JHA Payment Solutions

iPay Solutions

June 2020

Bill Pay Browser Settings for a Mac

Client Reference Guide

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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
- Firefox® – Current and previous major releases
- Safari® – Current and previous major releases
- Microsoft® Edge – Current and previous major releases

Supported macOS Versions

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

- High Sierra 10.13
- Mojave 10.14
- Catalina 10.15

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.

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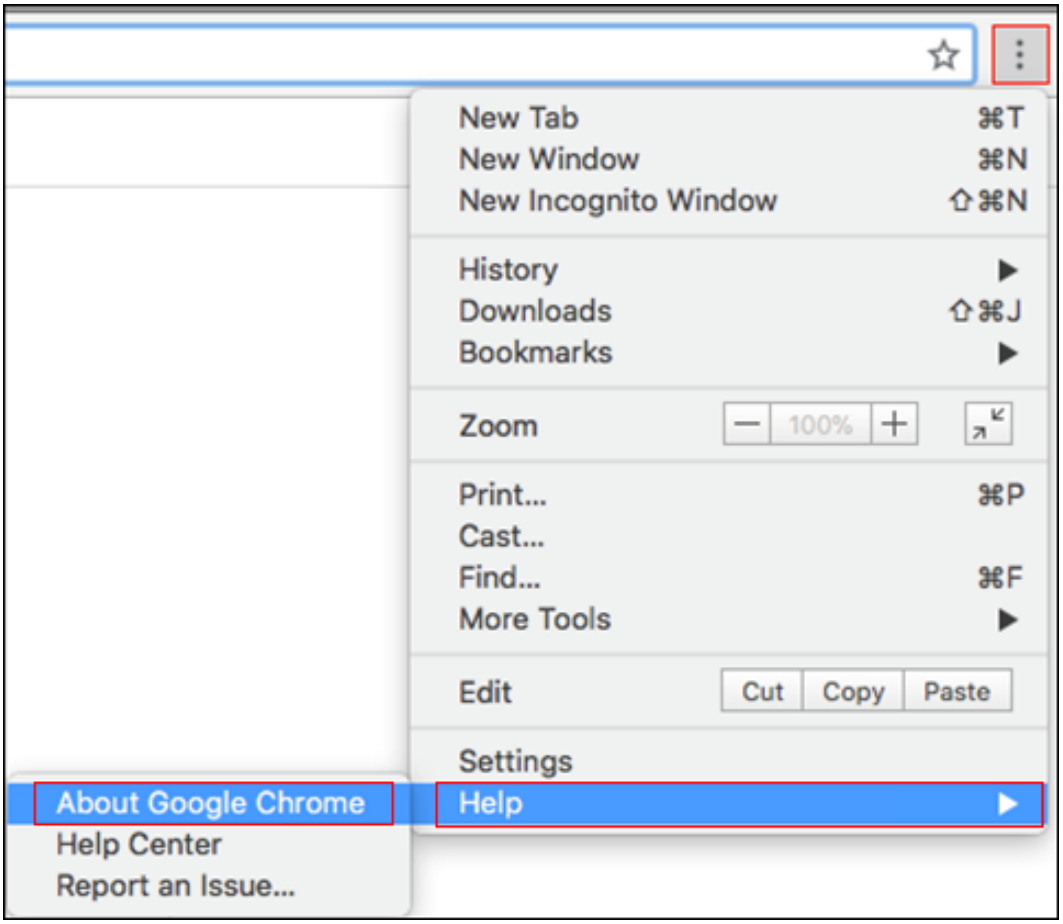
Google Chrome 81 and 83

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



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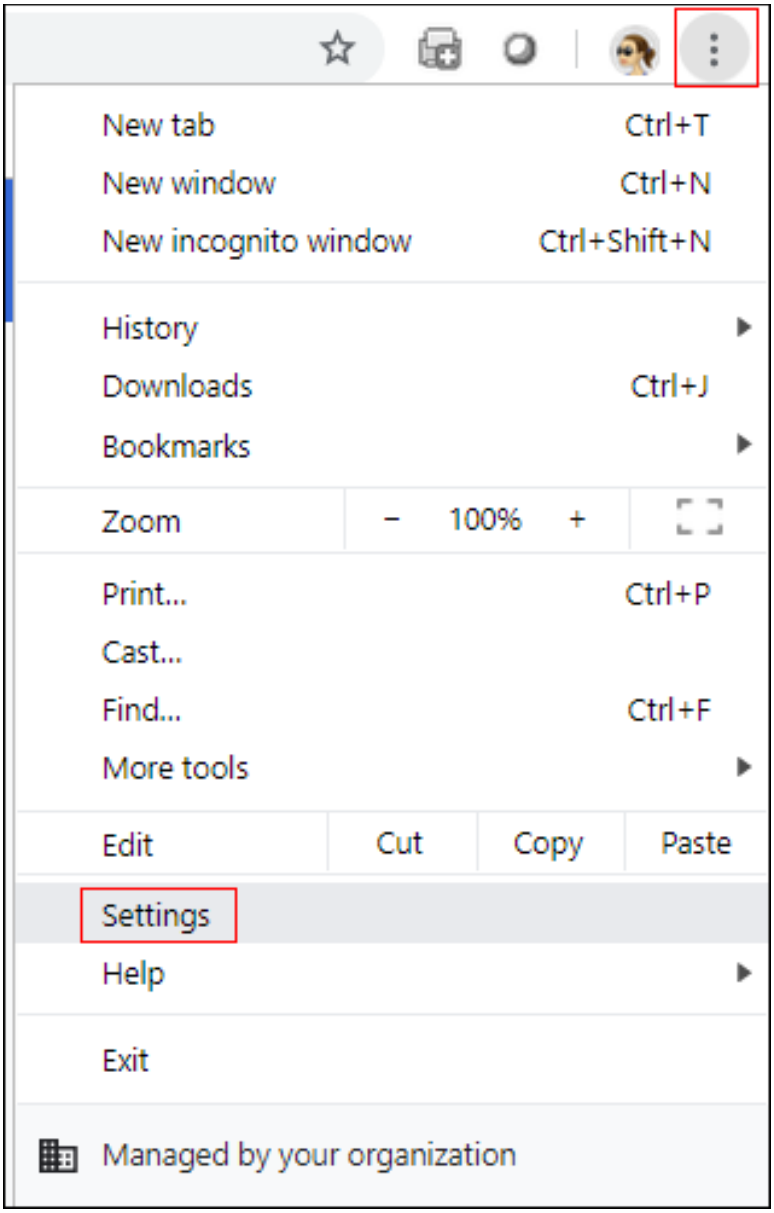
Next adjust settings.

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



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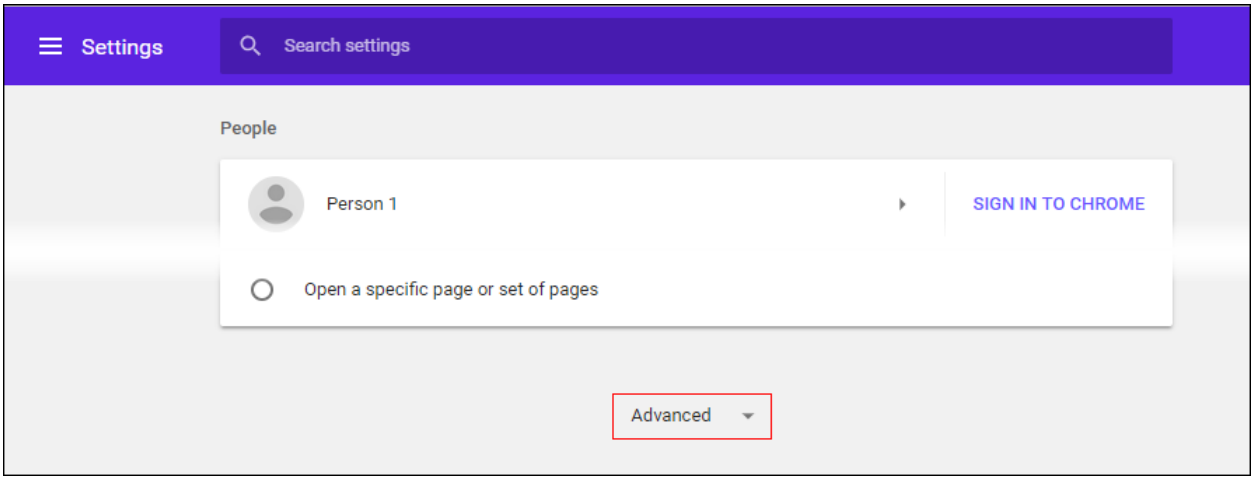
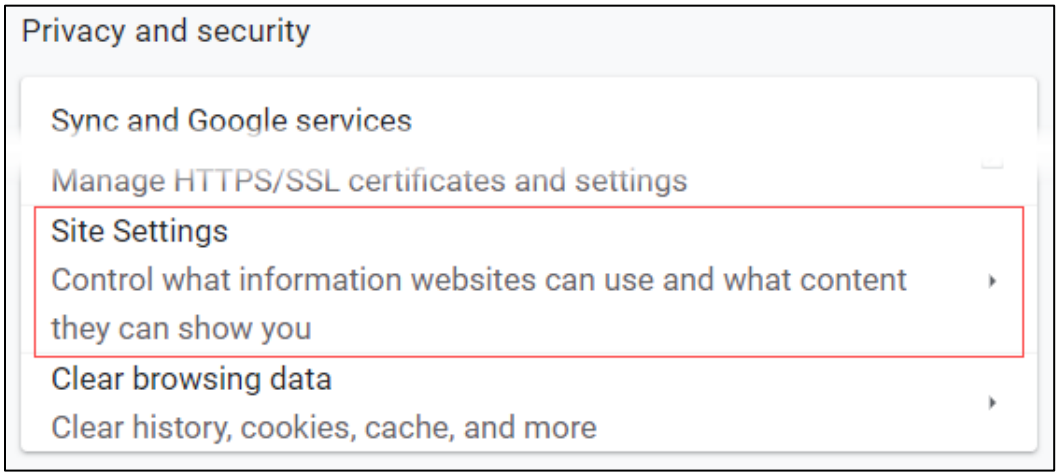
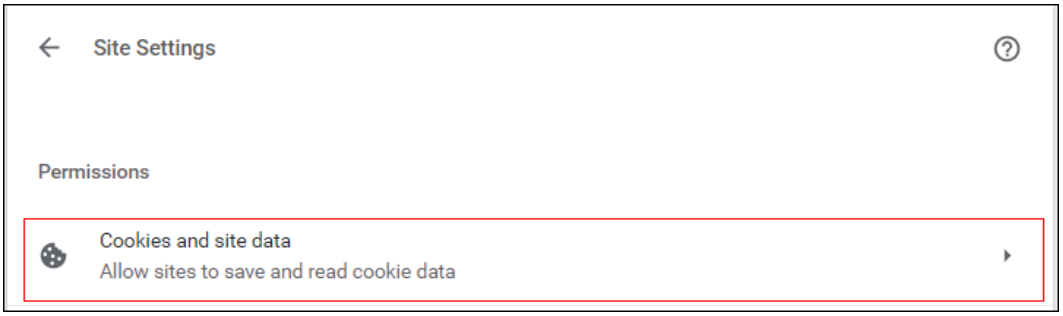
The *Settings* page appears. Scroll to the bottom of the page and click **Advanced**.



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



Click **Cookies and site data**.



