

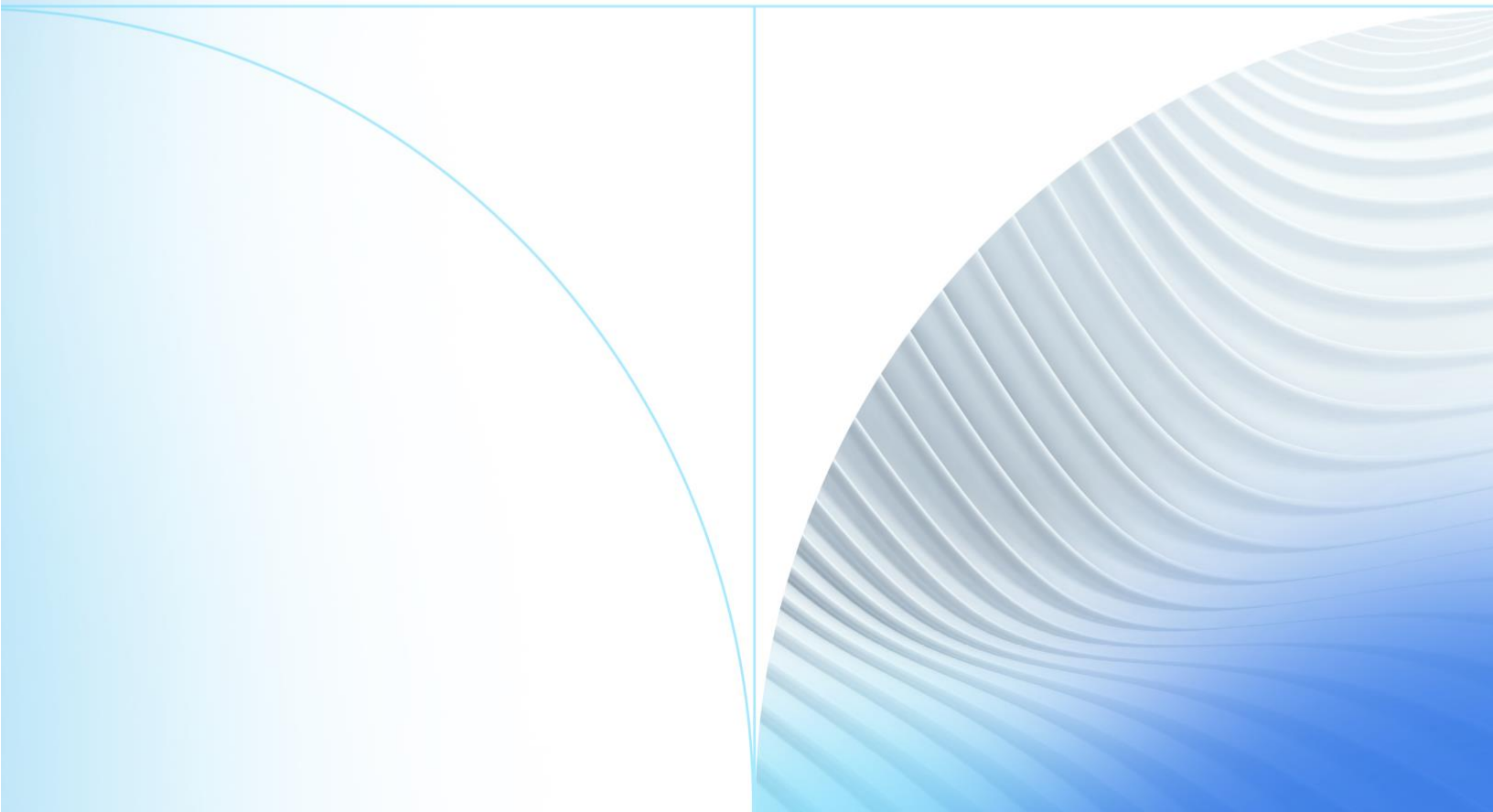


iPay Solutions
Consumer Bill Pay

• August 2022

Bill Pay Browser Settings for Apple and Android Devices

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.

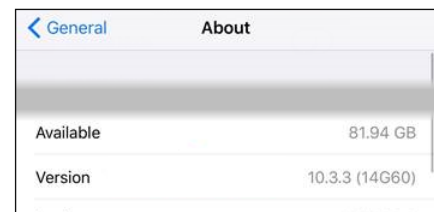
Additional Information

- 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.

