

iPay Solutions Consumer Bill Pay

• August 2022

Bill Pay Browser Settings for a PC

Client Reference Guide



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Microsoft [®] Edge 101 and 10221
Firefox 101 and 102



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:

- Google Chrome Current and previous major releases
 - Chrome should automatically update, and major updates are released approximately every 12 weeks. If Chrome is two versions older than the current stable channel version, iPay applications may not be accessible.
- Microsoft[®] Edge Current and previous major releases
 - Microsoft Edge will be supported at the latest version only. iPay applications may not be accessible on older Microsoft Edge versions, 60 days after a new version is released.
- Firefox[®] Current and previous major releases
 - Firefox should automatically update, and major updates are released approximately every 12 weeks. If Firefox is two versions older than the current stable channel version, iPay applications may not be accessible.

NOTE

Microsoft Internet Explorer no longer receives feature updates and does not support modern web application security; therefore, we do not support Internet Explorer with our Consumer and Business Bill Pay applications. We will continue support for MASTER Site and iPay Portal. However, all users are highly encouraged to switch to a supported browser.

Supported Operating Systems

iPay Solutions will only support manufacturer supported operating systems for the following:

- Windows
- Mac OS
- iOS iPhone and iPad
- Android
- Chrome OS

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

NOTE

We do not support Internet Explorer with our Consumer and Business Bill Pay applications. This browser is only supported with MASTER Site and iPay Portal.

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

File	Edit	View	Favorites	Tools	Help	
	Interne	t Explor	er Help		F	1
	What's	New in	Internet Exp	olorer 11	1	
	Online	suppor	t			
	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**.

File	Edit	View	Favorites	Tools	Help	
	Delete	browsin	g history			Ctrl+Shift+Del
	InPrivat Ivianag	te Brows e add-o	sing ns			Ctrl+Shift+P
	Compa	tibility \	/iew setting	s		
	Subscri	ibe to th	is feed			
	Report	website	problems			
	Interne	t option	s			

The Compatibility View Settings dialog box appears.

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.

Compatibility View Settings	×
Change Compatibility View Settings	
Add this website:	
	<u>A</u> dd
Websites you've added to Compatibility View:	
	<u>R</u> emove
 Display intranet sites in Compatibility View Use Microsoft compatibility lists Learn more by reading the <u>Internet Explorer privacy</u> 	statement
	Close

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Consumer Bill Pay August 2022 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 and click **Allow**. The addresses appear under *Managed websites*.

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

General	Security	Privacy	Content	Connections	Programs	Advanced	Per Site Privacy Actions		
Setting	s ———			Sites	Adva	anced	Manage Sites You can specify which	websites are always or never	allowed to use
Locatio	n	Latin La				_	Type the exact address of the t	their privacy policy. website you want to manage, a	and then click Allow
Pop-up	sical location	n	equest yo	ur	Clea	r Sites	To remove a site from the list of and click the Remove button.	f managed sites, select the nar	me of the website
✓ Turr	n on Pop-up	Blocker			Set	tings	Address of website:		
					000	ungs			
InPriva	te					ungs			<u>B</u> lock
InPriva	te	s and exte	ensions wh	ien InPrivate B	Prowsing star	ts			Block
InPriva	te able toolbars	s and exte	ensions wh	ien InPrivate B	Browsing star	ts	Managed webgites:		<u>B</u> lock <u>A</u> llow
InPriva	te	s and exte	ensions wh	en InPrivate B	Prowsing star	ts	Managed webgites:	Setting	<u>B</u> lock <u>A</u> llow
InPriva	te	s and exte	ensions wh	en InPrivate B	Browsing star	ts	Managed webgites:	Setting Always Allow	Block Allow Remove
InPriva	te ———	s and exte	ensions wh	en InPrivate B	Prowsing star	ts	Managed webgites: Domain billpaysite.com businessbillpay-e.com	Setting Aways Allow Always Allow	<u>B</u> lock <u>A</u> llow <u>Remove</u> Remove all
InPriva	te	s and exte	ensions wh	en InPrivate E	prowsing star	ts	Managed webgites: Domain billpaysite.com businessbillpay-e.com	Setting Always Allow Always Allow	Block Allow Remove Remove all
InPriva	te	s and exte	ensions wh	en InPrivate B	Prowsing star	ts	Managed webgites: Domain billpaysite.com businessbillpay-e.com	Setting Always Allow Always Allow	Block Allow Remove Remove all



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.

