



## 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 12 and above.

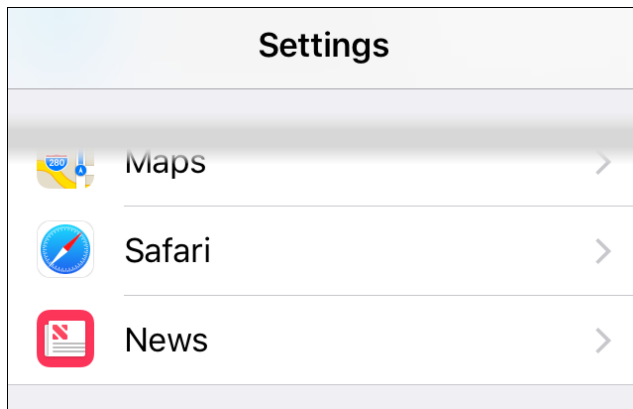
## iPhone iOS

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

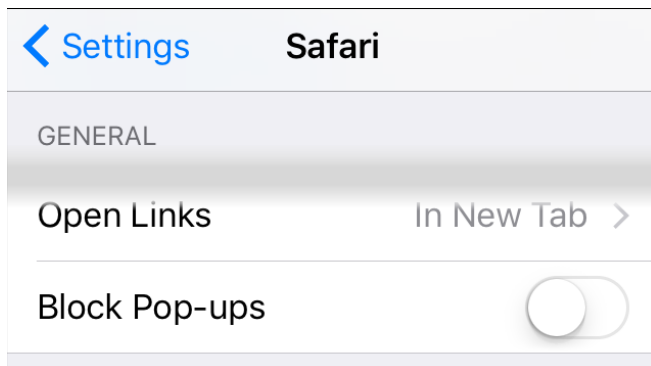


## iOS 12

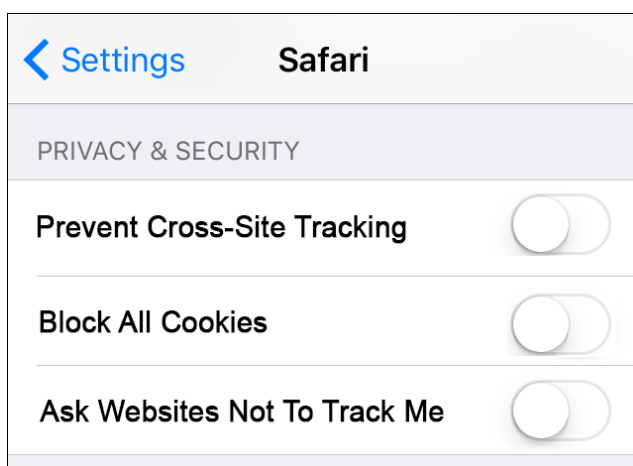
Open the **Settings** app. Select **Safari**.



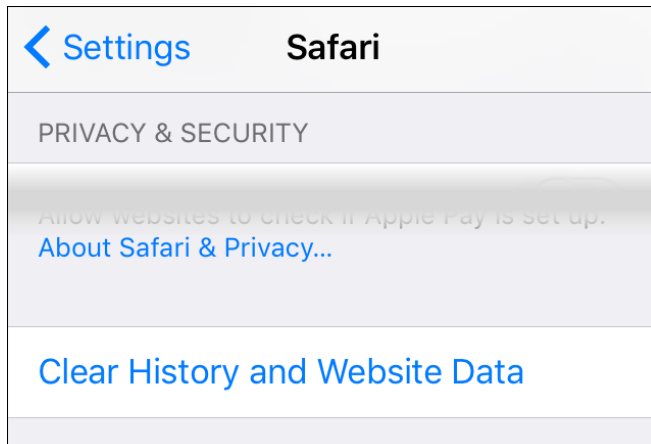
Under *General*, **Block Pop-Ups** should be turned **off**.