Apple

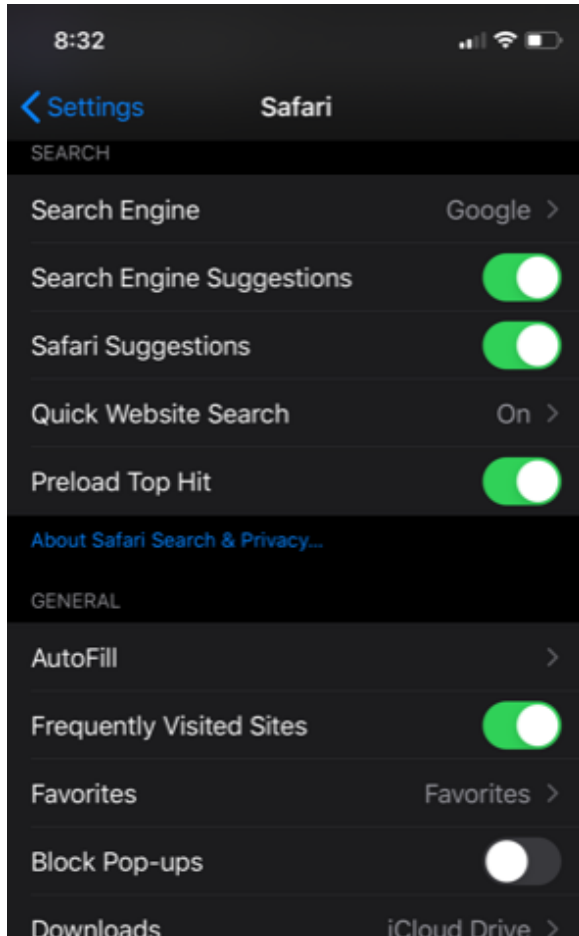
iPhone iOS

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

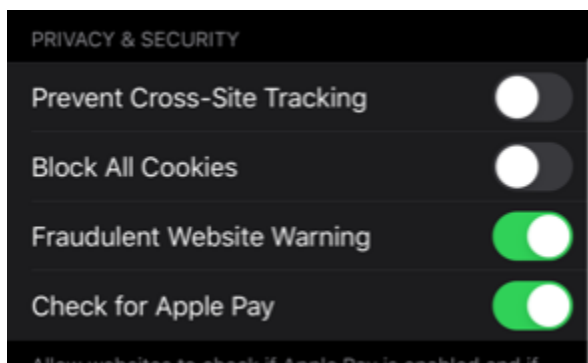


iOS 14 and Above

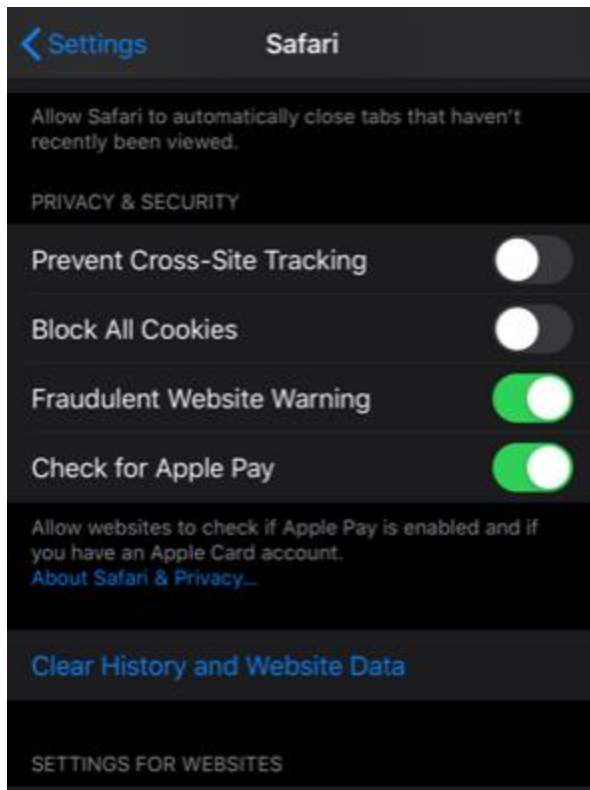
Open the **Settings** app. Select **Safari**. Under *General*, **Block Pop-Ups** should be turned **off**.



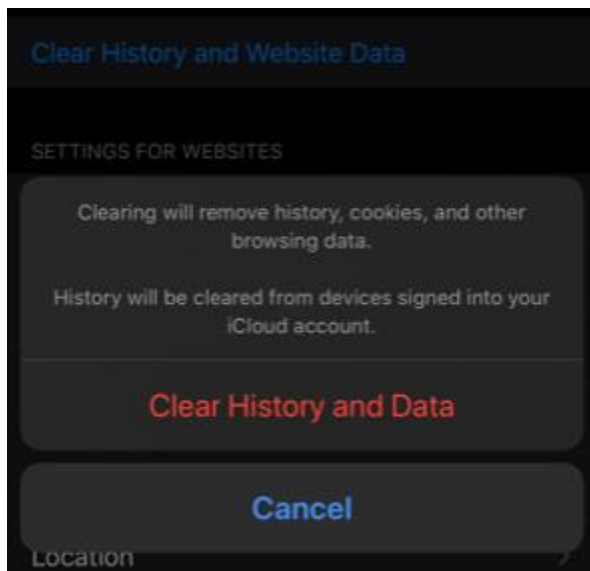
Under *Privacy & Security*, turn off **Prevent Cross-Site Tracking**, and then turn off **Block All Cookies**.



Select **Clear History and Website Data**.



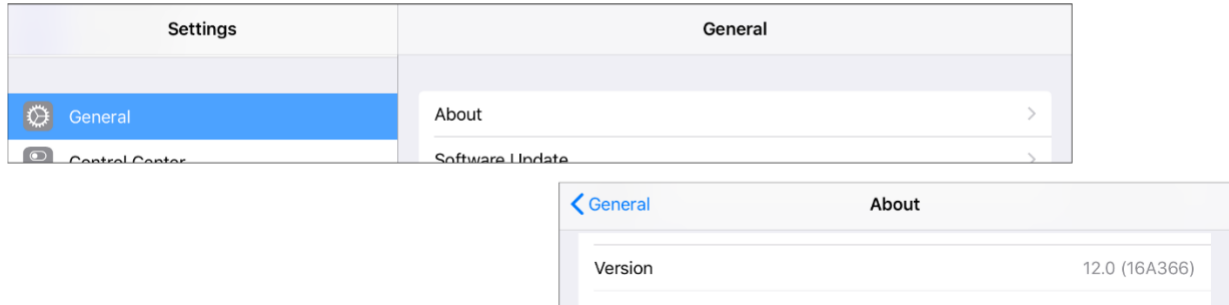
Select **Clear History and Data**.