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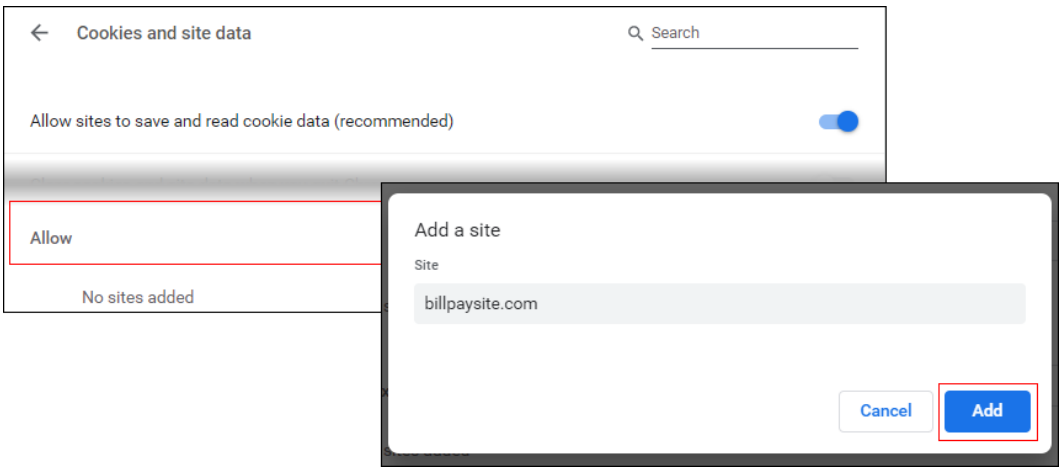
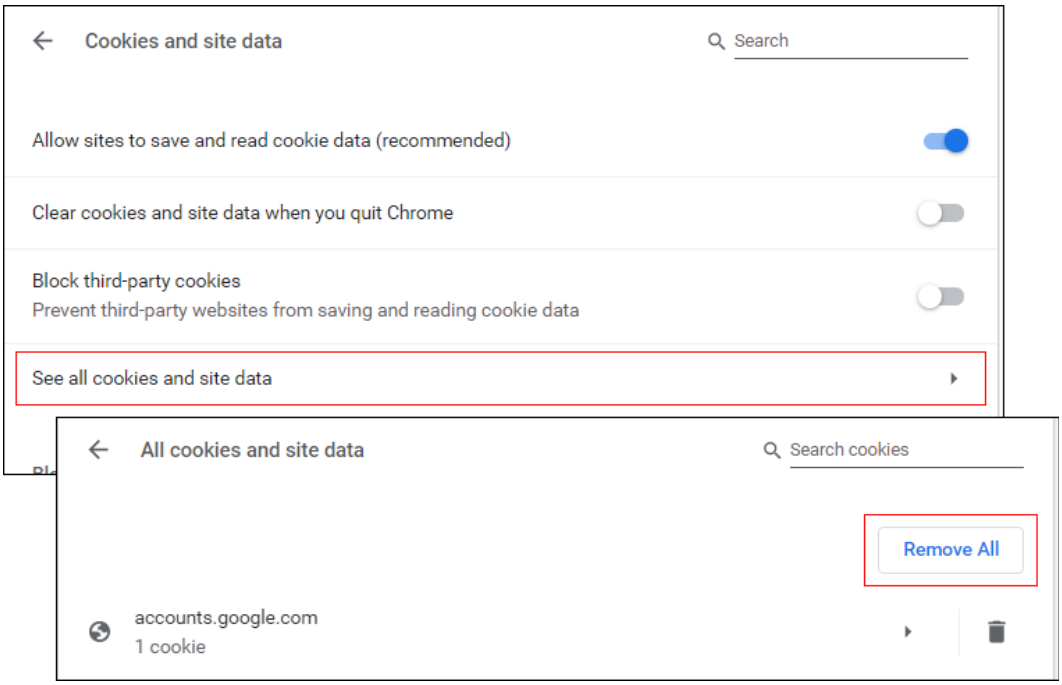
Within the *Allow* section, click **Add** and type www.billpaysite.com for Consumer Bill Pay or www.businessbillpay-e.com for Business Bill Pay and click **Add**.



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**.



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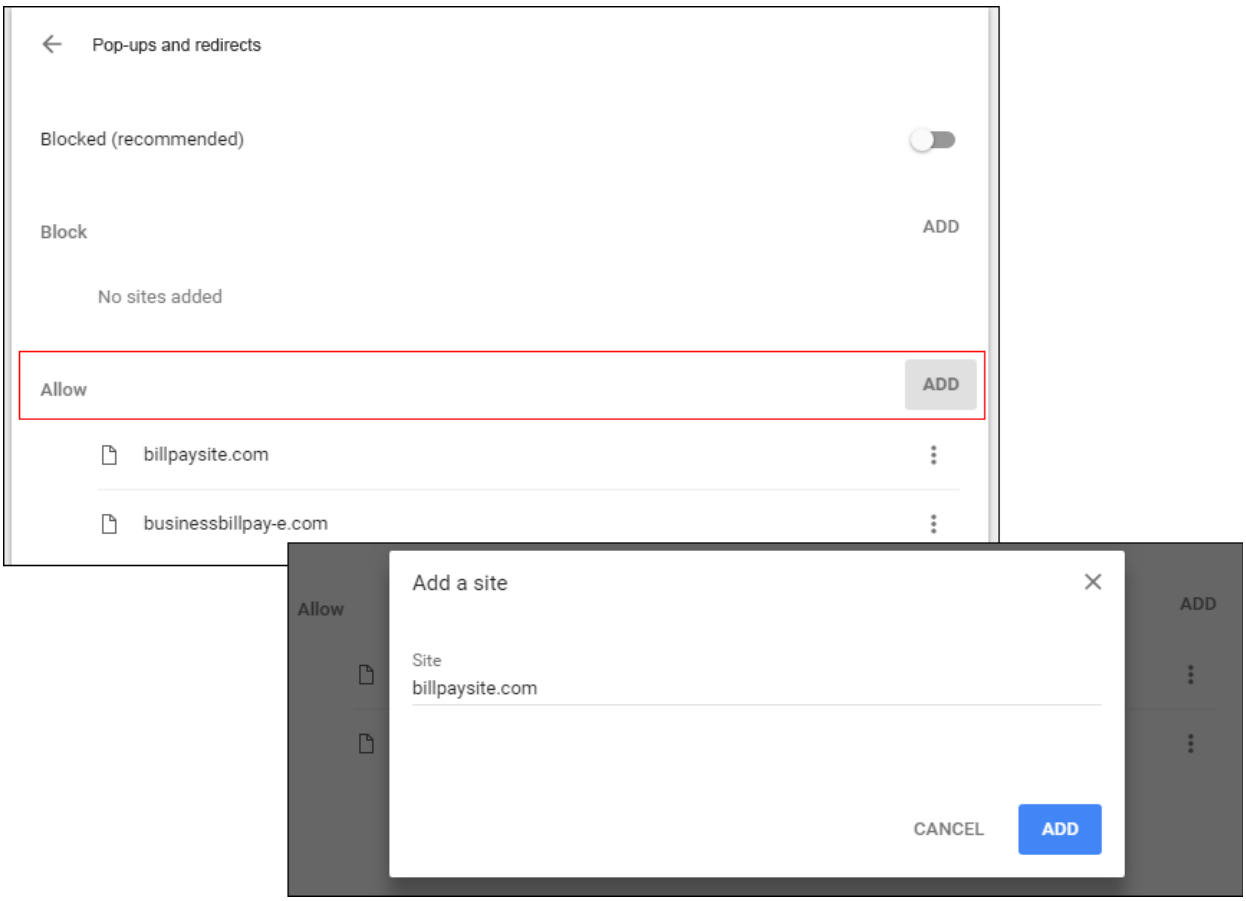
Return to the top of the page and select the back arrow to the left of *Cookies and site data*.

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

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



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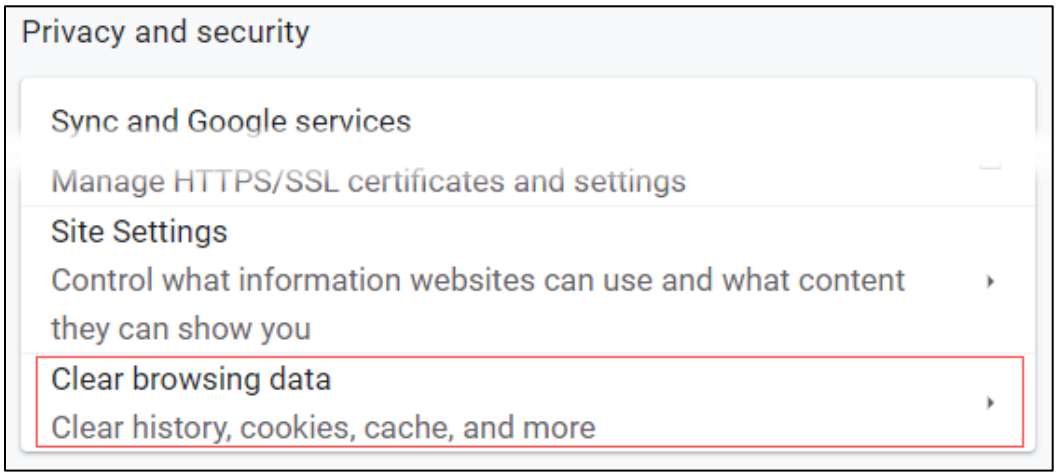
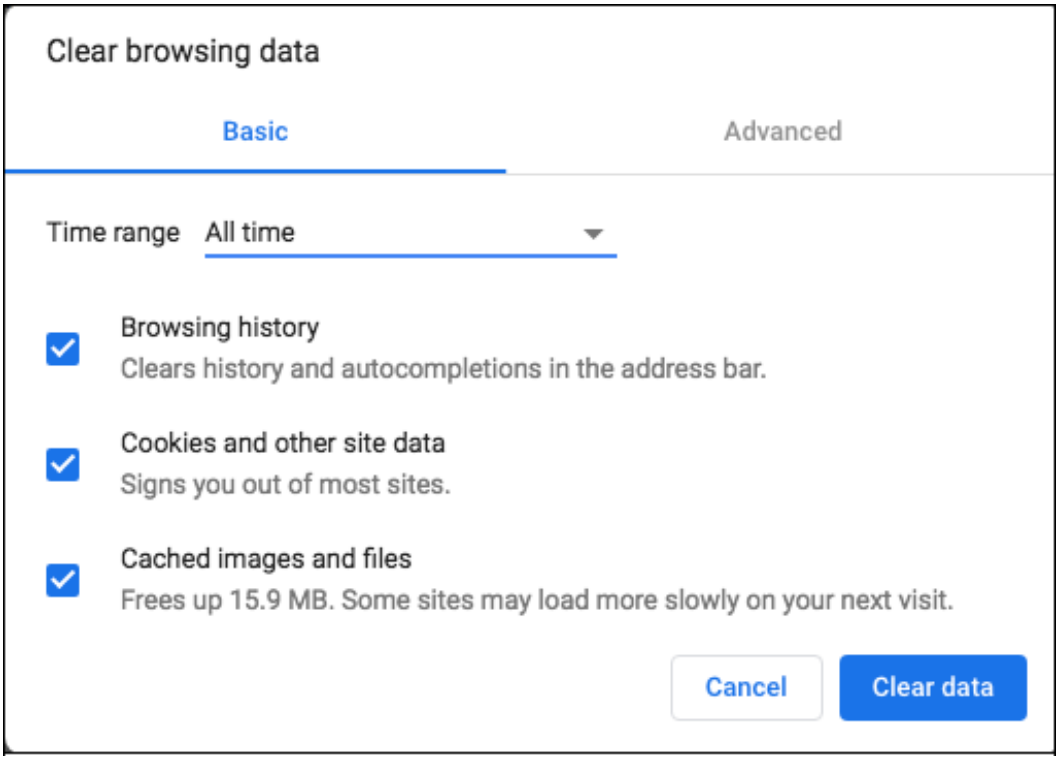
Return to the top of the page and select the back arrow to the left of *Pop-ups and redirects*, then the back arrow for the *Site Settings* section.

