JHA Payment Solutions

iPay Solutions

July 2020

Bill Pay Browser Settings for an iPhone and iPad

Client Reference Guide

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Browser Settings for Financial Institutions

For security purposes, subscribers should consider using only browsers and operating systems that are still able to receive security updates from the developer or manufacturer.

Additional Information

- Subscribers can verify with their financial institution that the browser and version are compatible with online banking.
- Other browsers not on the supported list may still have functionality, but they are not recommended and are only supported in a limited manner.
- NetTeller only supports the current and previous major releases.

Bill Pay supports iOS versions 13 and above. If you experience issues using bill pay on iOS 12, update to iOS 13, if the device is compatible.

Apple Devices Compatible With iOS 13:

iPhones

- iPhone X
- iPhone 8 Plus
- iPhone 8
- iPhone 7 Plus
- iPhone 7
- iPhone 6s
- iPhone 6s Plus
- iPhone 5S

iPads

- iPad 6th Generation
- iPad Pro 10.5-inch
- iPad 5th Generation
- iPad Pro 12.9-inch Second Generation
- iPad Pro 9.7-inch
- iPad Pro 12.9-inch First Generation
- iPad Mini 4
- iPad Air 2
- iPad Mini 3
- iPad Air
- iPad Mini 2

NOTE

Newly released Apple devices are compatible with iOS 13. Any device older than those listed above are only compatible with iOS 12.

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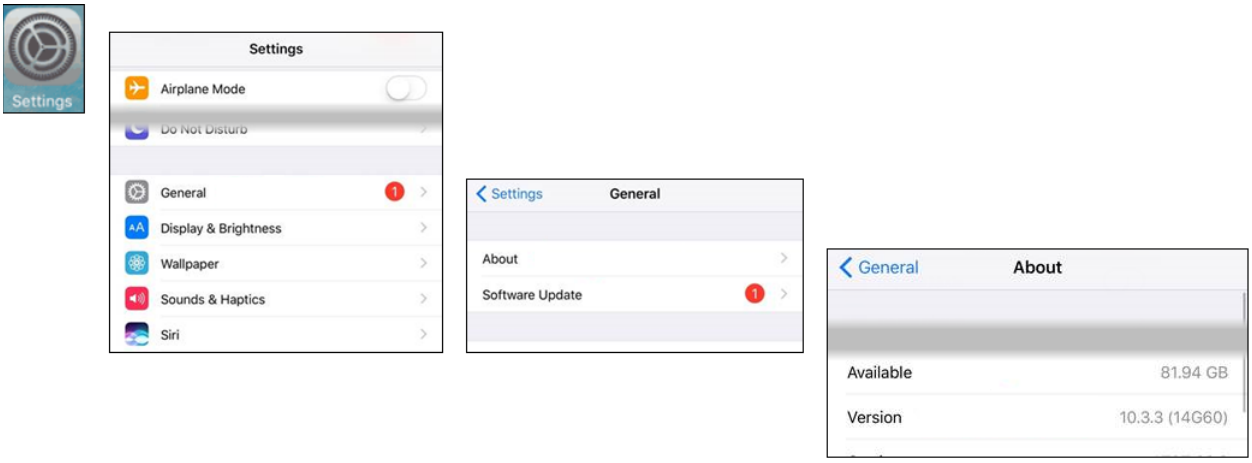
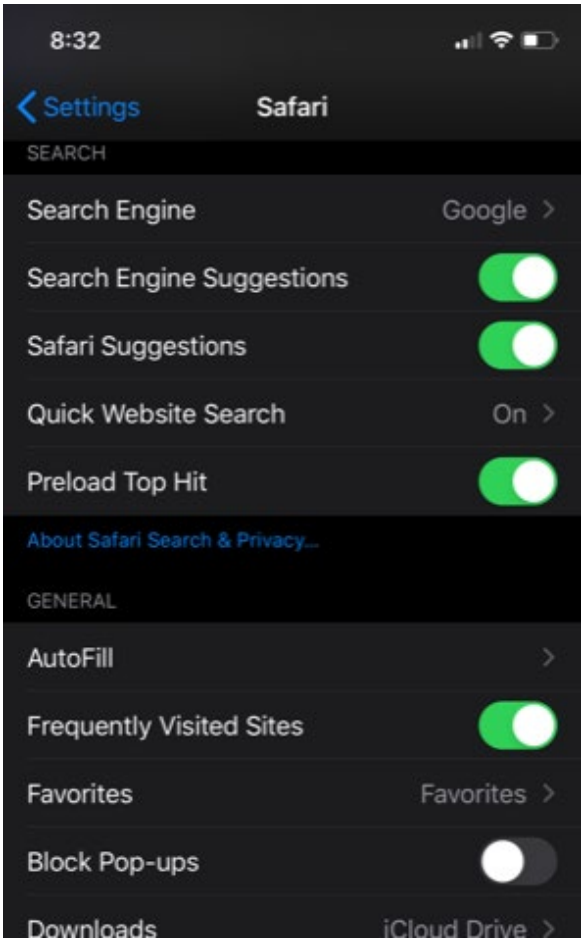
iPhone iOS

