

For an optimized Remote Business Deposit portal experience, please utilize Microsoft Internet Explorer. Also, follow these steps to ensure your web browser settings are correct for premium viewing quality.

If you should need help, please contact our Customer Care Center at 866.616.6020, and they will direct you to a member of our Ameris Bank Technical Support Team.

## Part 1: Turn Off Pop-Up Blockers

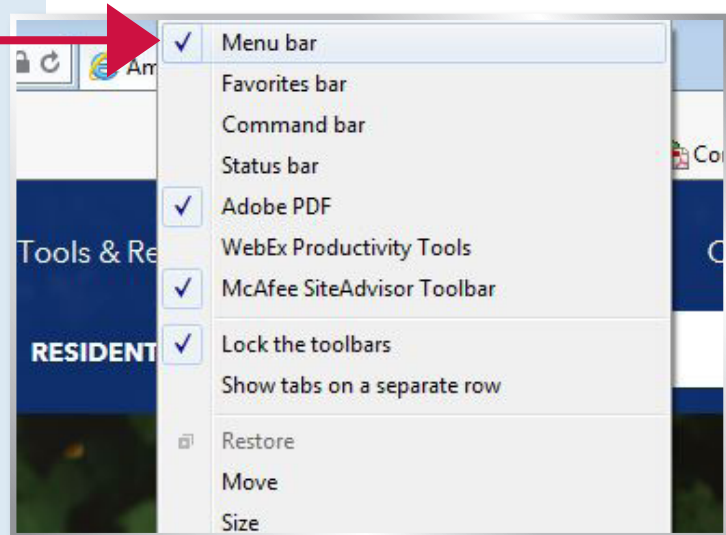