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**.



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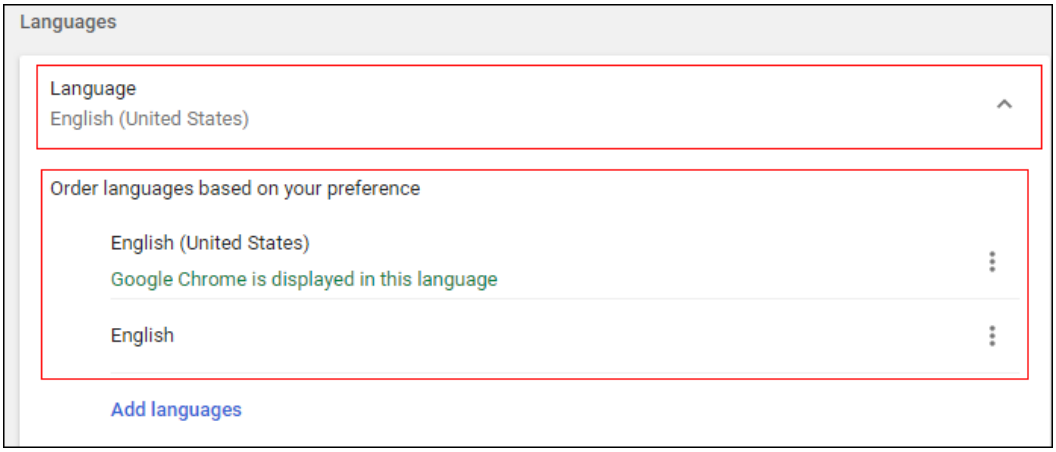
While still in the *Settings*, locate **Languages** and click **Language**. Under *Order language based on your preference*, ensure that *English (United States)* is the first, or only, language listed.



Restart the browser by closing all open sessions.

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Firefox 76 and 77

To locate the browser version, with the browser window open, click **Firefox**, then **About Firefox**.

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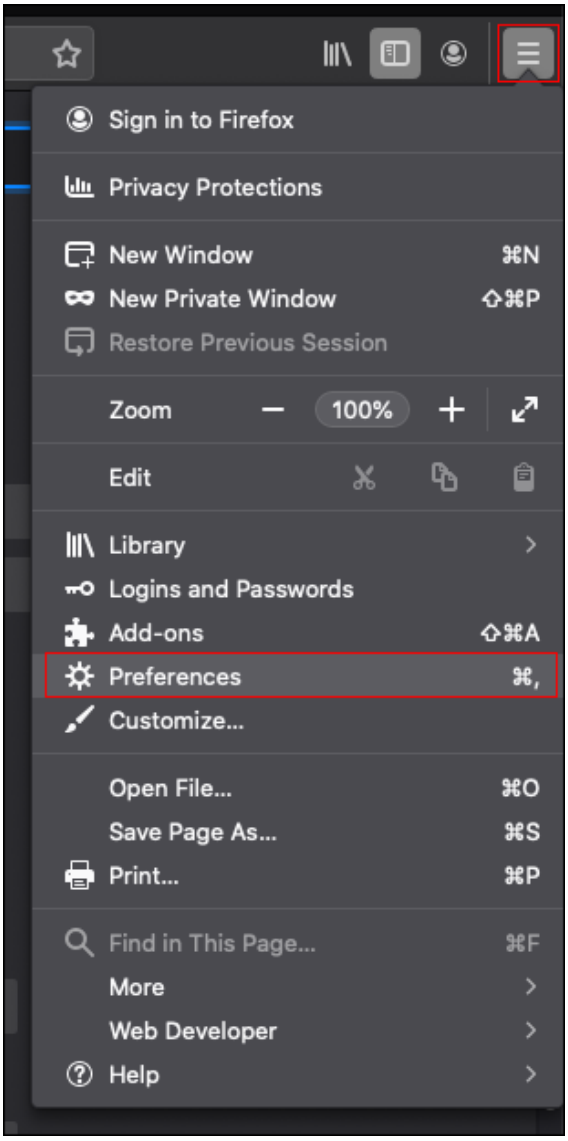
With the browser window open, click the **menu** icon, then click **Preferences**.



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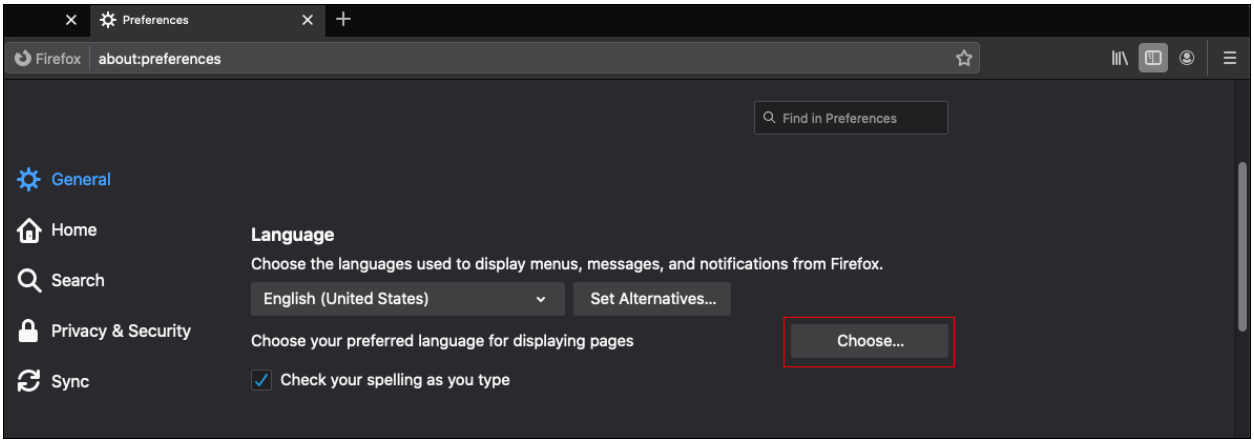
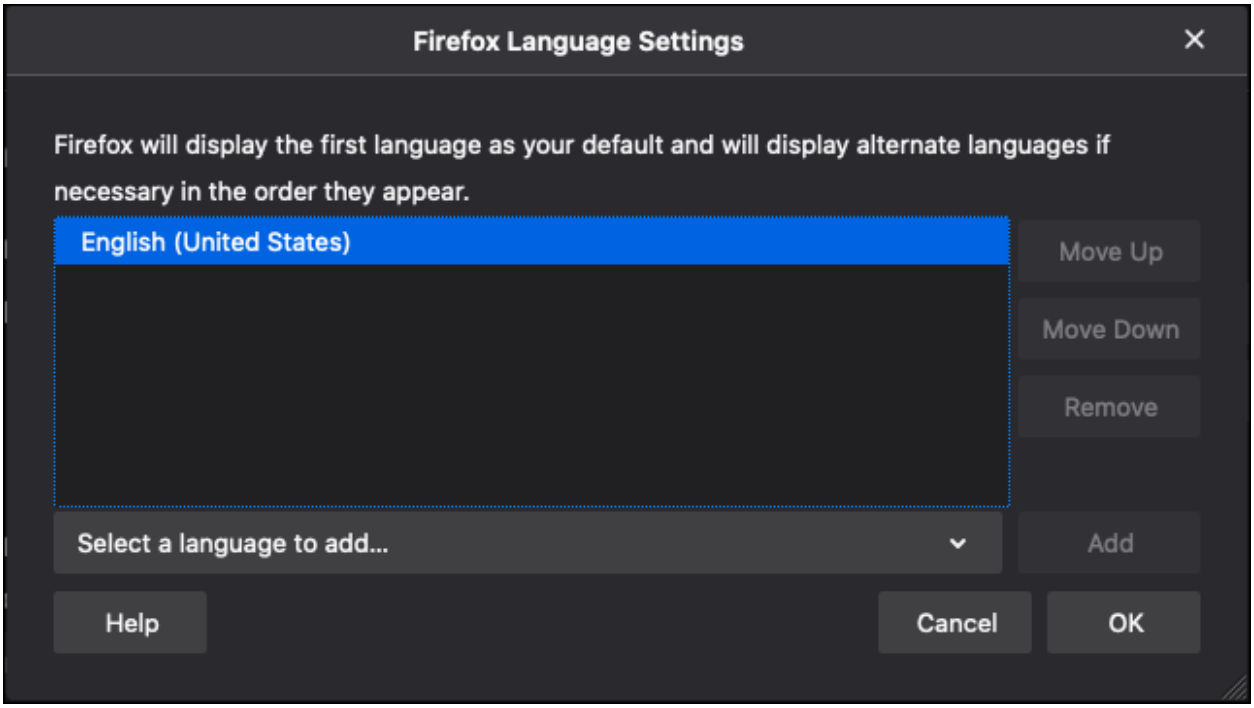
Click **General**, scroll to the *Languages* section and click **Choose**.



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



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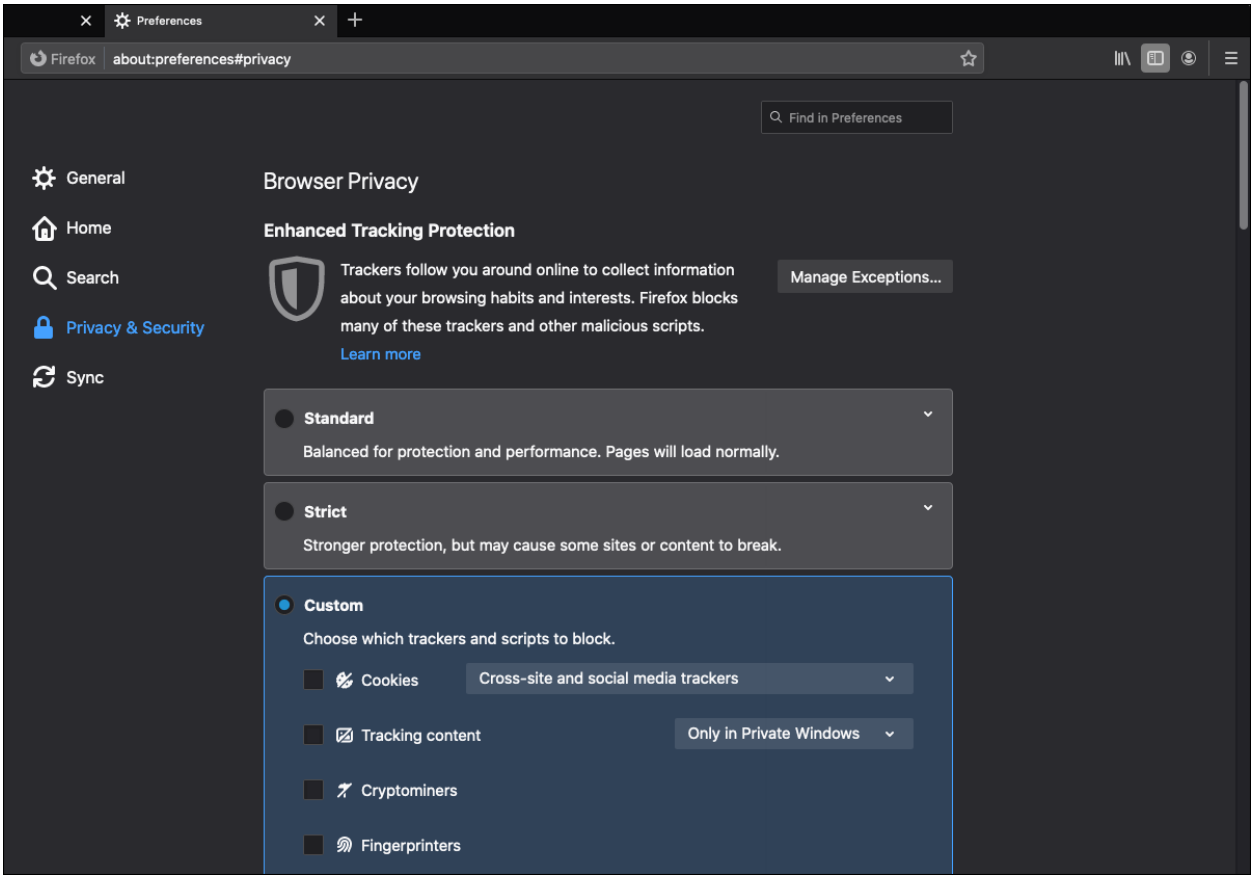
Click **Privacy & Security**, scroll to the *Enhanced Tracking Protection* and click **Custom**. Ensure no checkboxes are selected.



