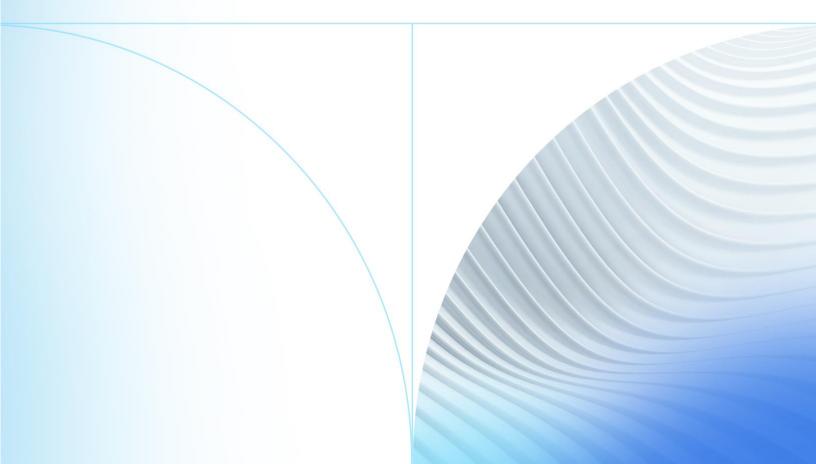


**iPay Solutions** Consumer Bill Pay

• August 2022

# **Bill Pay Browser Settings for a Mac**

**Client Reference Guide** 



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Firefox 101 and 10212
Safari 14 and Above
Microsoft <sup>®</sup> Edge 101 and 10221
Language and Region Preferences



# **Browser Settings for Financial Institutions**

### Supported Browsers for Macs

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<sup>®</sup> 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<sup>®</sup> 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.
- Safari<sup>®</sup> Current and previous major releases
  - Safari currently only sees major upgrades during the Fall. iPay applications may not be accessible on older Safari versions, 60 days after a new version is released.

# 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 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.

# 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**.

		Ê	☆	* •	÷ (	:
		New tab			Ctrl+T	
		New window			Ctrl+N	
		New Incognito v	vindow	Ctrl+	Shift+N	
		History				•
		Downloads			Ctrl+J	
		Bookmarks				)
		Zoom	- 10	• %00	53	
		Print			Ctrl+P	
		Cast				
		Find			Ctrl+F	
		More tools				•
		Edit	Cut	Сору	Past	e
		Settings				
About Google Chrome		Help				•
What's New		Exit				
Help center		EXIT				
Report an issue Alt+Shift+	E 1	Managed by you	ur organiza	ation		

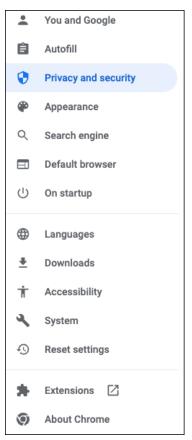
Next, adjust settings.

With the browser window open, s	select the menu icon	(three vertical dots)	. Click <b>Settings</b> .
---------------------------------	----------------------	-----------------------	---------------------------

		☆ 🔂	0	<b>?</b>
	New tab New window			Ctrl+T Ctrl+N
	New incognito w	indow	Ctrl+S	hift+N
	History Downloads Bookmarks			Ctrl+J
	Zoom		00% +	53
	Print Cast			Ctrl+P
	Find More tools			Ctrl+F ▶
	Edit	Cut	Сору	Paste
[	Settings			
	Help			•
	Exit			
	Managed by you	ır organizat	tion	

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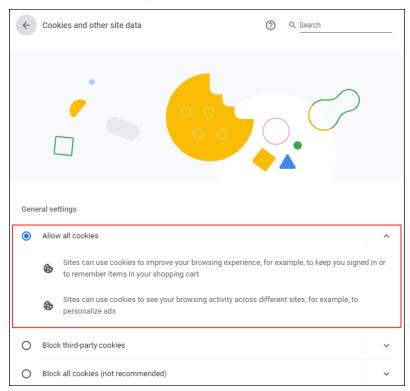
Consumer Bill Pay August 2022 On the left-hand menu, select **Privacy and Security**.



