OTP Code Being Asked for at Every Login (CCleaner)

If members are using a 3rd party cleaner on their computer, their cookies may be erased nightly causing online banking to ask for the OTP every time they login. If they use CCleaner follow the steps below so that the cookies for Pioneer are not erased:

To keep certain cookies on your PC:

1. In CCleaner, click the Options icon on the left.
2. Click the Cookies button. The list may take a few seconds to load.
3. You'll now see a list of cookies from all the browsers you have installed on your system. The left column displays all cookies available to clean and the right column displays a list of Cookies to Keep.
4. To keep cookies, move them to the Cookies to Keep column by selecting cookies and clicking the right-arrow button. You can select multiple cookies by using CTRL+click, or select a set of cookies in a row by clicking the first one and then SHIFT+ clicking the last one.