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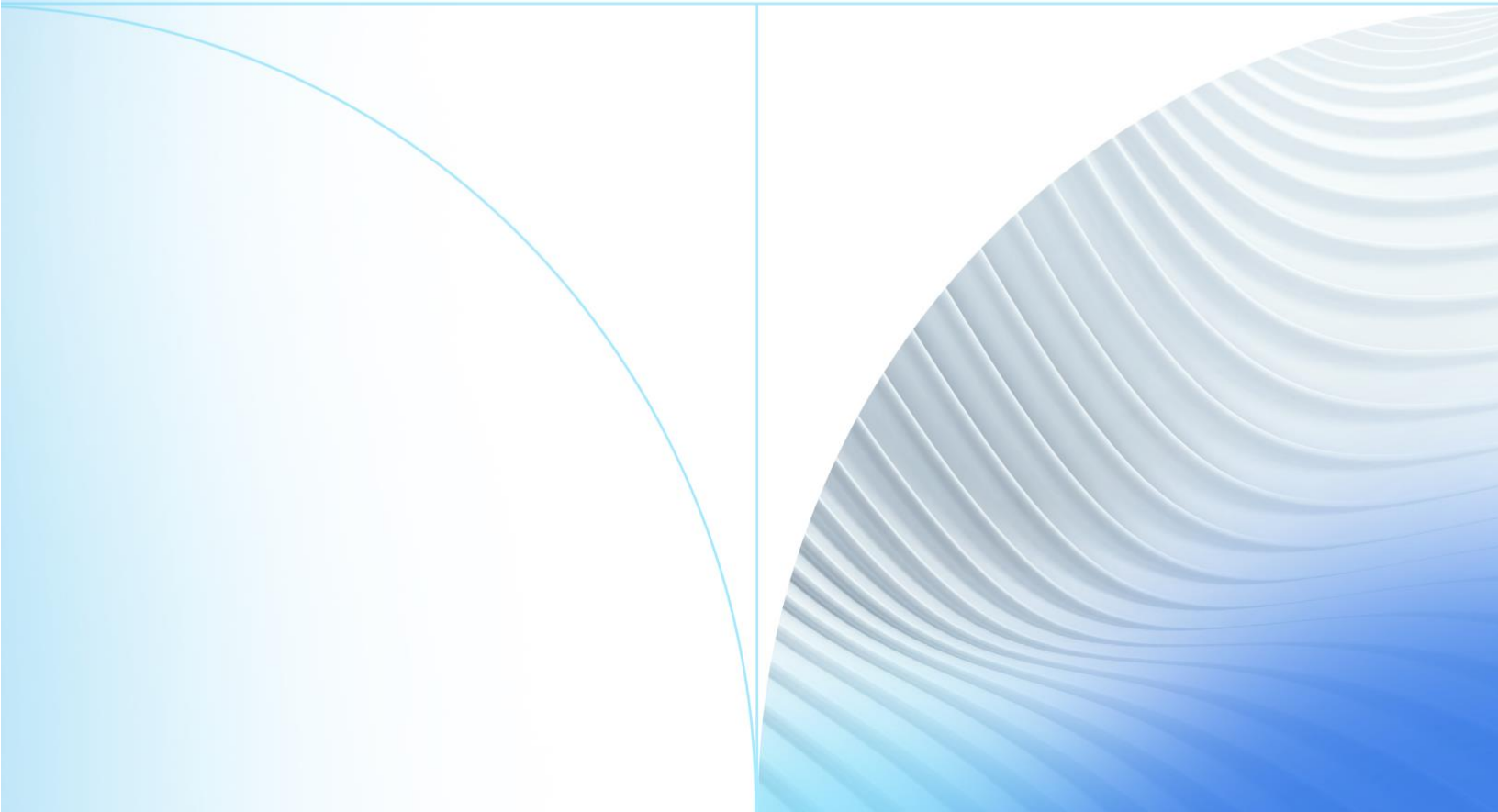
iPay Solutions
Consumer Bill Pay

- **August 2022**

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
  - 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.
- Safari® – 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.