### Click Cookies and other site data.

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	*		
μĻ	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	

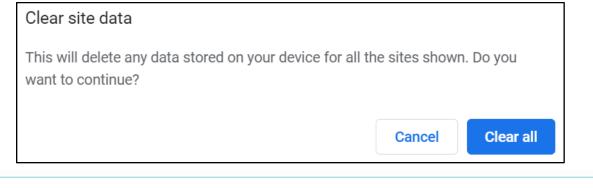


Add a site	
Site	
billpaysite.com	
Including third-party cookies on this site	•
	Cancel Add

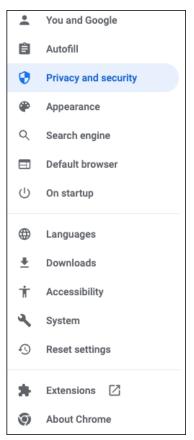
### Click See all cookies and site data. Then click Remove All or the garbage can icon.

← 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
<ul> <li>accounts.google.com</li> <li>1 cookie</li> </ul>	→ ■

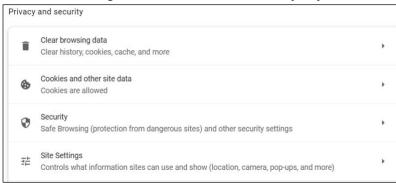
### Click Clear all.



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



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



ĭh



Cont	Content				
٩	Cookies and site data Cookies are allowed	•			
<>	JavaScript Allowed	•			
*	Flash Ask first	×			
1	Images Show all	•			
Z	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:

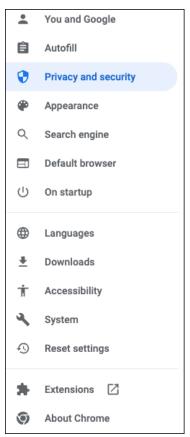
Type www.billpaysite.com for Consumer Bill Pay or

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**.



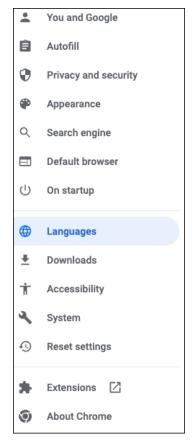
Next delete your browsing history. From the *Privacy and Security* page, click **Clear browsing data**.

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

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	<b>•</b>
<b>&gt;</b>	Browsing history Clears history and autocomplet	ions in the address bar.
<b>&gt;</b>	Cookies and other site data Signs you out of most sites.	
<b>&gt;</b>	Cached images and files Frees up 15.9 MB. Some sites r	nay 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	Languages				
ſ	Order languages based on your preference				
	English (United States) This language is used when translating pages	:			
	English	4 4 4			
	Add languages				
	Offer to translate pages that aren't in a language you read	-			

Restart the browser by closing all open sessions.

If the date or currency format is still incorrect, walk the subscriber through updating their <u>Language and Region Preferences</u>.



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# Firefox 101 and 102

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

☆		
Sync and save data	Sign In	
New Tab	Ctrl+T	
New Window	Ctrl+N	
New Private Window	Ctrl+Shift+P	
Bookmarks	>	K Firefox Help
History	>	Get <u>H</u> elp
Downloads	Ctrl+J	Submit Feedback
Passwords		Troubleshoot Mode
Add-ons and Themes	Ctrl+Shift+A	More <u>T</u> roubleshooting Information
Print	Ctrl+P	Report <u>D</u> eceptive Site
Save Page As	Ctrl+S	<u>A</u> bout Firefox
Find In Page	Ctrl+F	
Zoom -	100% + 🖍	
Settings		
More Tools	>	
Help	>	
Exit	Ctrl+Shift+Q	



With the browser window open, click the menu icon (three vertical lines), 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% + Z
Settings	
More Tools	>
Help	>
Exit	Ctrl+Shift+Q

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

භි	General	Language Choose the languages used to display	monus	massages and notificat	ions from	n Firefoy
<u>ه</u>	Home	English (United States)	~	Set Alternatives		in the lost.
Q	Search	Choose your preferred language for d	isplaying	pages		Ch <u>o</u> ose
8	Privacy & Security	Check your spelling as you type				
Φ	Sync					