### Step 1

Launch Microsoft Internet Explorer. An Internet Explorer browser window will open.



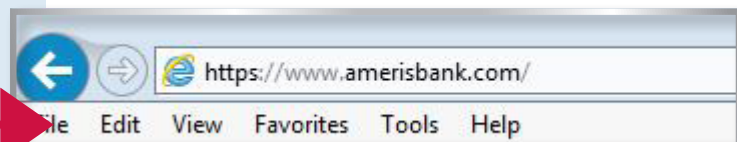
### Step 2

If you do **not** see the Internet Explorer Menu Top Navigation Pane, "right click" on blue page header and select "Menu Bar."



### Step 3

The Menu Top Navigation Pane will appear.



### Step 4

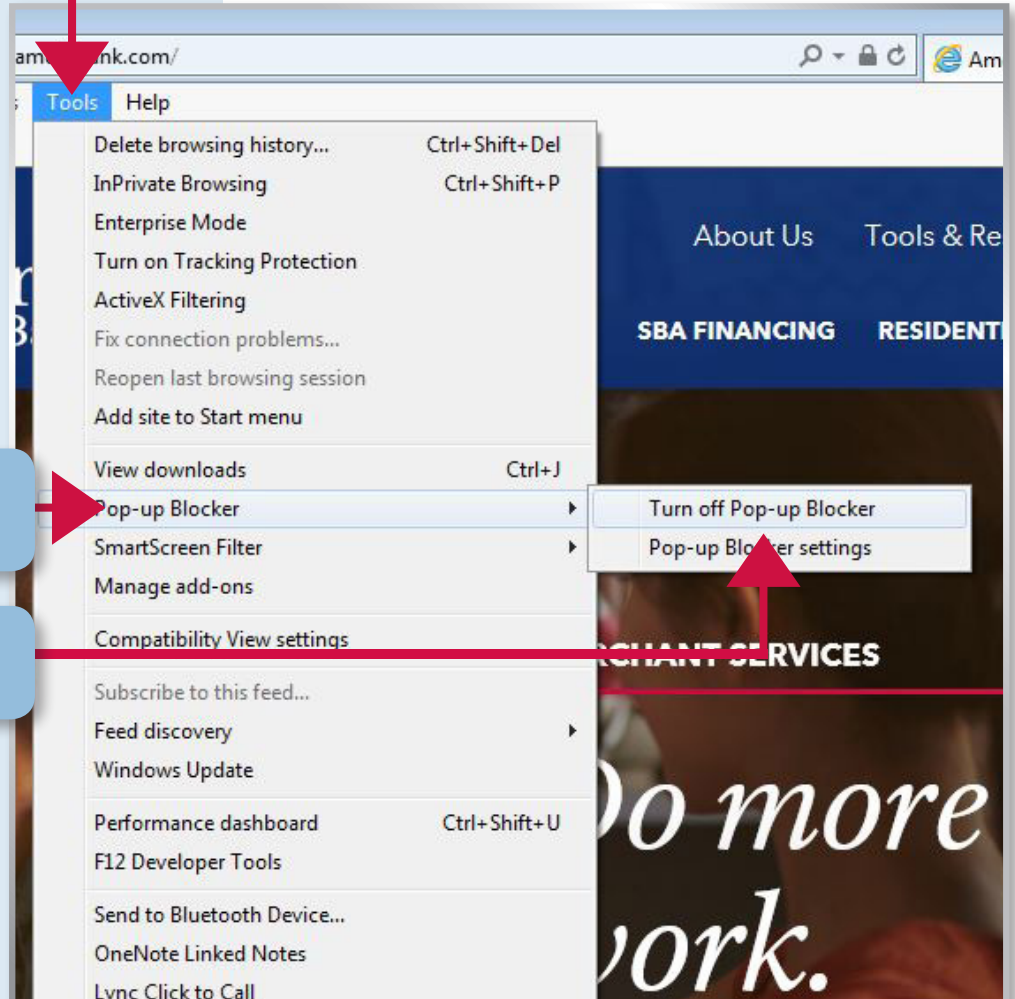
Click on "Tools" in the top navigation pane. A pull down menu will appear.

