

## NETBRANCH ERROR CODE INDEX

Error Code/Name	Error Message	Suggested Solutions
Not a Secure Site	Not a Secure Site	<p>Ensure the URL is accurate:  <a href="https://www.applefcu.org">https://www.applefcu.org</a>.</p> <p>Deactivate Google Toolbars as it can cause this error.</p> <p>Delete cookies as directed by your browser.</p>
1507	Invalid login attempt. Please try again. If you have any questions or problems, please contact Apple FCU's Member Service for assistance.	Confirm that the Member ID entered is correct. If you had modified it within 'User Options,' you will need to use this new ID. Need assistance regarding your user information? Contact Apple's Call Center at 703-788-4800.
1516	This login session is not allowed as you already have an existing Internet Banking session on this computer. If you wish to login again, please close all open Internet Banking sessions and / or browser windows and begin again. To avoid this issue in the future, please close all Internet Banking sessions by clicking either the exit or logout button. If this problem persists, please refresh the Login page to begin.	<p>Verify that only one instance of NetBranch is running by closing extraneous browser windows.</p> <p>If problem persists, delete your browser's temporary internet files as specified.</p>
1518	You must first login to access Internet Banking. The page that you are requesting can only be accessed after a successful login. If you have any further issues please go to the website and try again or contact your financial institution for assistance.	<p>Close ALL browser windows and attempt to login again.</p> <p>If that does not clear the error, delete cookies and temporary internet files from your browser and attempt to login again.</p>