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**.

Internet Options ? ×	
General Security Privacy Content Connections Programs Advanced	
Settings	Pop-up Blocker Settings X
Sites Advanced Location	Exceptions Pop-ups are currently blocked. You can allow pop-ups from specific websites by adding the site to the list below. Address of website to allow: Add Allowed gites: *.billpaysite.com *.businessbillpay-e.com Remove Remove all
Some settings are managed by your system administrator.	Notifications and blocking level: Play a sound when a pop-up is blocked. Show Notification bar when a pop-up is blocked. Blocking level: Medium: Block most automatic pop-ups
OK Cancel Apply	Learn more about Pop-up Blocker Qose



Next, 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**.

Internet Options	? ×	Delete Browsing History	×
General Security Privacy Content Connections Programs Home page	Advanced	Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.	
about:blank	^	Temporary Internet files and website files Copies of webpages, images, and media that are saved for faster viewing.	
Use <u>c</u> urrent Use de <u>f</u> ault <u>U</u> se r	new tab	Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.	
 Start with tabs from the last session Start with home page 		List of websites you have visited.	
Tabs Change how webpages are displayed in tabs.	[abs	Download History List of files you have downloaded.	
Browsing history Delete temporary files, history, cookies, saved passwords, ar	nd web	Form data Saved information that you have typed into forms.	
form information. ☑ Delete browsing history on exit		Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.	
Delete Se Appearance	ttings <u>e</u> ssibility	☐ Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing detail about your visit, and exceptions to Do Not Track requests.	s
OK Cancel	<u>A</u> pply	About deleting browsing history Delete Cancel]

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, locate the *Browsing History* section and click **Settings**. The *Website Data Settings* dialog box appears.

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

Internet Options ? ×	
General Security Privacy Content Connections Programs Advanced	
Home page	
To create home page tabs, type each address on its own line.	
aboutblank	
Use <u>c</u> urrent Use de <u>f</u> ault <u>U</u> se new tab	Website Data Settings ? X
Startup	Temporary Internet Files History Caches and databases
 ○ Start with tabs from the last session ● Start with home page 	Internet Explorer stores copies of webpages, images, and media for faster viewing later.
Tabs	Check for newer versions of stored pages:
Change how webpages are displayed in tabs. <u>T</u> abs	Every time I visit the webpage
	O Every time I start Internet Explorer
Browsing history	O <u>A</u> utomatically
Delete temporary files, history, cookies, saved passwords, and web form information.	○ <u>N</u> ever
Delete browsing history on exit	Disk space to use (8-1024MB) 250 -
Delete Settings	Current location:
Appearance	C: \Users \slaginess \AppData \Local \Microsoft \Windows \ INetCache \
Colors Languages Fonts Accessibility	Move folder View objects View files
OK Cancel Apply	OK Cancel



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

nternet Options	? ×	
General Security Privacy Content Connections Program	s Advanced	
Home page		
To create home page tabs, type each address on its	s own line.	
about:blank	^	
	× .	Language Preference X
Lise durrent Lise default Lise	new tab	
	new db	Language Preference
		preference. Only add the ones you need, as some characters can
Start with tabs from the last session		be used to impersonate websites in other languages.
Start with <u>h</u> ome page		Set Language Preferences
Tabs		
Change how webpages are displayed in tabs.	Tabs	restarting the browser
Browsing history		
Delete temporary files, history, cookies, saved passwords, a form information.	nd web	
Delete browsing history on exit		
Delete Si	ettinas	Prefix and suffix options
		Do not add 'www' to the beginning of typed web addresses
		Specify the suffix (for example .net) that should be added to
Colors Languages Fonts Acc	essibility	typed web addresses when you press Ctrl + Shift + Enter.
		Suffix:
OK Cancel	Apply	OK Capcel
OK Cancer		

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

🔊 Language		-	
← → × ↑ 🗣 → Control Pa	anel > All Control Panel It	ems > Language v 改 Search Control Pa	nel 🔎
Control Panel Home	Change your lang	uage preferences	
Advanced settings	You can type in any lang	uage you add to the list. Windows, apps and websites will appear in th	e first language in
Change date, time, or number formats	the list that they support	t.	
	Add a language Rem	ove Move up Move down	
	English (United States)	Windows display language: Enabled Keyboard layout: US Date, time, and number formatting	Options
See also			
Fonts			
Location			



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.