Logout of open banking sessions and close all open internet windows. Open a new internet window, then manually type the online banking web address to access the site. Once open, login, then navigate to bill pay.

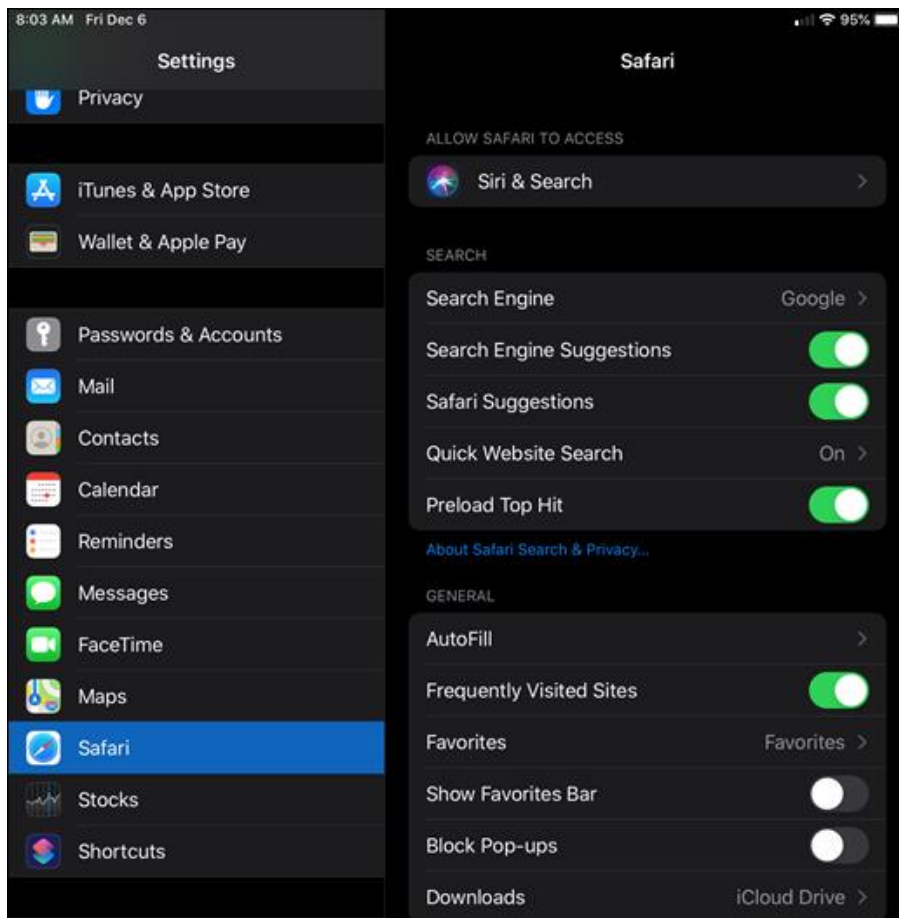
iPad iOS

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

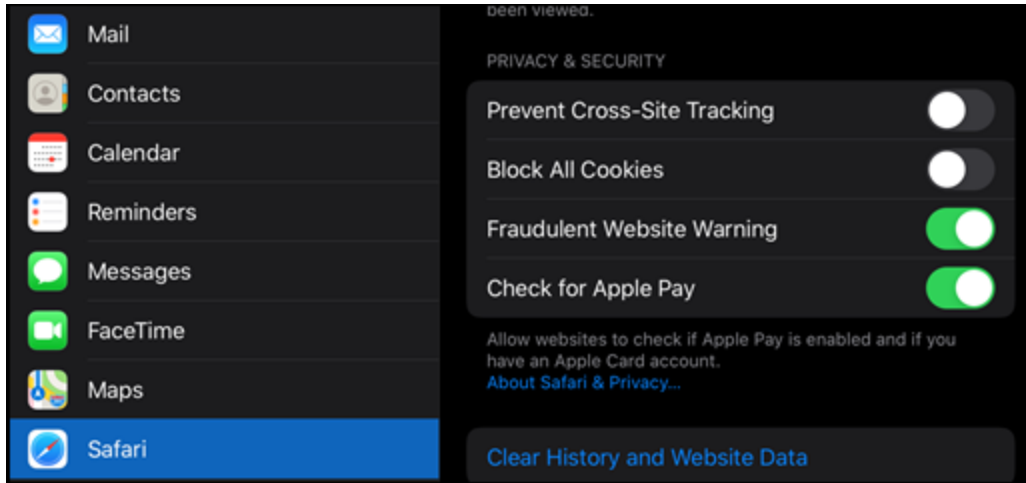


iOS 14 and Above

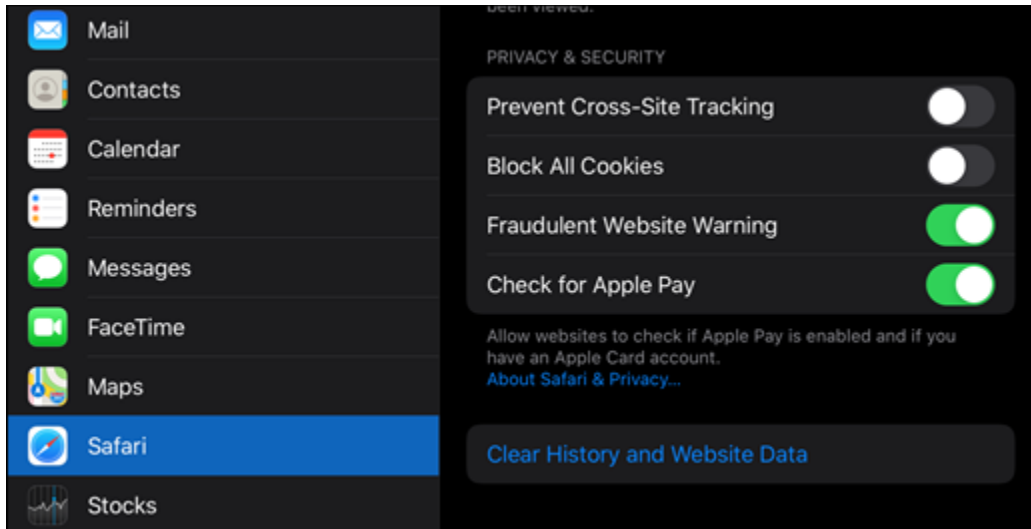
Open the **Settings** app. Select **Safari**. Under *General*, **Block Pop-Ups** should be turned **off**.



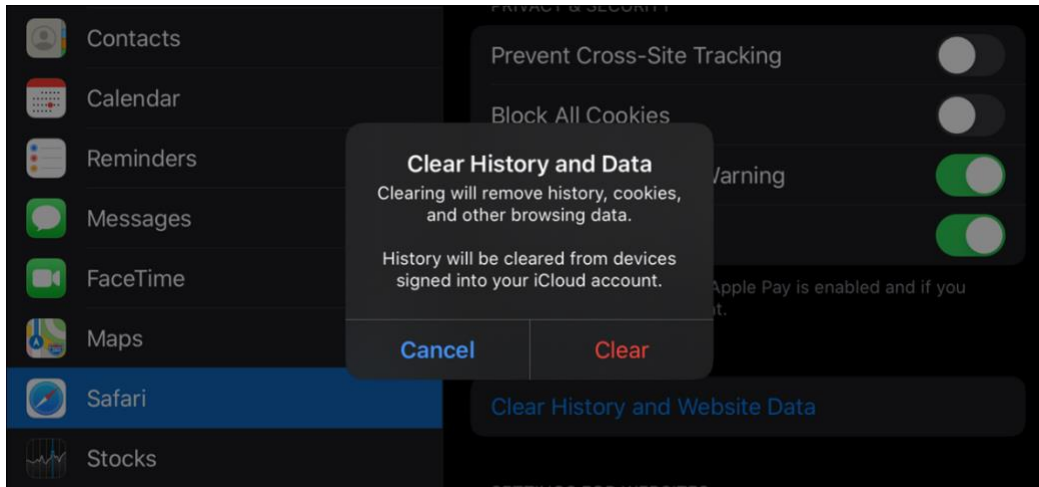
Under *Privacy & Security*, turn off **Prevent Cross-Site Tracking**, and then turn off **Block All Cookies**.



