel your GAP coverage if you are in the process of filing a claim or if a claim is pending. Canceling your coverage during an active claim may result in denial of benefits and loss of coverage.

If your equipment is deemed a total loss Contact the Product Owner or Seller:

- Refunds for service contracts will be applied to your loan if there is an outstanding balance.
- Refund amounts for GAP and service products are based on your contract terms and may be prorated depending on usage and time.
- For GAP coverage, you must request cancellation directly with the dealer or product provider listed on your contract.
- For service contracts, we will initiate the cancellation request on your behalf with the product owner.

Refund Timeline

- Refunds can take several weeks to be processed and received.
- For the most accurate status updates, follow up directly with the seller or product owner, as they control the refund process.

**Loan Applications**

**Q: Can I apply for a loan online?**

**A:** Yes. Log into your account and select “Apply for a Loan” link. You may also visit [www.sheffieldfinancial.com](http://www.sheffieldfinancial.com). Select Customer at the top of the webpage, then select Apply now.

For a Pre-qualification, with no impact to your credit, go to [www.sheffieldfinancial.com](http://www.sheffieldfinancial.com). Select “Prequalify”, complete the mobile phone and last 4 of your social security # and continue filling out the application. Once prequalified, choose to answer a few more questions to get pre-approved. Once pre-approved, you can contact an authorized dealer with your application number. The dealer can finalize it from there.

**Q: Can I check on the status of my loan application online?**

**A:** Once your application for credit has been reviewed, you will receive an e-mail with instructions. Please contact Sheffield at (800) 438-8892 extension 1 for information regarding a pending application.

**SCRA (Servicemembers Civil Relief Act)**

**Q: What do I need to submit for SCRA rate reduction?**

**A:** Please send the following documents via email to [sheffieldaccountsreceivable@sheffieldfinancial.com](mailto:sheffieldaccountsreceivable@sheffieldfinancial.com), or fax to 844-234-9278.

- A copy of the military orders for deployment/active duty indicating the date of issuance, and date of deployment or activation
- A letter or email requesting SCRA protection

- Contact information and/or Power of Attorney of person(s) who may assist you with your Sheffield loan account during your period of duty, if applicable
- Once all necessary documents are received, they will be promptly reviewed, and our office will send notification of the status via US mail to the address on file within 30 days. Submit your written request for the SCRA benefit along with a copy of the official activation orders that include the length of time you're scheduled to serve at active-duty status. Please also include contact information for a person to reach if there are questions on the loan or additional documentation is needed.

## Options

### Q: What happens when a family member passes away and has a loan?

Call Sheffield Financial at 888-438-8870 to inform our office. We are here to help.

**A:** Sheffield has the following options for the Estate to manage the outstanding debt with Sheffield Financial.

- Payoff balance with Estate Proceeds
- Voluntary surrender of collateral. (Proceeds from the sale thereof will be credited to unpaid balance; any remaining deficiency may be claimed against the estate; however, any excess will be refunded to the estate)
- You may have someone willing to purchase the collateral outright for the payoff balance, for your convenience we have attached a credit application. The applicant(s) must return a copy of their valid driver's license with the application completed in its entirety; otherwise, we will not be able to proceed with the request
- If there is a co-borrower currently on the loan and they wish to maintain possession and continue to make payments, we may modify the agreement or execute a loan assumption
- For our office to assist the Estate, please provide us with the name and contact information of the Administrator or Executor of the Estate, as well as a copy of the Death Certificate, if you have not done so already. If the Administrator or Executor has not yet been named, please provide the contact information of another individual for interim communication. Please submit this information via fax (1-800-532-8894) or mail to:

Sheffield Financial  
Attn: Estate Claims  
PO Box 25127  
Winston-Salem, NC 27114

### Q: Can I take the product I financed outside the U.S.?

**A:** In order to take the collateral out of the country, your account must be in a current status with a minimum of three installments having been paid. We also require your account to be set up on recurring monthly payments in U.S. funds from a demand account at a U.S. domiciled bank.

Please send the following documentation:

- Written request stating the reason you are transporting the collateral outside of the United States, including the date of departure and estimated return date
- Copy of current military orders or civilian employment contract or transfer notice (if applicable)
- Copy of current and valid government-issued photo ID
- New address and contact phone number, along with name and telephone number of an additional US contact
- Copy of a valid physical damage and comprehensive insurance policy or binder that will cover the vehicle outside of the United States with Sheffield Financial listed as the loss payee
- Method of shipment and shipper's name and contact information

Submit the documentation via mail:

Sheffield Financial  
Customer Support  
PO Box 25127  
Winston-Salem, NC 27114

\*If you have any questions, please contact the Customer Service Department at 888-438-8837 Monday-Friday 8:00am-8:00pm or Saturday 8:00am-5:00pm, Eastern Time.