### Step 5

Click "Pop-up Blocker."

### Step 6

Click "Turn off Pop-Up Blocker."



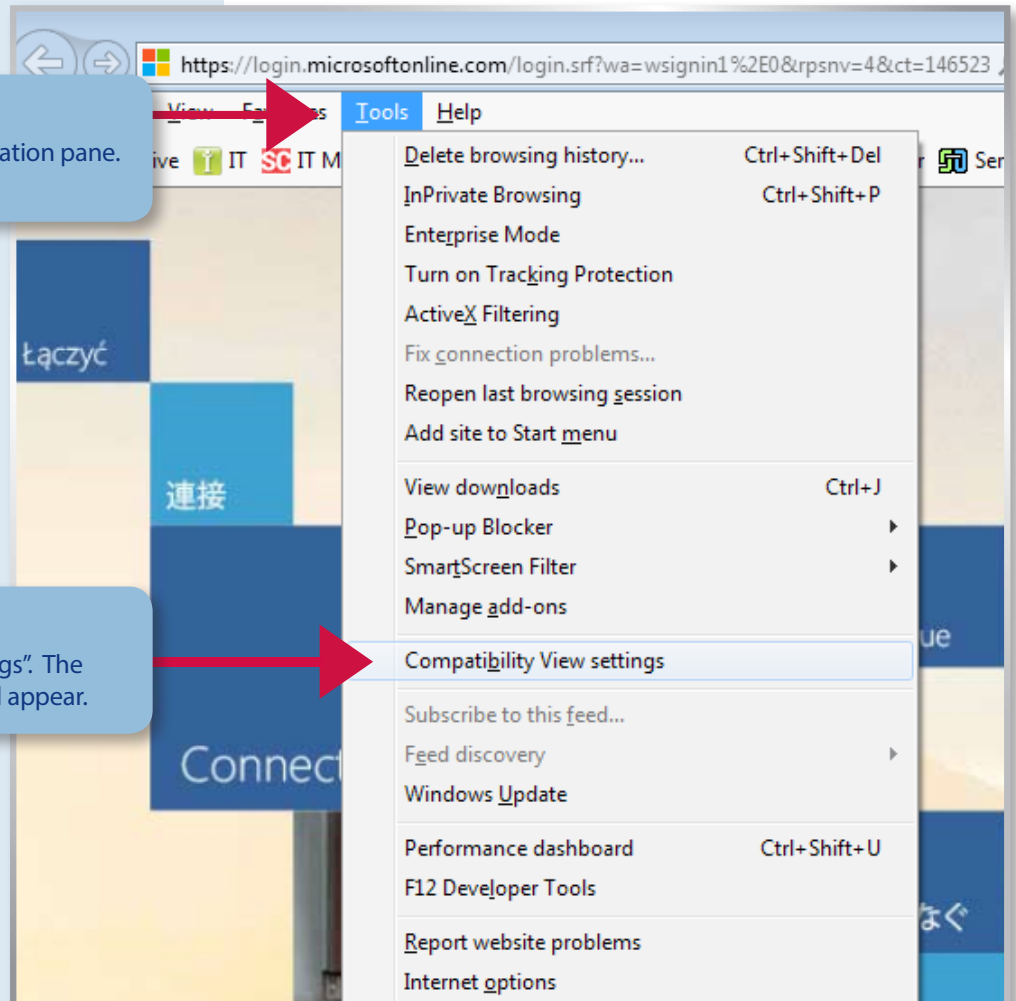
## Part 2: Set Compatibility Mode

### Step 1

Click on "Tools" in the top navigation pane. A pull down menu will appear.

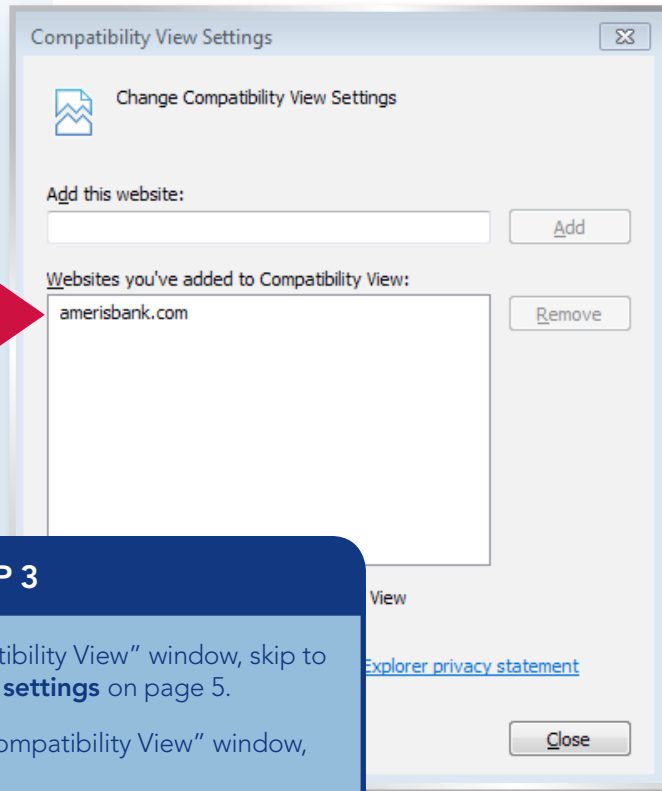
### Step 2

Click "Compatibility View Settings". The Compatibility View window will appear.



### Step 3

Confirm that "amerisbank.com" is included in the "Websites you've added to Compatibility View" field.



### HELPFUL TIP: STEP 3

If "amerisbank.com" IS included in the "Compatibility View" window, skip to **Part 2: Change or reset the Internet Explorer settings** on page 5.

If "amerisbank.com" IS NOT included in the "Compatibility View" window, continue following these steps.