Select **Clear History and Website Data**.



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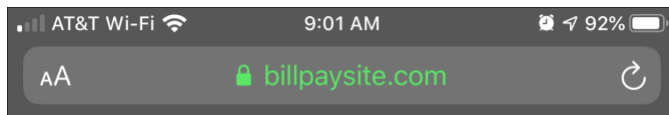
Requesting Desktop Site

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

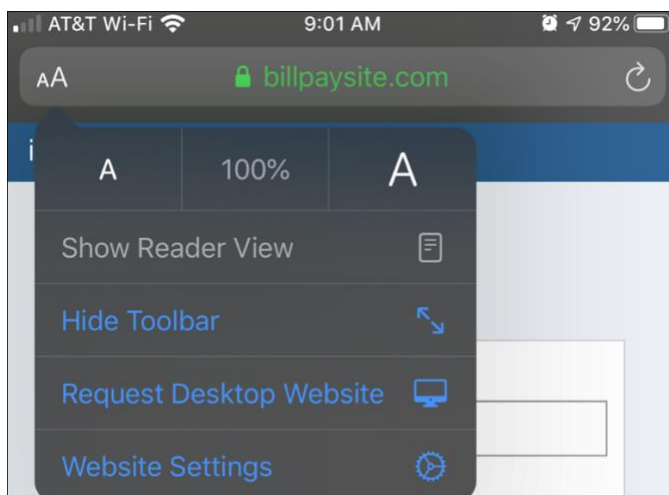
Open the **Safari** app.

Navigate to your online banking web site.

Tap the **AA** button.



Tap **Request Desktop Website**.



NOTE

If you access bill pay on an iPad, the default view is the desktop website.

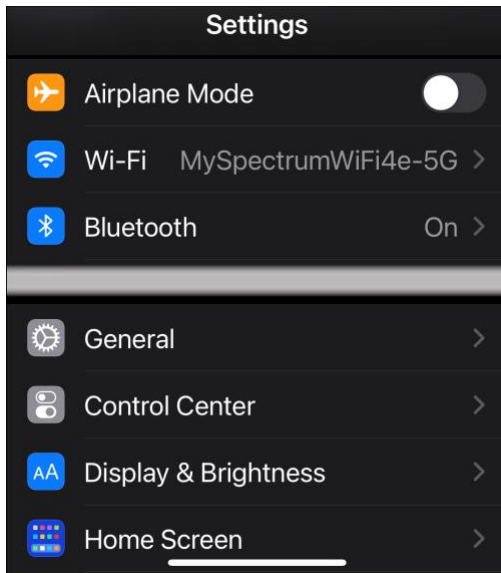
Restoring Default Home Screen Layout

If the available settings on the device do not match the suggested troubleshooting steps, restore the default *Home* screen layout.