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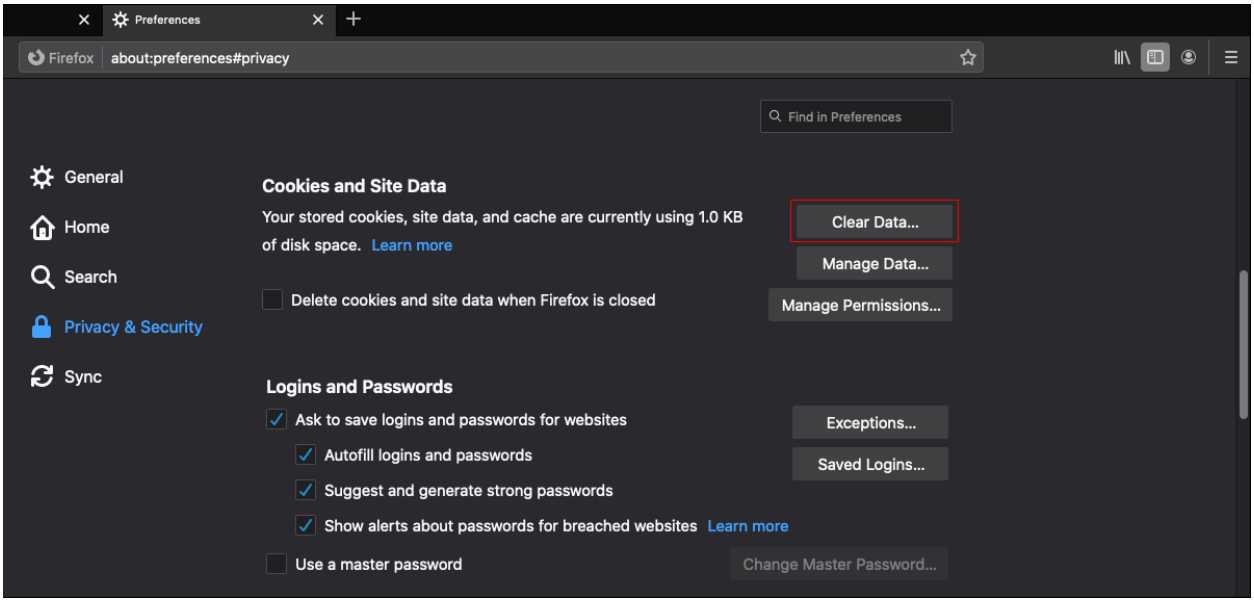
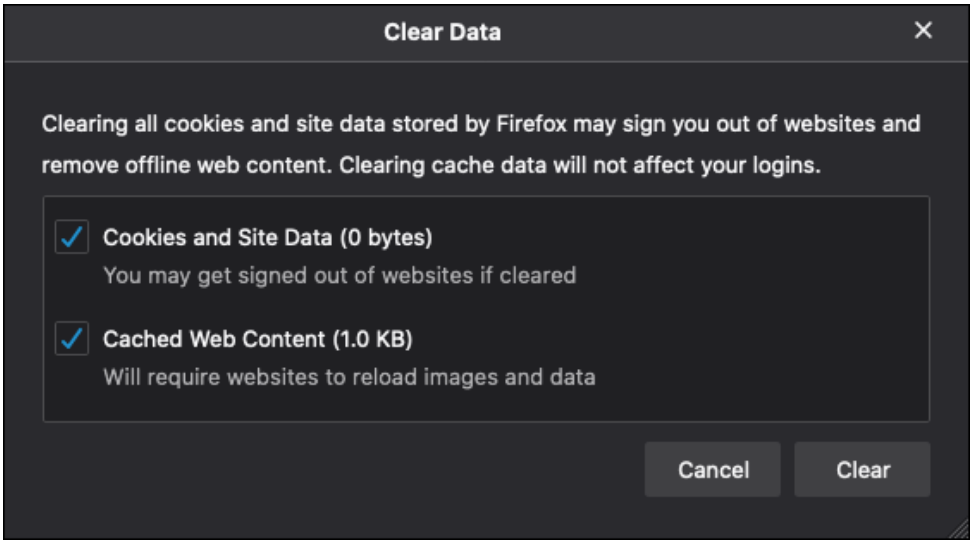
Scroll to the *Cookies and Site Data* section and click **Clear Data**.



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



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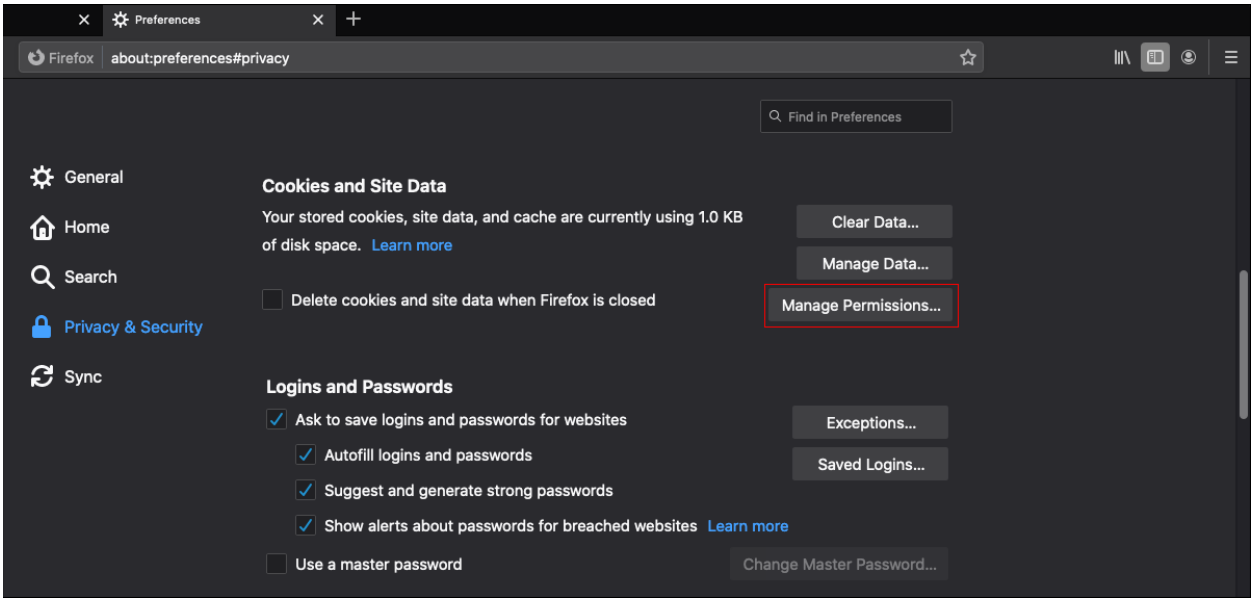
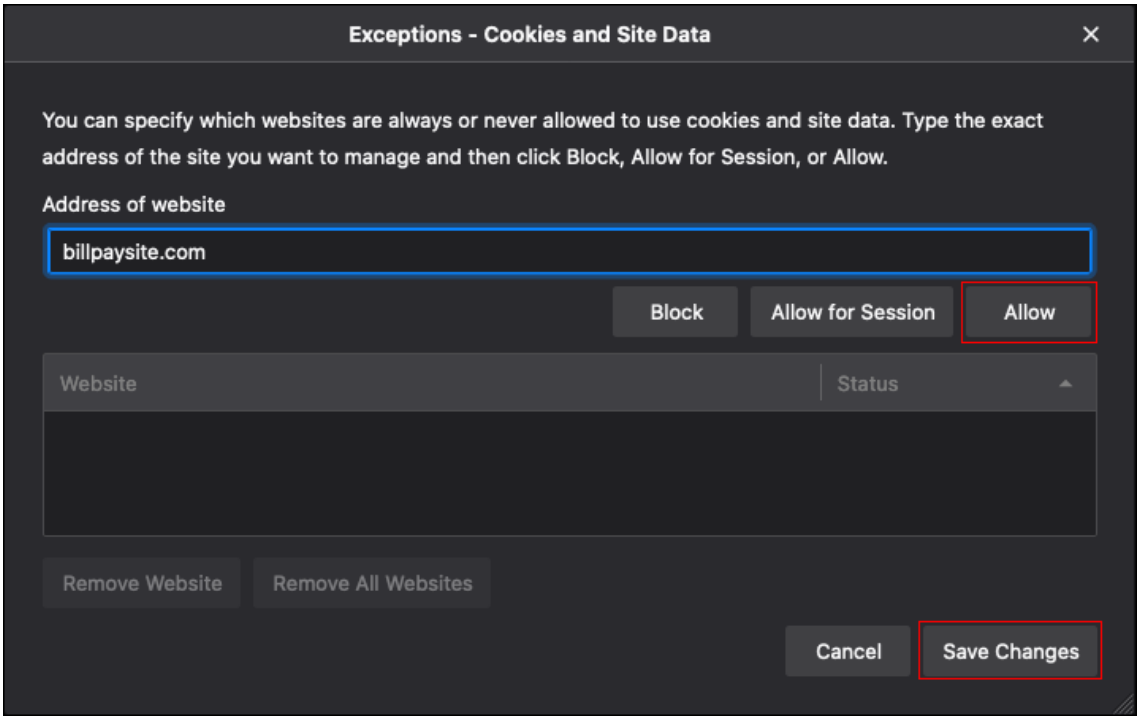
While still in the *Cookies and Site Data* section, click **Manage Permissions**.



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**.