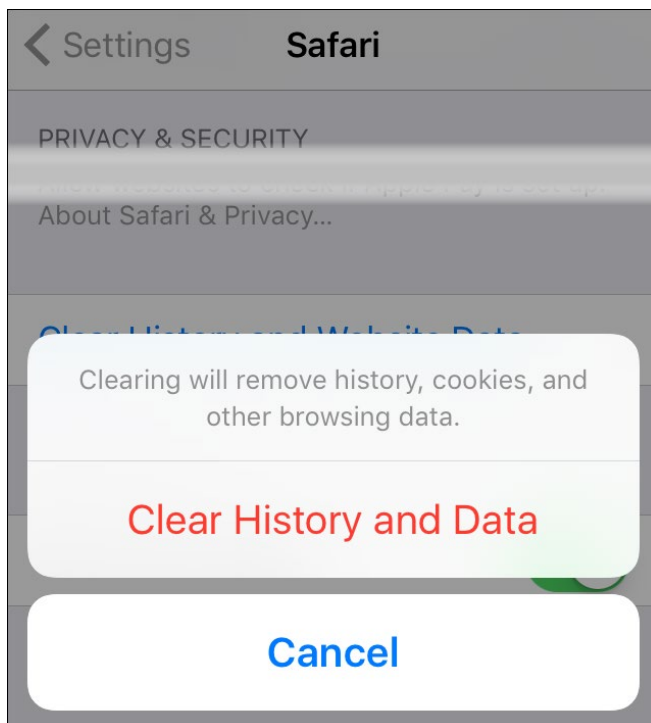
Under *Privacy & Security*, **Prevent Cross-Site Tracking**, **Block All Cookies**, and **Ask Websites Not To Track Me** should be turned **off**.



Select **Clear History and Website Data**.

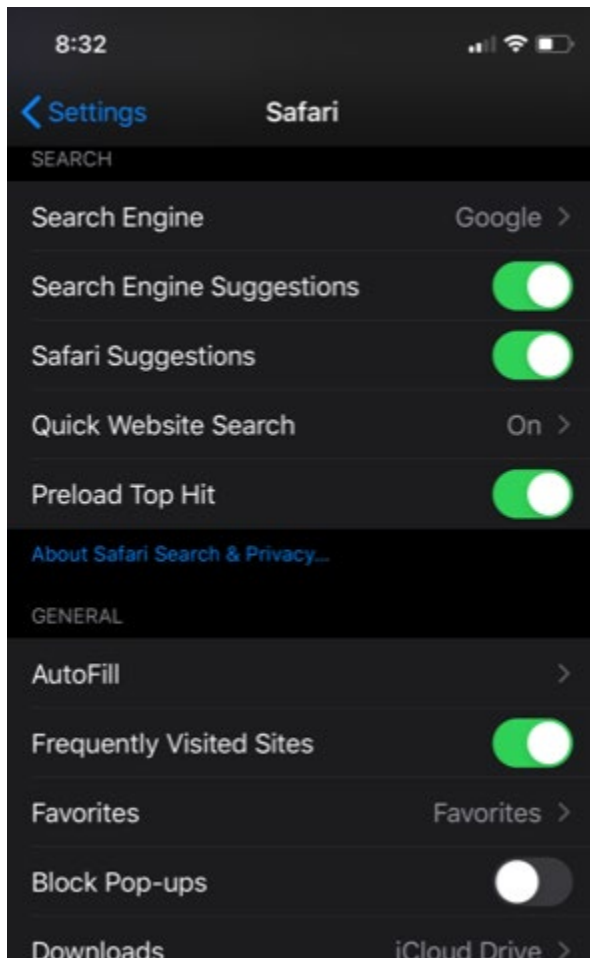


Select **Clear History and Data**.