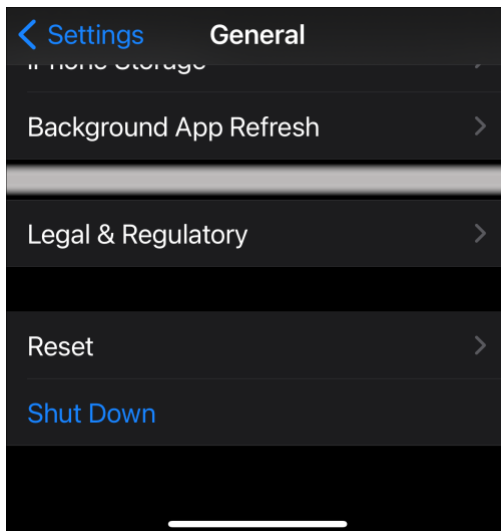
NOTE

This will remove all app folders. The apps will be listed in alphabetical order directly on the *Home* screen.

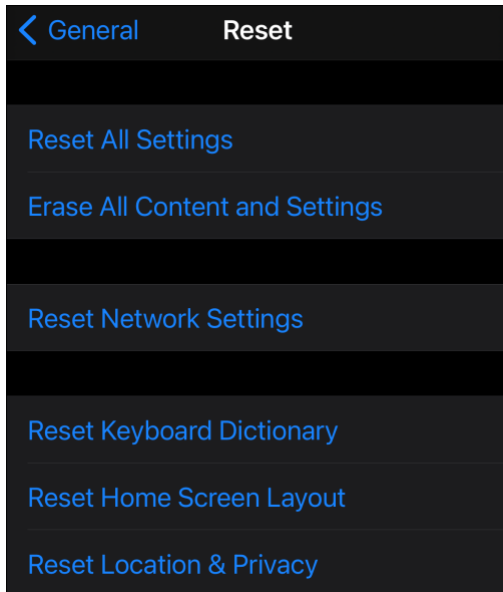
Open the **Settings** app. Select **General**.



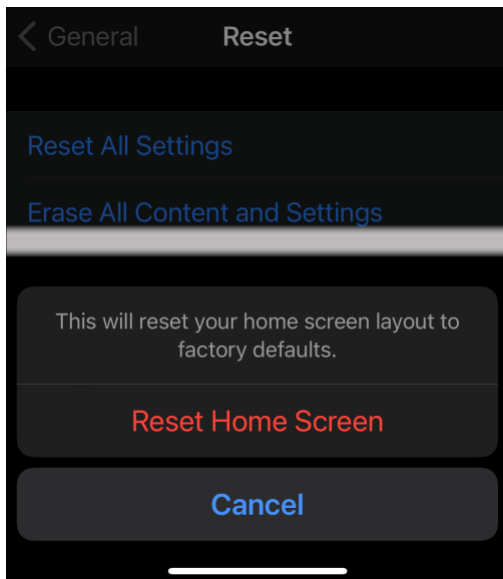
Scroll down. Select **Reset**.



Select **Reset Home Screen Layout**.



Confirm by clicking **Reset Home Screen**.

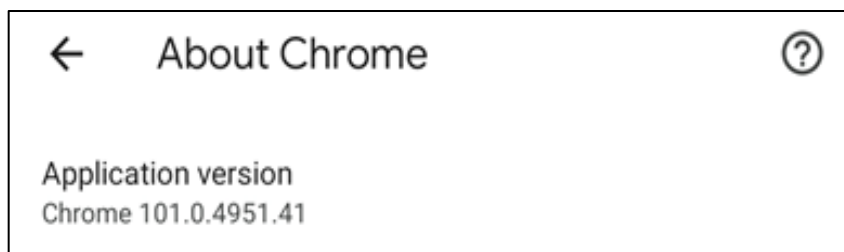
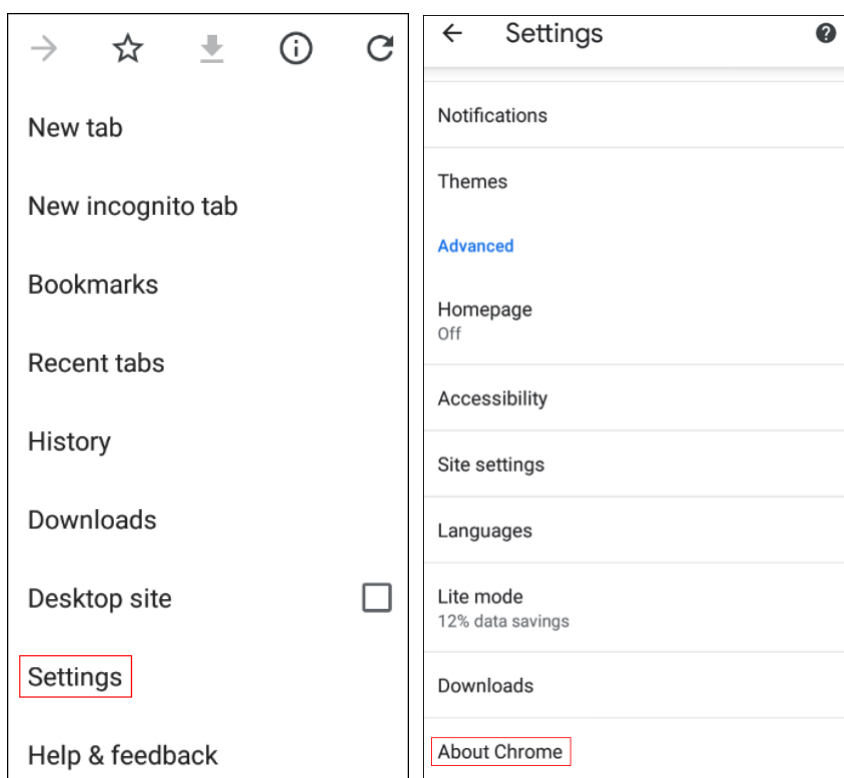
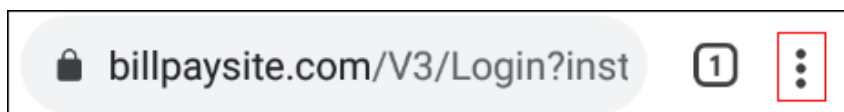