To locate iOS version, open the **Settings** app. Select **General**, then **About**. Locate **Version**.



iOS 13 and Above

Open the **Settings** app. Select **Safari**. Under *General*, **Block Pop-Ups** should be turned **off**.



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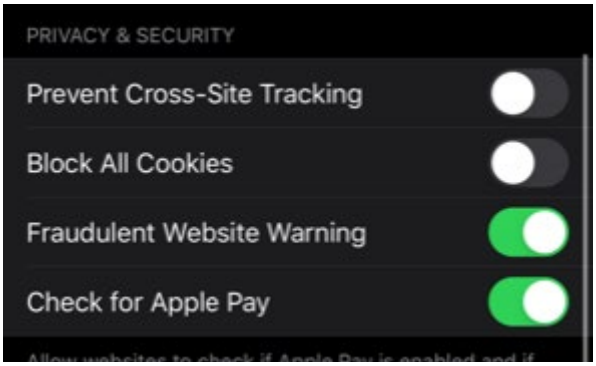
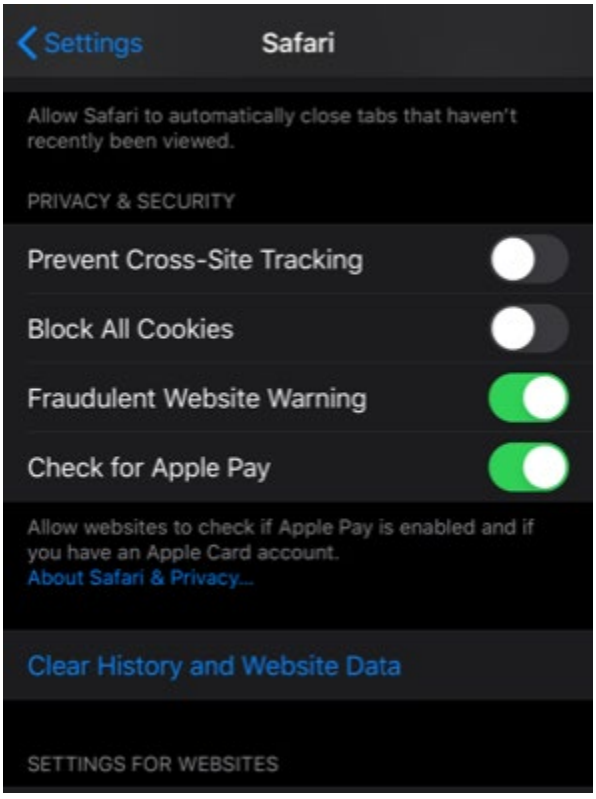
Under *Privacy & Security*, turn off **Prevent Cross-Site Tracking**, and then turn off **Block All Cookies**.



