



Bill Pay Browser Settings for a PC

Client Reference Guide

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Browser Settings for Financial Institutions

Supported Browsers for a PC

For security purposes, subscribers should consider using only browsers and operating systems that are able to receive security updates from the developer or manufacturer. iPay Solutions supports the following browsers for its Consumer and Business bill pay products:

- Internet Explorer® version 11
- Google Chrome – Current and previous major releases
- MS Edge – Current and previous major releases
- Firefox – Current and previous major releases

Supported Windows Versions

iPay Solutions supports the following windows versions for its Consumer and Business bill pay products:

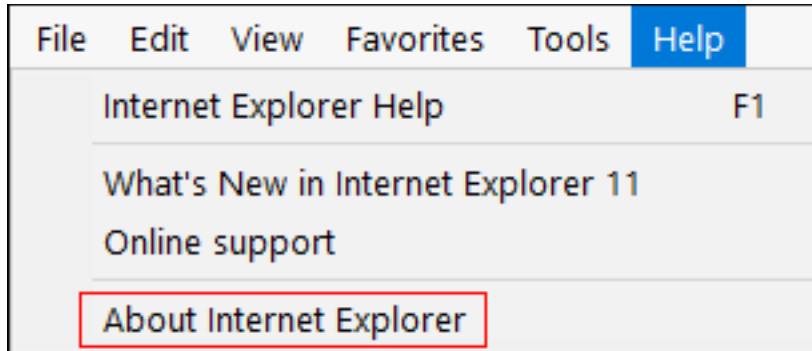
- Windows 7
- Windows 8 and 8.1
- Windows 10

Additional Information

- Subscribers can verify with their financial institution that the browser and version are compatible with online banking.
- Browsers and windows versions not on the supported list may still have functionality; however, they are not recommended and are supported only in a limited manner.
- iPay Solutions does not support beta browser versions.
- NetTeller supports only the current and previous major releases.

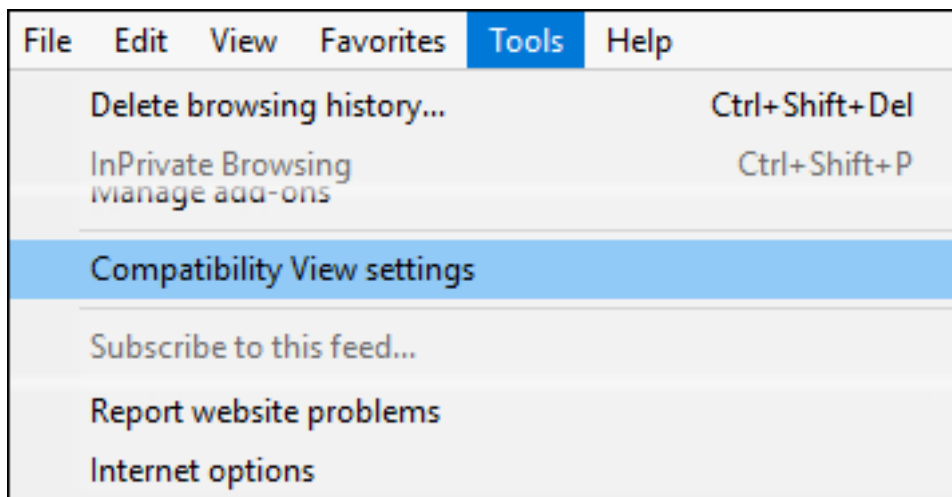
Internet Explorer 11

To locate the browser version, with your browser window open, select the **Help** menu. Click **About Internet Explorer**.



Adjust the compatibility view settings.

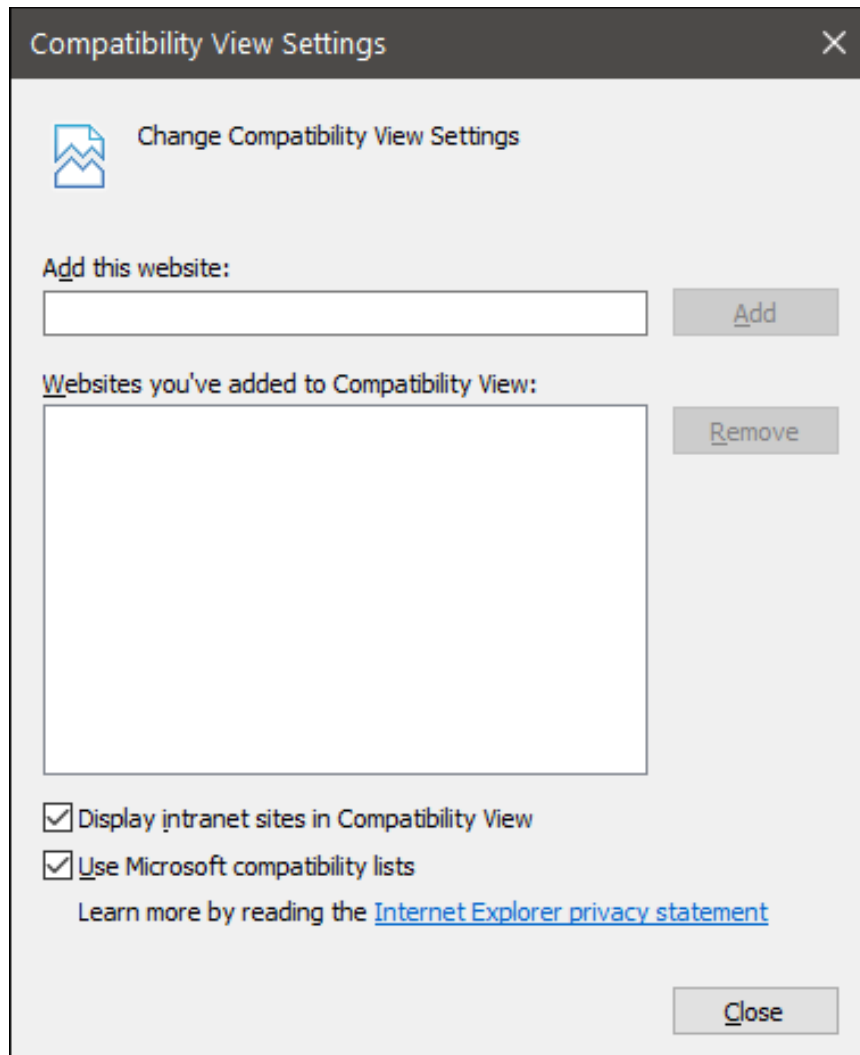
With your browser window open, press **Alt+T** on your keyboard or select the **Tools** menu. Click **Compatibility View Settings**.



The *Compatibility View Settings* dialog box appears.

Consumer and Business Users:

In the *Websites you've added to Compatibility View* field, remove billpaysite.com for Consumer Bill Pay or businessbillpay-e.com for Business Bill Pay. When finished, click **Close**.



MASTER Site Users:

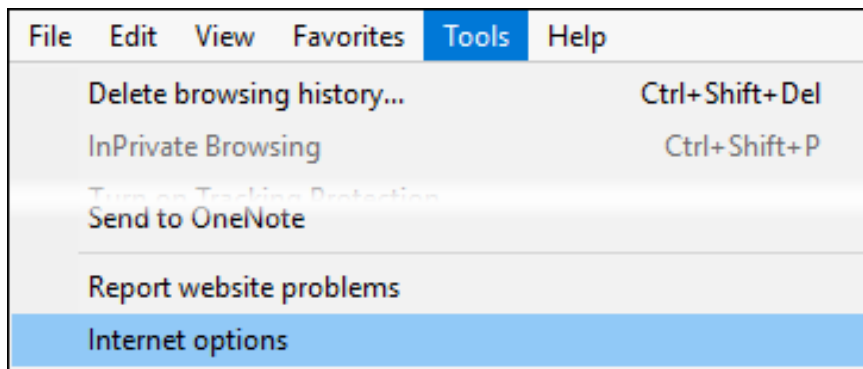
In the *Websites you've added to Compatibility View* field, add or remove billpaysite.com. When finished, click **Close**.

NOTE

In MASTER site the Compatibility View Settings may need to be adjusted between different sections of the site if issues occur.

Then change the privacy settings to allow sites.

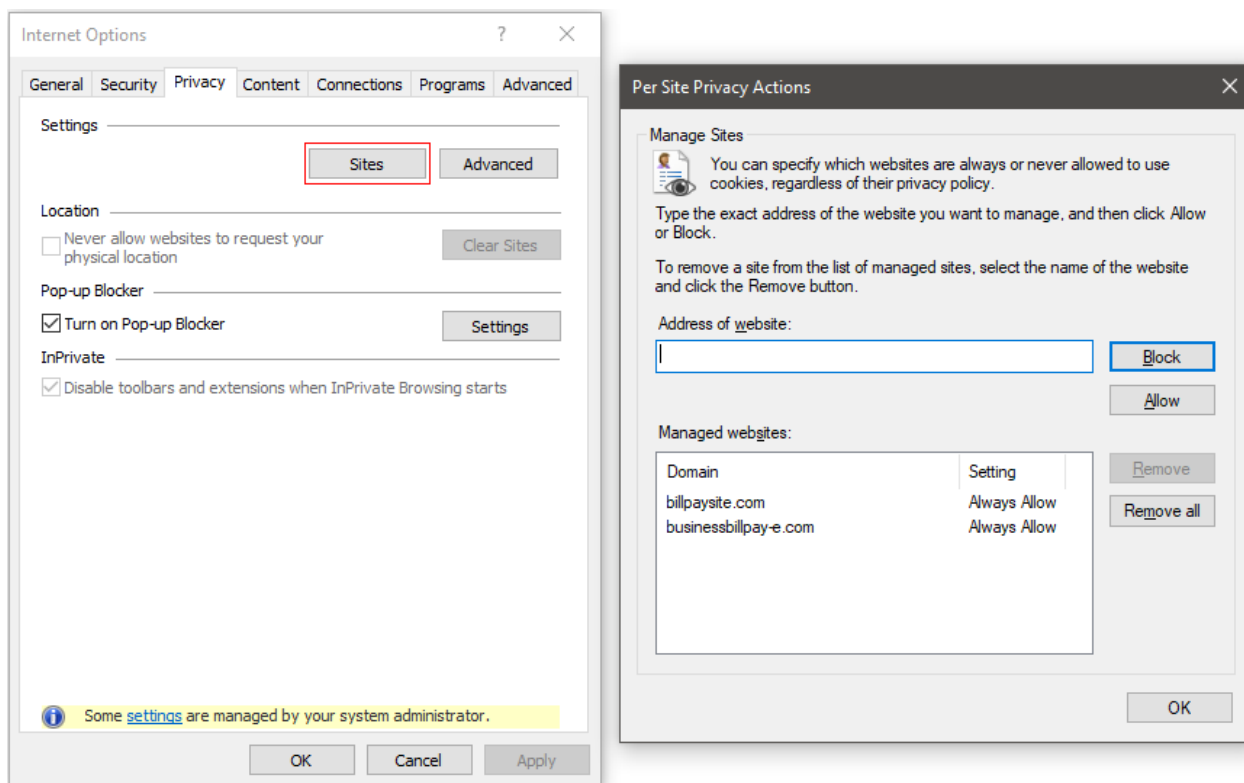
With your browser window open, press **Alt+T** on your keyboard or select the **Tools** menu. Click **Internet options**.



The *Internet Options* dialog box appears. Select the *Privacy* tab, and then click **Sites**. The *Per Site Privacy Actions* dialog box appears.

In the *Address of Website* field, type billpaysite.com for Consumer Bill Pay or businessbillpay-e.com for Business Bill Pay and click **Allow**. The addresses appear under *Managed websites*.

When finished, click **OK** then **Apply**.



Then change your privacy settings to allow pop-ups.

While in the *Privacy* tab, click **Settings** in the *Pop-up Blocker* section. The *Pop-up Blocker Settings* dialog box appears.

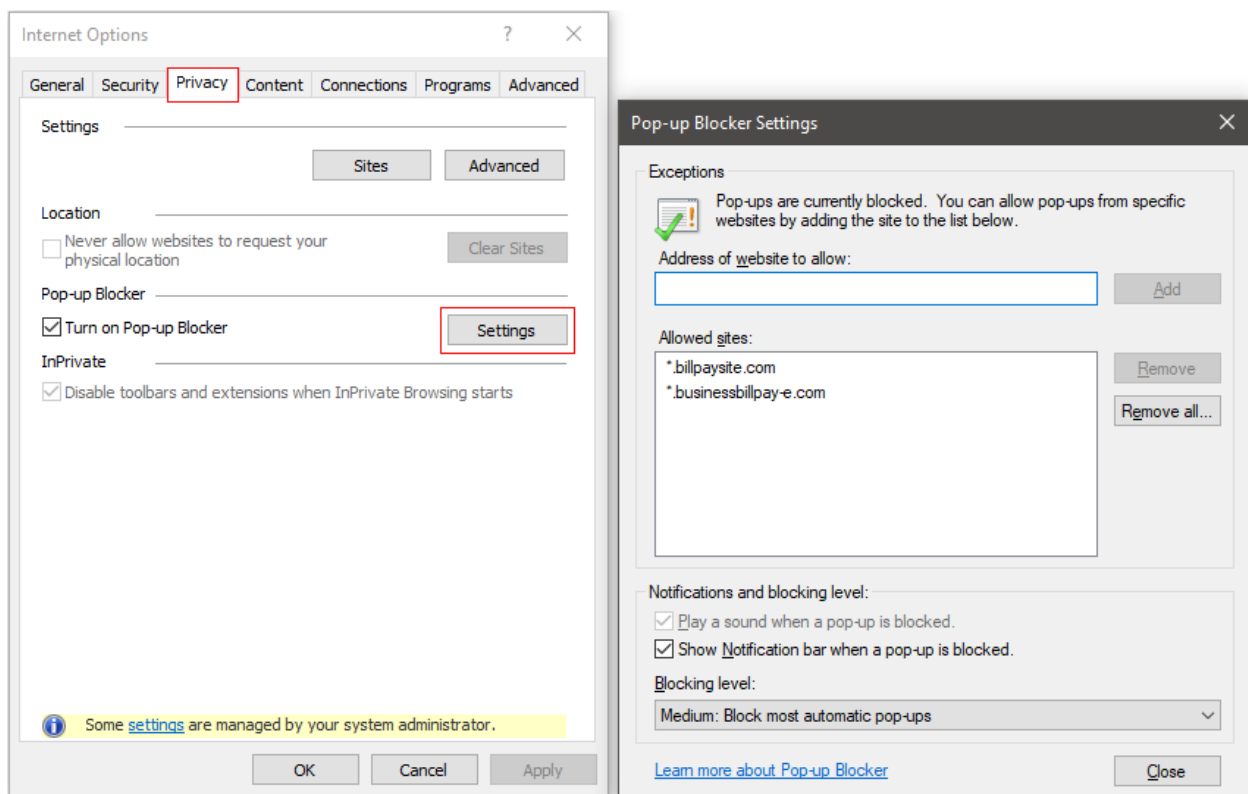
Consumer and Business Users:

In the Address of Website field, type billpaysite.com for Consumer Bill Pay or businessbillpay-e.com for Business Bill Pay and click Add. The addresses appear under Allowed sites.

iPay Portal Users:

In the Address of Website field, type jhaipayportal.com and click Add. The address appears under Allowed sites.