Android

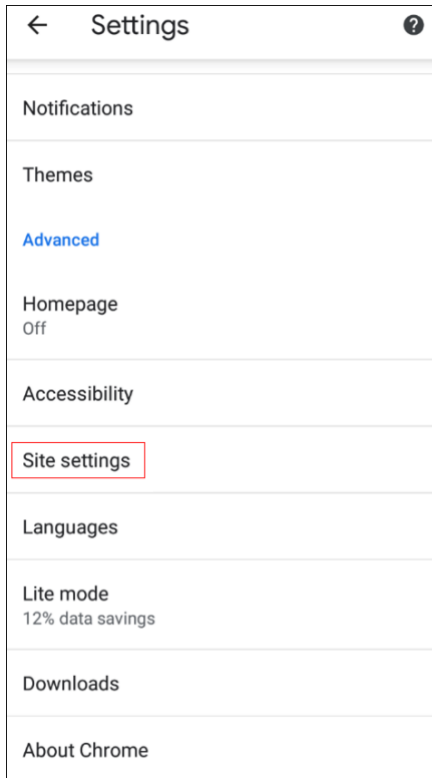
Chrome 102 and 103

Before completing the steps, ensure online banking or bill pay is actively open on the web browser.

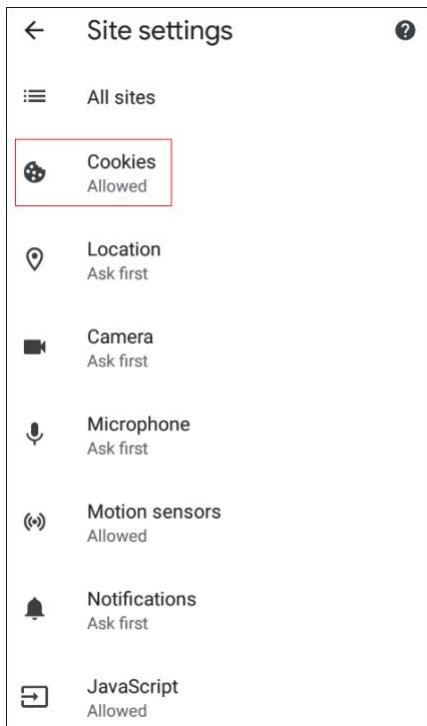
To locate browser version, with the browser window open, tap the menu icon (three vertical dots). Tap **Settings**, then **About Chrome**.



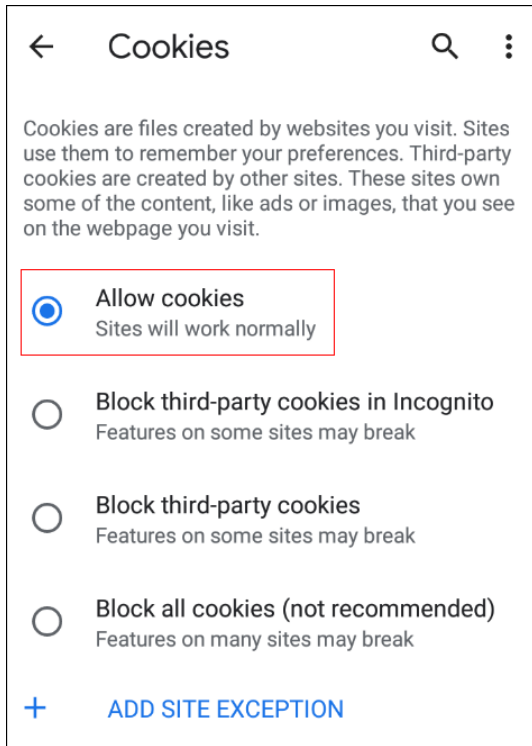
Next adjust settings. Tap the arrow to the top-left of the screen, then **Site settings**.