## Credit Disputes

### Q: How does Sheffield report account information to the credit bureaus?

A: Sheffield reports monthly to all three major credit bureaus. Under the Fair Credit Reporting Act, Sheffield is obligated to report all accounts accurately and fairly, therefore we are unable to accommodate requests for goodwill adjustments.

### Q: How do I dispute incorrect information on my credit report?

A: To initiate a dispute, there are two options:

1. Submit a dispute with the credit bureau(s) online or via the telephone:
  - Equifax
    - <http://www.equifax.com>
    - (800) 846-5279
  - Experian
    - <http://www.experian.com>
    - (800) 525-0689
  - TransUnion
    - <http://www.transunion.com>
    - (800) 916-8800
2. Submit a dispute with Sheffield:
  - Mail your dispute in writing to:  
Truist Credit Disputes  
Attn: Sheffield Financial  
PO Box 849  
Wilson, NC 27894
  - When submitting a dispute, please include your account number, name, address, telephone number and the specific information that is being disputed, an explanation for the basis of the dispute and provide any supporting documentation that substantiates the basis of the dispute.
  - To fully investigate your dispute, it may take up to 30 days to respond from the date we receive your dispute.  
\*Disputes are only accepted in writing and at the mailing address listed above.

### Q: How do I dispute a credit inquiry on my credit report?

A: To initiate an inquiry dispute, there is one option:

1. Submit a credit inquiry dispute with Sheffield via mail:
  - Sheffield Financial  
Attn: Credit Dispute  
101 N. Cherry St., Suite 410  
Winston-Salem, NC 27101
  - Include the following:
    - Name
    - Address
    - Social Security Number (the entire number)
    - Inquiry date
    - Specific information disputed and basis for the dispute

### Q: How do I request validation of a debt with Sheffield?

A: To request validation of a debt with Sheffield, mail your request to:

- Sheffield Financial  
Debt Validation  
PO Box 25127  
Winston-Salem, NC 27114

## Security and Technology

To help ensure security, we recommend that any computer you use to access Consumer Internet have spyware protection, virus protection and a personal firewall. Moreover, keeping your machine updated with the latest security patches is also good practice.

### Q: What are the Browser Requirements?

**A:** To help ensure security and proper functionality, you must use a browser that meets or exceeds the following requirements:

2. 256-bit encryption
3. You must have Cookies and JavaScript enabled. (See information under **Internet Browser** section to set the settings.)

### Q: Is my account safe from unauthorized access?

**A:** Consumer Internet resides on a secure server and Sheffield uses encryption technology to ensure the safety and integrity of your account. Therefore, we strongly advise that you do not write your password down or give it to anyone that is not on your account.

### Q: What is encryption?

**A:** Encryption is the process by which data or information is converted into private or secret code that cannot be deciphered. This ensures secure transmission by preventing any non-authorized party from reading or changing data. Information is decoded only when it reaches its destination.

### Q: What if I forget to log out of my account?

**A:** It is important to remember to always logout of your account whenever possible. However, if you do forget to do so, the system will "expire" your session. After 3 minutes of inactivity, the system will not allow any further inquiries or transactions and you will be asked to login again if you, or anyone attempts to do so.

## Internet Browser

### Q: Why is the website not displaying properly?

**A:** Perform the following troubleshooting steps on the browser you are using:

4. Microsoft Edge
  - a. Click on Tools in the browser menu bar and then click on Internet Options
  - b. In the Internet Options window that opens, click on the Privacy tab. Click on the Advanced button on this tab. Check the 'Override automatic cookie handling' checkbox to enable the 'Always allow session cookies' and check this box. Click Ok to save the settings.
  - c. Click on the Security tab and select the Internet zone then click on Custom level button. Scroll down to Scripting and change the setting under Active Scripting to Enable. Click Ok to save the changes.
  - d. Click on Advanced tab and scroll down to Security and select the 'Allow active content to run in files on My Computer\*' checkbox. Click Ok to save the changes.
5. Google Chrome
  - a. Click on the Tool icon in the browser
  - b. Click Options
  - c. Click Under the Hood
  - d. Under "Cookie settings" select "Allow all cookies"
  - e. Scroll down to see the Network section
  - f. Click "Change proxy settings"
  - g. Click the Security tab
  - h. Click the Internet zone
  - i. Click Custom Level
  - j. Scroll down to Scripting and change the setting under Active Scripting to Enable
  - k. Click to save
6. Mozilla Firefox
  - a. Click on Tools then Options in the browser

- b. Click on the Content icon
- c. Click the checkbox next to "Enable JavaScript"
- d. Click the Privacy icon
- e. Click "Accept cookies from Sites"
- f. Click OK to save