Select **Clear History and Website Data**.



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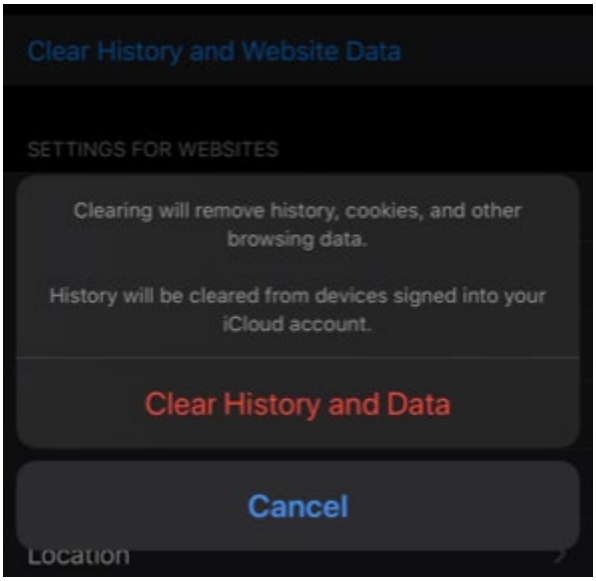
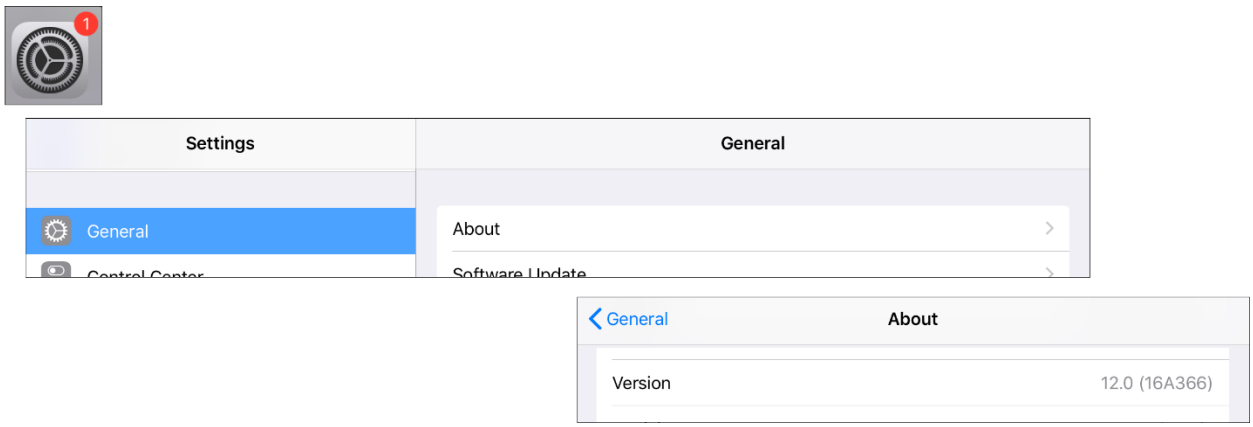


iPad iOS

To locate iOS version, open the **Settings** app. Select **General**, then **About**. Locate **Version**.



