Bill Pay Browser Settings for a PC

Client Reference Guide
Browser Settings for Financial Institutions................................................................................... 1
Supported Browsers for a PC ........................................................................................................ 1
Supported Windows Versions ........................................................................................................ 1
Additional Information .............................................................................................................. 1
Internet Explorer 11 ..................................................................................................................... 2
Google Chrome 83 and 84 .......................................................................................................... 11
  Original Settings Menu ........................................................................................................... 13
  Latest Settings Menu ............................................................................................................... 18
Microsoft® Edge 83 and 84 ......................................................................................................... 24
Firefox 78 ................................................................................................................................... 31
Firefox 79 ................................................................................................................................... 39
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.

![Compatibility View Settings](image)

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.

![Internet Options dialog box]

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 businessbillpaye.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 83 and 84
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. To continue, confirm which Settings menu is being used.

**NOTE**
Google Chrome 83 can have two different Settings menus: Original and Latest.

To determine which menu is being used, confirm where the Cookies settings are located.

If the Cookies settings are under Site Settings, it is the Original menu. If the Cookies settings are under Privacy and security, it is the Latest menu.

**Original Settings Menu**
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.
Latest Settings Menu
On the left-hand menu, select Privacy and security.

Click Cookies and other site data.
Under *General settings* choose **Allow all cookies**.

Scroll down to the *Sites that can always use cookies* option. Click **Add**, type www.billpaysite.com for Consumer Bill Pay or www.businessbillpay-e.com for Business Bill Pay. If applicable, select the box next to *All cookies, on this site only* and click **Add**.
Add a site

Site

billpaysite.com

All cookies, on this site only

Cancel 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 other site data.
Change the privacy settings to allow pop-ups. Click *Site Settings* page, scroll down, and click **Pop-ups and redirects**.

**Consumer and Business users:**
Click **Add**, type `www.billpaysite.com` for Consumer Bill Pay or `www.businessbillpaye.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 **Settings**, click the **Advanced** option from the left-hand menu. Select **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 83 and 84

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)*.

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**.
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 78

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* 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 **OK**.

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 *Protections Dashboard*.
In the *Protections Dashboard* section, click the **gear icon**.

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

Restart the browser by closing all open sessions.
Firefox 79

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 **OK**.

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 Exceptions**.
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 **Protections Dashboard**.
In the *Protections Dashboard* section, click the **gear icon**.

![Protections Dashboard](image)

Firefox protects your privacy behind the scenes while you browse. This is a personalized summary of those protections, including tools to take control of your online security.

- Manage your privacy and security settings

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

![Enhanced Tracking Protection](image)

Trackers follow you around online to collect information about your browsing habits and interests. Firefox blocks many of these trackers and other malicious scripts.

- **Standard**
  - Balanced for protection and performance. Pages will load normally.

- **Strict**
  - Stronger protection, but may cause some sites or content to break.

- **Custom**
  - Choose which trackers and scripts to block.
    - Cookies
    - Tracking content
    - Cryptominers
    - Fingerprinters

Restart the browser by closing all open sessions.