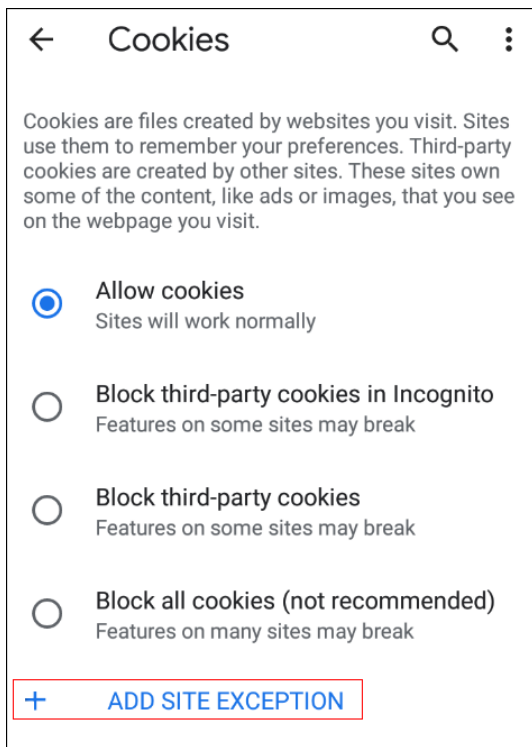
Tap **Cookies**.



Tap the radio button to the left of **Allow cookies**.



Tap **ADD SITE EXCEPTION**.



Type www.billpaysite.com for Consumer Bill Pay or www.businessbillpay-e.com for Business Bill Pay. If applicable, select the box next to *All cookies, on this site only* and tap **Add**.

Add site

Block cookies for a specific site.

Site URL

billpaysite.com

All cookies, on this site only

Cancel Add

Tap the site URL under *Blocked*.

← Cookies 🔍 ☰

Cookies are files created by websites you visit. Sites use them to remember your preferences. Third-party cookies are created by other sites. These sites own some of the content, like ads or images, that you see on the webpage you visit.


Allow cookies
Sites will work normally

Block third-party cookies in Incognito
Features on some sites may not work

Block third-party cookies
Features on some sites may not work

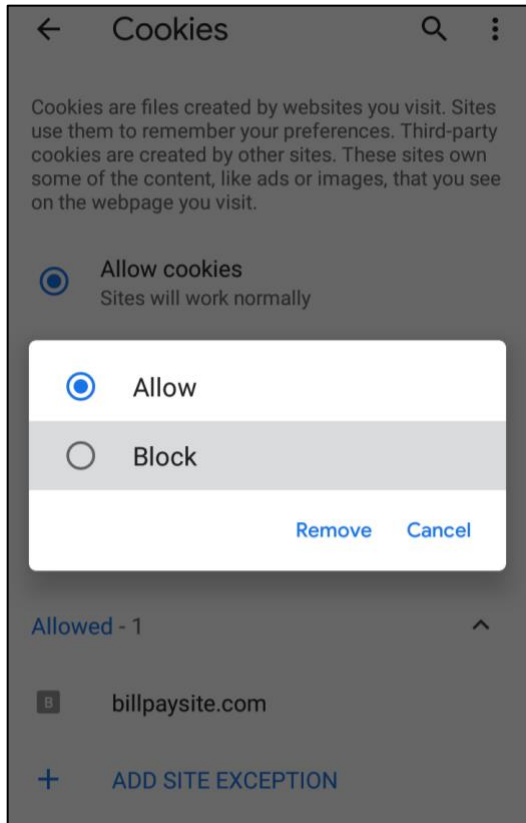
Block all cookies (not recommended)
Features on many sites may not work

Blocked - 1 ^

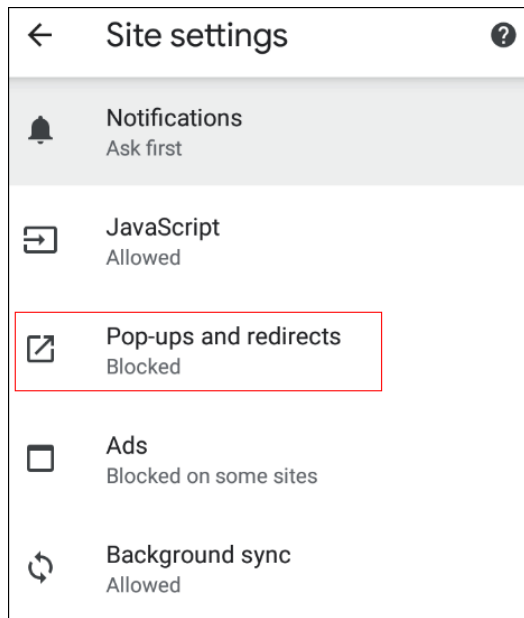
 billpaysite.com

+ ADD SITE EXCEPTION

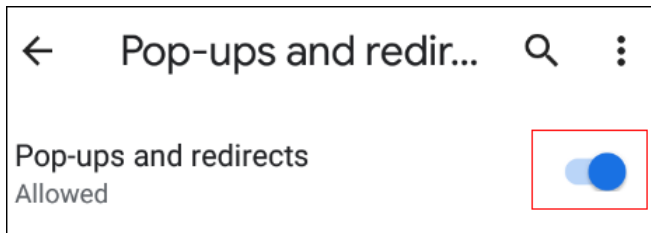
Tap the radio button to the left of **Allow**.



Tap the arrow to the top-left to change the privacy settings to allow pop-ups. Scroll down, then tap **Pop-ups and redirects**.