### Step 4

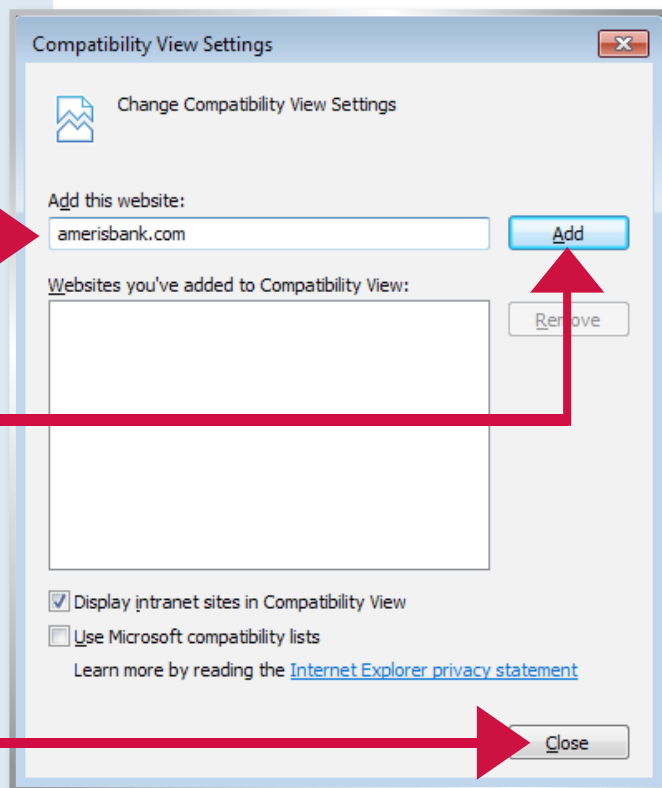
Click into the "Add this website" section and type *amerisbank.com*.

### Step 5

Click the "Add" button.

### Step 6

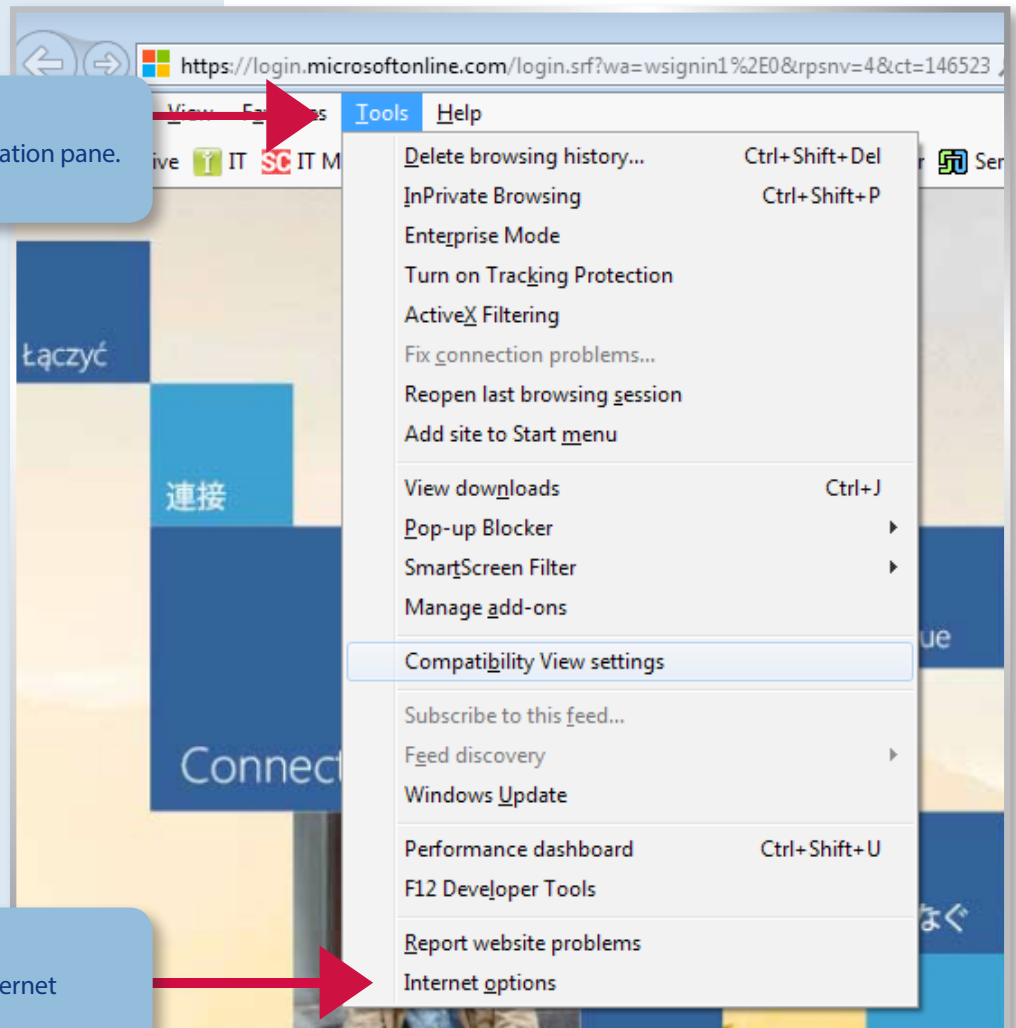
Click the "Close" button.