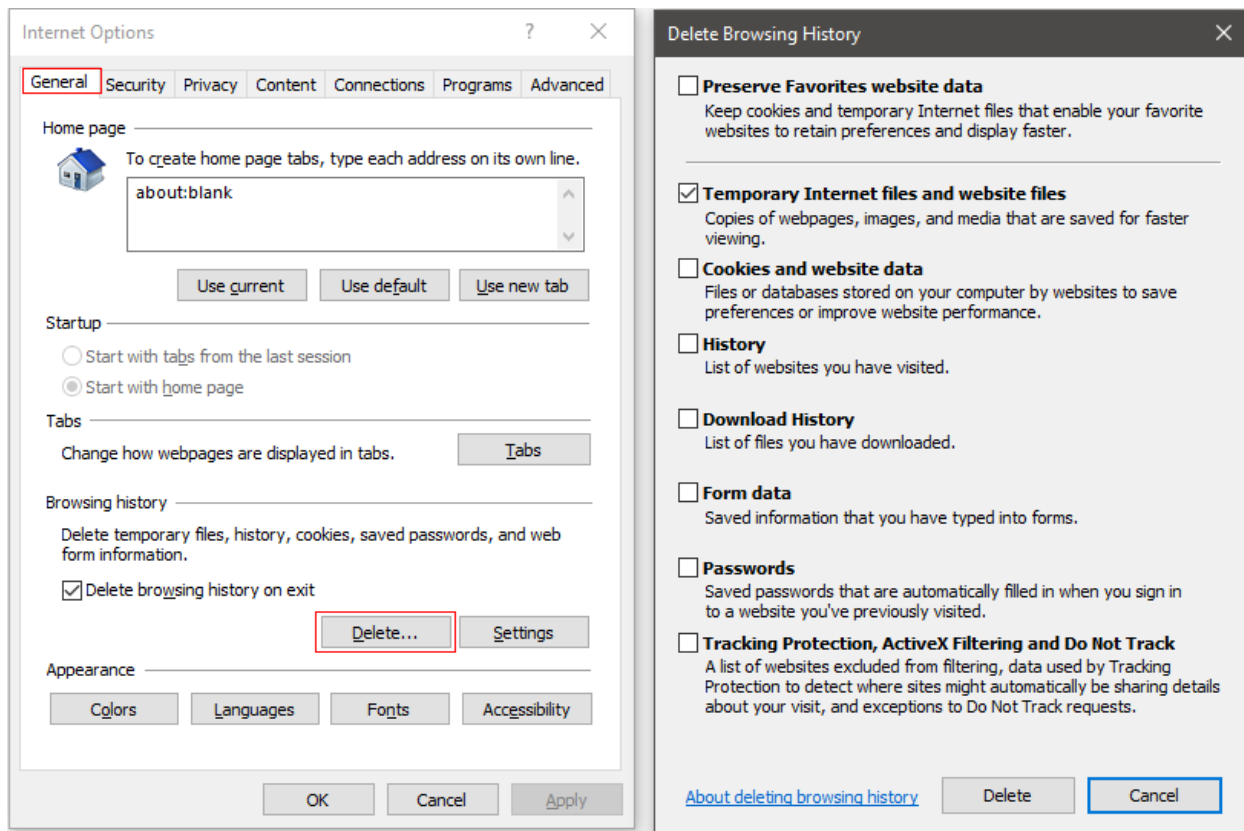
When finished, click **Close**.



Then delete your browsing history.

Select the *General* tab, then click **Delete** in the Browsing History section. The *Delete Browsing History* dialog box appears.

Clear all check boxes, except for **Temporary Internet Files and Website Files**, and then click **Delete**.



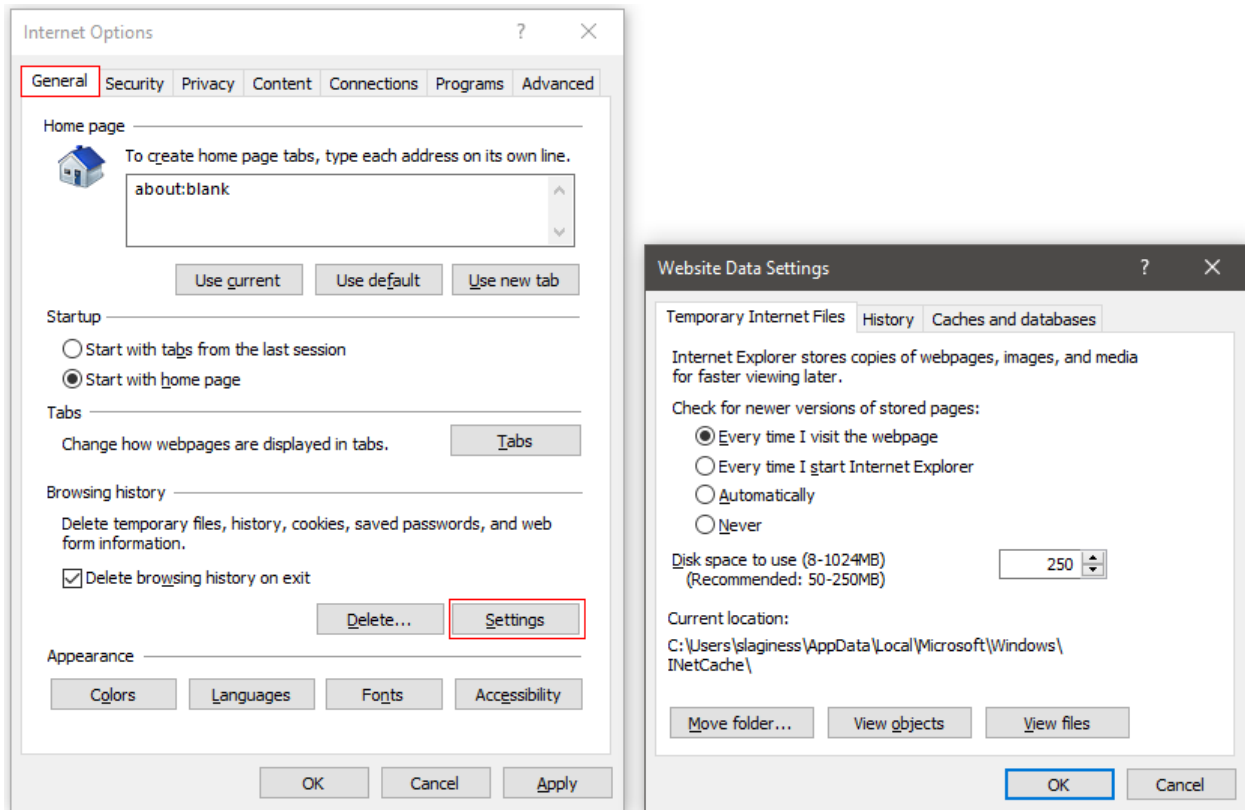
NOTE

While the browser clears its history, you can continue adjusting settings. A dialog box appears while the files are being deleted. This step could take a few minutes if the cache has not been cleared for a while. Once the browser is finished deleting files, the following message appears: *Internet Explorer® has finished deleting the selected browsing history.*

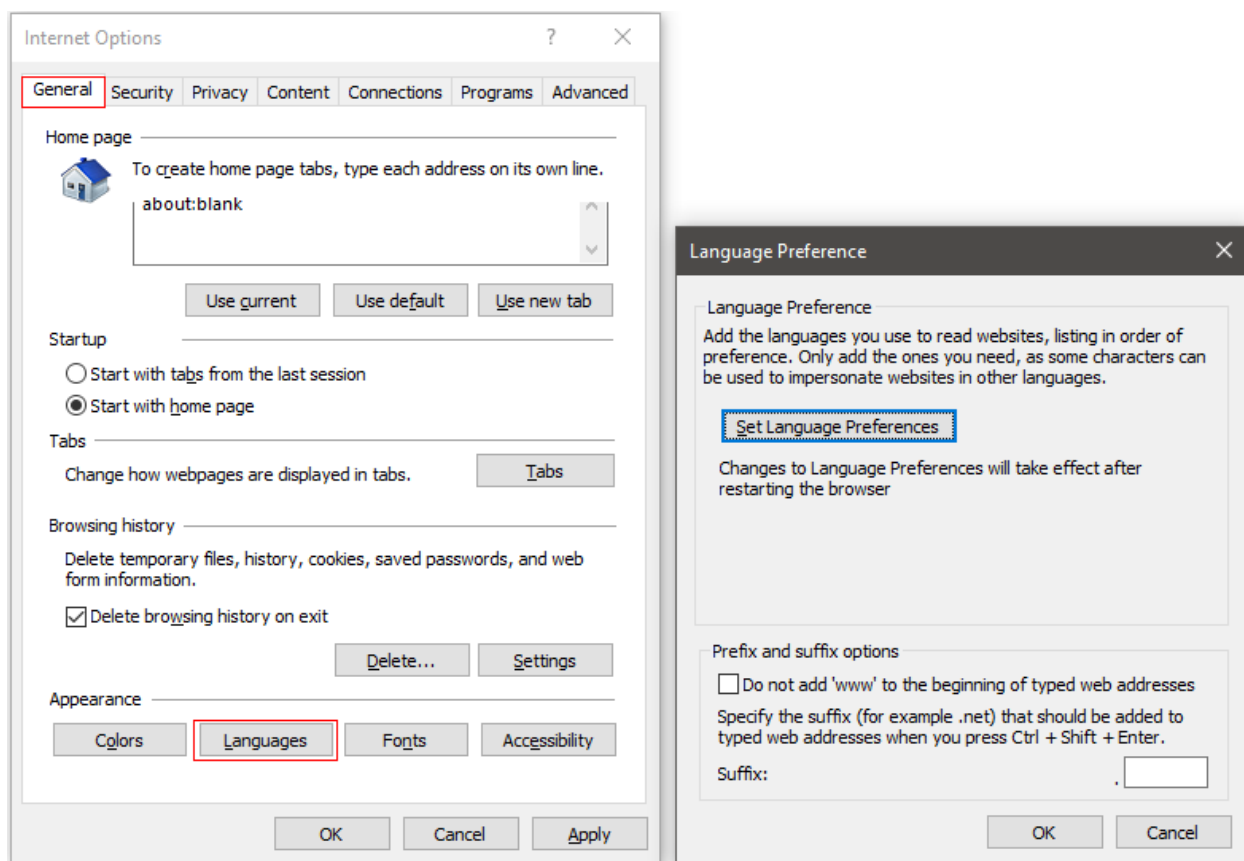
Then check additional settings.

While still in the *General* tab, click **Settings** in the Browsing History section. The *Website Data Settings* dialog box appears.

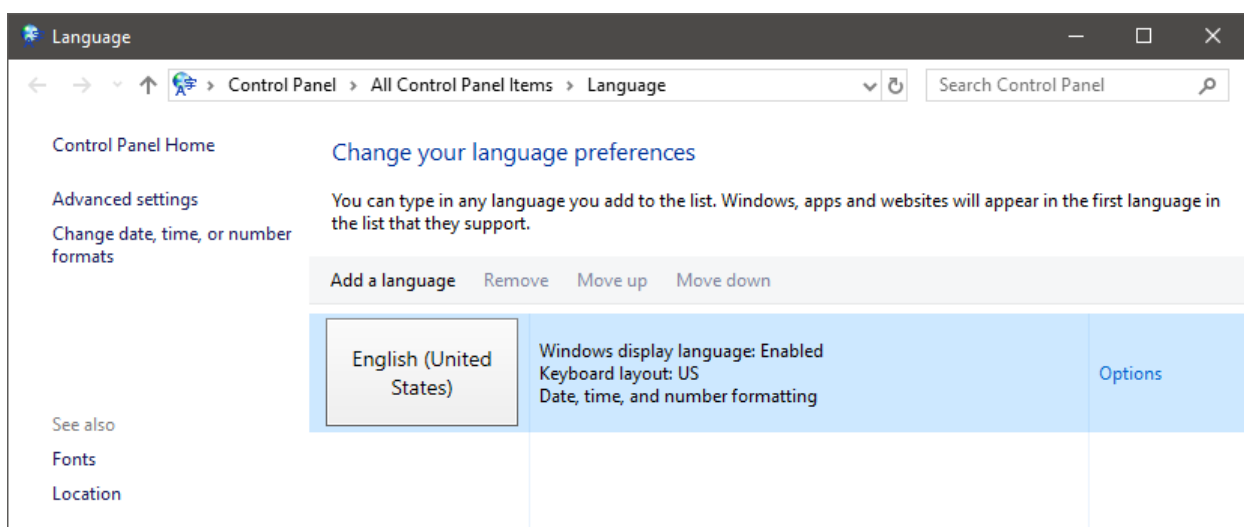
Verify that *Every Time I Visit the Webpage* is selected, then click **OK**.



While still in the *General* tab, click **Languages** in the *Appearance* section. The *Language Preference* dialog box appears. Click **Set Language Preferences**.