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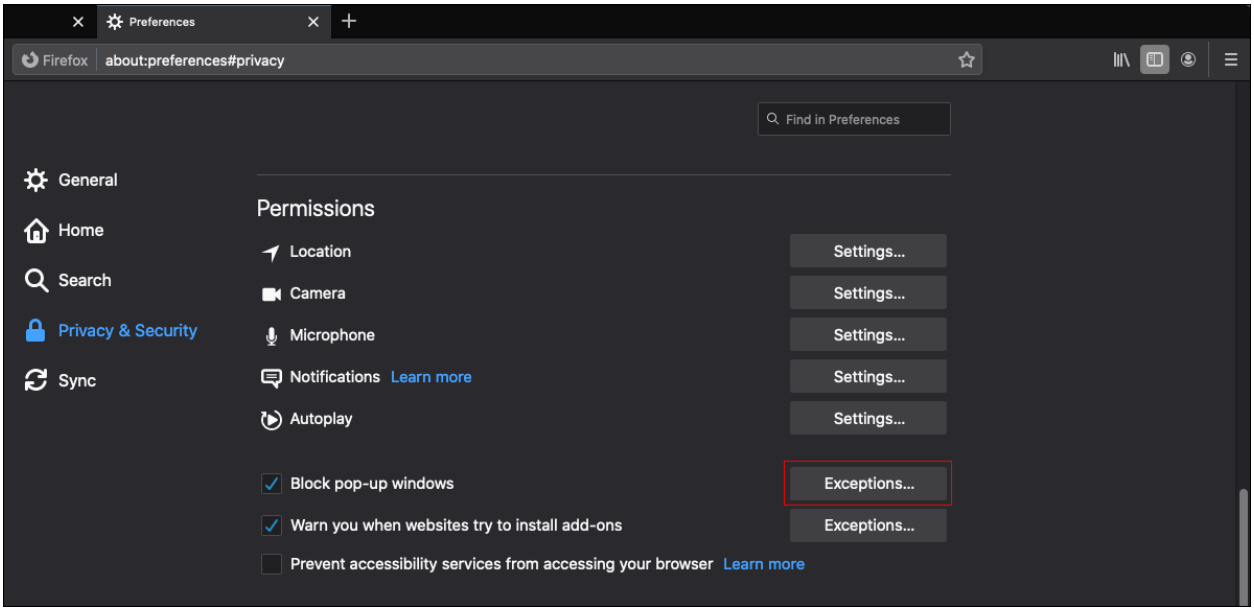
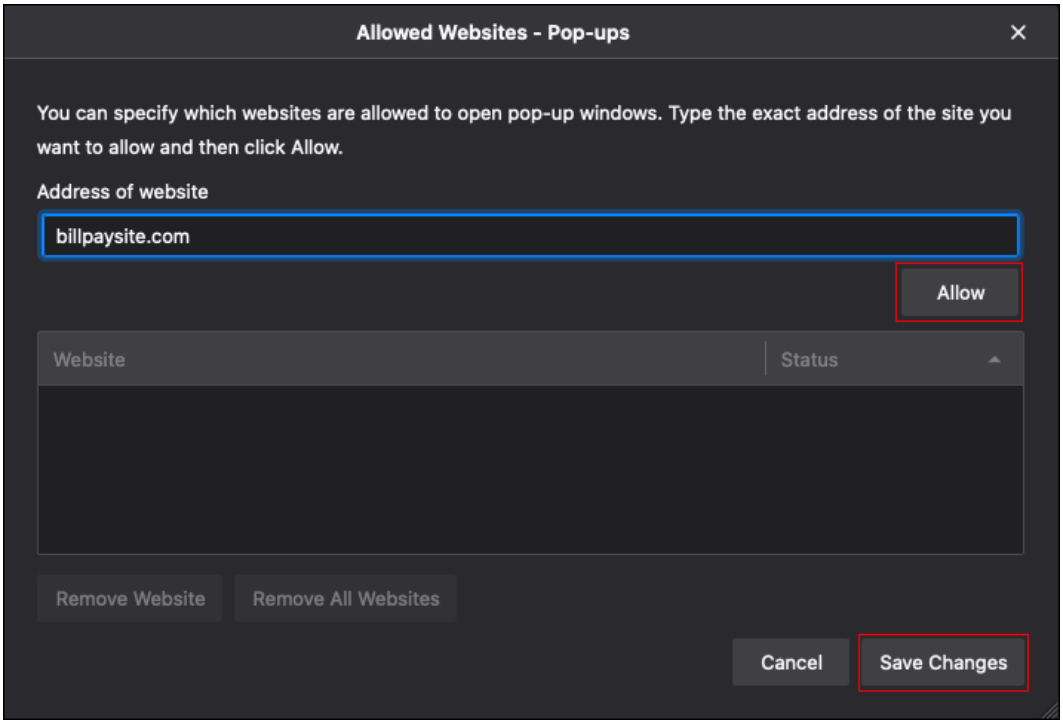
While in **Privacy & Security**, scroll to the *Permissions* section and click **Exceptions** for *Block pop-up windows*.



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**.



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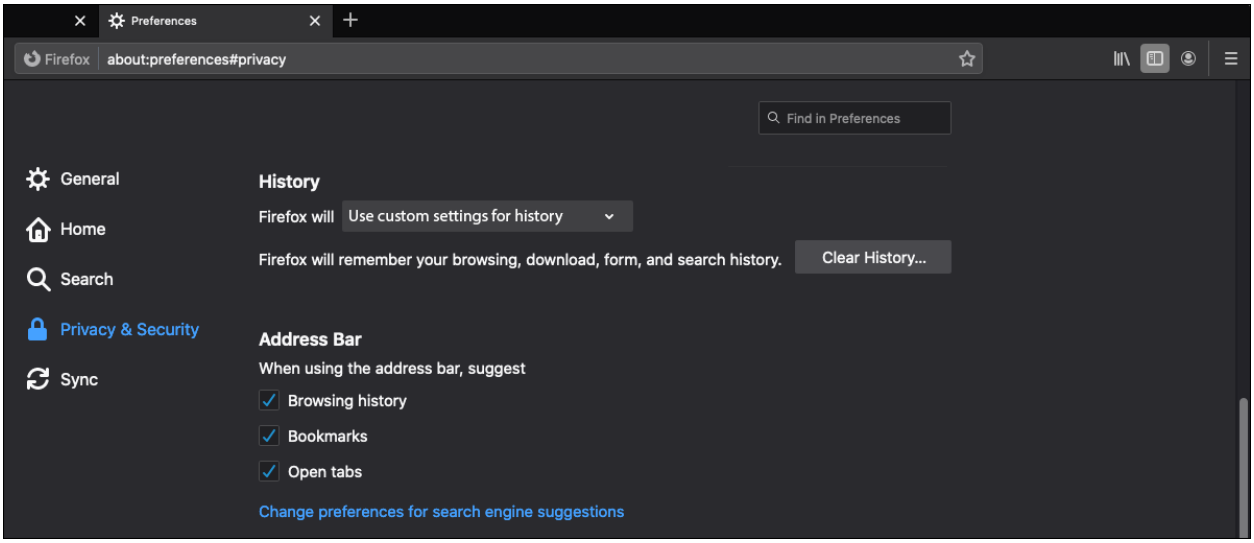
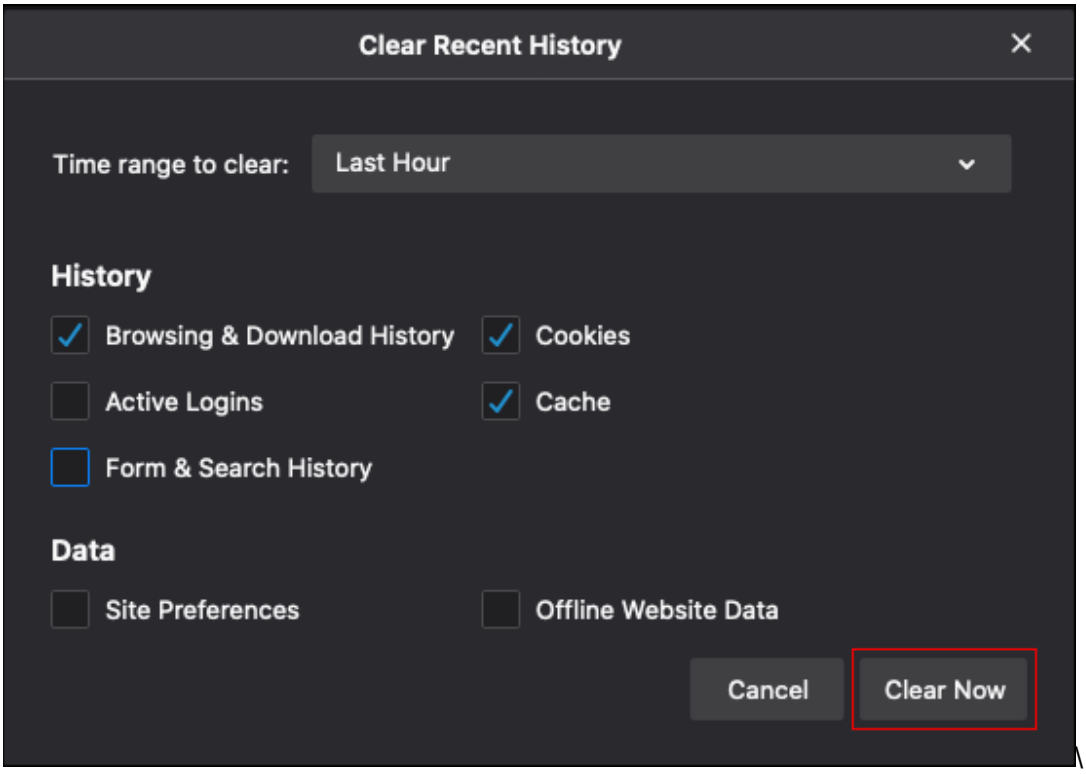
Scroll to the *History* section. From the *Firefox will* menu, choose **Use custom settings for history**.



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



Restart the browser by closing all open sessions.

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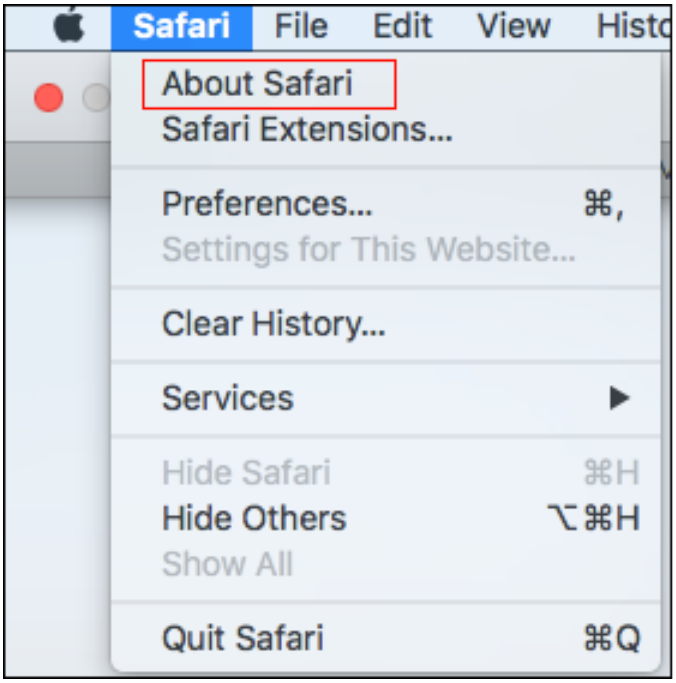
Safari 12 and Above