## Part 3: Change or Reset the Internet Explorer Settings

### Step 1

Click on "Tools" in the top navigation pane. A pull down menu will appear.



### Step 2

Click "Internet Options". The Internet Options window will appear.

# Remote Business Deposit Web Browser Setting Guide

### Step 3

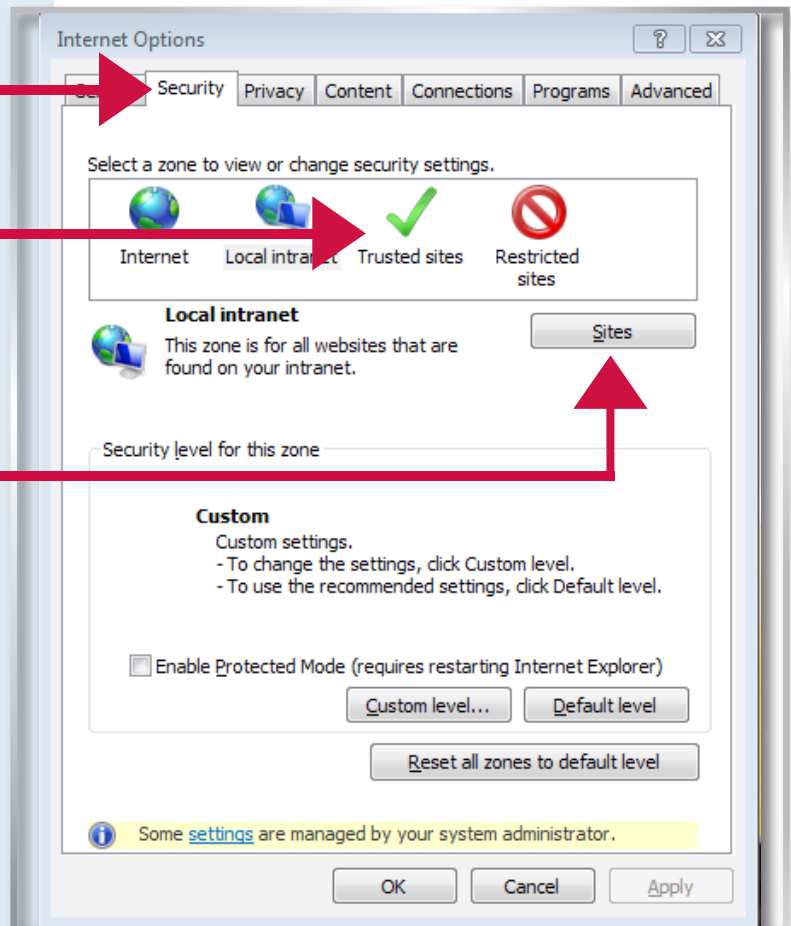
Click on the "Security" tab.

### Step 4

Click on the "Trusted Sites" icon.

### Step 5

Click the "Sites" button. The "Sites-Trusted Sites Zone" window will display.