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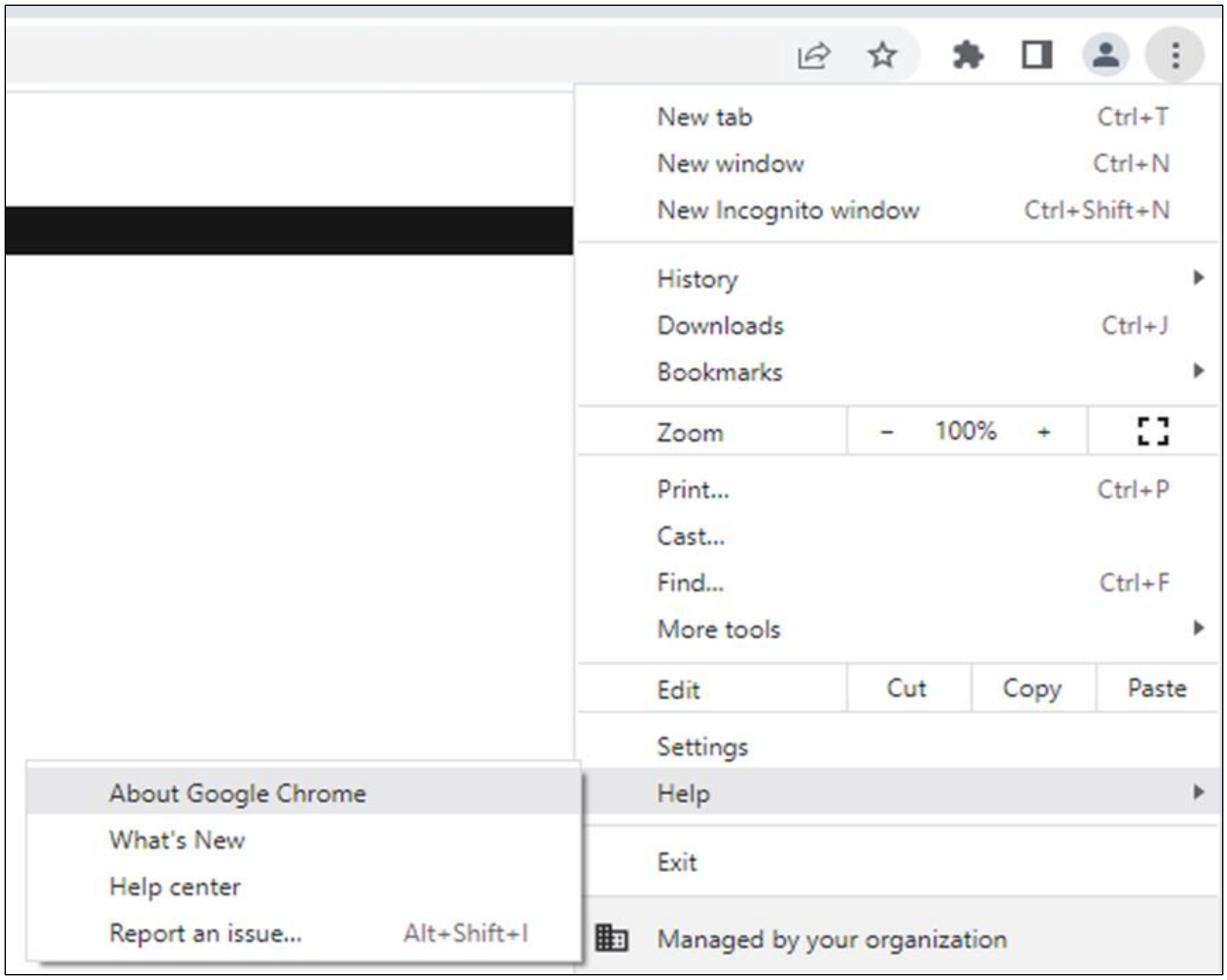
Google Chrome 102 and 103

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



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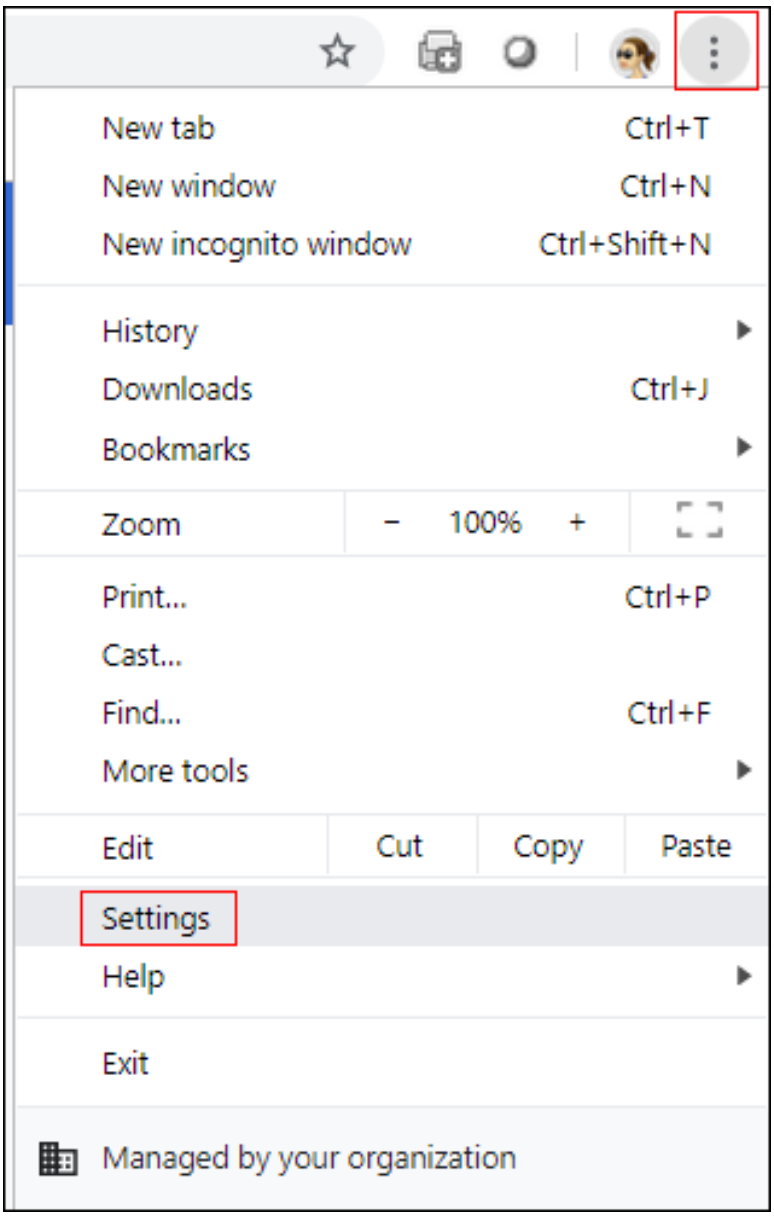
Next, adjust settings.