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

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 V	<u>A</u> dd	
ок	Cancel <u>H</u> el	D

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

<b>ලි</b> General	Enhanced Tracking Protection			
<ul><li>G Home</li><li>Q Search</li></ul>	Trackers follow you around online to collect information about your browsing habits and interests. Firefox blocks many of these trackers and other malicious scripts.			
Privacy & Security				
Sync Stan <u>d</u> ard 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 V			
	Iracking content			
	Cryptominers			
	<u> </u>			
	① You will need to reload your tabs to apply these changes. C Reload All Tabs			
<ul> <li>Extensions &amp; Themes</li> </ul>	▲ 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			
<ul> <li>Firefox Support</li> </ul>				

jh

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

Cl	ear All History	×				
Time range to clear: Everythin	ng	~				
	All selected items will be cleared. This action cannot be undone.					
History						
Browsing & Download History	✓ Cookies					
Active <u>L</u> ogins	✓ C <u>a</u> che					
Eorm & Search History						
Data						
Site Preferences	Offline Website Data					
	ОК Саг	ncel				

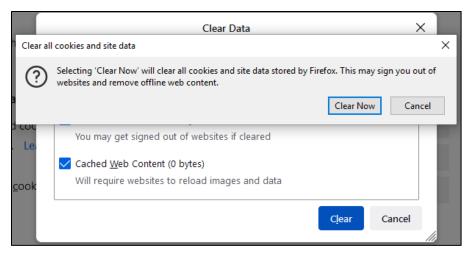
Scroll to the Cookies and Site Data section and click Clear Data.

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 E <u>x</u> ceptions			

#### 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 Cancel	

#### Click Clear Now.



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 - Cooki	es and Site Data	3	
of the site you want to m	ebsites are always or never allow nanage and then click Block, Allo			xact address
A <u>d</u> dress of website billpaysite.com				
		<u>B</u> lock	Allow for <u>S</u> ession	<u>A</u> llow
Website			Status	•
http://businessbillpay-e	.com		Allow	
<u>R</u> emove Website	Remove All Websites			
			<u>S</u> ave Changes	Cancel

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

හි General	Permissions	
Home	⊘ Location	Se <u>t</u> tings
Q Search	C3 Camera	Se <u>t</u> tings
A Privacy & Security	₽ Microphone	Se <u>t</u> tings
Sync	Notifications Learn more	Se <u>t</u> tings
Gr Sync	Pause notifications until Firefox restarts	
	🕑 Autoplay	Se <u>t</u> tings
	戻 Virtual Reality	Se <u>t</u> tings
	✓ Block pop-up windows	Exceptions
	$\checkmark$ <u>W</u> arn 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**.

Allowed Websites - Pop-ups			2	
You can specify which we want to allow and then cl	bsites are allowed to open ick Allow.	pop-up windows. Type the	e exact address of the	e site you
A <u>d</u> dress of website				
billpaysite.com				
				<u>A</u> llow
Website			Status	•
https://businessbillpay-e	e.com		Allow	
<u>R</u> emove Website	Remove All Websites			
			<u>Save</u> Changes	Cancel

Restart the browser by closing all open sessions.

If the date or currency format is still incorrect, walk the subscriber through updating their <u>Language and Region Preferences</u>.



## Safari 14 and Above

To locate the browser version, with the browser window open, hold the cursor at the top of the screen. The toolbar menu will drop down. Click **Safari**, then **About Safari**.



With your browser window open, select Safari then Preferences.



The Preferences window appears.

Click Privacy.



De-select Prevent cross-site tracking and Block all cookies.



Click Websites, then select Pop-up Windows.

	-	
• • •	Websites	
General Tabs AutoFill Passwords Search	Security Privacy Websites Extensions Advanced	
General		
Reader	Allow pop-up windows on the websites below:	
	Currently Open Websites	
Content Blockers	billpaysite.com	✓ Block and Notify ○
Auto-Play		Block Allow
🔍 Page Zoom		
Camera		
Microphone		
Location		
Notifications		
Pop-up Windows		
Plug-ins		
Adobe Flash Player Version 32.0.0.114		Plack and Matife
	Remove When visiting othe	r websites: Block and Notify ᅌ

In the When visiting other websites drop-down menu, select Allow.