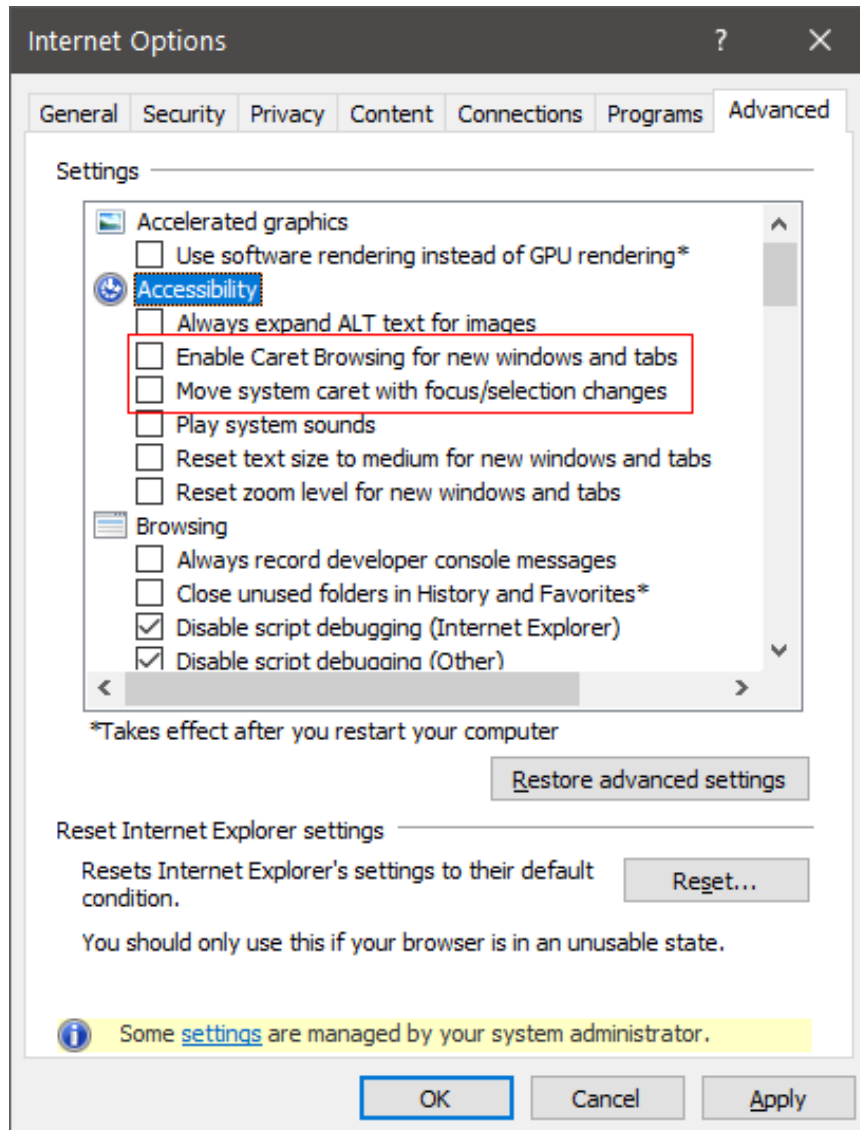


The Change your Language Preference control window appears. Under Language, ensure that *English (United States) [en-US]* is the first, or only, language listed. Close the window.

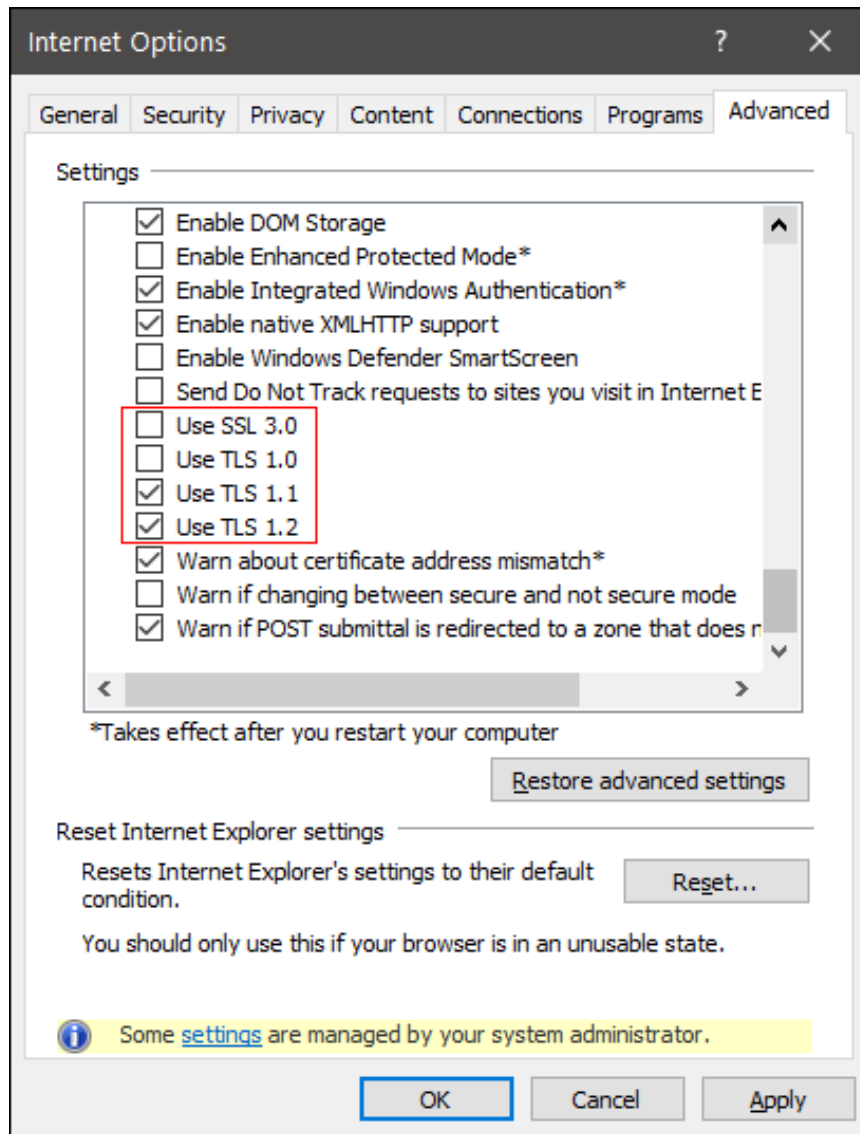


Click **OK** to close the Language Preferences dialog box.

With the Internet Options dialog box still open, select the *Advanced* tab. Under the *Accessibility* section, ensure that Enable Caret Browsing for new windows and tabs and Move system caret with focus/selection changes are cleared.



Under the *Security* section, ensure that TLS 1.1 and/or TLS 1.2 are selected, and that SSL 3.0 is cleared.

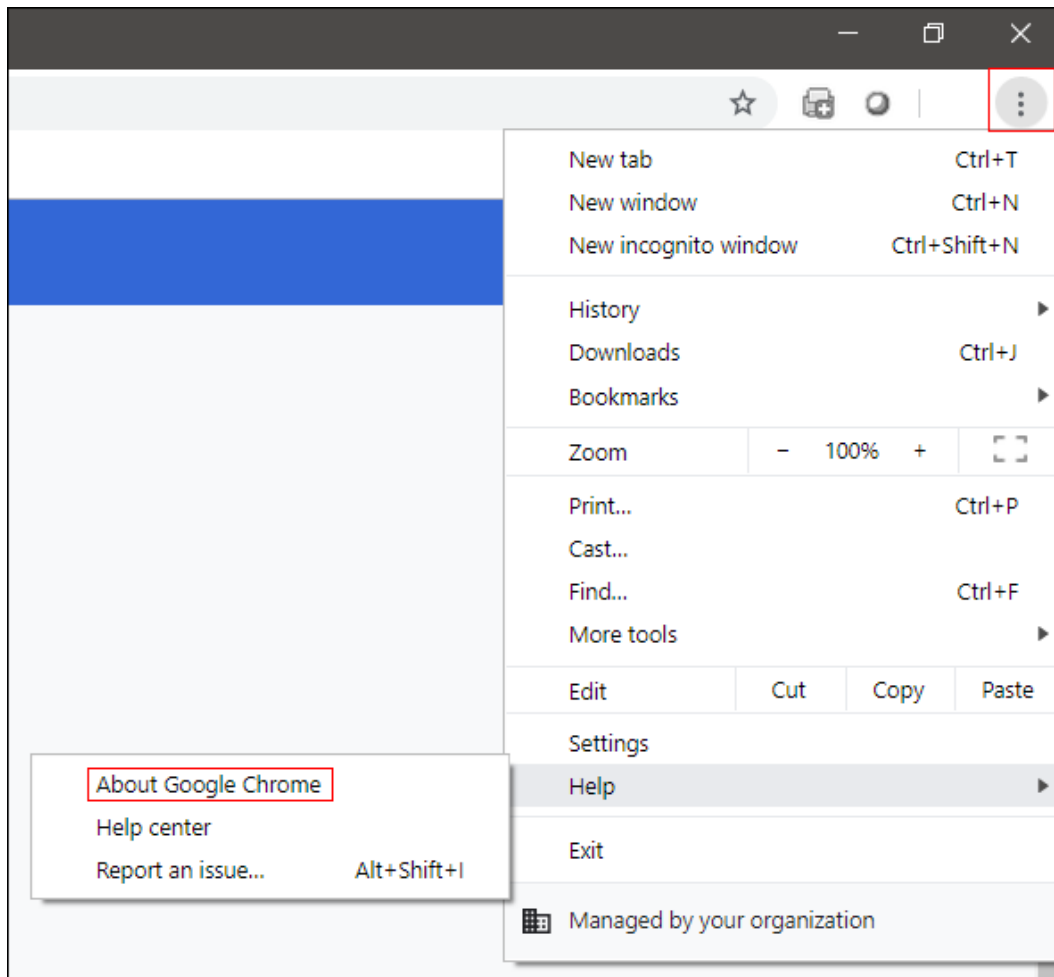


Click **OK** to close the Internet Options dialog box.

Restart the browser by closing all open sessions.

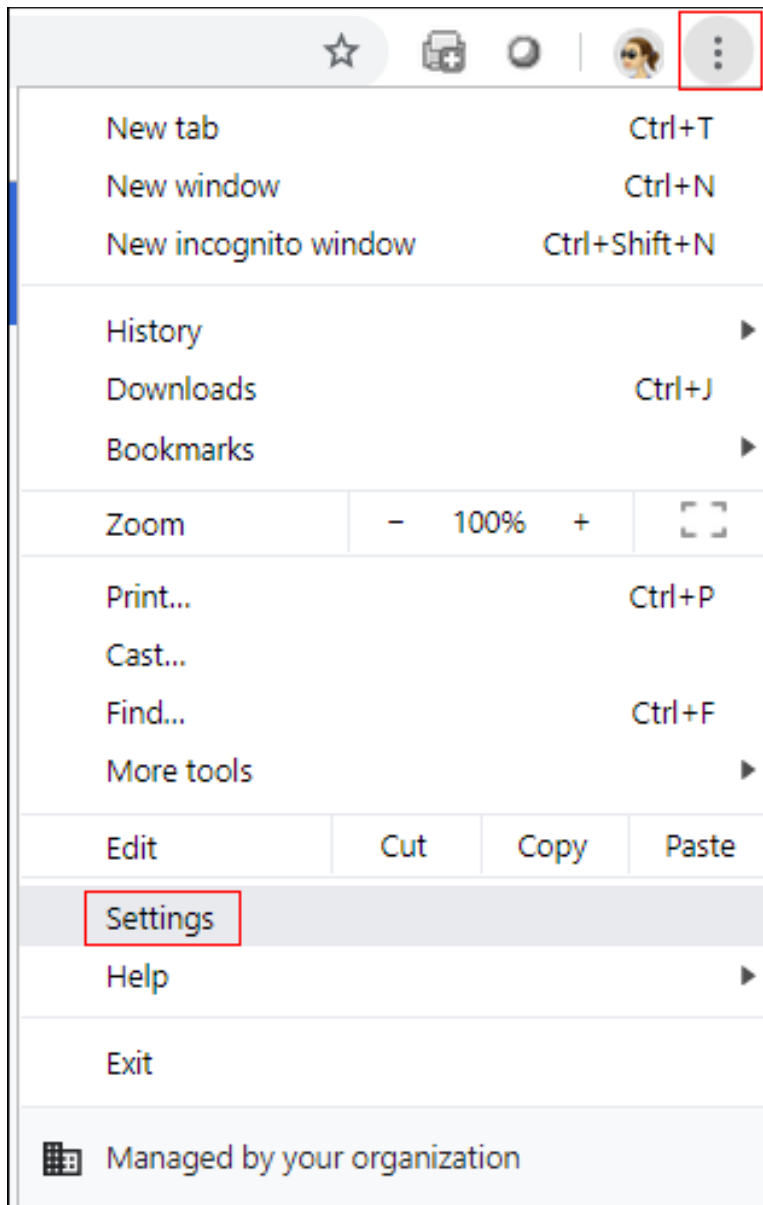
Google Chrome 81 and 83

To locate browser version, with the browser window open, select the menu icon. Select **Help**, then click **About Google Chrome**.

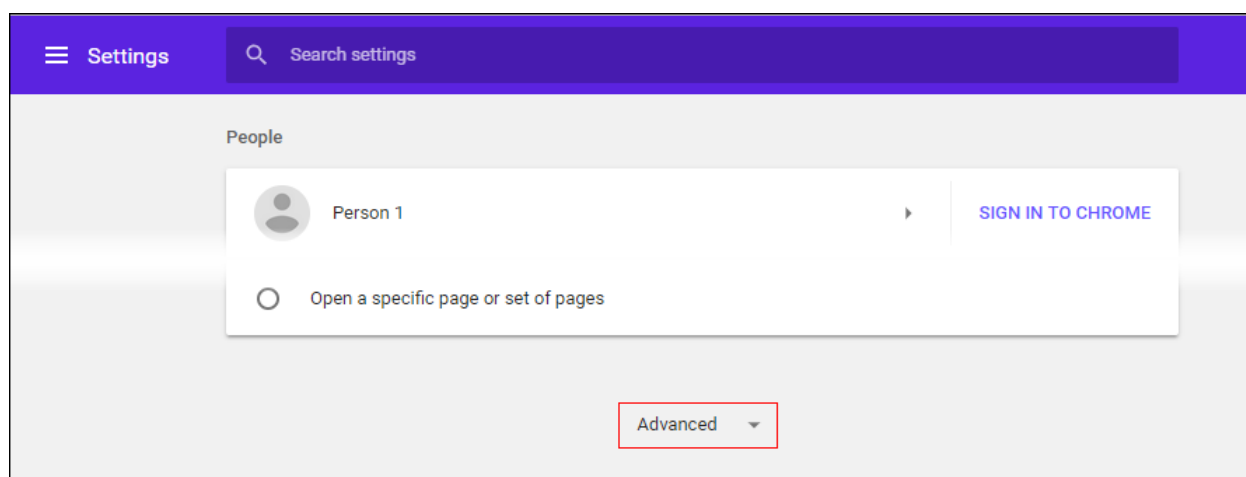


Next adjust settings.