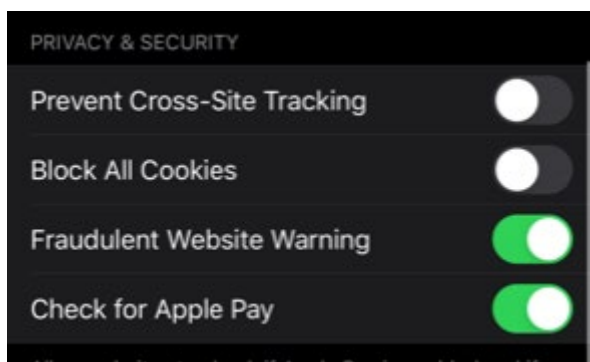


## iOS 13 and Above

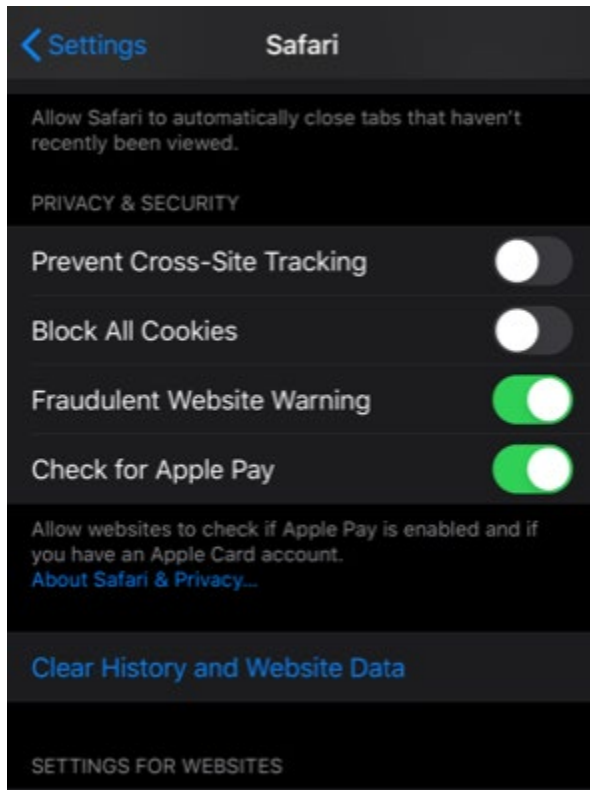
Open the **Settings** app. Select **Safari**. Under *General*, **Block Pop-Ups** should be turned **off**.



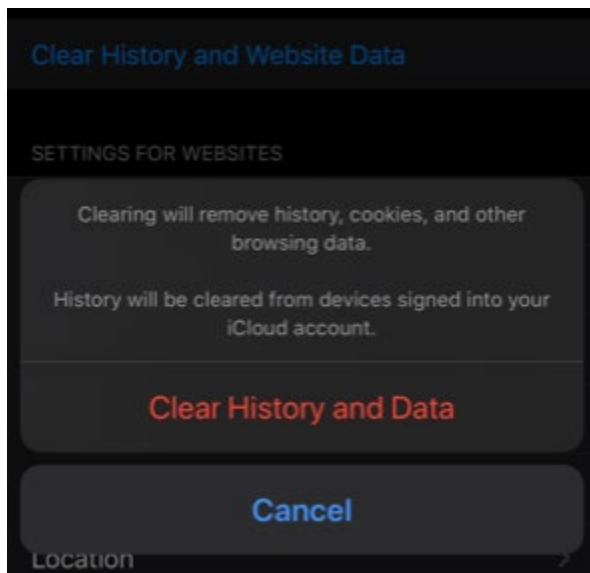
Under *Privacy & Security*, turn off **Prevent Cross-Site Tracking**, and then turn off **Block All Cookies**.



Select **Clear History and Website Data**.



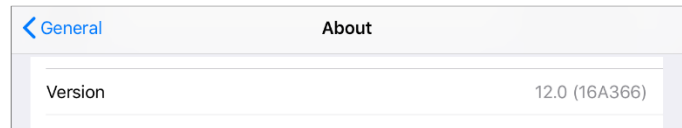
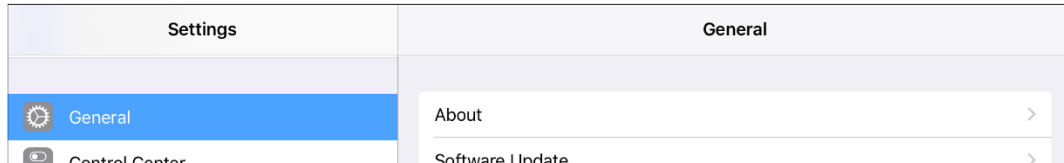
Select **Clear History and Data**.