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



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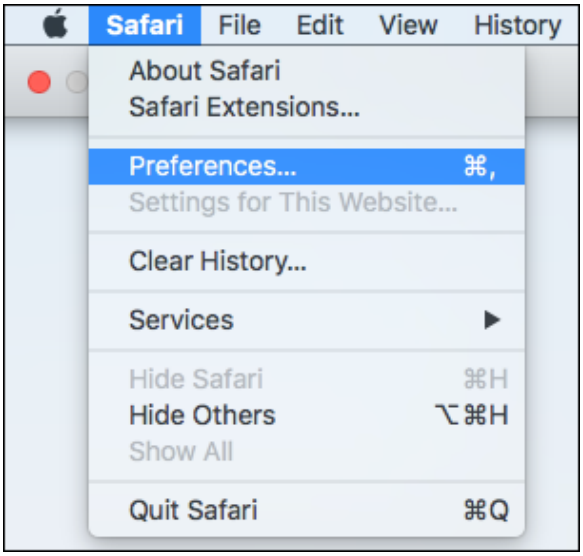
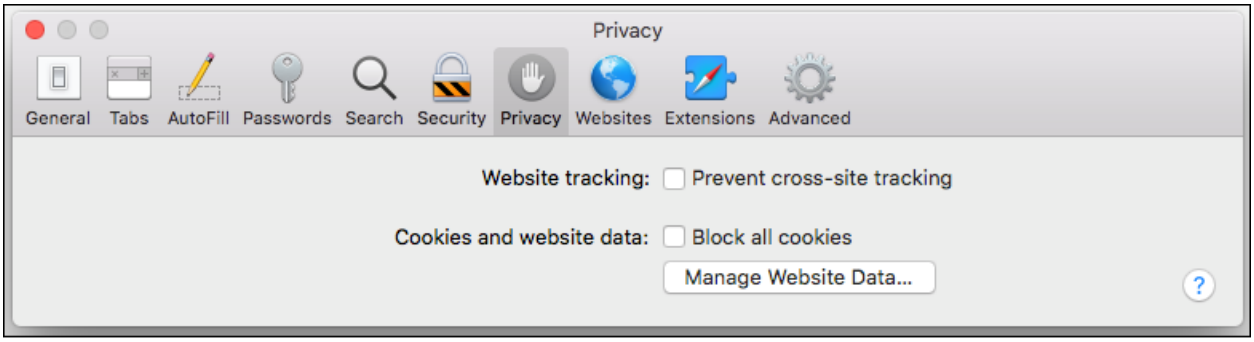
With your browser window open, select **Safari** then **Preferences**.



The *Preferences* window appears.

Click **Privacy**.

In the Website tracking, de-select Prevent *Cookies and website data* section, de-select **Block all cookies**.



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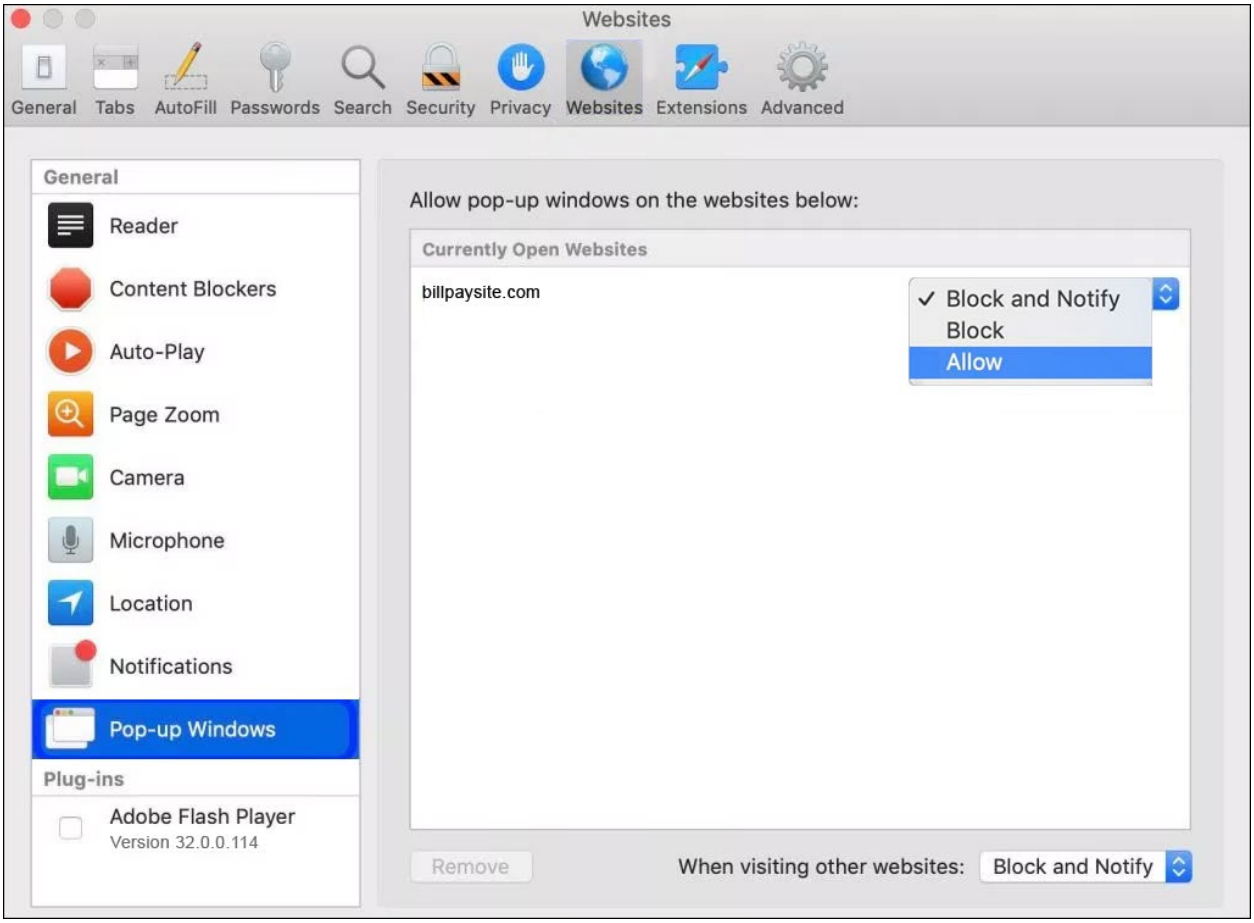
Click **Websites**, then select **Pop-up Windows**.

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



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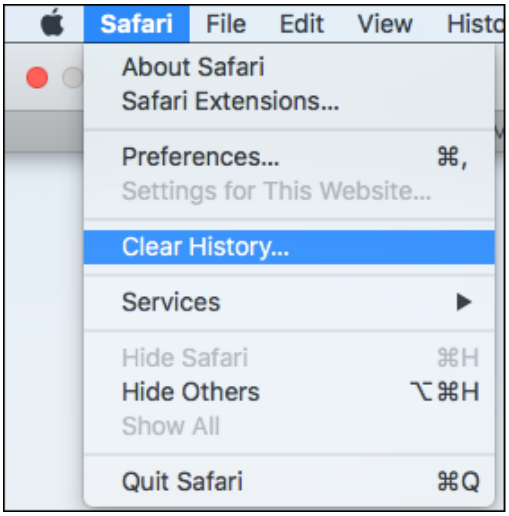
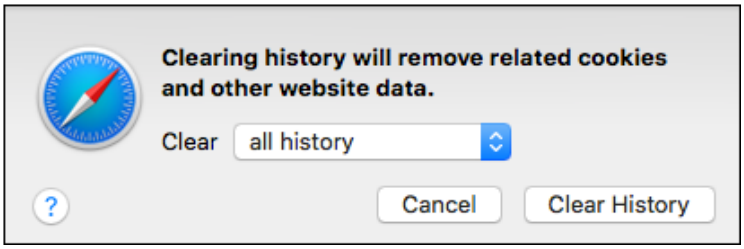
Delete browsing history. Click Safari, then **Clear history**. In the *Clear* section select **all history**, then click **Clear History**.





Restart the browser by closing all open sessions.

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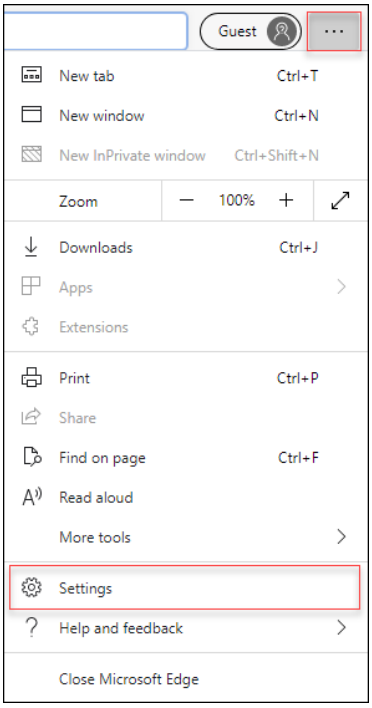
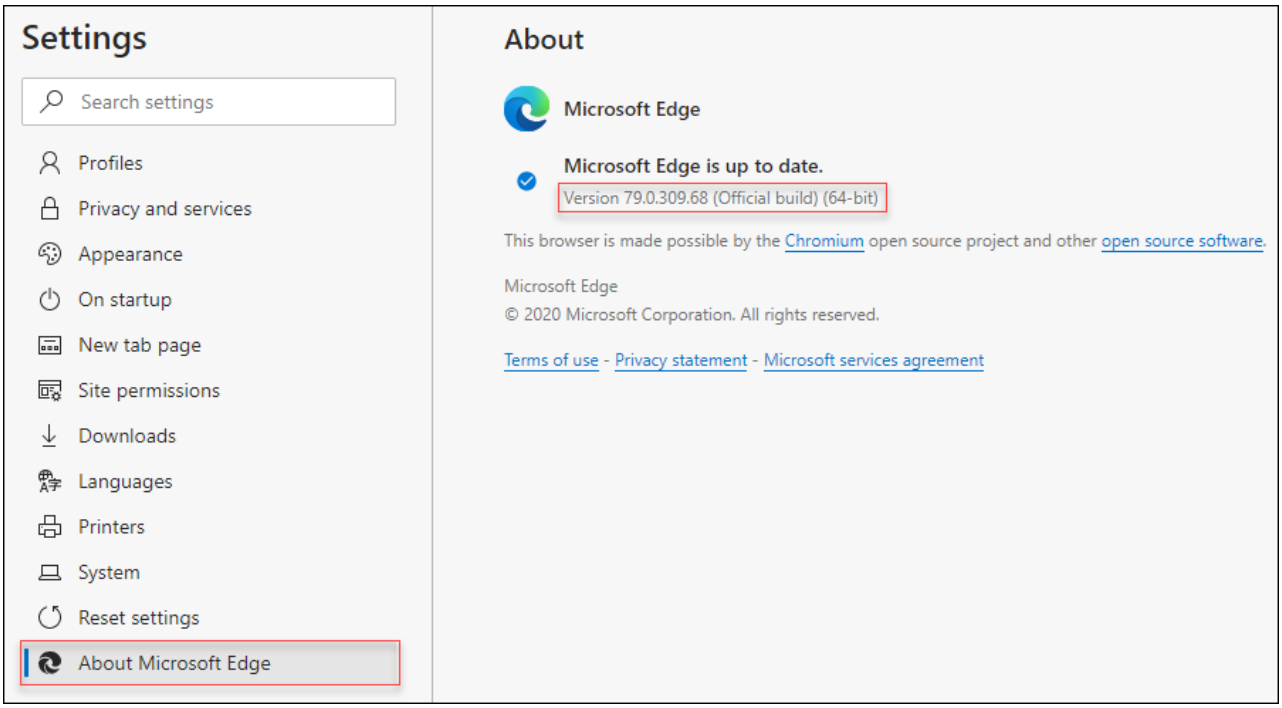
Microsoft® Edge 81 and 83