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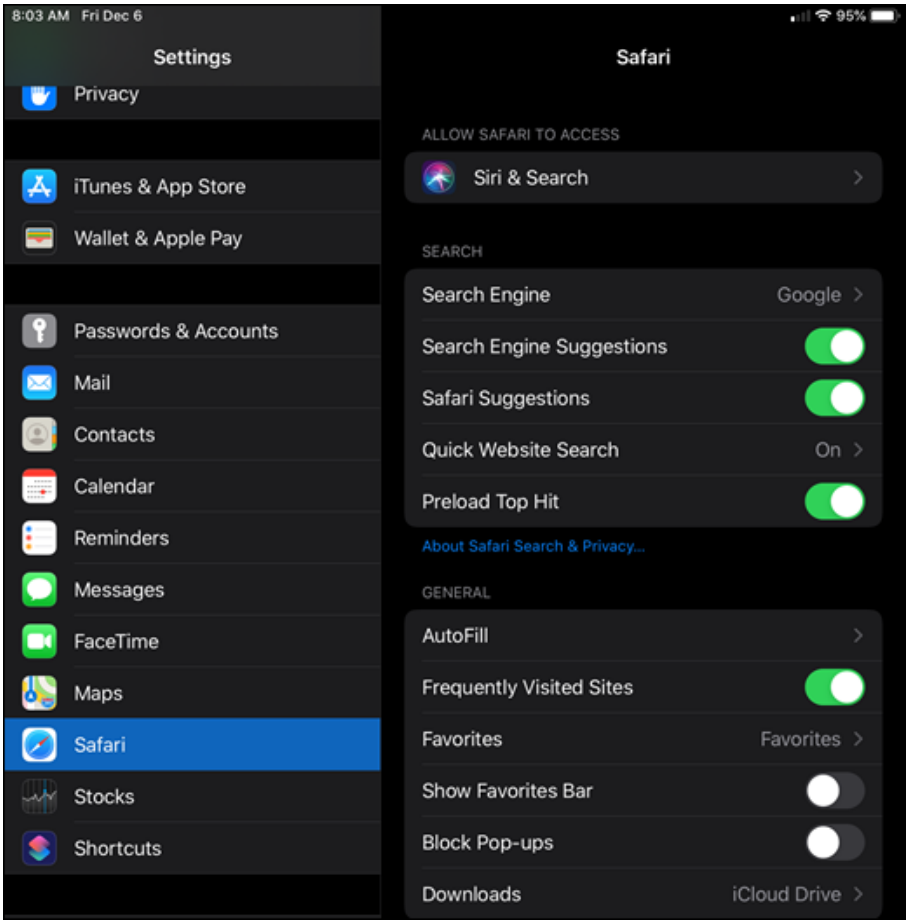
iOS 13 and Above

Open the **Settings** app. Select **Safari**. Under *General*, **Block Pop-Ups** should be turned **off**.



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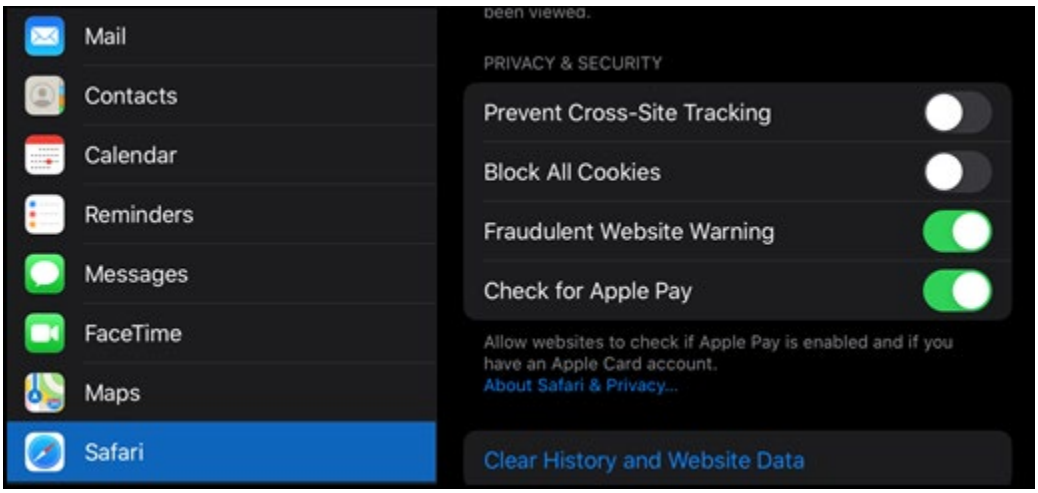