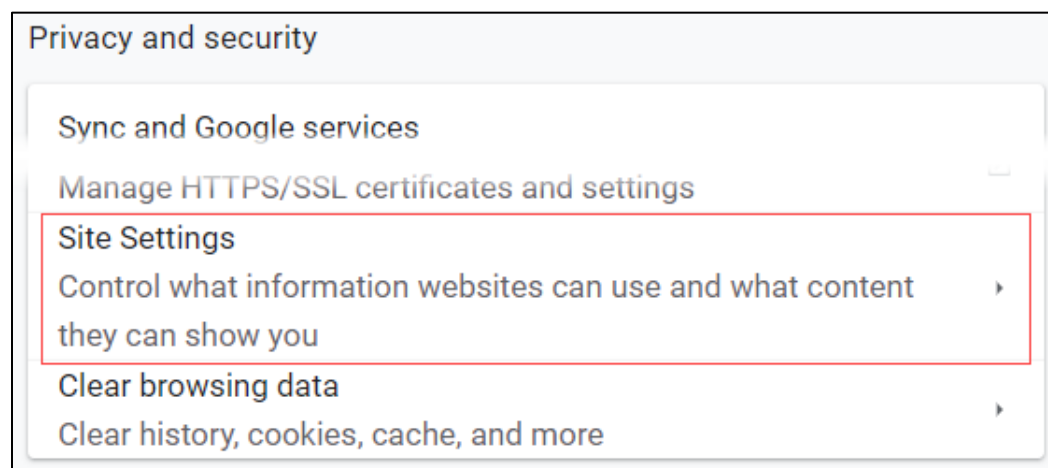
With the browser window open, select the menu icon. Click **Settings**.



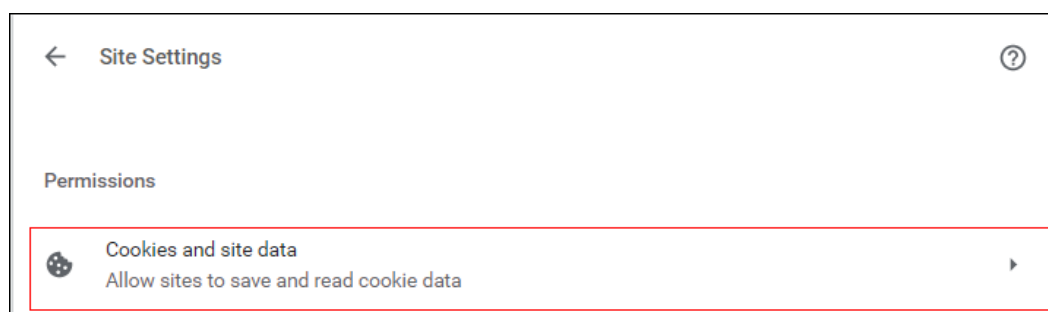
The *Settings* page appears. Scroll to the bottom of the page and click **Advanced**.



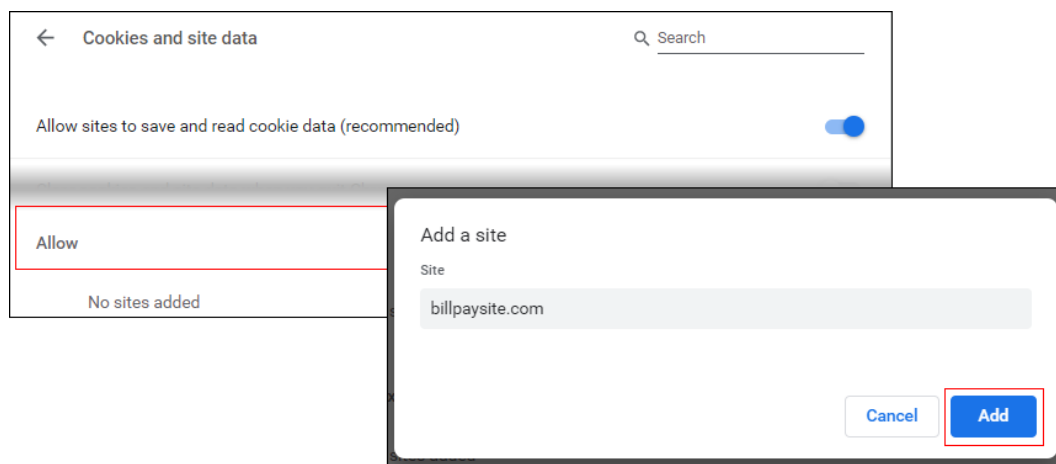
Navigate to the *Privacy and security* section and click **Site Settings**.



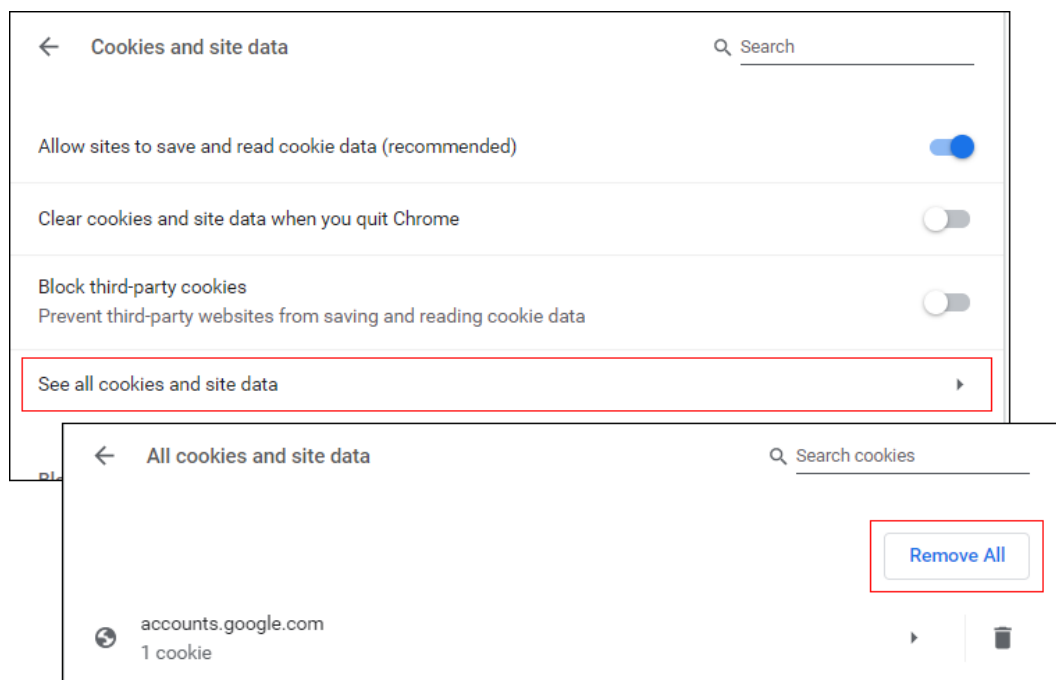
Click **Cookies and site data**.



Within the *Allow* section, click **Add** and type www.billpaysite.com for Consumer Bill Pay or www.businessbillpay-e.com for Business Bill Pay and click **Add**.



Clear cookies and site data by clicking **Remove All** or the garbage can icon. Depending on the browser version, you may first need to click **See all cookies and site data**.



Return to the top of the page and select the back arrow to the left of *Cookies and site data*.

Change the privacy settings to allow pop-ups. From the *Site Settings* page, click **Pop-ups and redirects**.

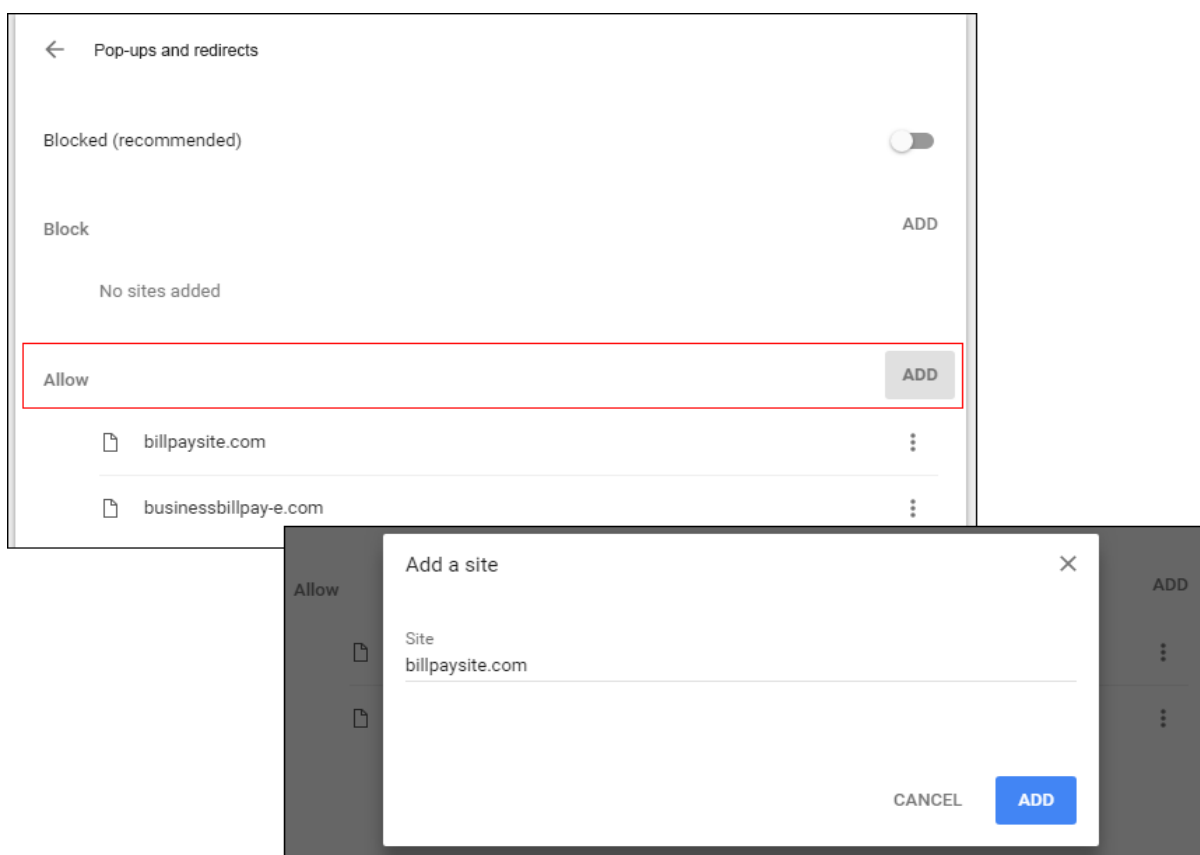


Consumer and Business users:

Click **Add**, type www.billpaysite.com for Consumer Bill Pay or www.businessbillpay-e.com for Business Bill Pay and click **Add**.

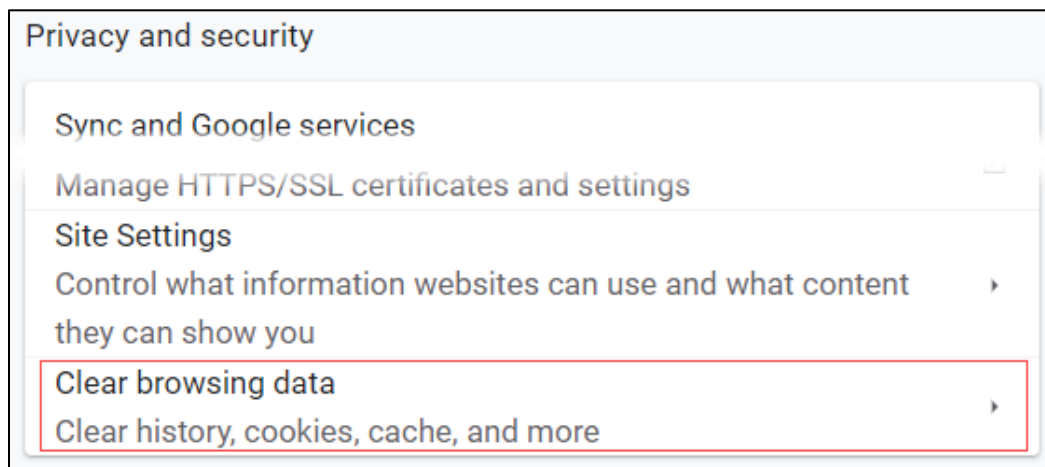
iPay Portal users:

Click **Add**, type jhaipayportal.com and click **Add**.

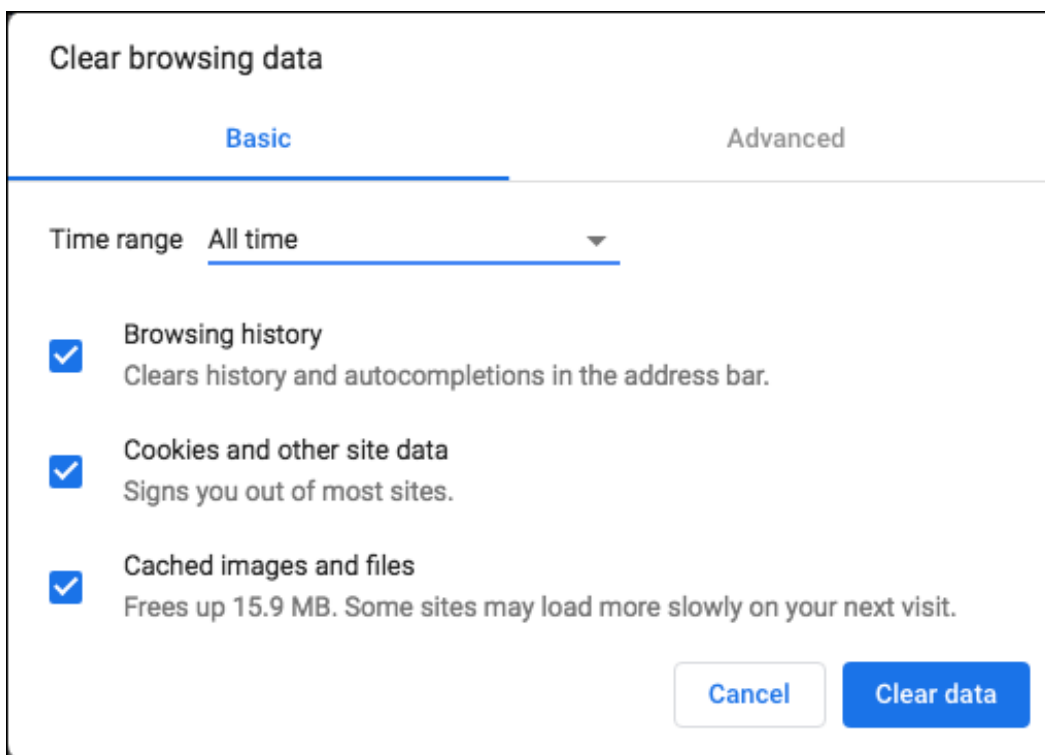


Return to the top of the page and select the back arrow to the left of *Pop-ups and redirects*, then the back arrow for the *Site Settings* section.