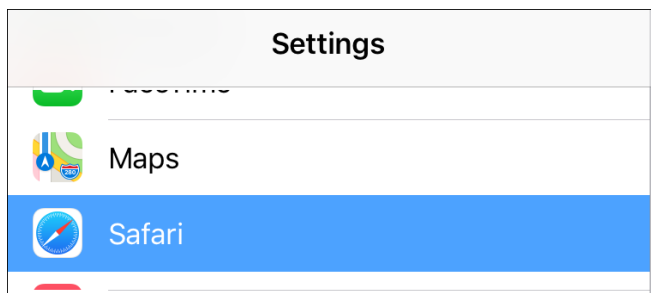
## iPad iOS

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

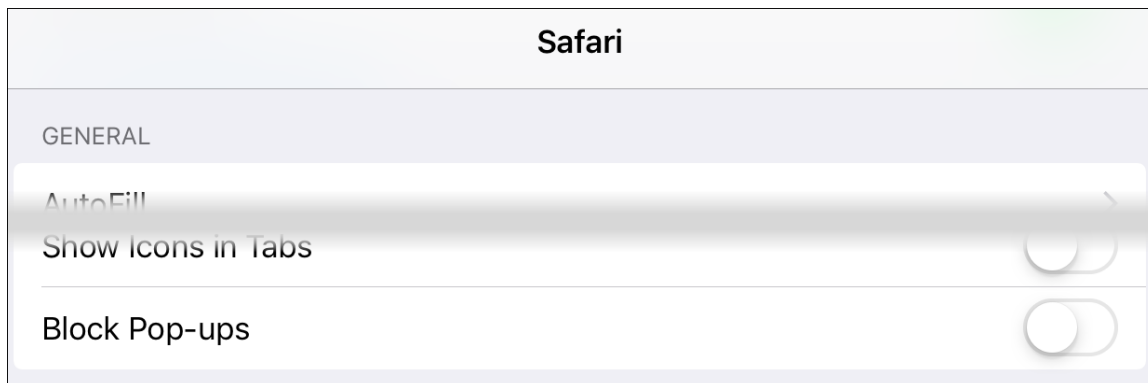


## iOS 12

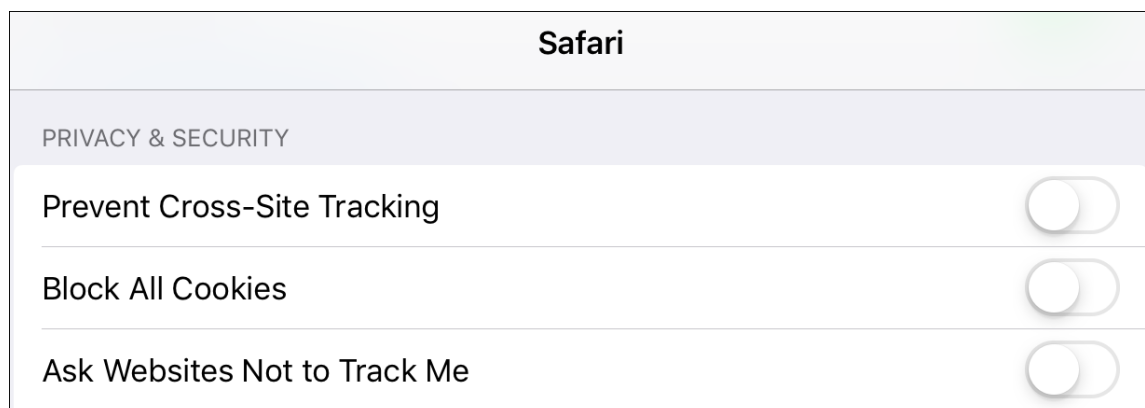
Open the **Settings** app. Select **Safari**.



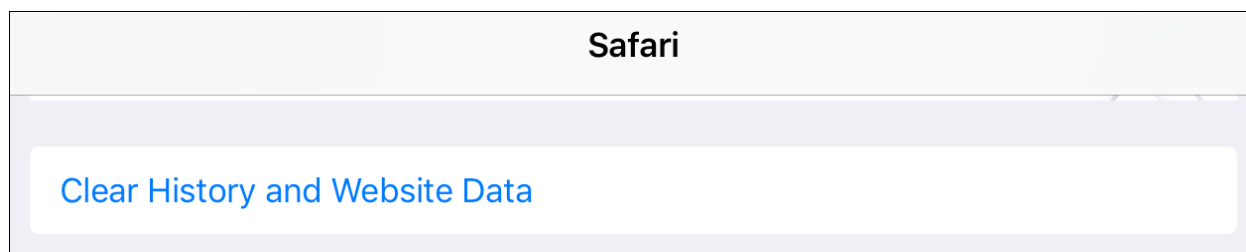
Under *General*, **Block Pop-Ups** should be turned **off**.



