

Blank Screen Problem on MyCompleteCard?

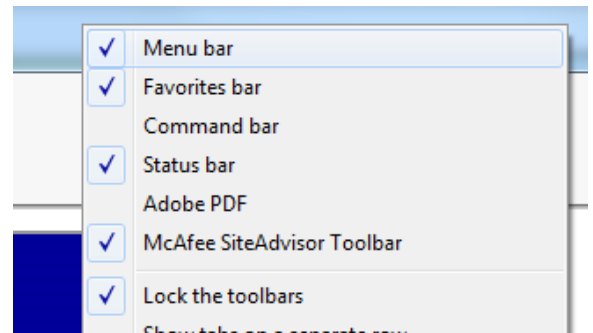
If you have been getting a blank white screen when trying to log into the MyCompleteCard Online Credit Card system, please try the following:

- Make sure you are accessing MyCompleteCard by going to the **Credit Union's website** (www.muccu.org), then clicking the **Online Credit Card link** (in the *Other Online Services* section). If you have bookmarked an old link, it may not work correctly.
- If you are using Internet Explorer, try using a different web browser, such as Google Chrome, Opera, or Mozilla Firefox.
- If you are comfortable changing certain web browser settings, adjust your Privacy and Compatibility View settings to unblock cookies and view restrictions on the MyCompleteCard website.

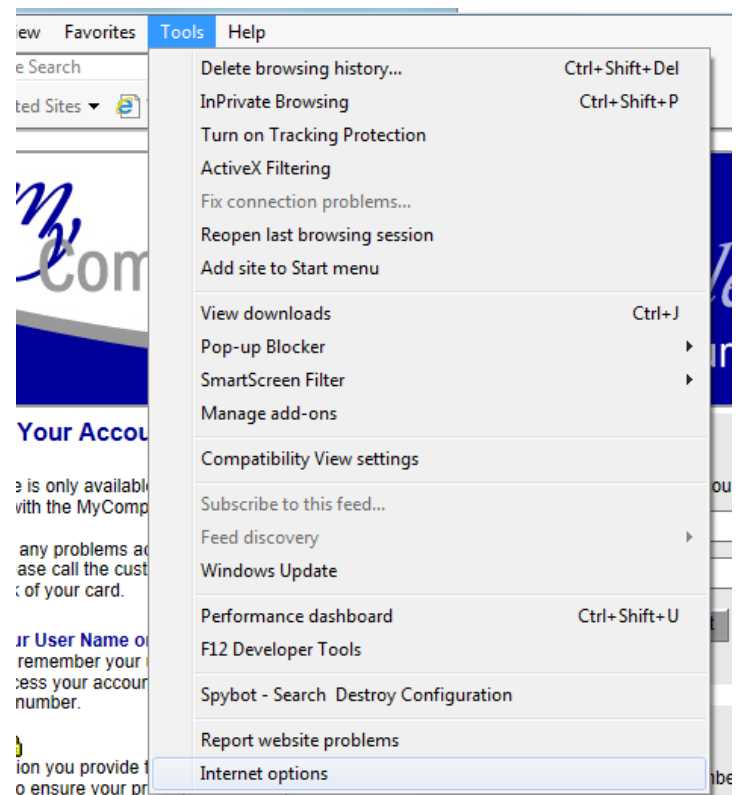
To adjust your Privacy and Compatibility View settings for MyCompleteCard (using Internet Explorer):

1. Open Internet Explorer. Make sure you can see your Menu Bar (the one with the File, Edit, View, etc. tabs).

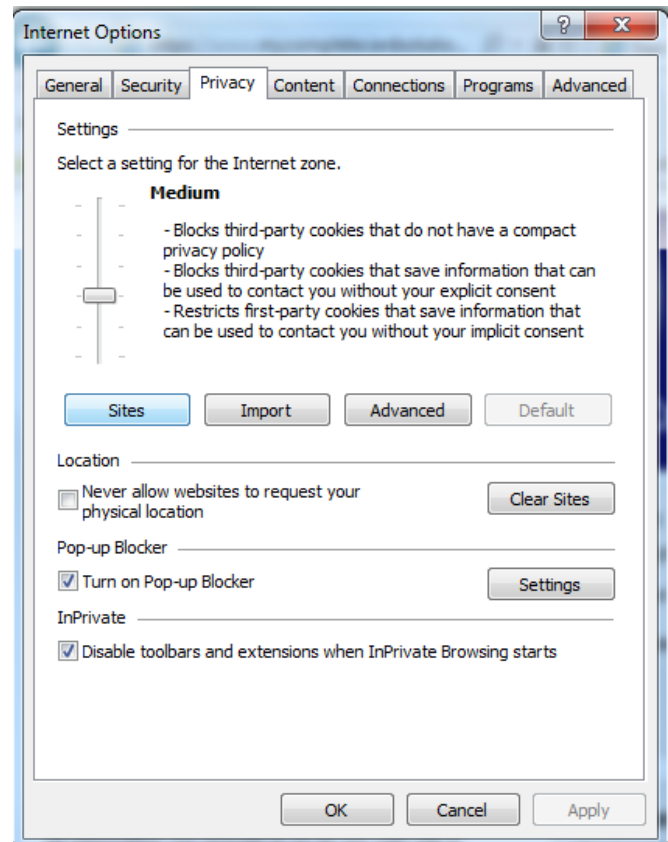
(If you cannot see the Menu Bar, move your mouse cursor into the upper part of the Internet Explorer screen, and right-click. If "Menu bar" does not have a checkmark beside it, click it. Your Menu Bar should appear.)