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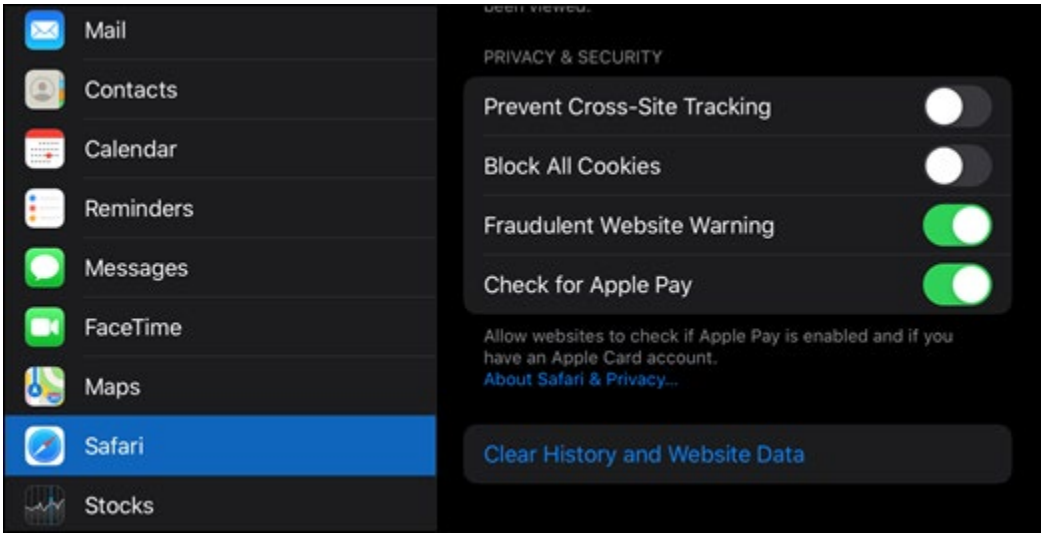

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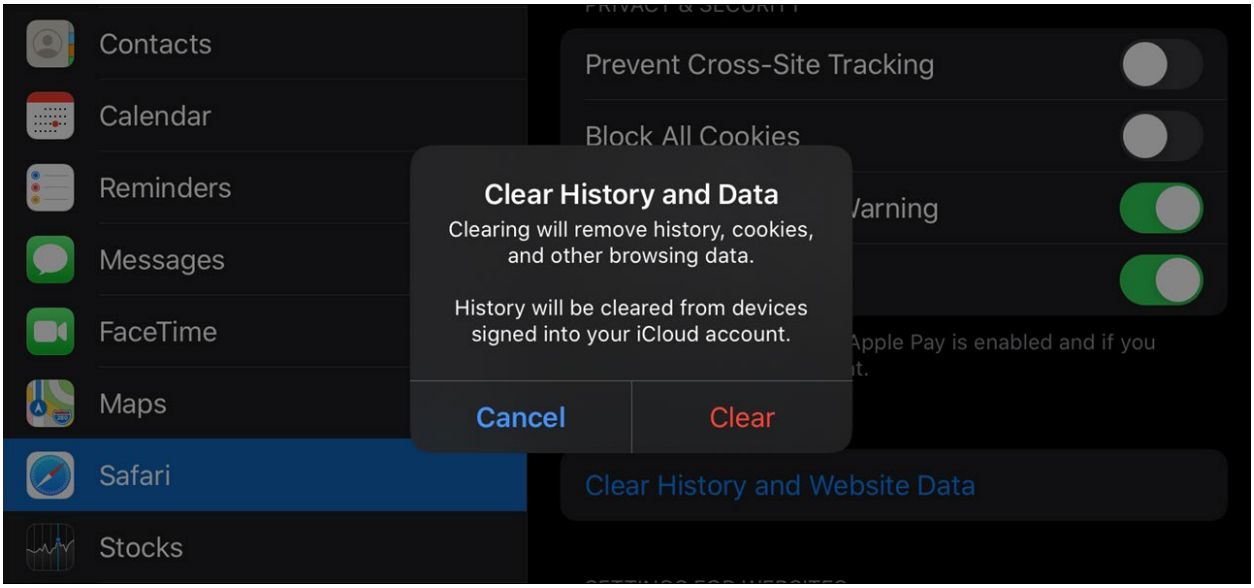