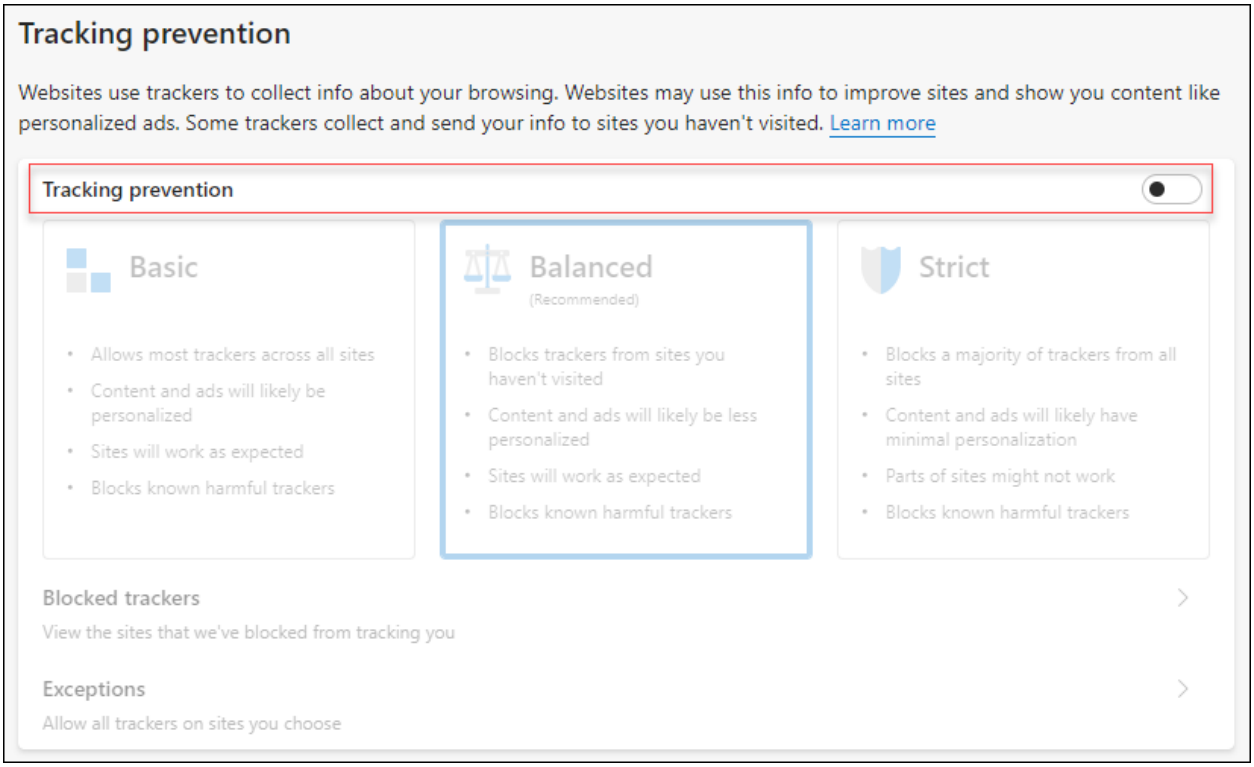
To locate the browser version, with the browser window open, click the Menu icon. Then, click **Settings**.



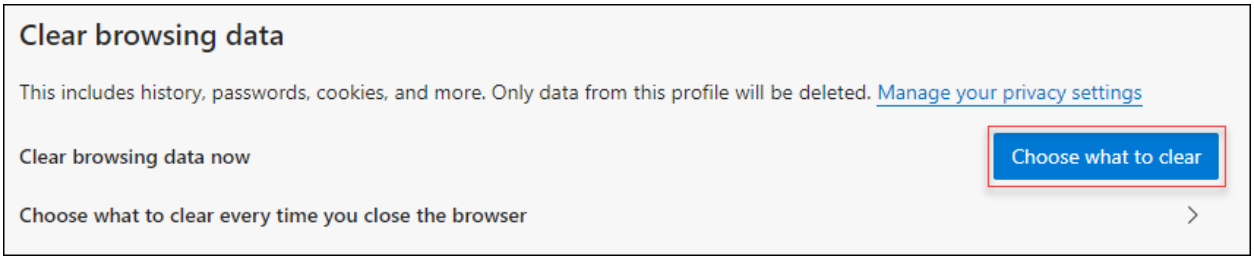
Click *About Microsoft Edge*.



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**.



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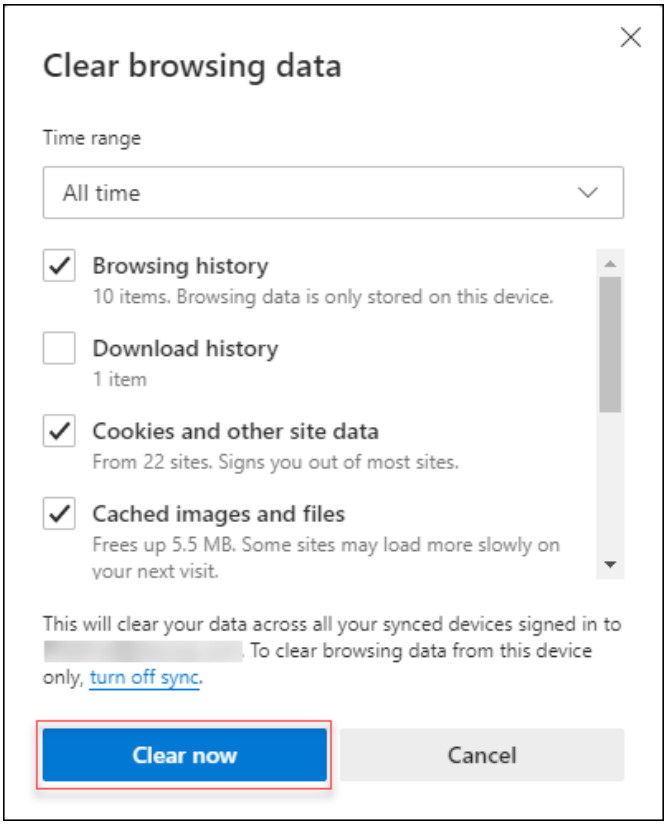
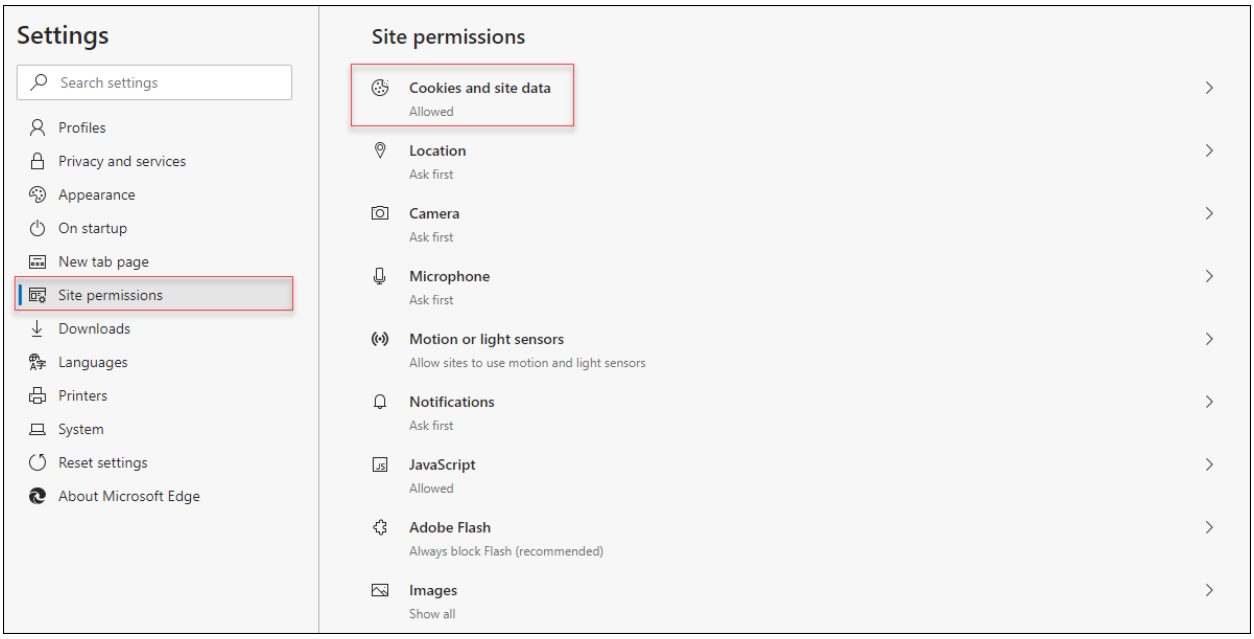
In the Time range section, choose **All time**. Select **Browsing History**, **Cookies and other site data**, and **Cached images and files,** then click **Clear now**.



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



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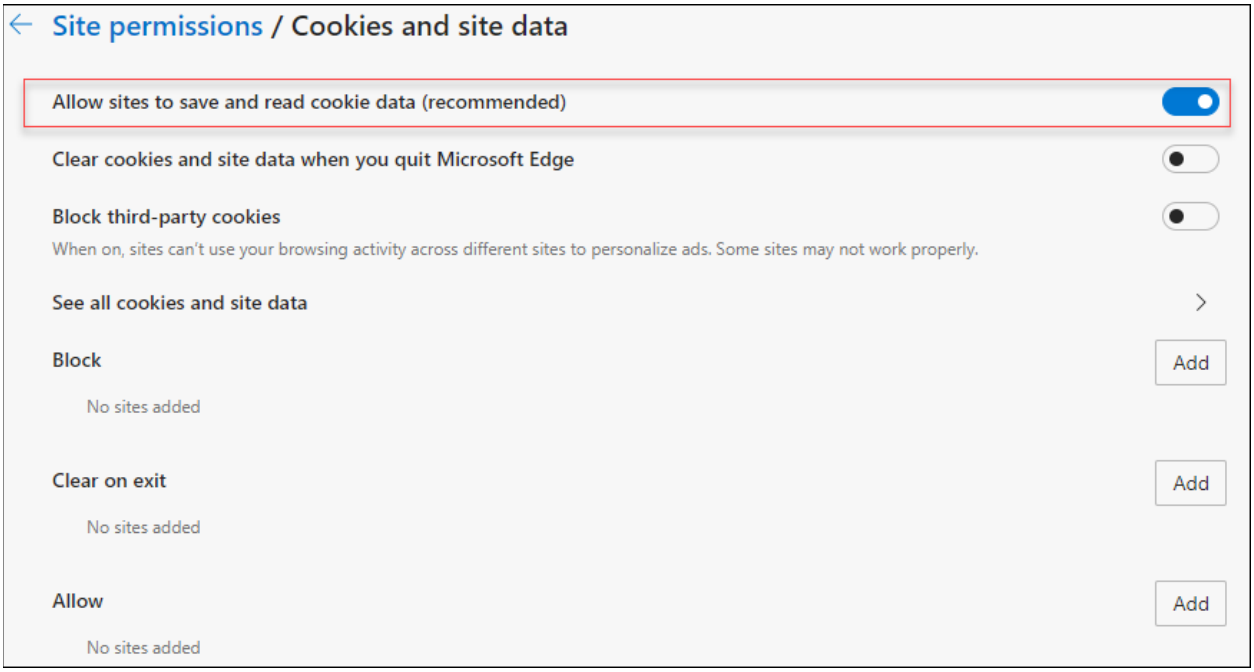
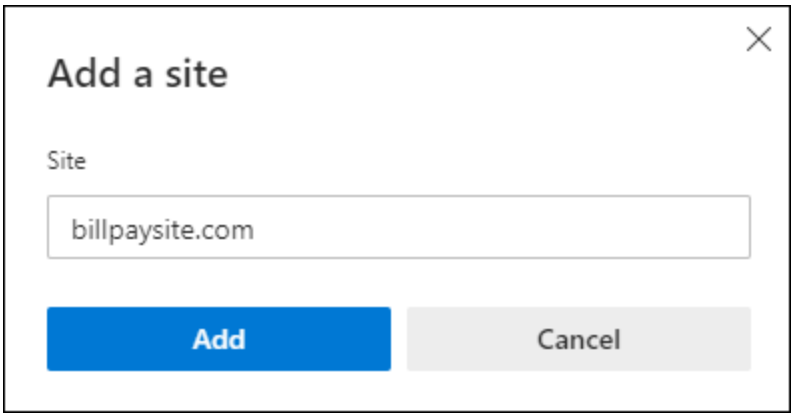
Enable **Allow sites to save and read cookie data (recommended).**



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**.