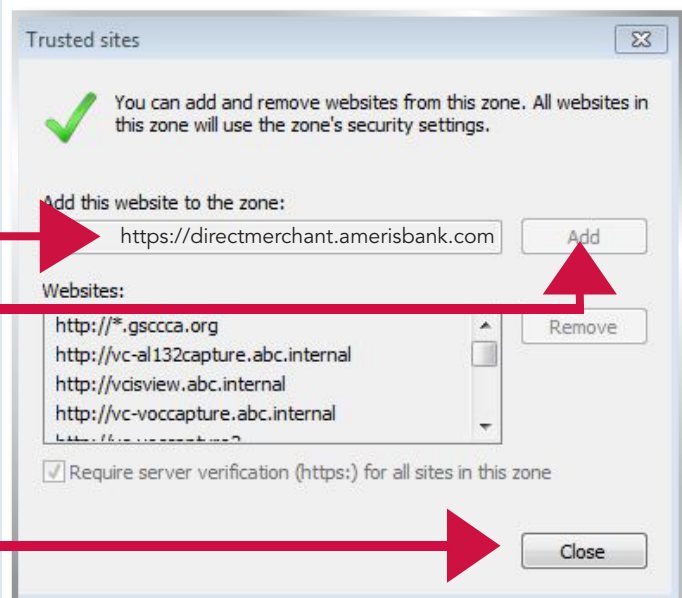


### Step 6

Enter *https://directmerchant.amerisbank.com* and click "Add." The entry will move to the box called "Websites."

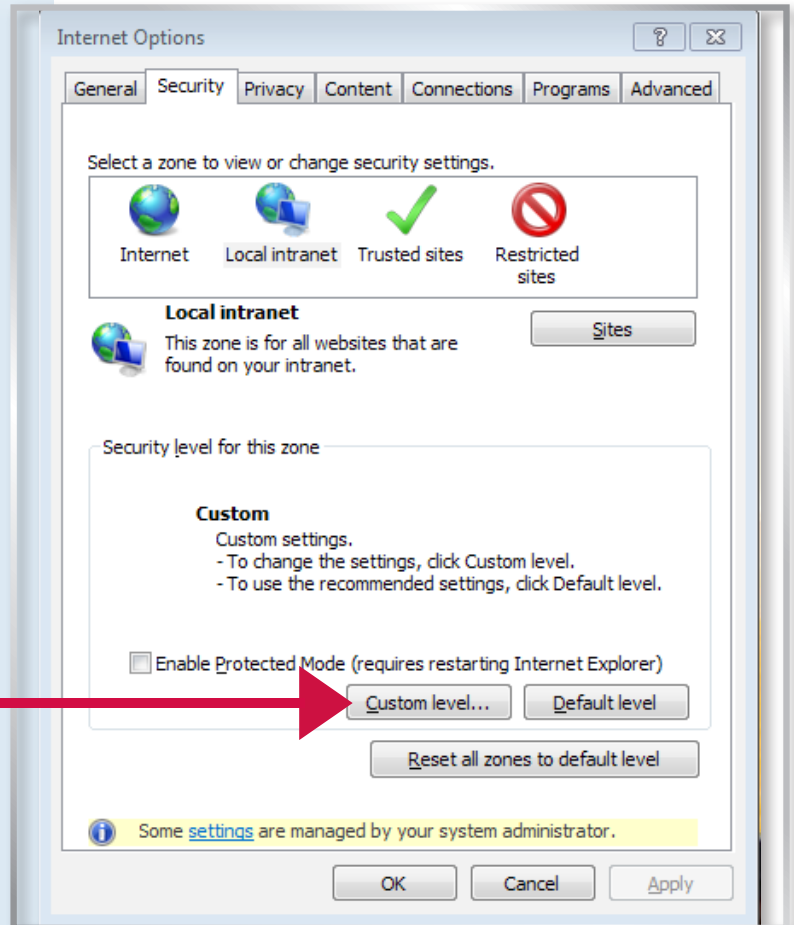
### Step 7

Click the "Close" button.



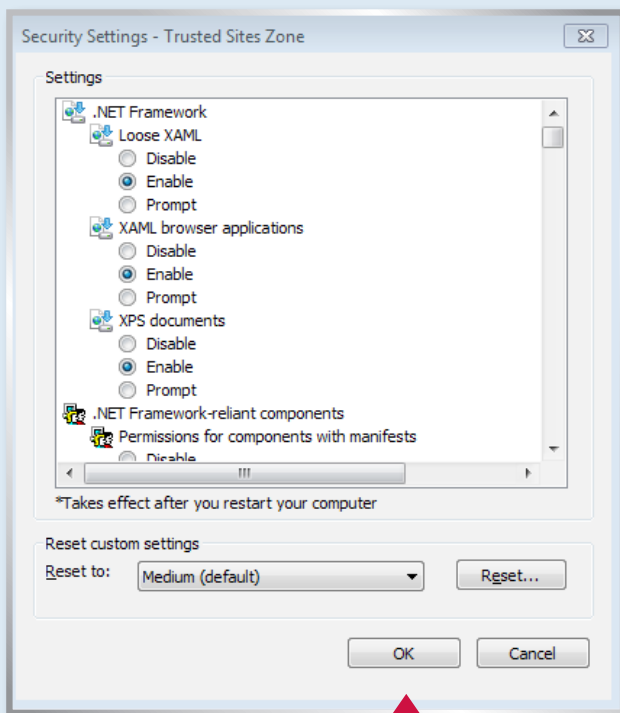
### Step 8

Click the "Custom Level" button. The "Security Settings - Trusted Sites Zone" window will display.



