changing your cookie settings

To maintain your Umpqua online banking device registration (and not have to obtain and enter a Secure Access Code every time you log in), your browser must be configured to accept and retain cookies from Umpqua Bank.

You can do this two different ways:

- [Accept cookies only from Umpqua only](#), or
- [Accept cookies from any website](#)

If you want only Umpqua's website to remember you, follow the steps to accept cookies only from Umpqua. (This option will not automatically log you into your Umpqua online banking account; instead, the cookies will help our website remember your device and browser combination, so you're not asked to obtain and provide a Secure Access Code after your initial registration. For your security, Umpqua does not provide an automatic login feature.)

If other websites aren't remembering you even though you want them to, follow the steps to accept cookies from any website.

Reminder: If your device is set up to regularly delete cookies or has an automated program that deletes cookies, you will be prompted to register your device after that deletion occurs. You also may be prompted to register your device again if you upgrade your operating system or browser.

how to accept cookies only from Umpqua

1. Click the **Menu** (three dots or lines) icon at the top right corner of the browser on desktop.

2. Select **Settings** from the drop-down menu.

3. Scroll to the bottom of the page and click **Advanced**.

4. In the **Privacy and security** section, click **Site Settings**.
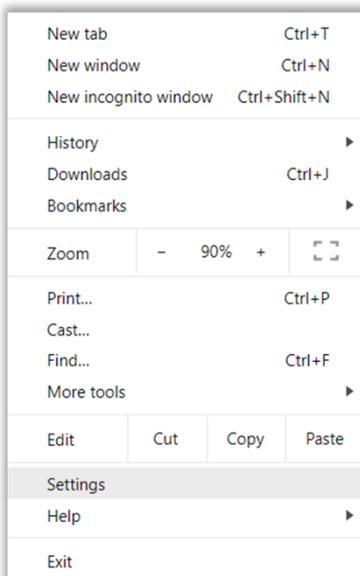
5. Select **Cookies**.

6. Under **Allow** section, select **Add,** enter **UmpquaBank.com**, then select **Add** again.

7. Close and reopen Google Chrome browser.

Congratulations! Chrome will now accept cookies from Umpqua Bank. You can register your device!
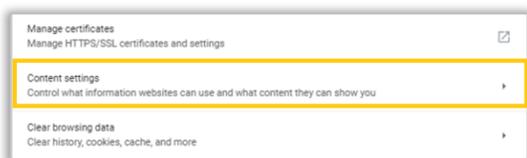
how to accept cookies for any website

1. Click the **Menu** (three dots or lines) icon at the top right corner of the browser.

2. Select **Settings** from the drop-down menu.

New tab	Ctrl+T
New window	Ctrl+N
New incognito window	Ctrl+Shift+N
History	▶
Downloads	Ctrl+J
Bookmarks	▶
Zoom	− 90% + ⛶
Print...	Ctrl+P
Cast...	
Find...	Ctrl+F
More tools	▶
Edit	Cut	Copy	Paste
Settings	
Help	▶
Exit	
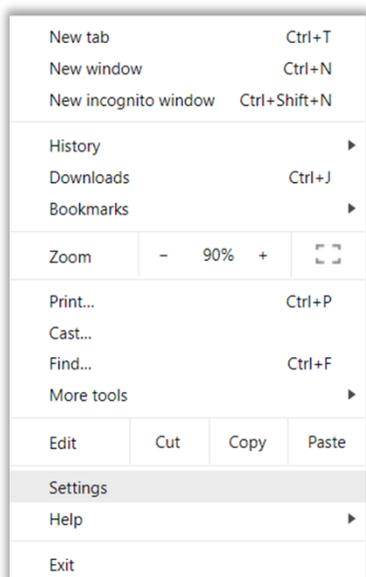
3. Scroll to the bottom of the page and select **Advanced**.

Advanced ▾

4. In the **Privacy and security** section, click **Site Settings**.

Manage certificates
Manage HTTPS/SSL certificates and settings ↗

Content settings
Control what information websites can use and what content they can show you ›

Clear browsing data
Clear history, cookies, cache, and more ›

5. Select **Cookies**.

← Content settings ⊙

🏷 Cookies
Allow sites to save and read cookie data ›

📍 Location
Ask before accessing ›
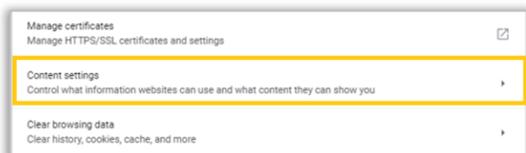
6. Verify the **Allow sites to save and read cookie data (recommended)** toggle is on.

← Cookies

Allow sites to save and read cookie data (recommended) 🔵

Keep local data only until you quit your browser ⚪

Block third-party cookies
Prevent third-party websites from saving and reading cookie data 🔵

See all cookies and site data ›
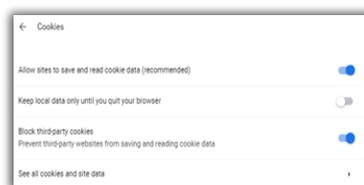
7. Close and reopen Google Chrome browser.

Congratulations! Chrome will now accept cookies. You can register your device!