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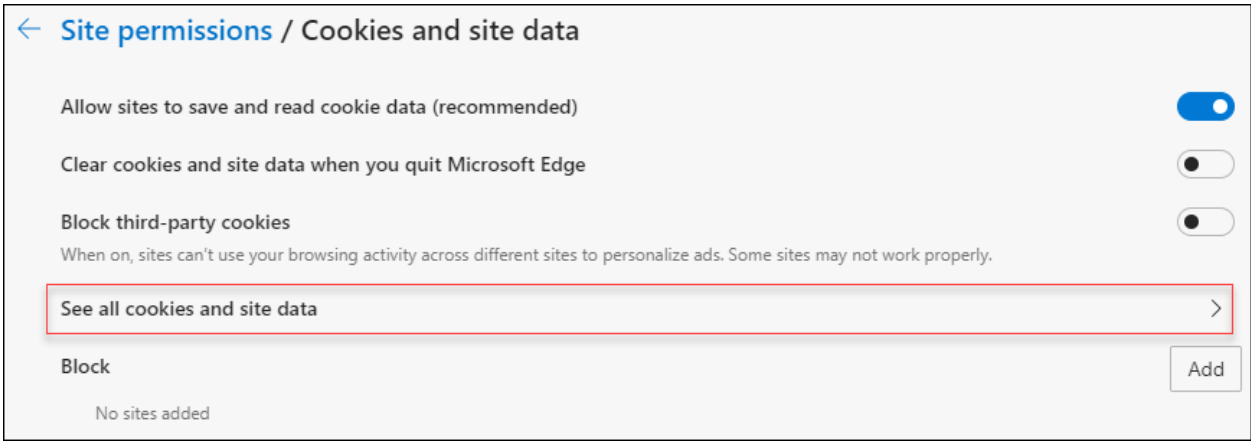
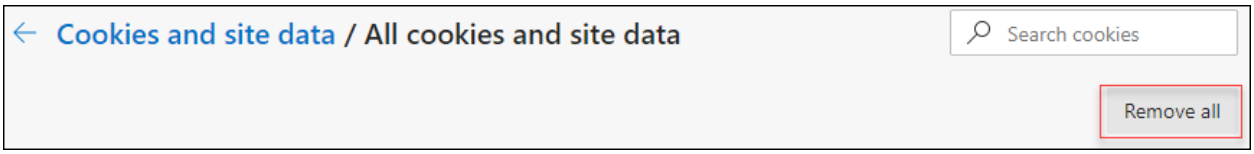
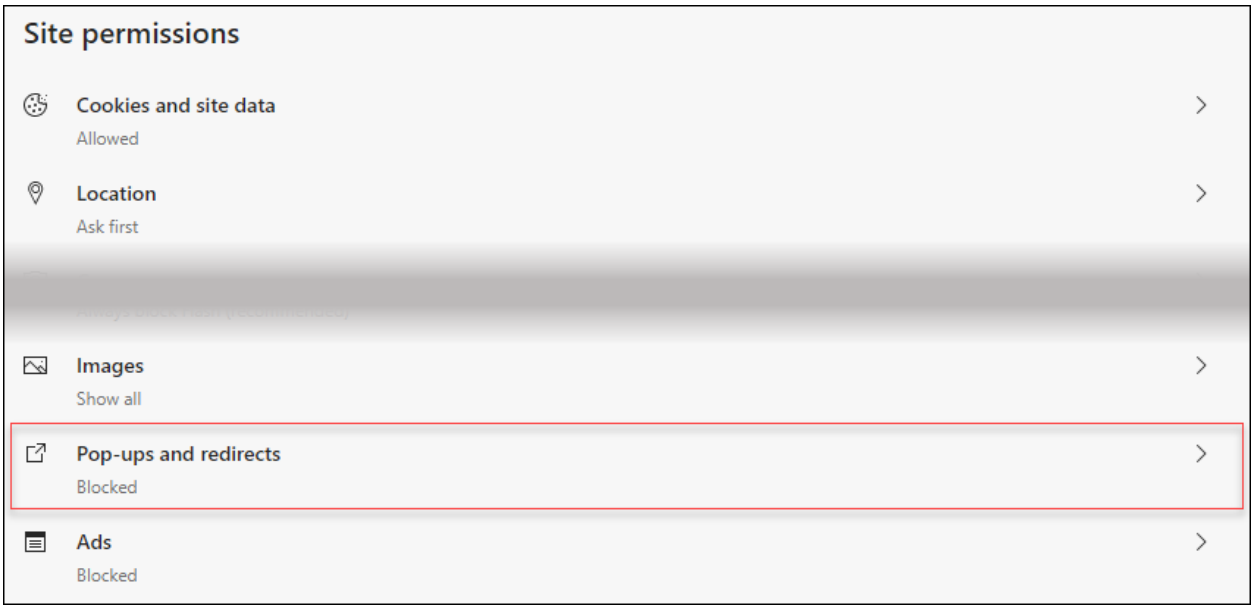
While still on the **Site permissions** page, click **See all cookies and site data** and then click **Remove All**.





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



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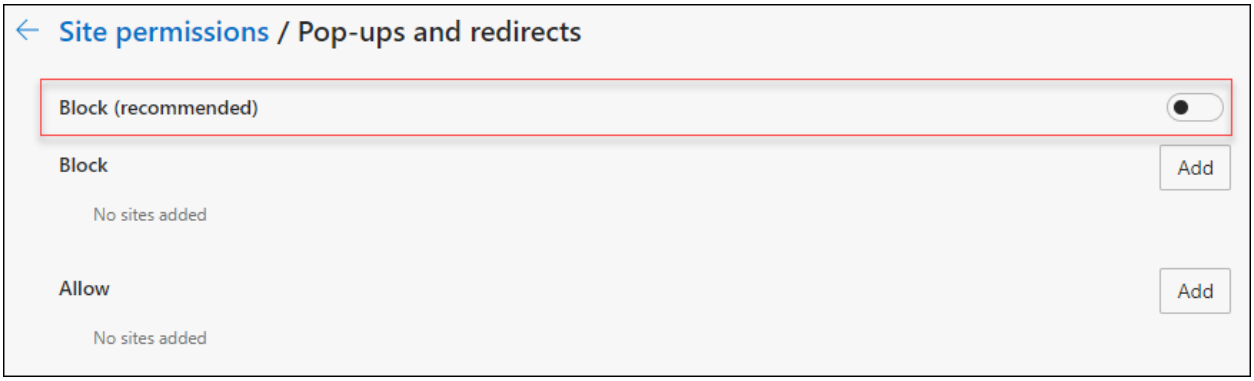
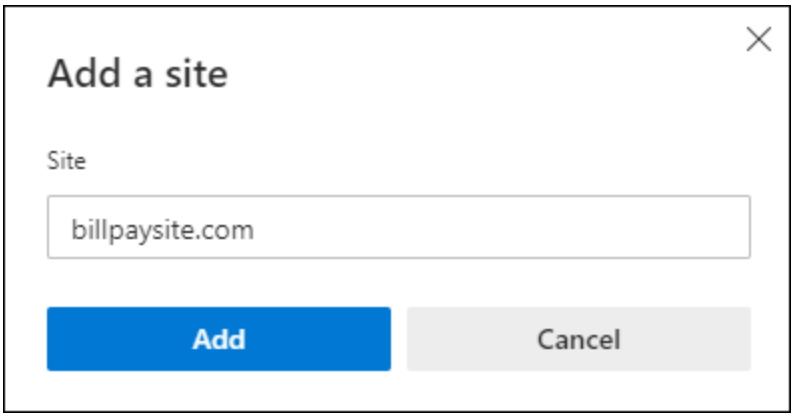
Disable **Block (recommended).**



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**.



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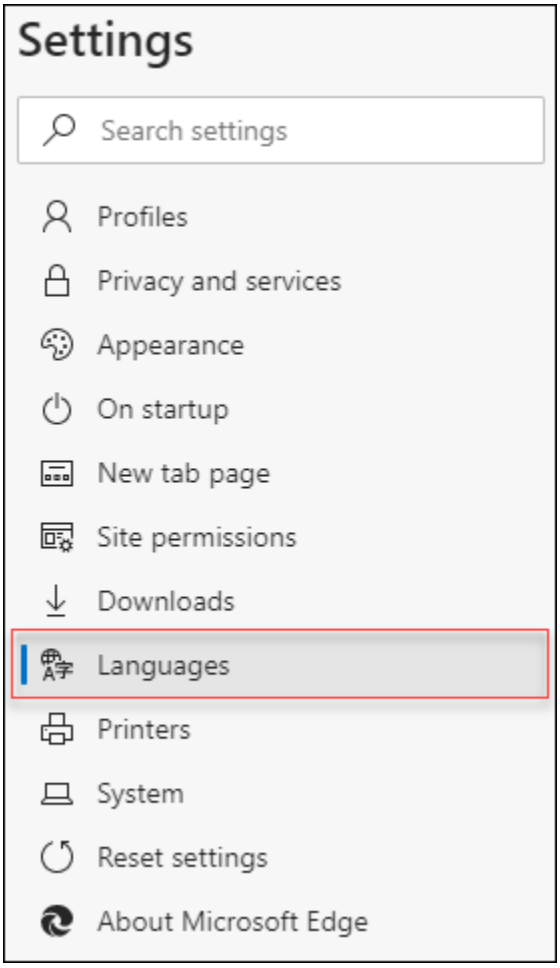
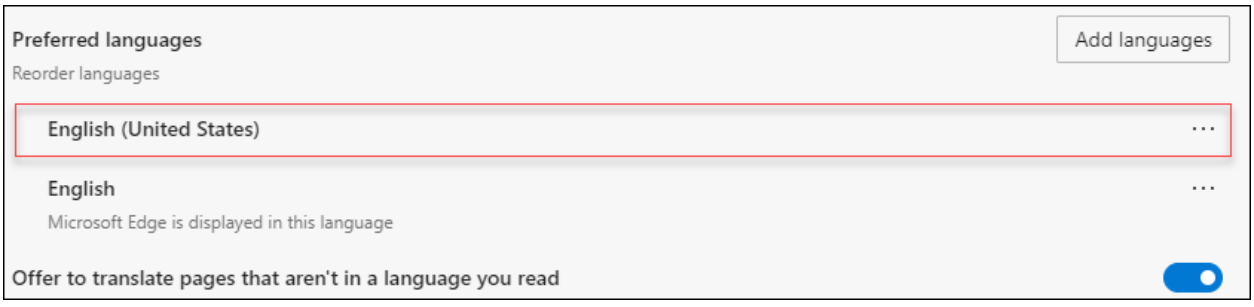
Under the **Settings** menu, select **Languages**.



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



Restart the browser by closing all open sessions.

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