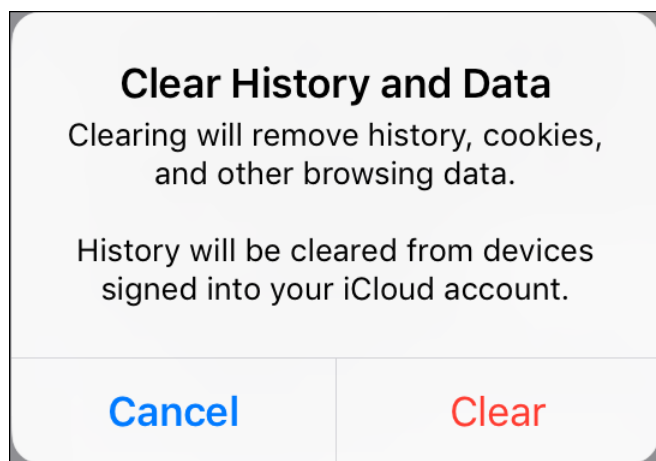
Under *Privacy & Security*, **Prevent Cross-Site Tracking**, **Block All Cookies**, and **Ask Websites Not To Track Me** should be turned off.



Select **Clear History and Website Data**.

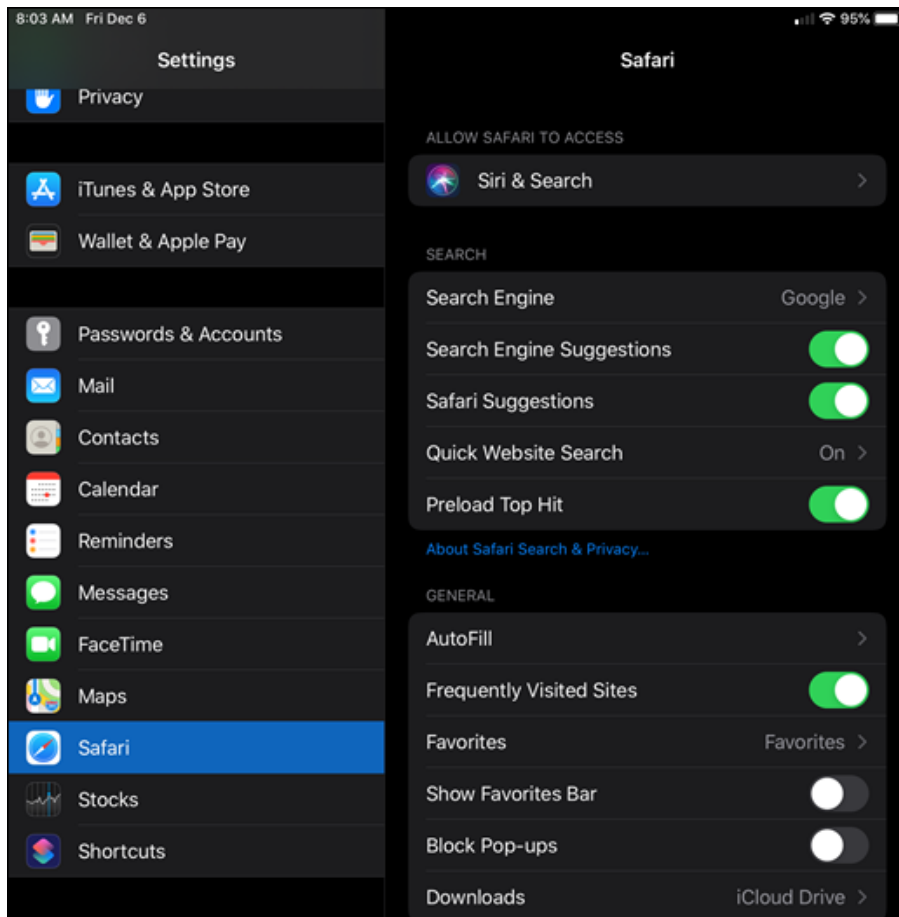


Select **Clear History and Data**.