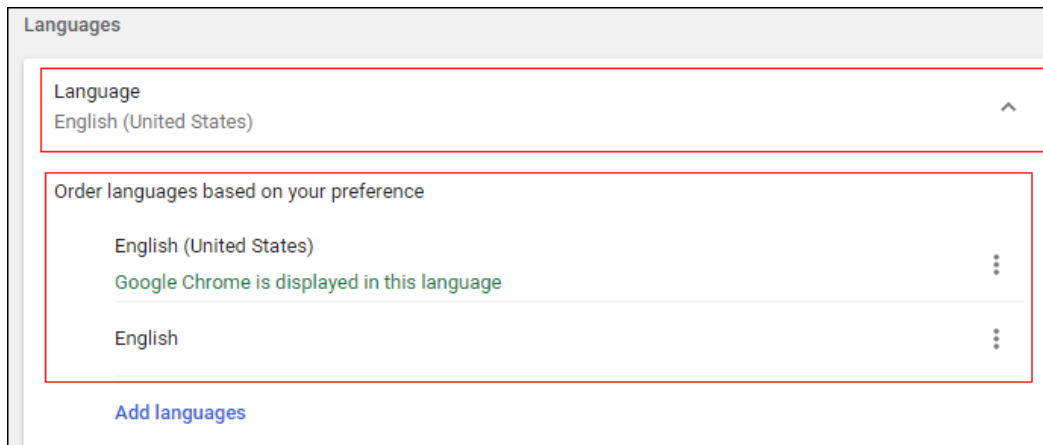
Next delete your browsing history. From the *Privacy and security* page, click **Clear browsing data**.



In the Time range section, choose **The Beginning of Time**, then select **Browsing History**, **Cookies and other site data**, and **Cached images and files**, then click **Clear data**.



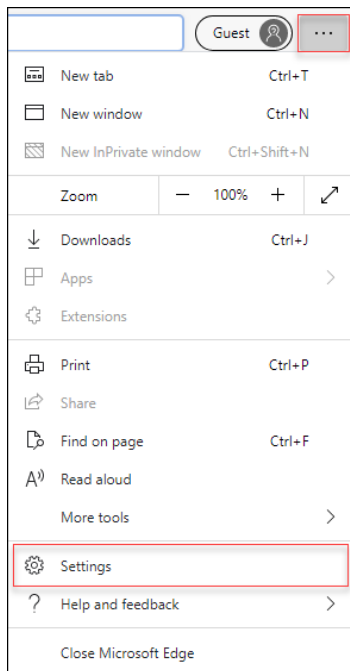
While still in the *Settings*, locate **Languages** and click **Language**. Under *Order language based on your preference*, ensure that *English (United States)* is the first, or only, language listed.



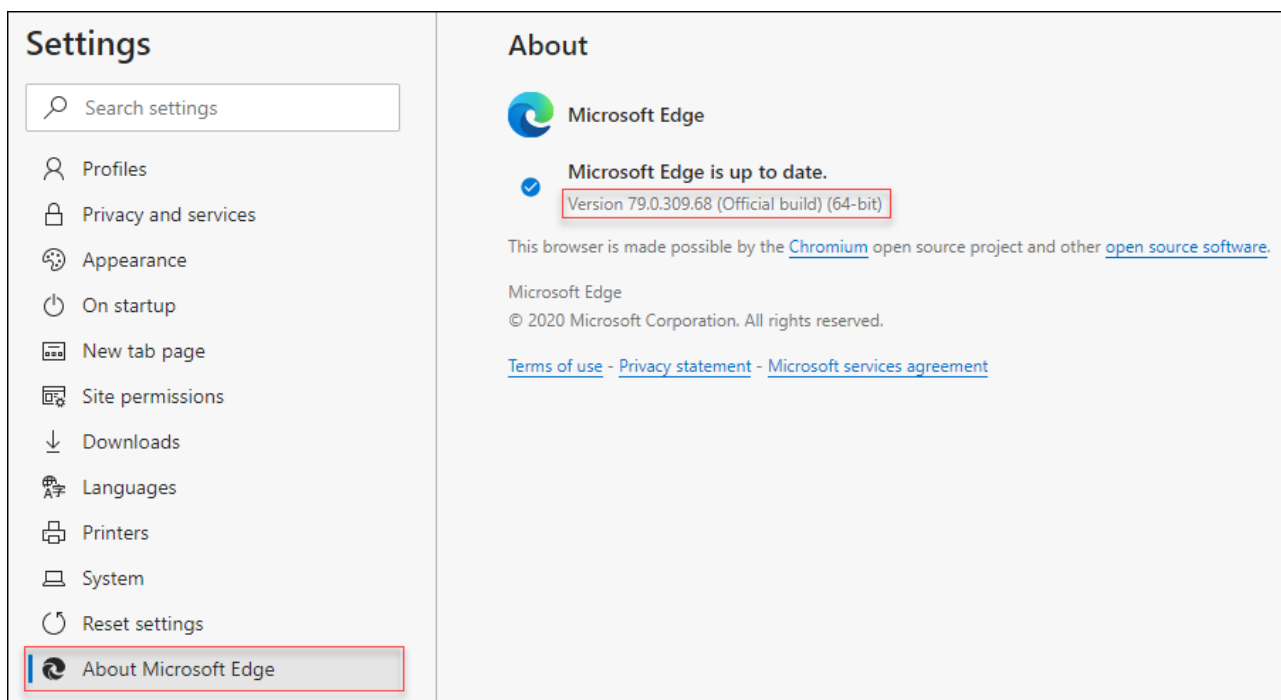
Restart the browser by closing all open sessions.

Microsoft® Edge 81 and 83

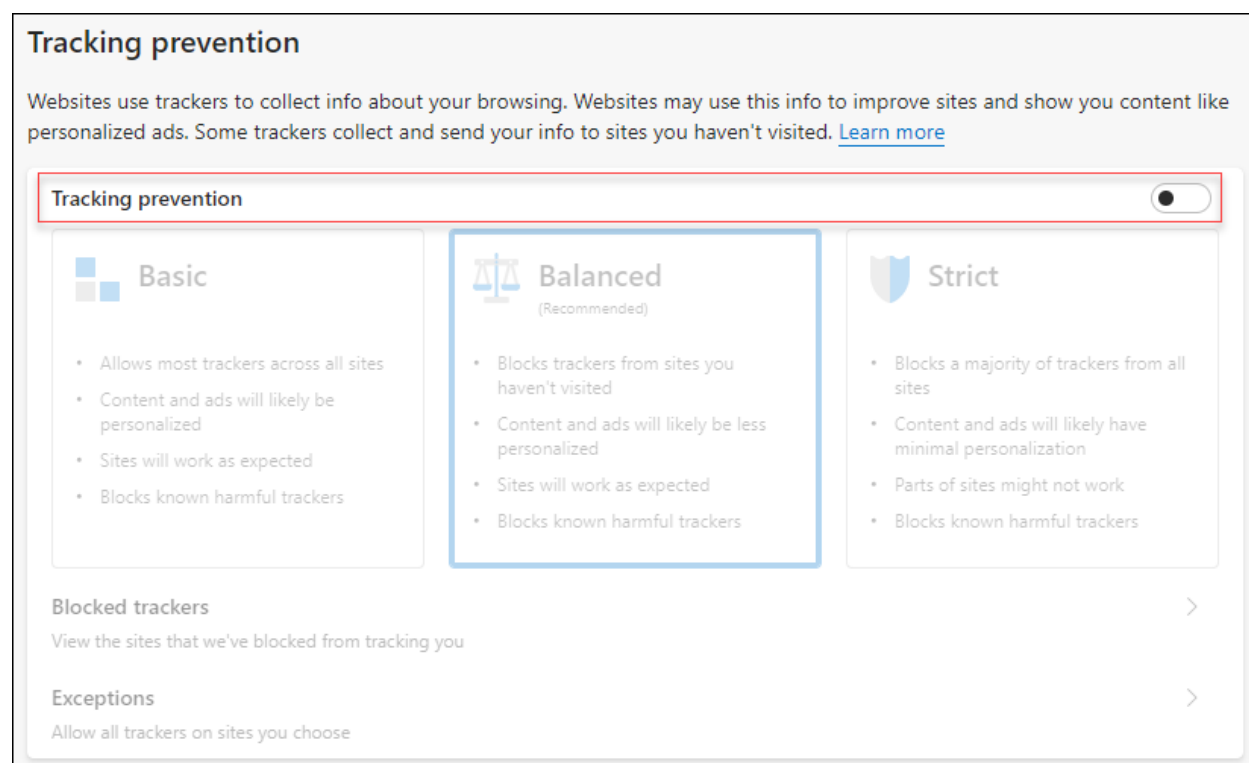
To locate the browser version, with the browser window open, click the Menu icon. Then, click **Settings**.



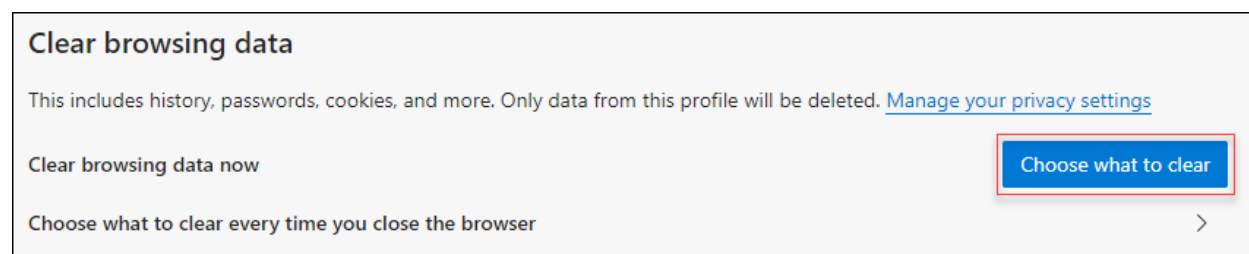
Click *About Microsoft Edge*.



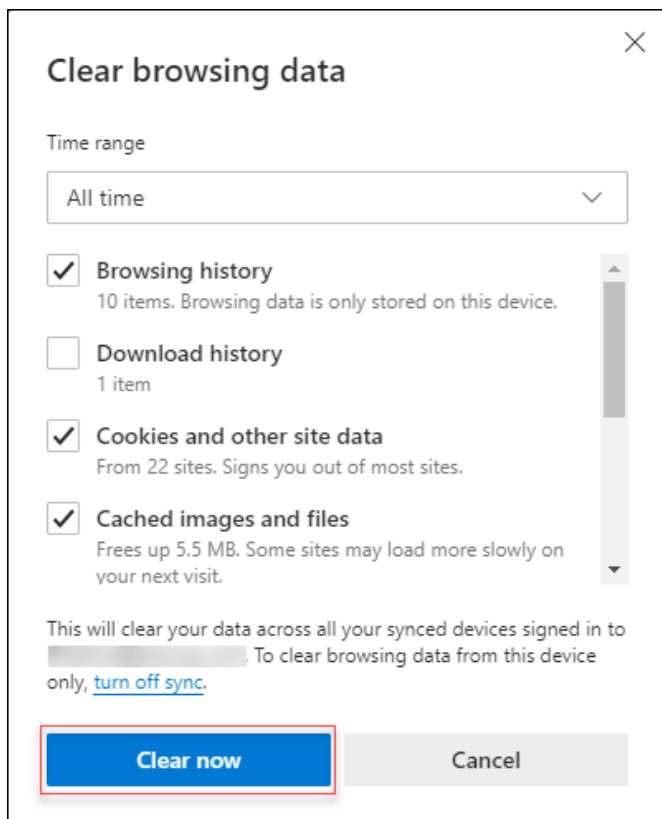
While still in **Settings**, click **Privacy & services**. Disable Tracking prevention.



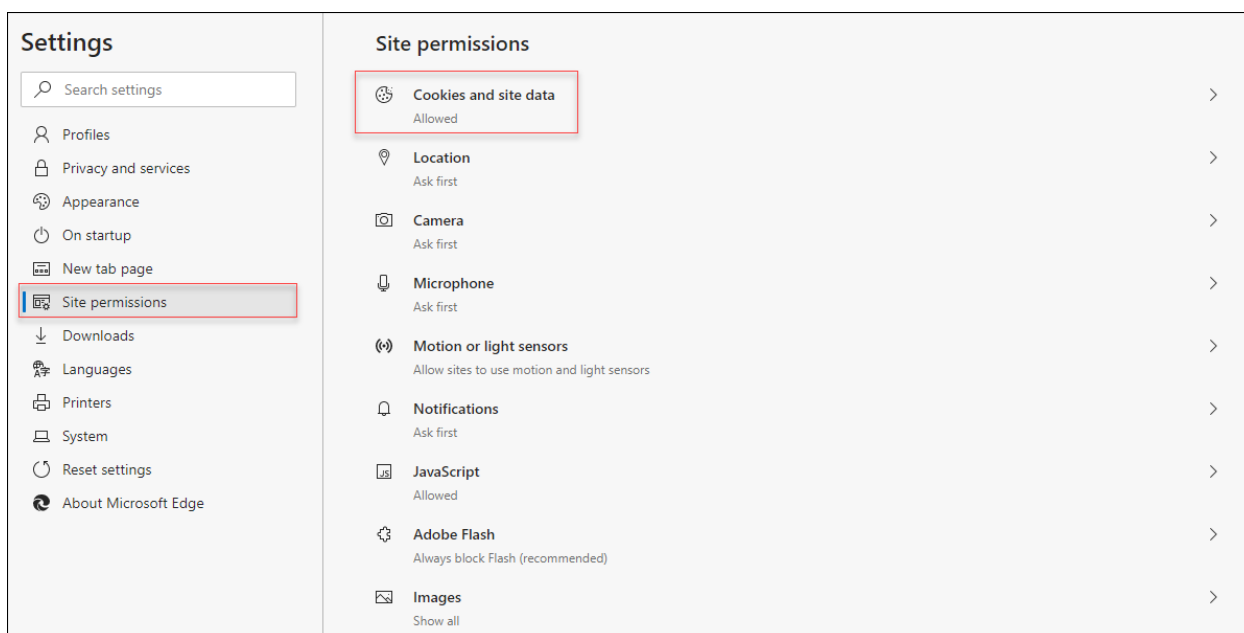
While still on the **Privacy and services** page, locate the **Clear browsing data** section and click **Choose what to clear**.