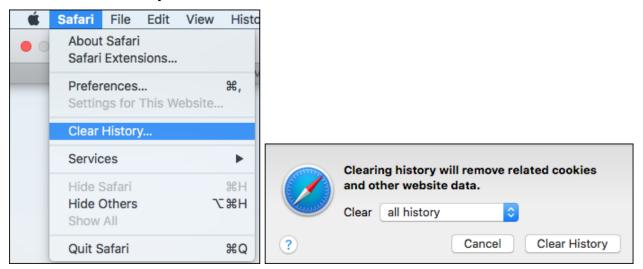
### NOTE

If billpaysite.com or businessbillpay-e.com doesn't appear, the online banking web

address or a variation should appear. **Allow** should still be selected for that address.



Delete browsing history. Click **Safari**, then **Clear history**. In the *Clear* section select **all history**, then click **Clear History**.



Restart the browser by closing all open sessions.

If the date or currency format is still incorrect, walk the subscriber through updating their <u>Language and Region Preferences</u>.

# Microsoft<sup>®</sup> Edge 101 and 102

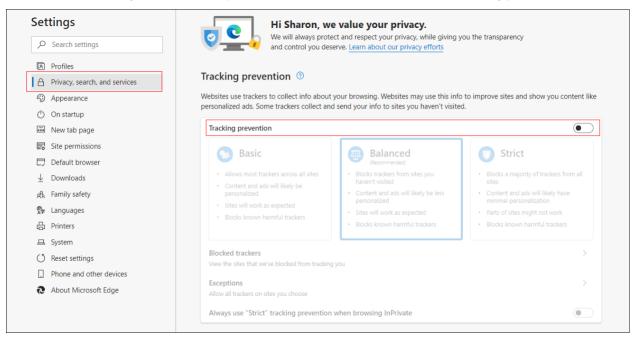
To locate the browser version, with the browser window open, click the three horizontal dots. Then, click **Settings**.

		Guest	8	
	New tab		Ctrl+	г
	New window		Ctrl+N	N
<u> </u>	New InPrivate window	Ctrl+	Shift+	N
	Zoom –	100%	+	2
$\overline{\uparrow}$	Downloads		Ctrl+	J
₽	Apps			>
¢	Extensions			
æ	Print		Ctrl+	р
Ŕ	Share			
ß	Find on page		Ctrl+	F
A)	Read aloud			
	More tools			>
	Settings			
?	Help and feedback			>
	Close Microsoft Edge			

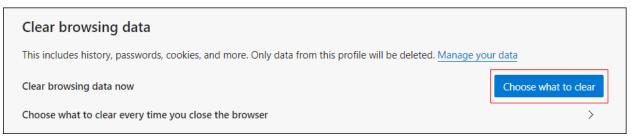
#### Click About Microsoft Edge.

Setti	ings	About
۶ مر	Search settings	C Microsoft Edge
 ← A ← C ↓ C	Profiles Privacy, search, and services Appearance On startup New tab page lite permissions	Microsoft Edge is up to date.     Version 86.0.622.51 (Official build) (64-bit)  This browser is made possible by the <u>Chromium</u> open source project and other <u>open source software</u> .  Microsoft Edge © 2020 Microsoft Corporation. All rights reserved. <u>Terms of use</u> - <u>Privacy statement</u> - <u>Microsoft services agreement</u>
 ₹ D	Default browser Downloads amily safety	
¶age La	anguages Printers	
	iystem leset settings	
-	whone and other devices	
A 9	bout 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**, then click **Clear now**.

	e range Il time	~
/	Browsing history 10 items. Browsing data is only	y stored on this device.
	Download history 1 item	
~	Cookies and other site da From 22 sites. Signs you out o	
~	Cached images and files Frees up 5.5 MB, Some sites m your next visit.	ay load more slowly on
	will clear your data across all yo . To clear brow , <u>turn off sync</u> .	our synced devices signed in to wsing data from this device
	Clear now	Cancel