Internet	Options					?	×		
General	Security	Privacy	Content	Connections	Programs	Advand	ced		
Setting	Settings Settings Settings Settings Settings Settings Settings Settings Settings Settings Settings Settings Settings Settings Settings Settings Settings Settings								
<	Play s Reset Reset Browsing Alway Close Disabl	ystem sou text size zoom leve s record o unused fo e script de e script de	inds to medium el for new v developer c olders in His ebugging (I ebugging (I	for new window windows and ta onsole messag story and Favo internet Explor Other)	ws and tabs abs les rites* er)	>			
*Ta	kes effect a	after you	restart you	ir computer			.		
				<u>R</u> estore	advanced s	ettings			
Reset 1	Internet Ex	plorer set	tings						
Rese	ets Internei lition.	t Explorer	's settings i	to their default	Res	et			
You should only use this if your browser is in an unusable state.									
	ome securi	<u>ys</u> are ma	maged by	your system at	anni lisu a tor.				
			Oł	Ci Ci	ancel	<u>A</u> pply	y		

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Consumer Bill Pay August 2022 Under the Security section, ensure that TLS 1.1 and/or TLS 1.2 are selected, and that SSL 3.0 is cleared.

Internet	Options					?	×
General	Security	Privacy	Content	Connections	Programs	Advan	ced
Setting	s		1				_
	Enable Enable Enable Enable Enable Send I Use SS Use TI Use TI Use TI Use TI Use TI Warn Warn Warn Warn	e DOM Sto e Enhance e Integrat e Nindows Do Not Tra SL 3.0 LS 1.0 LS 1.1 LS 1.2 about cer if changin if POST su	orage ed Protecte ed Window MLHTTP su s Defender ack reques tificate add g between ubmittal is r	d Mode* s Authenticat pport SmartScreen ts to sites you dress mismatch secure and n edirected to a	ion* 1 visit in Inter h* ot secure mo a zone that d	nnet E ode loes n	
<						>	
*Ta	kes effect a	after you	restart you	ir computer <u>R</u> estor	e advanced :	settings	
Reset	its Internet Ex its Internet ition.	piorer set t Explorer	's settings	to their defaul	lt Re <u>s</u>	et	
You :	should only Some <u>settin</u>	use this i <u>gs</u> are ma	f your brow	vser is in an u vour system a	nusable stati dministrator.	e.	
			Ok	((Cancel	Арр	ly

Click **Apply**. Then, click **OK** to close the Internet Options dialog box.

Restart the browser by closing all open sessions.

Google Chrome 102 and 103

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

		Ŕ	\$	* 🗆	
		New tab			Ctrl+T
		New window			Ctrl+N
		New Incognito w	vindow	Ctrl+	Shift+N
		History			•
		Downloads			Ctrl+J
		Bookmarks			•
		Zoom	- 10	0% +	53
		Print			Ctrl+P
		Cast			
		Find			Ctrl+F
		More tools			Þ
		Edit	Cut	Сору	Paste
		Settings			
About Google Chrome	1	Help			+
What's New Help center		Exit			
Report an issue Alt+Shift+I		Managed by you	ır organiza	ition	

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Consumer Bill Pay August 2022 Next adjust settings.

With the browser window oper	, select the menu icon	(three vertical dots).	Click Settings.
------------------------------	------------------------	------------------------	-----------------

	☆ 🗄	d	0		A
New tab New window New incognito v	vindow		C	trl+S	Ctrl+T Ctrl+N Shift+N
History Downloads Bookmarks					Ctrl+J
Zoom	-	10	0%	+	2.3
Print Cast Find More tools					Ctrl+P Ctrl+F
Edit	Cut		Сор	у	Paste
Settings Help					Þ
Exit					
Managed by you	ur organi	zati	on		

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On the left-hand menu, select Privacy and Security.



Click Cookies and other site data.

P	Privacy and security				
	Î	Clear browsing data Clear history, cookies, cache, and more	•		
	٩	Cookies and other site data Cookies are allowed	•		
	0	Security Safe Browsing (protection from dangerous sites) and other security settings	•		
	Ξ±	Site Settings Controls what information sites can use and show (location, camera, pop-ups, and more)	×		





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 Including third-party cookies on this site and click Add.

See all cookies and site data	•
Sites that can always use cookies	Add
No sites added	
Always clear cookies when windows are closed	Add
No sites added	
Sites that can never use cookies	Add
No sites added	



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Add a site	
Site	
billpaysite.com	
Including third-party cookies on this site	-
	Cancel Add

Click See all cookies and site data. Then click Remove All or the garbage can icon.