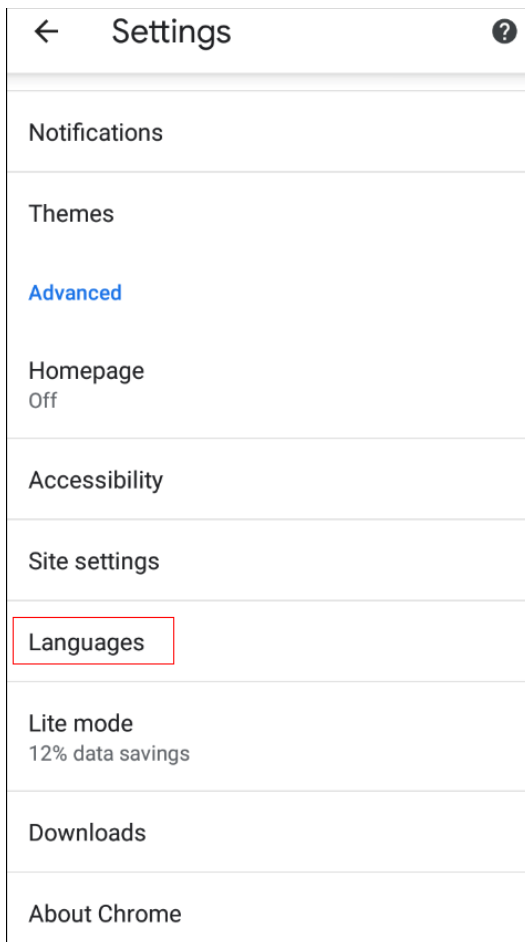


Toggle the **Pop-ups and redirects** to *allowed*.

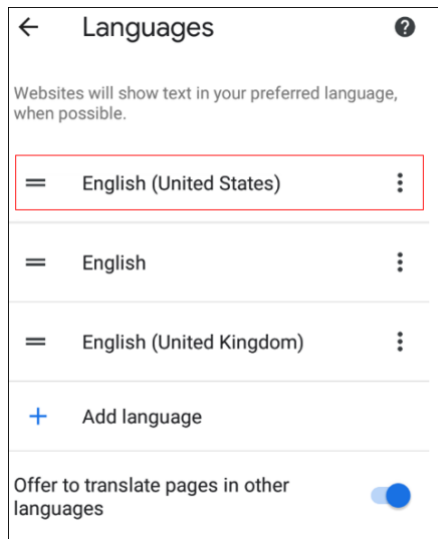


Tap the arrow to the top-left two times to return to the **Settings** menu.

Scroll down and tap **Languages**.

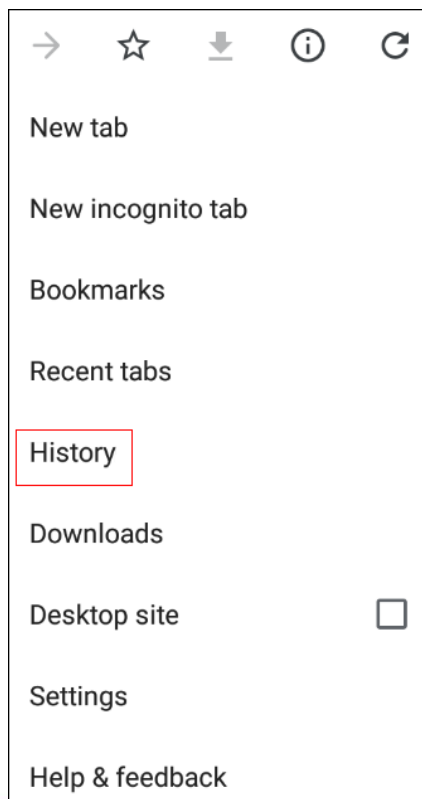


Ensure that *English (United States)* is the first, or only, language listed. If *English (United States)* is listed but not first tap and hold *English (United States)* and drag it to the top of the list. If *English (United States)* isn't listed at all tap **Add language** and add *English (United States)*.



Tap the arrow to the top-left of the screen two times to exit the **Settings** menu.

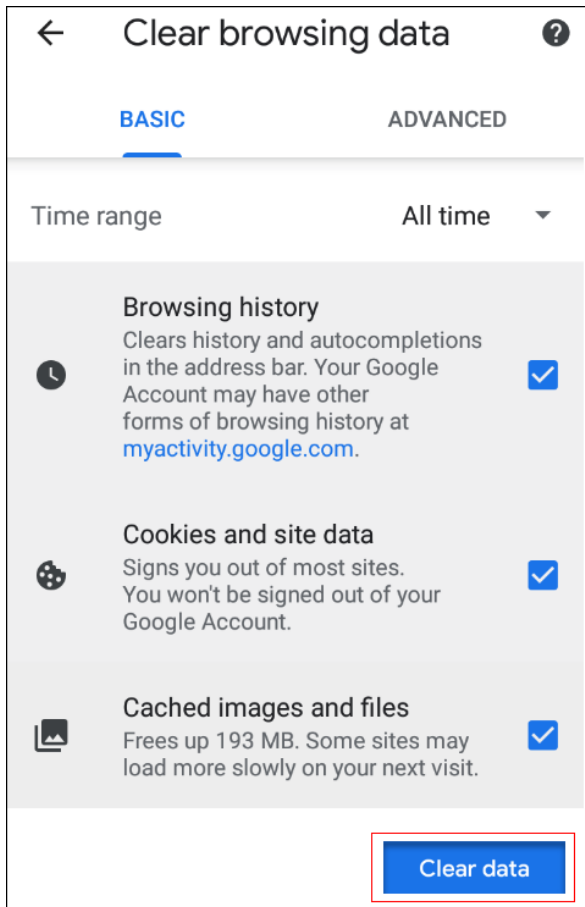
Tap the menu icon again, then **History**.



To delete your browsing history, tap **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**, then tap **Clear data**.



Restart the browser by closing all open sessions.

If the steps above don't resolve the issue tap the menu icon, then select **Desktop Site** and try again.