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

Set	tings	Cookies and data stored	
Q	Search settings	Save cookies and data on your device in order to facilitate continuous browsing between sites and sessions	
٢	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	>
É	Share, copy, and paste	View permissions for sites you've visited	
6	Cookies and site permissions		
G	Default browser	Recent activity The latest changes made to site permissions	
$\downarrow$	Downloads		
썅	Family safety	https://www.thehollywoodgossip.com/ 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	Camera Ask first	>



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

Set	tings	Cookies and data stored / Cookies and site data	
Q	Search settings	Allow sites to save and read cookie data (recommended)	
9 1	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.	
3 ()	Appearance On startup	Preload pages for faster browsing and searching Uses cookies to remember your preferences, even if you don't visit those pages	
1 1	New tab page Share, copy, and paste	See all cookies and site data	>
•	Cookies and site permissions Default browser	Block You've prevented the following sites from saving and reading cookies on your device.	Add
⊥ %	Downloads Family safety	No sites added	
AT O	Languages Printers	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> .	Add
	System	No sites added	
ی ا	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> .	Add
le	About microsoft Lage	No sites added	
		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**.

Allow The following sites can save cookies o	your device. To prevent these cookies from being cleared on exit, go to <u>Clear browsing data on close</u> . Ad	dd
No sites added		
Add a site Site billpaysite.com		
Add	Cancel	



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

Settir	ngs	← Cookies and data stored / Cookies and site data		
Q Se	earch settings	Allow sites to save and read cookie data (recommended)		
-	rofiles rivacy, 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.		
	ppearance n startup	See all cookies and site data	>	
1757 - 1999 1997 - 1997	ew tab page hare, copy, and paste	Block You've prevented the following sites from saving and reading cookies on your device.	Add	
🕞 Co	ookies and site permissions	No sites added		
← Co	ookies and site data	/ All cookies and site data		
	Cookies and data stored for	Remove all Remove third-party cook		

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	
	issions that are applied across all sites	
$\odot$	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 No sites added				Add
Add a site		×		
Site billpaysite.com				
Add	Cancel			

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Under the Settings menu, select Languages.

Settings						
	Q	Search settings				
	R	Profiles				
	≙	Privacy, search, and services				
	÷:)	Appearance				
	$\bigcirc$	On startup				
		New tab page				
		Site permissions				
		Default browser				
	$\downarrow$	Downloads				
	<u> </u>	Family safety				
	霒	Languages				
	Ð	Printers				
	旦	System				
	Ő	Reset settings				
		Phone and other devices				
	9	About Microsoft Edge				

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

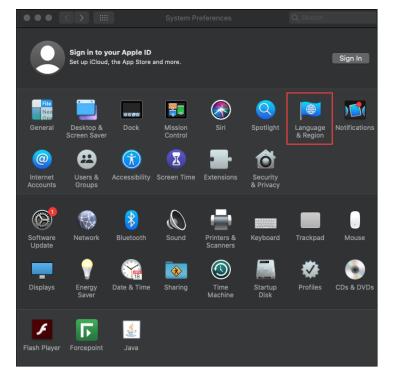
Language Order languages based on your preference	Add languages
English (United States)	
English Microsoft Edge is displayed in this language	

### Restart the browser by closing all open sessions.

If the date or currency format is still incorrect, walk the subscriber through updating their Language and Region Preferences.



# Language and Region Preferences



On your Mac desktop, open System Preferences. Click Language & Region.

#### Click the + icon under Preferred languages.

	Language & Region	Q Search				
Language & Region preferences control the language you see in menus and dialogues, a the formats of dates, times and currencies.  General Apps Preferred languages:						
English English (US) — Primary	Region: United	States 🗘				
English (UK)	First day of week: Sunday	y 🗘				
English (UK)	Calendar: Gregor	ian 🗘				
	Time format: 📃 24-H	our Time				
	Temperature: <b>°</b> F — F	ahrenheit ᅌ				
+ *-	Monday, June 28, 202 6/28/21, 8:10 AM 12,					
	Keyboard Prefere	ences Advanced ?				



Scroll through the list and select **English (US).** Choose *English (US)* as your primary language.

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 Image Region

 Image Region preferences control the language you see in menus and dialogues, and the formats of dates, times and currencies.

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Next, click the Region drop-down menu and select United States.

Restart your Mac desktop.