← Cookies and site data	Q Search
Allow sites to save and read cookie data (recommended)	-
Clear cookies and site data when you quit Chrome	-
Block third-party cookies Prevent third-party websites from saving and reading cookie data	
See all cookies and site data	•
← All cookies and site data	Q Search cookies
	Remove All
 accounts.google.com 1 cookie 	→ ■

Click Clear all.





On the left-hand menu, select **Privacy and Security**.



Click Site Settings, scroll down, and click Pop-ups and redirects.



Cont	ent	
٩	Cookies and site data Cookies are allowed	•
<>	JavaScript Allowed	•
*	Flash Ask first	•
	Images Show all	•
Ø	Pop-ups and redirects Blocked	•
Addi	tional content settings	~

Click **Add** to the right of *Allowed to send pop-ups and use redirects*.

Customized behaviors	
Sites listed below follow a custom setting instead of the default	
Not allowed to send pop-ups or use redirects	Add
No sites added	
Allowed to send pop-ups and use redirects	Add

Consumer and Business users:

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

iPay Portal users:

Type jhaipayportal.com and click **Add**.



On the left-hand menu, select **Privacy and Security**.



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



In the *Time range* section, choose **All time**. Then, select **Browsing History**, **Cookies and other site data**, and **Cached images and files.** Click **Clear data**.

Clea	ar browsing data	
	Basic	Advanced
Time	e range All time	v
~	Browsing history Clears history and autocompletic	ons in the address bar.
~	Cookies and other site data Signs you out of most sites.	
~	Cached images and files Frees up 15.9 MB. Some sites m	ay load more slowly on your next visit.
		Cancel Clear data

While still in Settings, select Languages.



Under Order language based on your preference, ensure that English (United States) is the first, or only, language listed.

L	anguages	
ſ	Order languages based on your preference	
	English (United States) This language is used when translating pages	**
	English	***
	Add languages	
	Offer to translate pages that aren't in a language you read	

Restart the browser by closing all open sessions.

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Microsoft[®] Edge 101 and 102

To locate the browser version, with the browser window open, click the menu icon (three horizontal dots). Then, click **Settings**.

	(Guest	8	
	New tab		Ctrl+T	r
	New window		Ctrl+N	I
<u> </u>	New InPrivate window	Ctrl+	Shift+N	1
	Zoom –	100%	+	2
\downarrow	Downloads		Ctrl+J	J
₽	Apps			>
¢	Extensions			
æ	Print		Ctrl+F	,
Ē	Share			
[þ	Find on page		Ctrl+F	F
A))	Read aloud			
	More tools			>
1	Settings			
?	Help and feedback			>
	Close Microsoft Edge			

Click About Microsoft Edge.

While still in Settings, click Privacy, search, and services. Turn off Tracking prevention.



While still on the **Privacy, search, 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.** Click **Clear now**.

Time range					
AI	ll time	~			
~	Browsing history 10 items. Browsing data is only sto	red on this device.			
Download history					
Cookies and other site data From 22 sites. Signs you out of most sites.					
✓	Cached images and files Frees up 5.5 MB. Some sites may lo your next visit.	oad more slowly on			
This will clear your data across all your synced devices signed in to To clear browsing data from this device only, <u>turn off sync</u> .					
	Clear now	Cancol			

Under the *Settings* menu, select **Cookies and site permissions**. Then, click **Manage and delete cookies and site data.**

Settings		Cookies and data stored			
Q	Search settings	Save cookies and data on your device in order to facilitate continuous browsing between sites and sessions			
8	Profiles	Manage and delete cookies and site data			
ĉ	Privacy, search, and services				
3	Appearance				
\bigcirc	On startup	Site permissions			
	New tab page	All sites	>		
Ŕ	Share, copy, and paste	View permissions for sites you've visited			
6	Cookies and site permissions				
6	Default browser	Recent activity The latest changes made to site nermissions			
\downarrow	Downloads				
양	Family safety	Notifications blocked	>		
At	Languages				
0	Printers	All permissions			
	System	Permissions that are applied across all sites			
C	Reset settings	O Location	>		
	Phone and other devices	Ask first			
Q	About Microsoft Edge	C Camera Ask first	>		



Turn on Allow sites to save and read cookie data (recommended). Turn off Block thirdparty cookies.