2. In the Menu Bar, click **Tools**.
3. In the Tools menu, click **Internet options**.



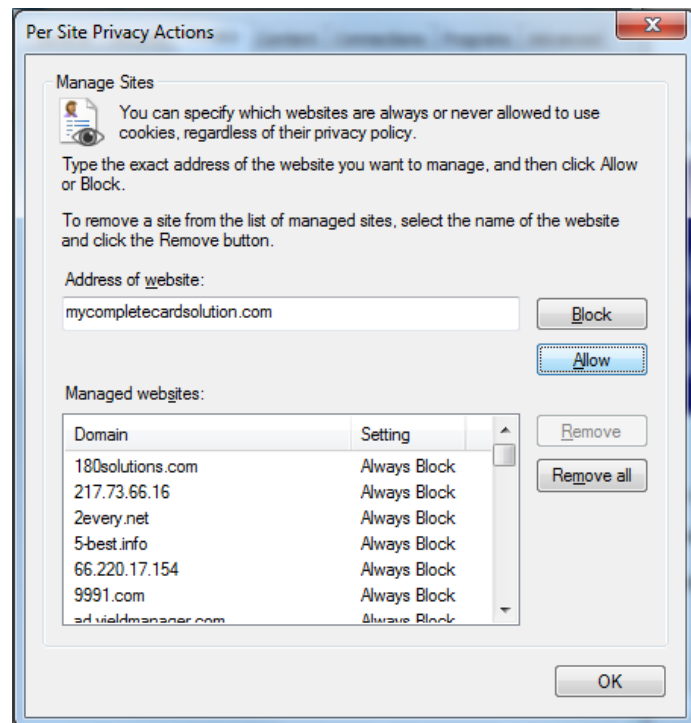
4. The Internet Options window should appear. Click the **Privacy** tab.
5. Click the **Sites** button (near the middle of the window).



6. The “Per Site Privacy Actions” window will appear.

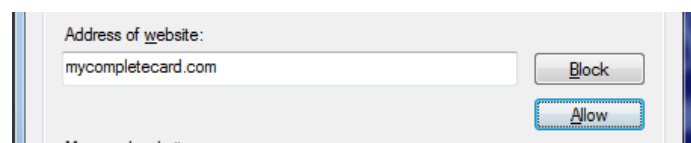
Click in the blank “Address of website” bar (near the middle of the window). Type **mycompletetecardsolution.com** (you do *not* need to type *www.* at the beginning).

7. Click the **Allow** button.



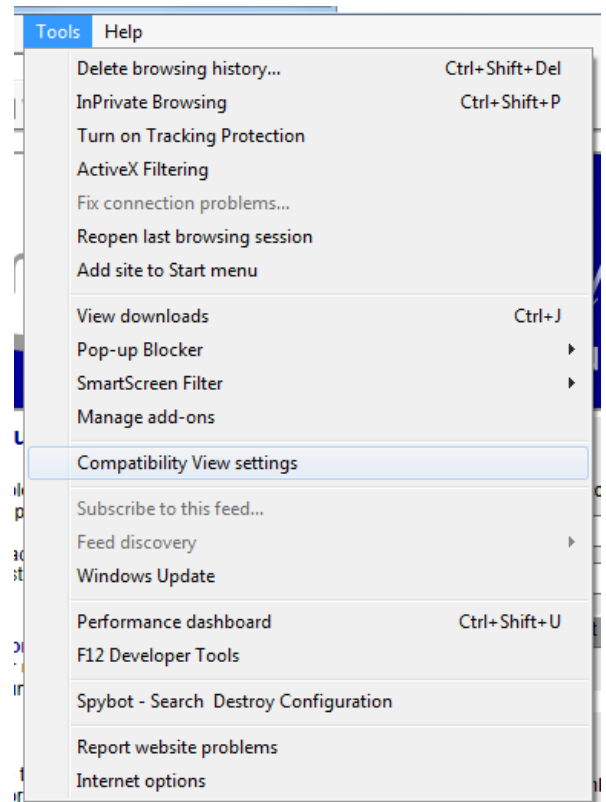
8. Again, click in the “Address of website” bar. Type **mycompletetecard.com**

9. Click **Allow**.



10. Once you have entered and allowed both addresses, click **OK**.

11. Click **OK** again.
12. Again in the Menu Bar, click **Tools**.
13. In the Tools menu, click **Compatibility View settings**.



14. The Compatibility View Settings window should appear. In the blank “Add this website” bar, enter **mycompletecardsolution.com** (you do *not* need to type *www.* at the beginning).

15. Click the **Add** button.

If you have correctly added the site, it will appear in the window underneath labeled “Websites you’ve added to Compatibility View.”

16. Click **Close**.
17. Close Internet Explorer. Reopen it, and navigate back to the MyCompleteCard website.

You should now be able to log into MyCompleteCard, as normal