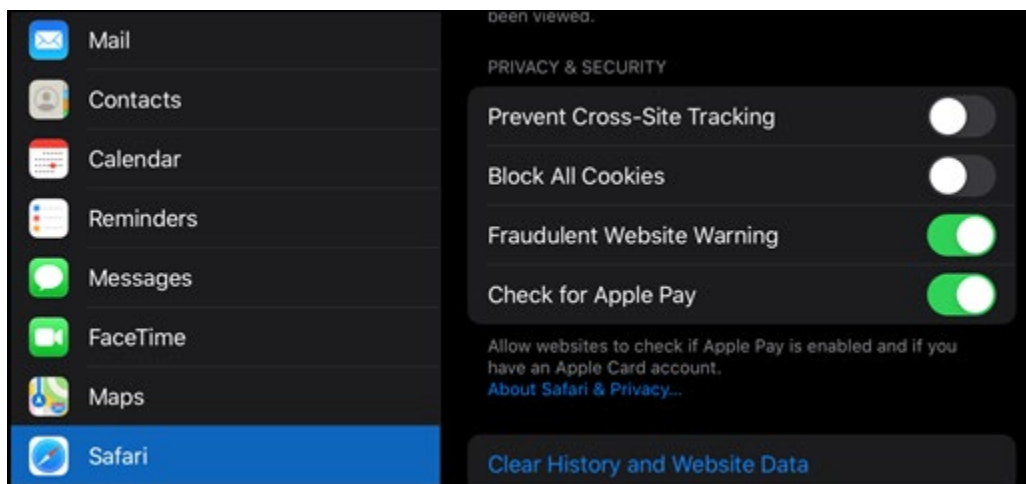


## iOS 13 and Above

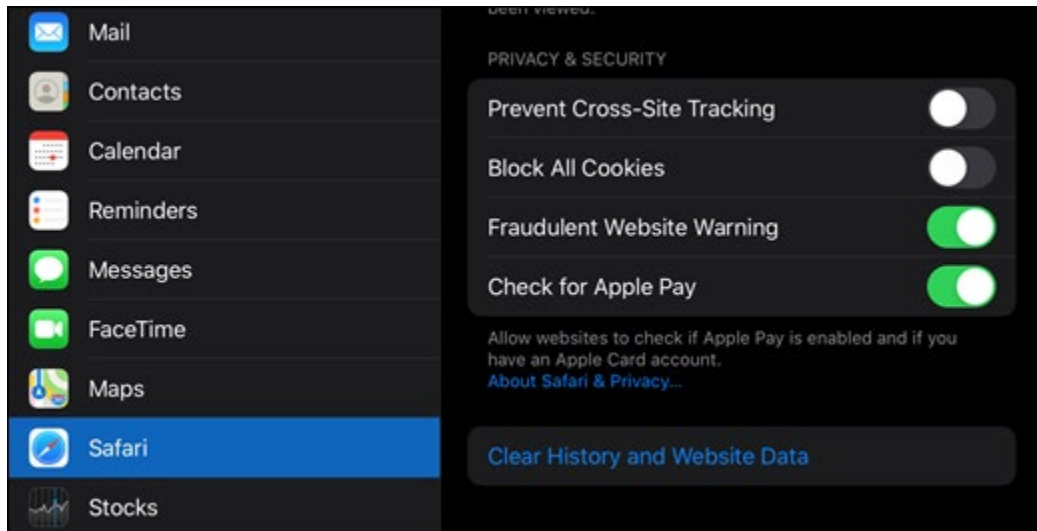
Open the **Settings** app. Select **Safari**. Under *General*, **Block Pop-Ups** should be turned **off**.