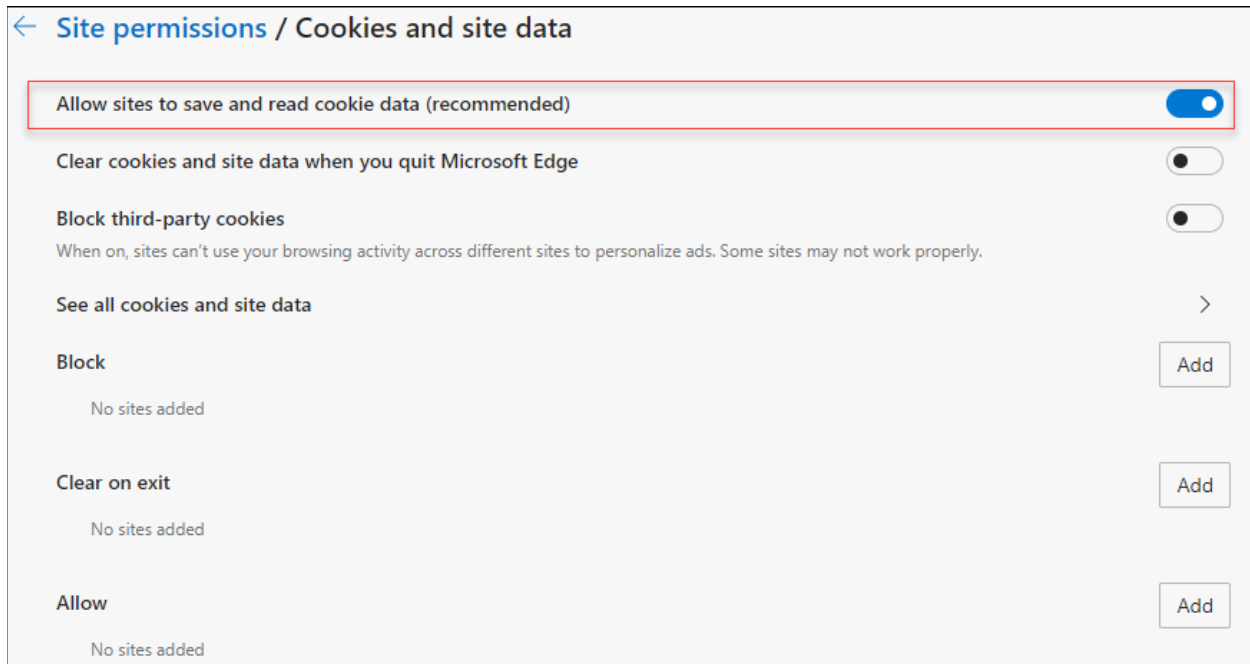
In the Time range section, choose **All time**. Select **Browsing History**, **Cookies and other site data**, and **Cached images and files**, then click **Clear now**.



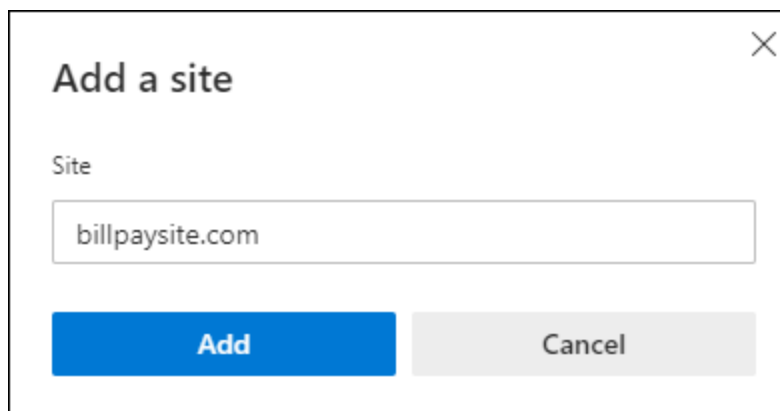
Under the **Settings** menu, select **Site permissions**. Then, click **Cookies and site data**.



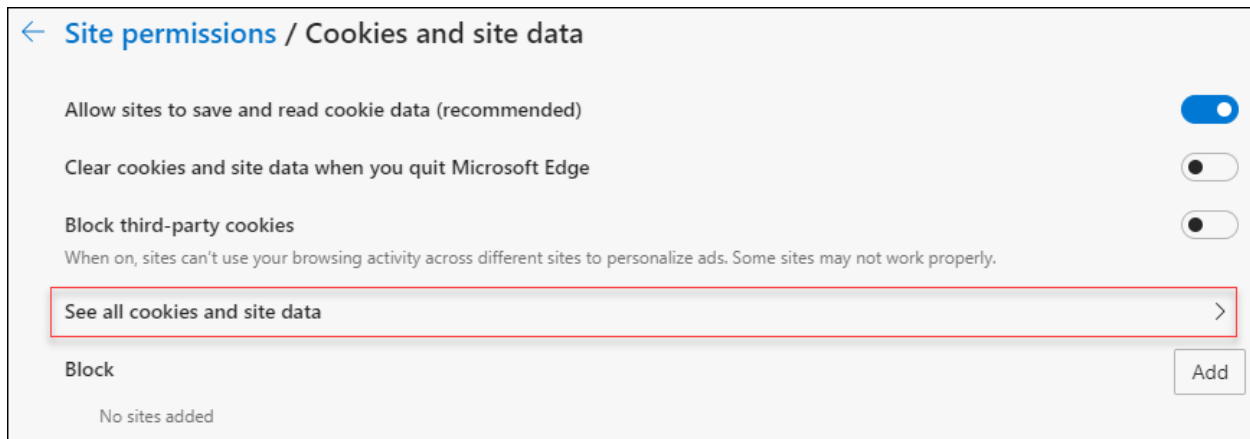
Enable **Allow sites to save and read cookie data (recommended)**.



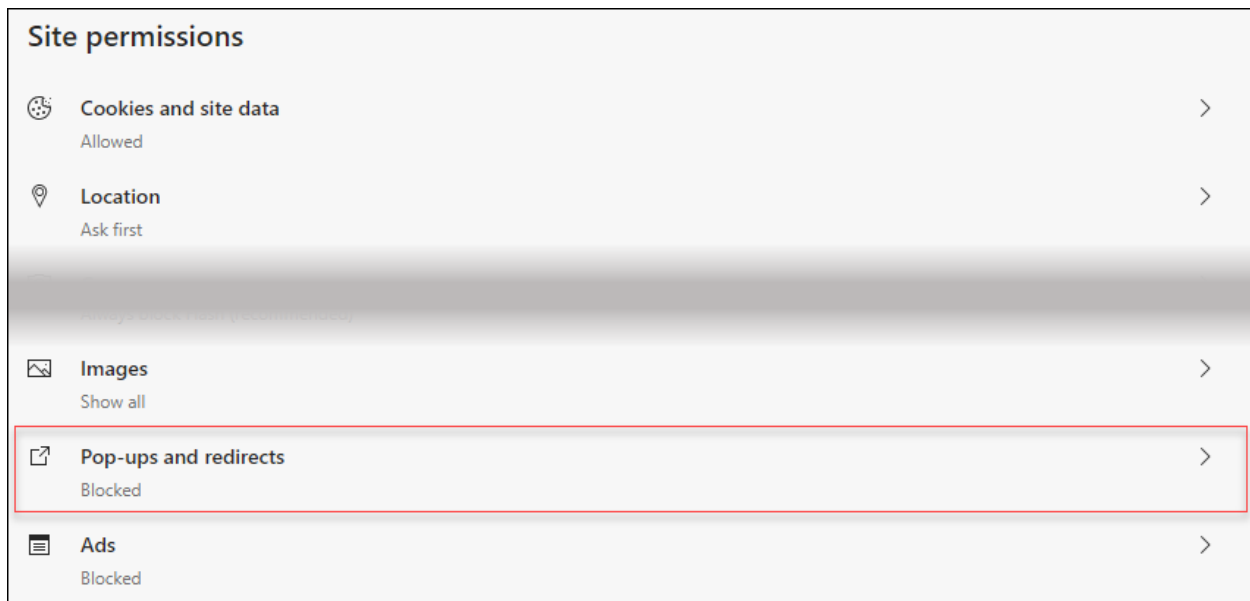
In the *Allow* section, click **Add** and type billpaysite.com for Consumer Bill Pay or businessbillpay-e.com for Business Bill Pay and click **Add**.



While still on the **Site permissions** page, click **See all cookies and site data** and then click **Remove All**.



Under the **Settings** menu, select **Site permissions**. Then, click **Pop-ups and redirects**.



Disable **Block (recommended)**.

The screenshot shows the 'Site permissions / Pop-ups and redirects' settings page. At the top, there is a toggle switch for 'Block (recommended)' which is currently turned on. Below this, there are two sections: 'Block' and 'Allow'. The 'Block' section has an 'Add' button and the text 'No sites added'. The 'Allow' section also has an 'Add' button and the text 'No sites added'.

Consumer and Business users:

In the *Allow* section, click **Add**, type billpaysite.com for Consumer Bill Pay or businessbillpay-e.com for Business Bill Pay and click **Add**.

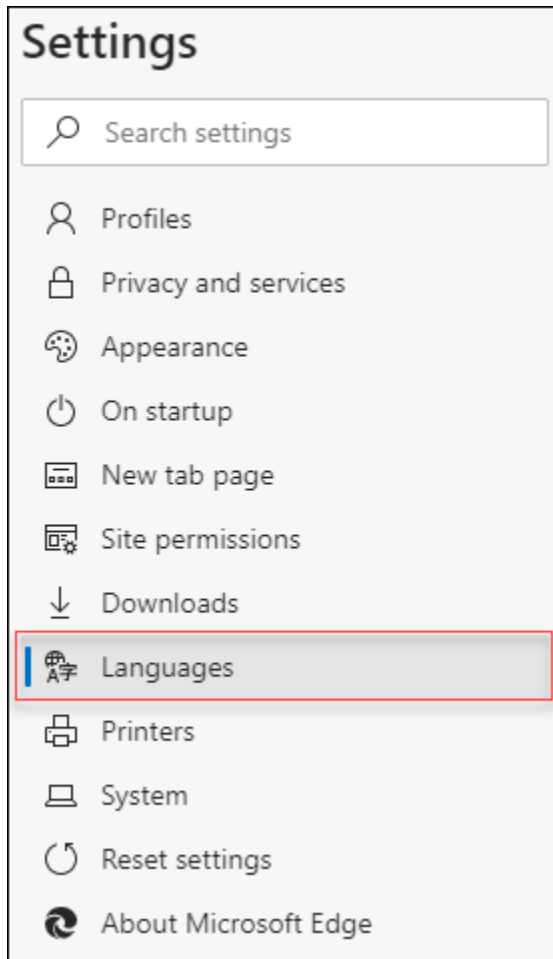
iPay Portal users:

In the *Allow* section, click **Add**, type jhaipayportal.com and click **Add**.

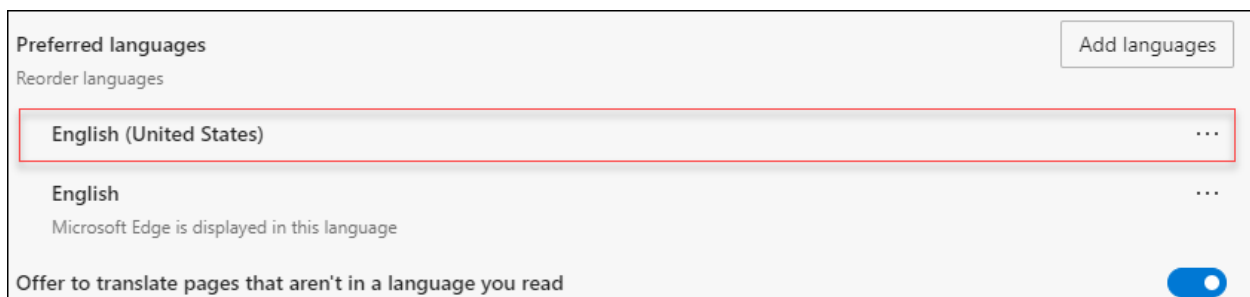
This is a close-up of the 'Allow' section from the previous screenshot. It shows the text 'Allow' and 'No sites added'. The 'Add' button is highlighted with a red box.

The 'Add a site' dialog box is shown. It has a title bar with a close button (X). Inside, there is a label 'Site' above a text input field containing 'billpaysite.com'. At the bottom, there are two buttons: a blue 'Add' button and a grey 'Cancel' button.

Under the **Settings** menu, select **Languages**.