Settings		÷	Cookies and data stored / Cookies and site data	
Q	Search settings		Allow sites to save and read cookie data (recommended)	
	 Profiles Privacy, search, and services Appearance On startup New tab page 		Block third-party cookies When on, sites can't use cookies that track you across the web. Features on some sites may break. Preload pages for faster browsing and searching Uses cookies to remember your preferences, even if you don't visit those pages See all cookies and site data	•
Ê	Share, copy, and paste			
•	Cookies and site permissions		Block You've prevented the following sites from saving and reading cookies on your device.	Add
l© →	Default browser Downloads		No sites added	
% < (0 0	쯍 Family safety A ¹ Languages - Printers - System		Allow The following sites can save cookies on your device. To prevent these cookies from being cleared on exit, go to <u>Clear browsing data on close</u> . No sites added	Add
8 0	Reset settings Phone and other devices About Microsoft Edge		Clear on exit To clear all cookies and site data when you close Microsoft Edge, go to <u>Clear browsing data on close</u> . No sites added	Add
			Cookies and site data you've temporarily allowed You've allowed the requesting sites to store cookies and site data while visiting the following sites. Learn more No sites added	

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**.

he following sites can save cookies	on your device. To prevent t	se cookies from being cleared on exit, go to <u>Clear browsin</u>	ig data on close.
No sites added			
Add a site		×	
~			
Site			
billpaysite.com			
		_	
Add	Cancel		



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

Set	tings	← Cookies and data stored / Cookies and site data			
Q	Search settings	Allow sites to save and read cookie data (recommended)	D		
9 0	Profiles Privacy, search, and services	Block third-party cookies When on, sites can't use cookies that track you across the web. Features on some sites may break.			
() ()	Appearance On startup	See all cookies and site data	>		
E É	New tab page Share, copy, and paste	Block You've prevented the following sites from saving and reading cookies on your device.	d		
6	Cookies and site permissions	No sites added			
4	Cookies and site da	ta / All cookies and site data			
	Cookies and data stored	for sites you have browsed Sort by: Name V Filter by: All V	s		

Under the Settings menu, select Cookies and site permissions. Then, click Pop-ups and redirects.

All si	ites	
View	permissions for sites you've visited	
Rece	ent activity	
The la	atest changes made to site permissions	
All p	permissions	
Permi	issions that are applied across all sites	
0	Location	
	Show all	
Ø	Pop-ups and redirects	
	Allowed	
	Ads	
	Blocked	
()	Background sync	



Turn off Block (recommended).

~	Site permissions / Pop-ups and redirects				
	Block (recommended)				
	Block	Add			
	No sites added				
	Allow	Add			
	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.

Allow			Add
No sites added			
Add a site		×	
Site			
billpaysite.com			
Add	Cancel		



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

Settings						
Set	ungs					
2	Search settings					
A	Profiles					
≙	Privacy, search, and services					
5	Appearance					
\bigcirc	On startup					
	New tab page					
	Site permissions					
\Box	Default browser					
$\underline{\downarrow}$	Downloads					
ቋዩ	Family safety					
_ A⇒	Languages					
Ð	Printers					
旦	System					
Ű	Reset settings					
	Phone and other devices					
S	About Microsoft Edge					

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

Language Order languages based on your preference	Add languages
English (United States)	
English Microsoft Edge is displayed in this language	

Restart the browser by closing all open sessions.

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Firefox 101 and 102

To locate the browser version, with the browser window open, select the menu icon (three horizontal lines). Click **Help**, then **About Firefox**.



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

\$	⊘ ≡
Sync and save data	Sign In
New Tab	Ctrl+T
New Window	Ctrl+N
New Private Window	Ctrl+Shift+P
Bookmarks	>
History	>
Downloads	Ctrl+J
Passwords	
Add-ons and Themes	Ctrl+Shift+A
Print	Ctrl+P
Save Page As	Ctrl+S
Find In Page	Ctrl+F
Zoom	- 100% + 🖍
Settings	
More Tools	>
Help	>
Exit	Ctrl+Shift+Q

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

छि General	Language	n Firefoy
Home	English (United States) · Set Alternatives	in filelox.
Q Search	Choose your preferred language for displaying pages	Ch <u>o</u> ose
Privacy & Security	Check your spelling as you type	
🗘 Sync		

jh

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

Webpage Language Settings		×
Web pages are sometimes offered in more than one language. Choose language these web pages, in order of preference	s for displaying	
English (United States) [en-us]	Move <u>U</u> p	
English [en]	Move <u>D</u> own	
	<u>R</u> emove	
Select a language to add 🗸	<u>A</u> dd	
ОК	Cancel <u>H</u> elp	

Click **Privacy & Security**, under *Enhanced Tracking Protection*, select **Custom**. Then, clear all check boxes.

