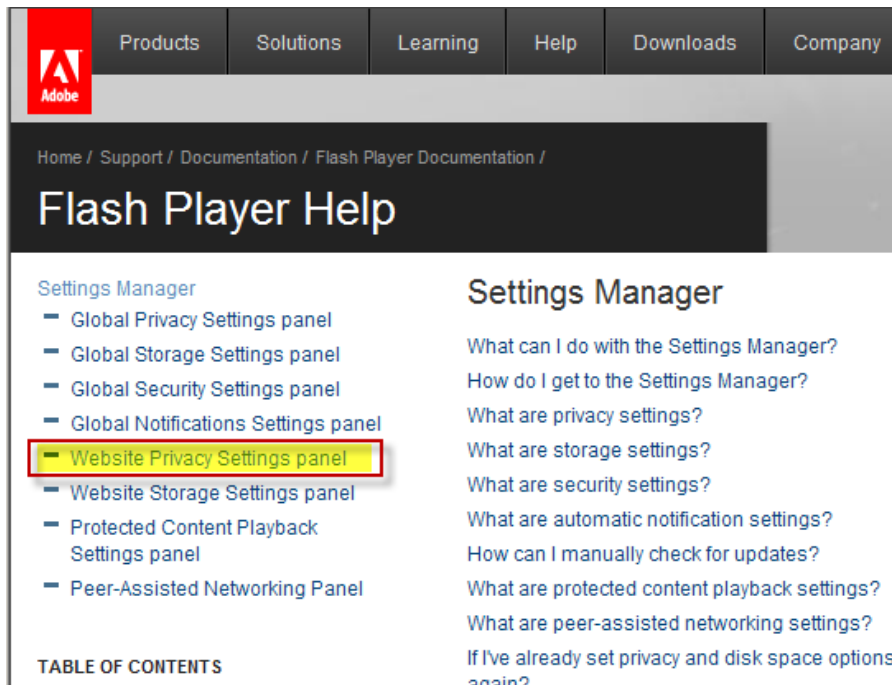# How to resolve when you can't register your computer as private

Occasionally, it becomes necessary to delete the Flash Shared Object (FSO), which is a separate function from deleting cookies or cache within a browser. The most common situation for deleting the Flash object is when you're unable or cannot register a computer or if you are being challenged after a browser upgrade every time you login.

1. First go to the following URL:

   http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager.html

2. In the Table of Contents to the left, navigate to the "Website Privacy Settings Panel"

3. In the panel to the right there will be a list of "Visited Websites". Search for the domain of bankbyweb.net and/or eCorphost.net server, select it, then click the "Delete Website" button, then click the "Confirm" button to remove the Flash Object. You can also just select "Delete ALL" to remove all Flash Shared Object from the computer.

4. Now you need to clear the browser's cookies and cache. The following information is for Internet Explorer. If you are running another browser other than IE please contact support for detailed instructions on deleting Cookies and Temporary Internet File.

- **Open Internet Explorer**
- Select **TOOLS -> Internet Options** Menu

OR
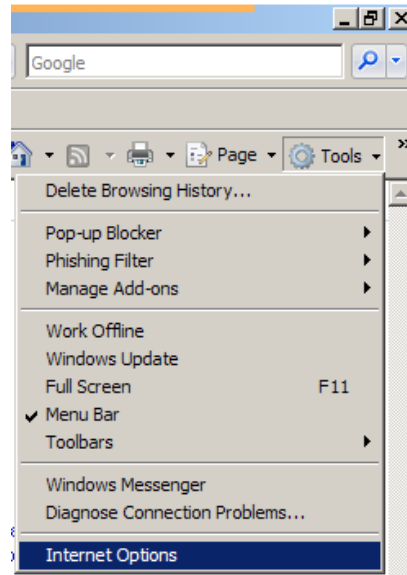
First, Select the General tab.

Click the Delete button.

Click the Delete Files button.

Click the Delete Cookies button.

- Under **Temporary Internet Files**, click the **Delete files** button. Confirm by clicking **Yes**.

- Under **Cookies**, click the **Delete Cookies** button. Then Confirm by clicking **Yes**.

5. Have the customer login again. They will be challenged. Select to Register the PC and you should then no longer be challenged with a question.

After deleting the FSO object, the end user must delete all cookies and temporary internet files in their browser(s). The end user will be challenged by Multifactor Authentication upon next login. After successfully completing the Layered Authentication challenge, the end-user can register the computer as a personal computer to avoid further security challenge questions.

Please keep in mind that you can only register one browser per computer, so you can't have both Firefox and Internet Explorer registered at the same time. In order to reset where two browsers have been attempted to register is to remove the files from both browsers. Then login with the browser you wish to register.