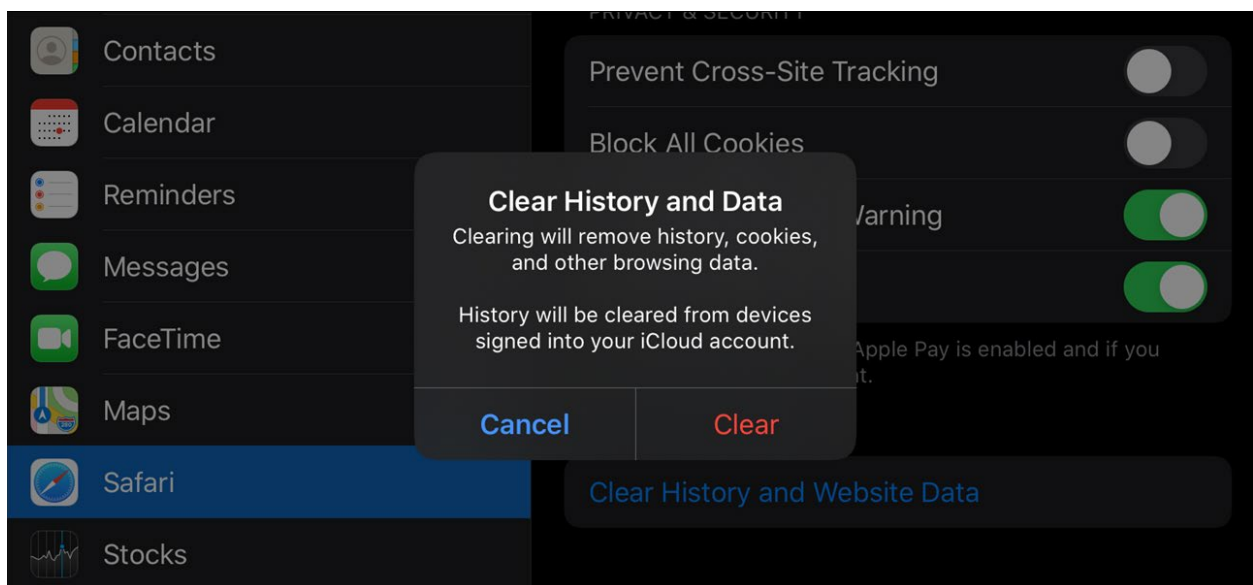
Under *Privacy & Security*, turn off **Prevent Cross-Site Tracking**, and then turn off **Block All Cookies**.



Select **Clear History and Website Data**.



Select **Clear History and Data**.



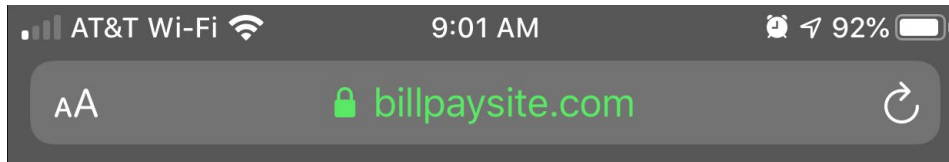
## Requesting Desktop Site

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

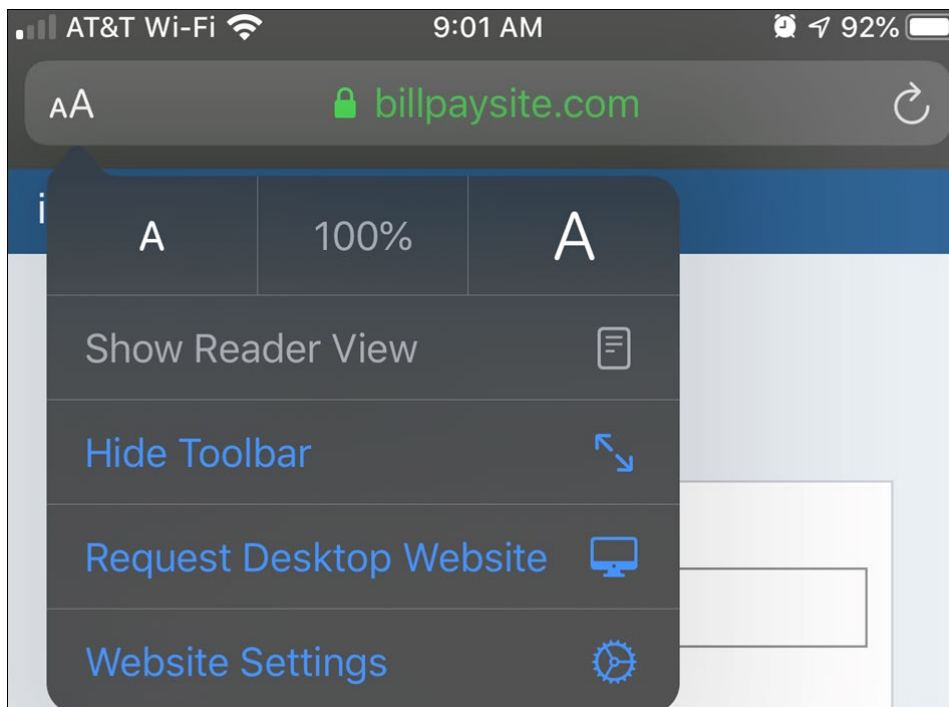
Open the **Safari** app.

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.