## Step 9

In this "Security Settings - Trusted Sites Zone" window, change the settings for each zone to match the settings identified on the right. Use the scroll bar to scroll up and down to view all setting options.



## Step 10

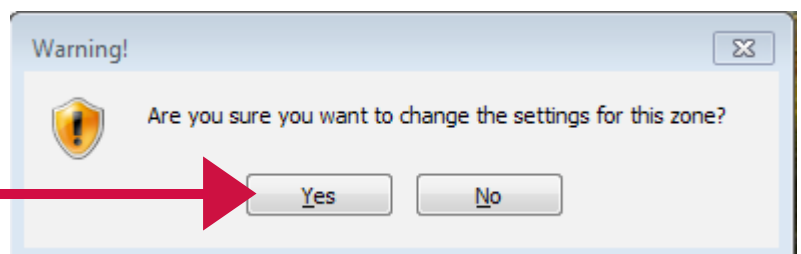
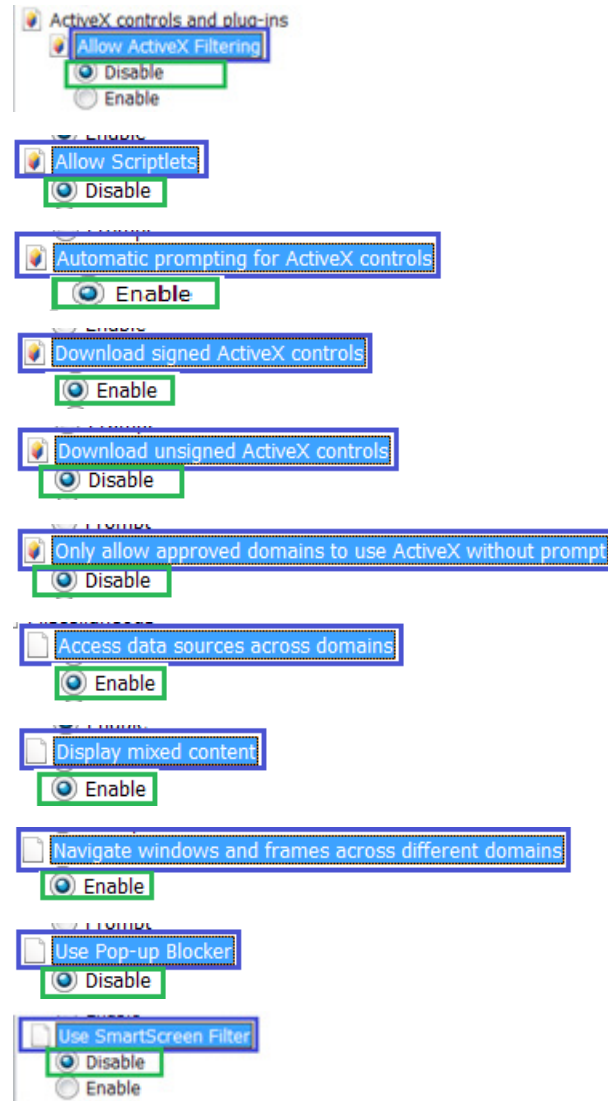
Once all selections have been made, click "OK".

## Step 11

Click on the "Yes" button to save the changes.

## Step 12

Press "F5" on your keyboard to refresh the Internet Explorer screen. To ensure all the changes have been implemented, please go to the Remote Deposit Merchant Log In page and log in.



## NEED HELP?

If you are still experiencing issues when viewing the RBD portal, please call our Customer Care Center at 866.616.6020.