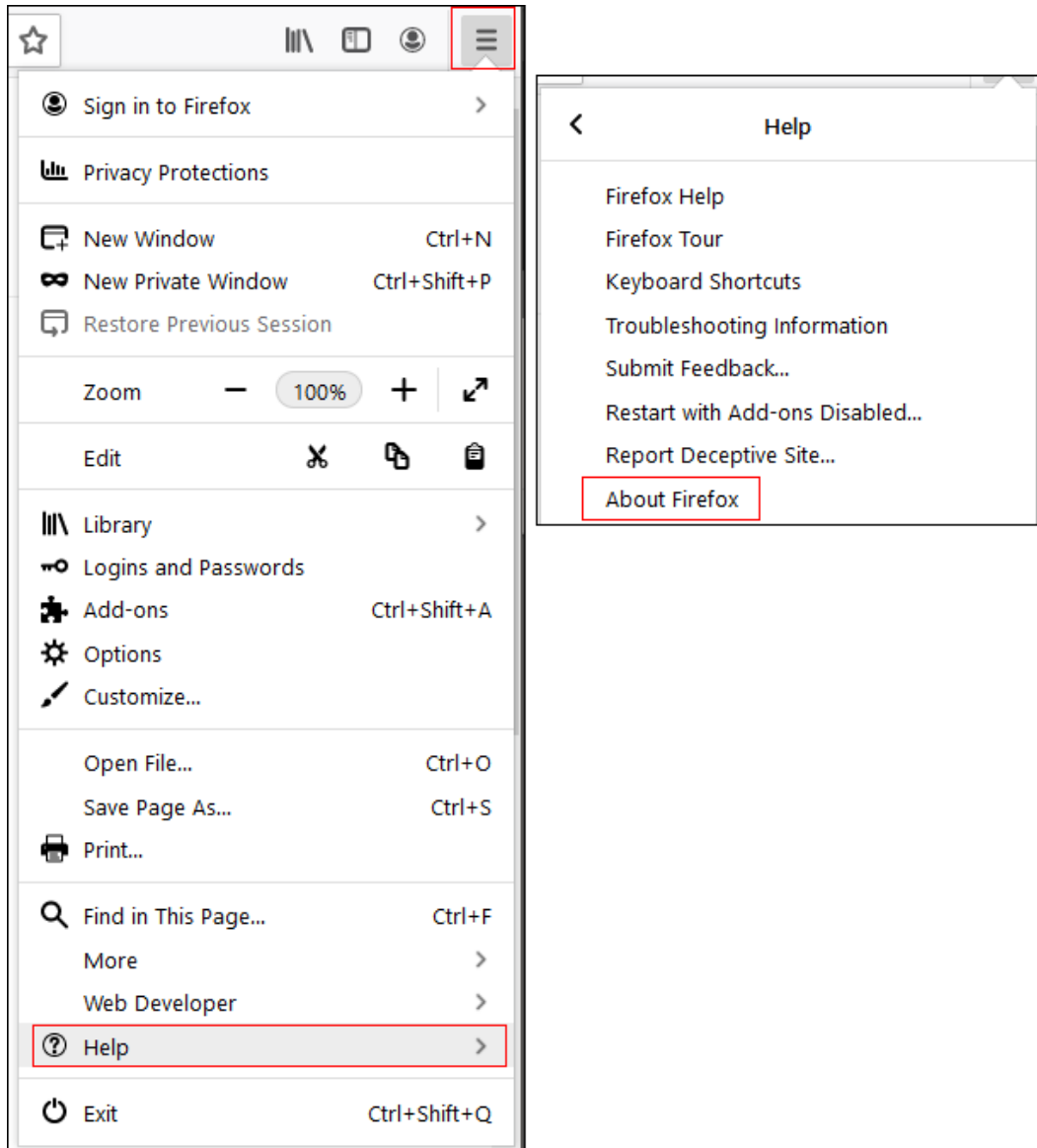
Under **Preferred languages** ensure that *English (United States)* is the first, or only, language listed.



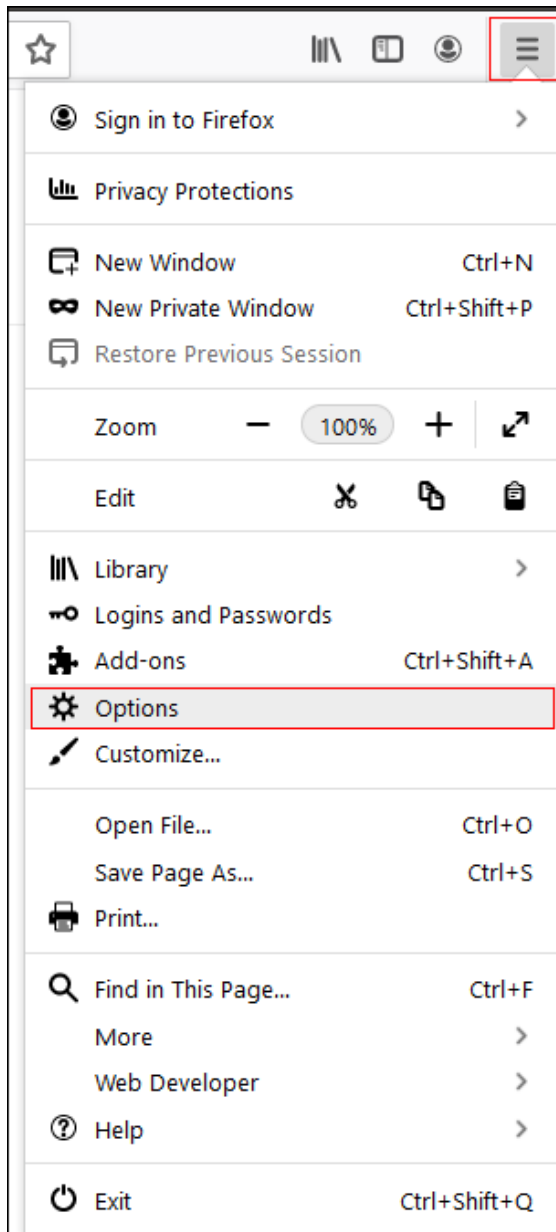
Restart the browser by closing all open sessions.

Firefox 76 and 77

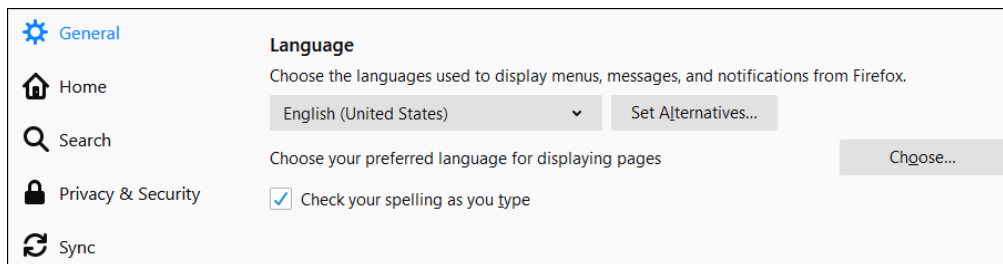
To locate the browser version, with the browser window open, select the menu icon. Click **Help**, then **About Firefox**.



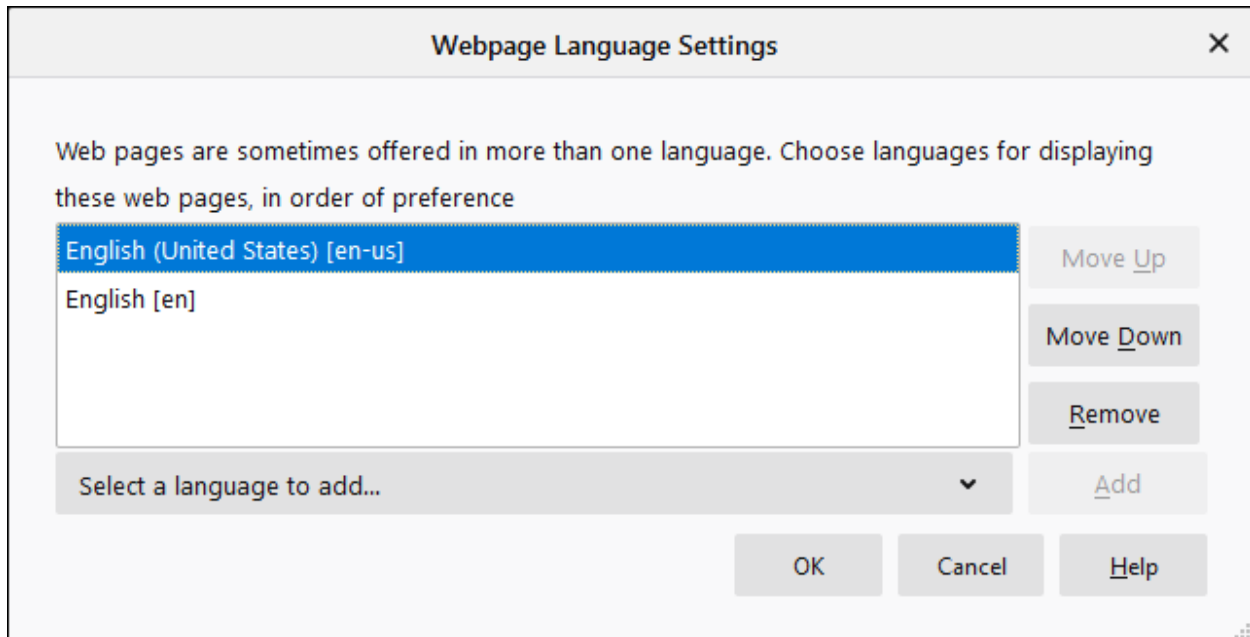
With the browser window open, click the **menu** icon, then click **Options**.



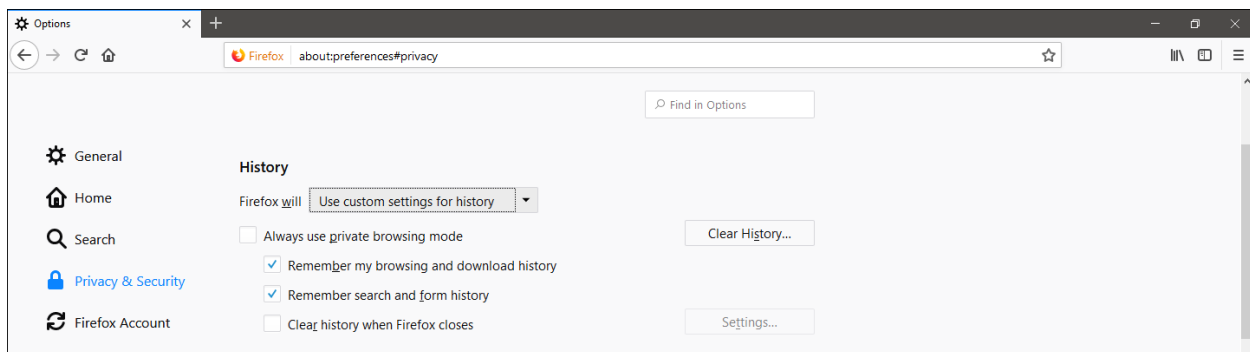
Click **General**, scroll to the *Language* section and click **Choose**.



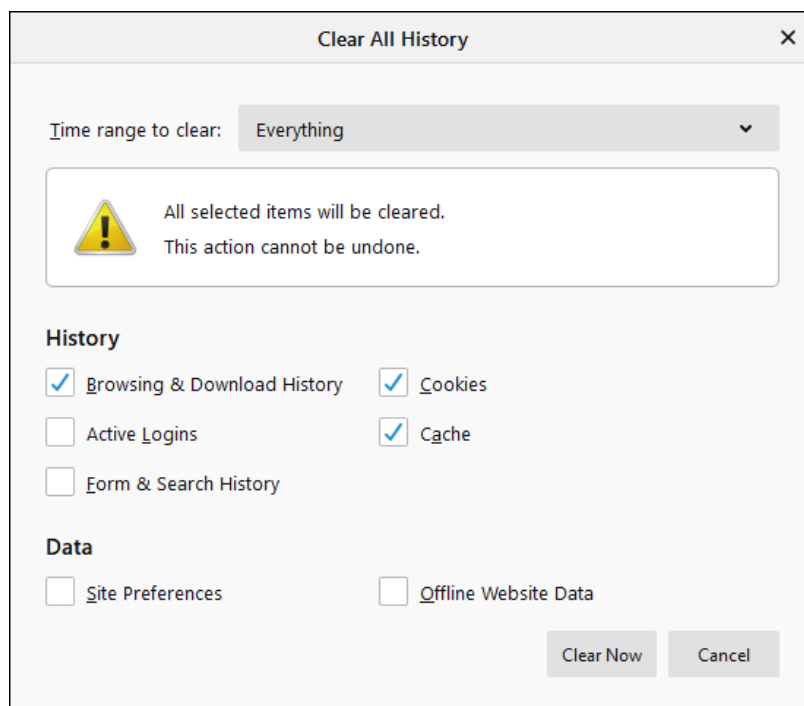
Ensure that *English (United States)* is the first, or only, language listed.



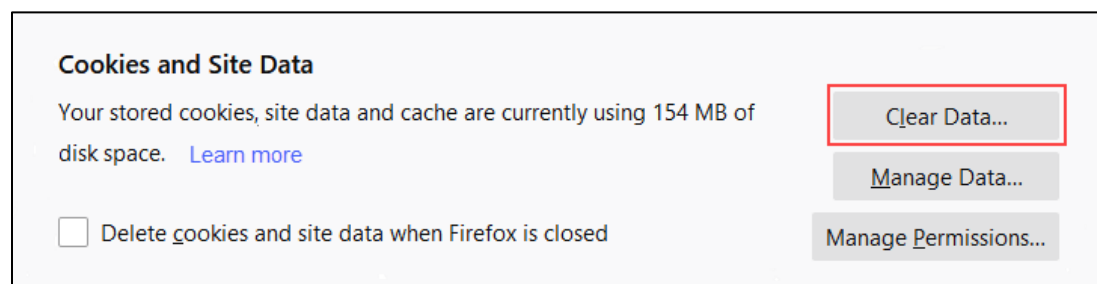
Click **Privacy & Security**, then scroll to the *History* section. From the *Firefox will* menu, choose **Use custom settings for history**.



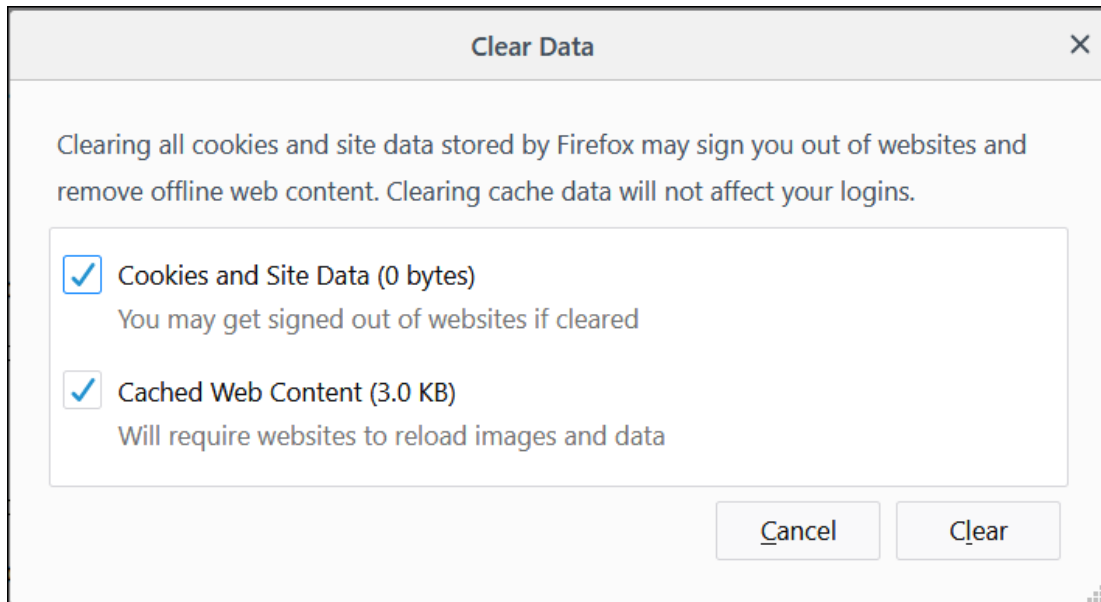
Select **Clear History**. Choose **Everything** from the drop-down menu. Select **Browsing & Download History**, **Cookies**, and **Cache**, then click **Clear Now**.