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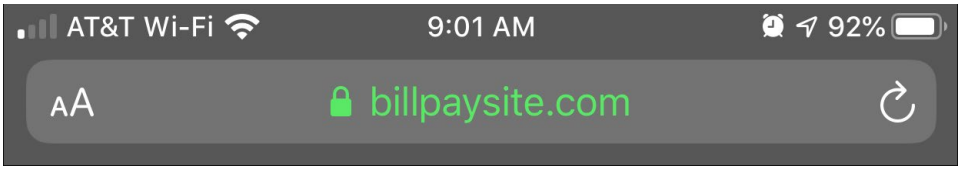
Requesting Desktop Site

If the troubleshooting steps do not resolve your issue, access the desktop version of the site.

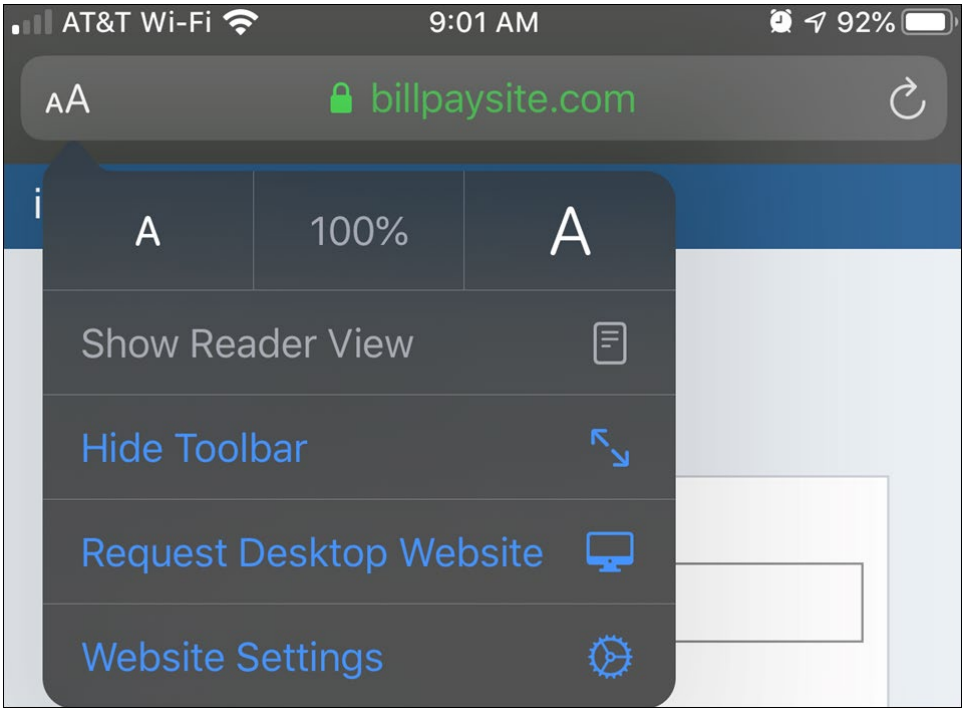
Open the **Safari** app.

Navigate to your online banking web site.

Click the **AA** button.



Click **Request Desktop Website.**



NOTE
If you access Bill Pay on an iPad, the default view is the desktop website.

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