😥 General	Enhanced Tracking Protection
Home	Trackers follow you around online to collect information about your browsing habits and interests. Firefox blocks many of these trackers and other malicious scripts. Learn more
Privacy & Security	
Sync	Stangard Stangard Balanced for protection and performance. Pages will load normally.
	Stronger protection, but may cause some sites or content to break.
	○ <u>C</u> ustom
	Choose which trackers and scripts to block.
	Cookies Y
	☐ <u>I</u> racking content
	Cryptominers
	Eingerprinters
	① You will need to reload your tabs to apply these changes.
입 Extensions & Themes	▲ Heads up! This setting may cause some websites to not display content or work correctly. If a site seems broken, you may want to turn off tracking protection for that site to load all content. Learn how
⑦ Firefox Support	

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Consumer Bill Pay August 2022 Scroll down to the *History* section. Click the **Clear History** button.

Remember history	~	
nember your browsing, dov	nload, form, and search histo	ry. Clear History
	Remember history nember your browsing, dow	Remember history ~

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

C	Clear All History	×
Time range to clear: Everyth	ing ~	
All selected items v This action cannot	vill be cleared. be undone.	
History		
✓ Browsing & Download Histor	y 🔽 <u>C</u> ookies	
Active Logins	✓ C <u>a</u> che	
Eorm & Search History		
Data		
Site Preferences	Offline Website Data	
	ОК Сапсе	el

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

Cookies and Site Data	
Your stored cookies, site data, and cache are currently using 84.6 MB of	C <u>l</u> ear Data
disk space. Learn more	<u>M</u> anage Data
Delete <u>c</u> ookies and site data when Firefox is closed	Manage Exceptions

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

Clear Data	×
Clearing all cookies and site data stored by Firefox may sign you out of websites and	
remove offline web content. Clearing cache data will not affect your logins.	
Cookies and <u>S</u> ite Data (0 bytes)	
You may get signed out of websites if cleared	
Cached Web Content (154 KB)	
Will require websites to reload images and data	
Clear Cance	

Click **Clear Now**.

	Clear Data	×	
Clear all	cookies and site data		×
?	Selecting 'Clear Now' will clear all cookies and site data stored by Firefox. This may sign you websites and remove offline web content.	i out of	
l .	Clear Now C	ancel	
Lei	You may get signed out of websites if cleared		
	Cached Web Content (0 bytes)		
<u>c</u> ook	Will require websites to reload images and data		
	C <u>l</u> ear Cancel		

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

Cookies and Site Data	
Your stored cookies, site data, and cache are currently using 84.6 MB of	C <u>l</u> ear Data
disk space. Learn more	<u>M</u> anage Data
Delete <u>c</u> ookies and site data when Firefox is closed	Manage E <u>x</u> ceptions

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**.

Exceptions - Cookies and Site Data			
'ou can specify which websites are always or never if the site you want to manage and then click Block,	allowed to use cook Allow for Session, o	ies and site data. Type the r Allow.	exact address
billpaysite.com			
	<u>B</u> lock	Allow for <u>S</u> ession	<u>A</u> llow
Website		Status	•
http://businessbillpay-e.com		Allow	
Remove Website Remove All Websites			
		<u>Save</u> Changes	Cancel

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

හි General	Permissions	
Home		Settings
Q Search	C Camera	Se <u>t</u> tings
A Privacy & Security		Se <u>t</u> tings
O Sync	Notifications Learn more	Se <u>t</u> tings
y Sync	Pause notifications until Firefox restarts	
	> Autoplay	Se <u>t</u> tings
	R Virtual Reality	Settings
		Frenting
	Block bob-nb mindows	Exceptions
	✓ Warn you when websites try to install add-ons	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**.

Allov	ved Websites - Pop-ups	>
You can specify which websites are allowed to want to allow and then click Allow.	to open pop-up windows. Type the exact address of the site y	ou
billpaysite.com		
	Alle	w
Website	Status	•
https://businessbillpay-e.com	Allow	
Remove Website Remove All Web	sites	
	Save Changes	ancel

Restart the browser by closing all open sessions.