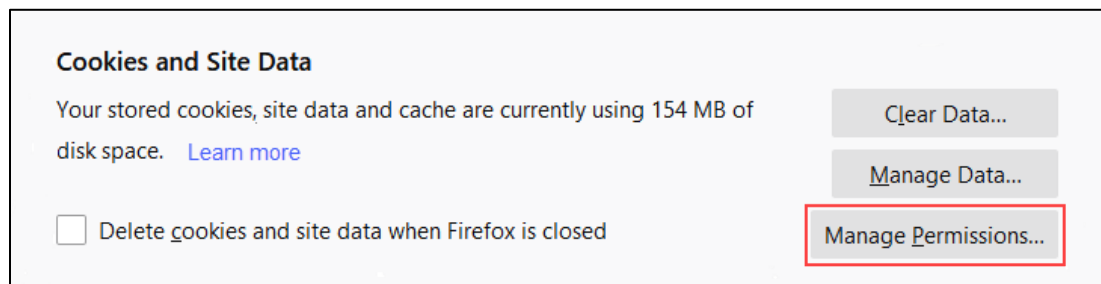
Scroll to the *Cookies and Site Data* section and click **Clear Data**.



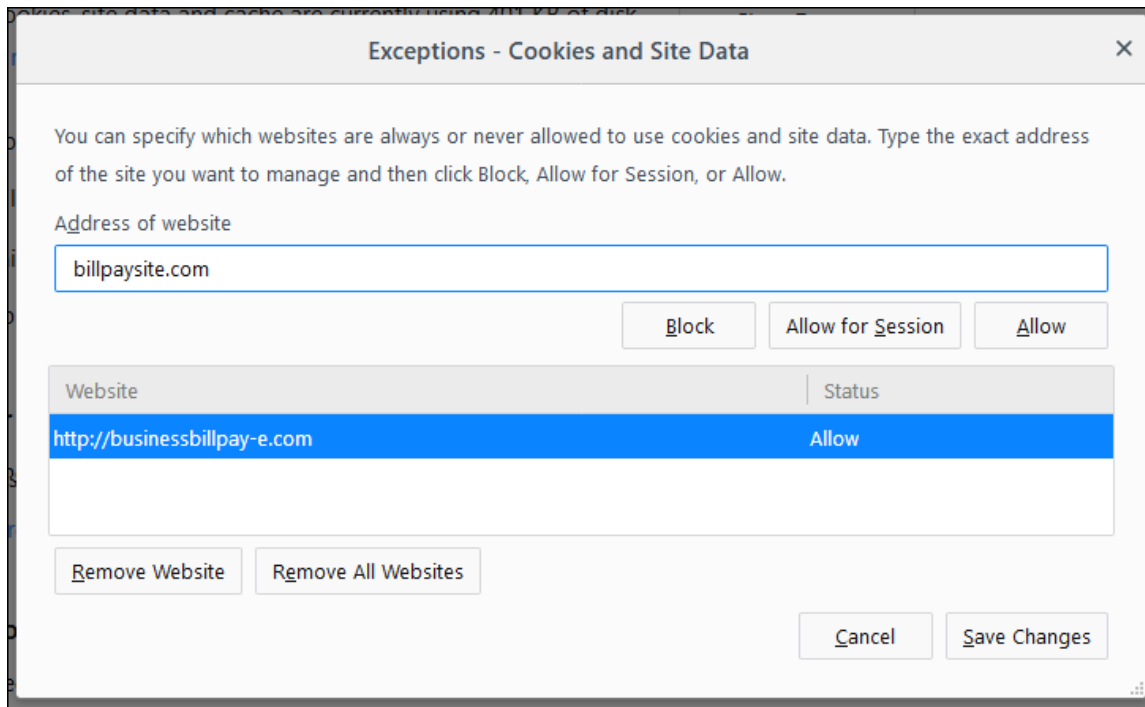
Select **Cookies and Site Data** and **Cached Web Content**, then click **Clear**.



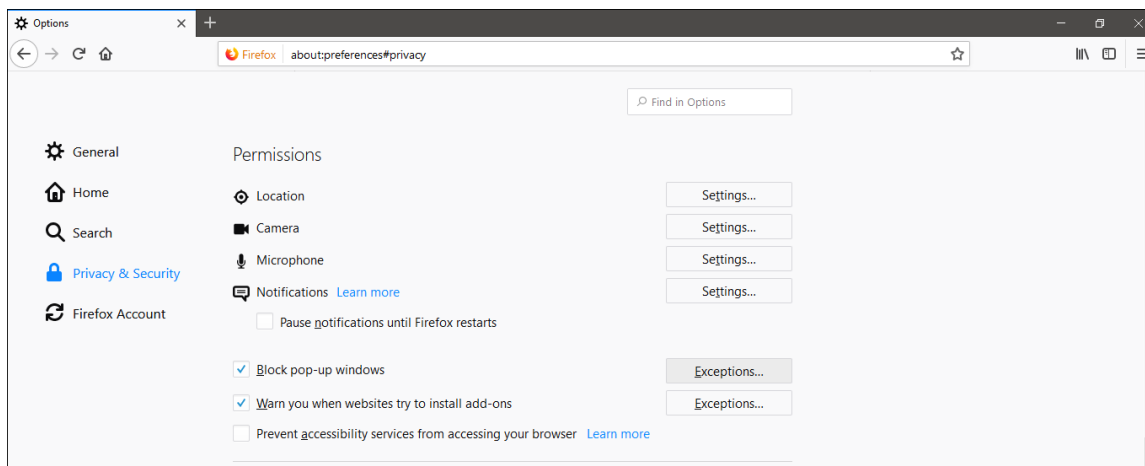
While still in the *Cookies and Site Data* section, click **Manage Permissions**.



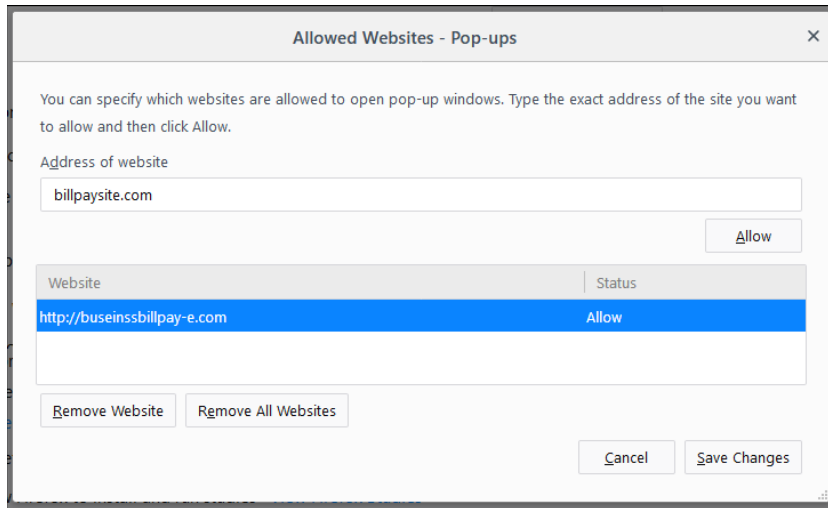
Under *Address of website*, type www.billpaysite.com for Consumer Bill Pay or www.businessbillpay-e.com for Business Bill Pay and click **Allow**. Click **Save Changes**.



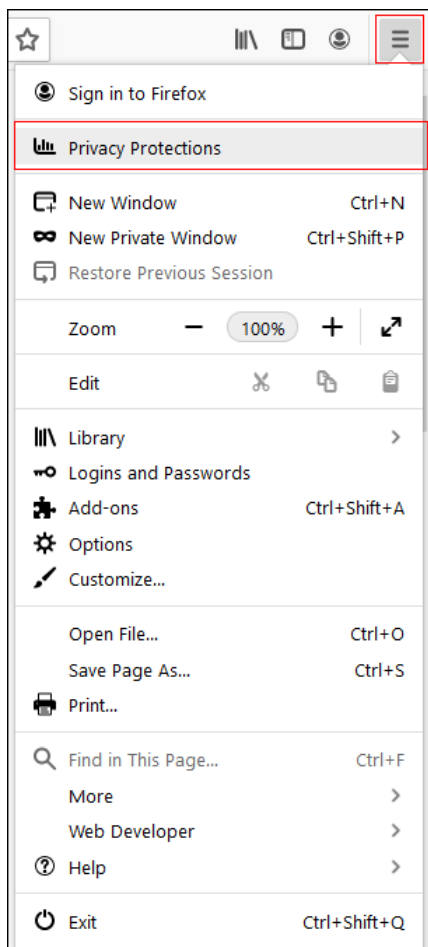
While in **Privacy & Security**, scroll to the *Permissions* section and click **Exceptions for Block pop-up windows**.



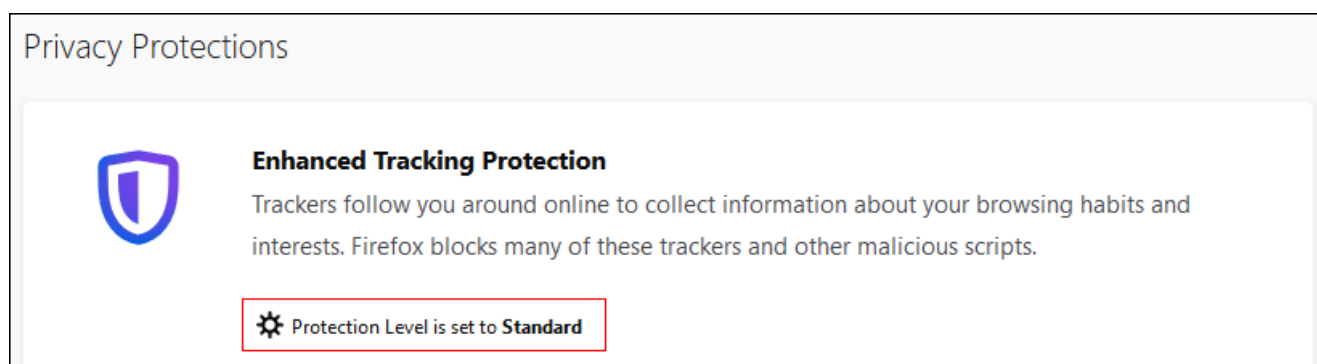
Under *Address of website*, type www.billpaysite.com for Consumer Bill Pay or www.businessbillpay-e.com for Business Bill Pay and click **Allow**. Click **Save Changes**.



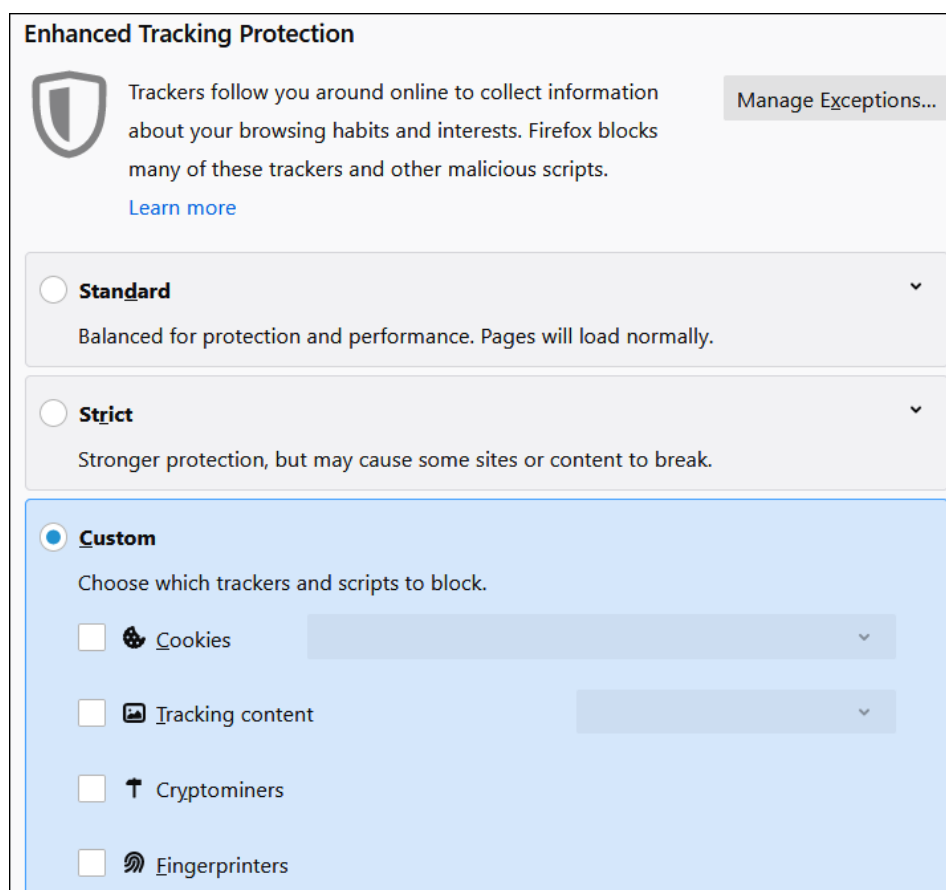
With the browser window still open, click the **menu** icon, then click **Privacy Protections**.



In the *Enhanced Tracking Protection* section, click the **gear icon**.



Click **Custom**, and ensure no checkboxes are selected.



Restart the browser by closing all open sessions.