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



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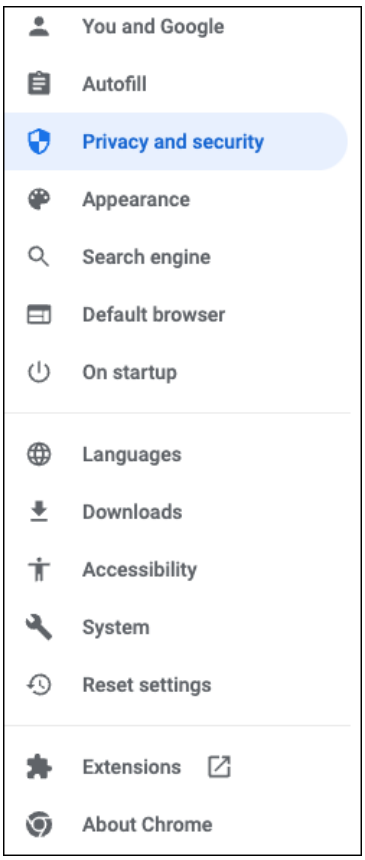
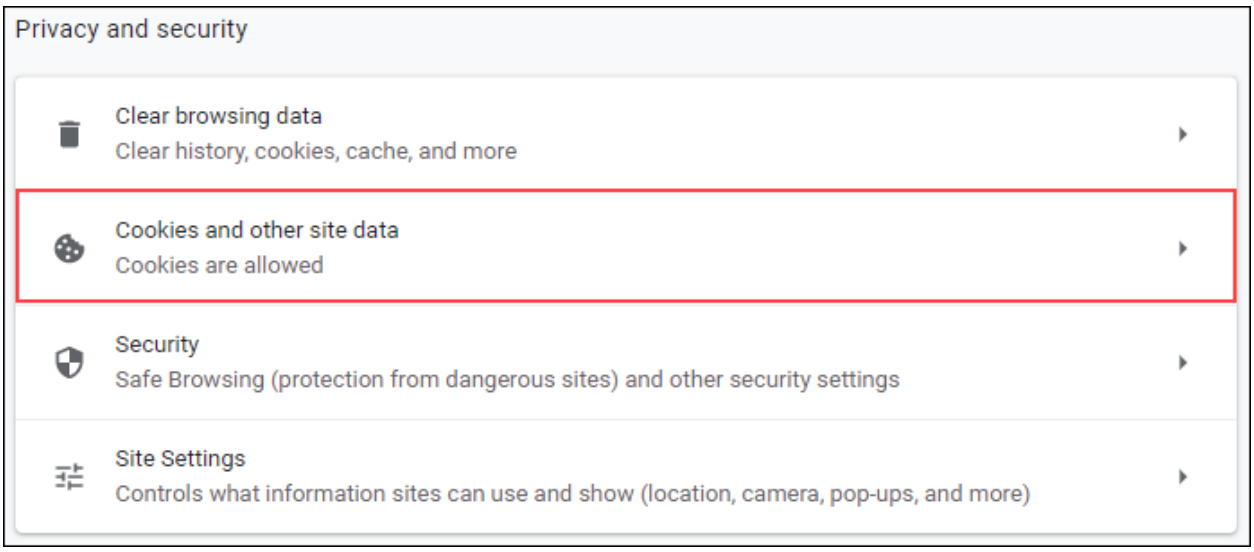
On the left-hand menu, select **Privacy and Security**.



Click **Cookies and other site data**.



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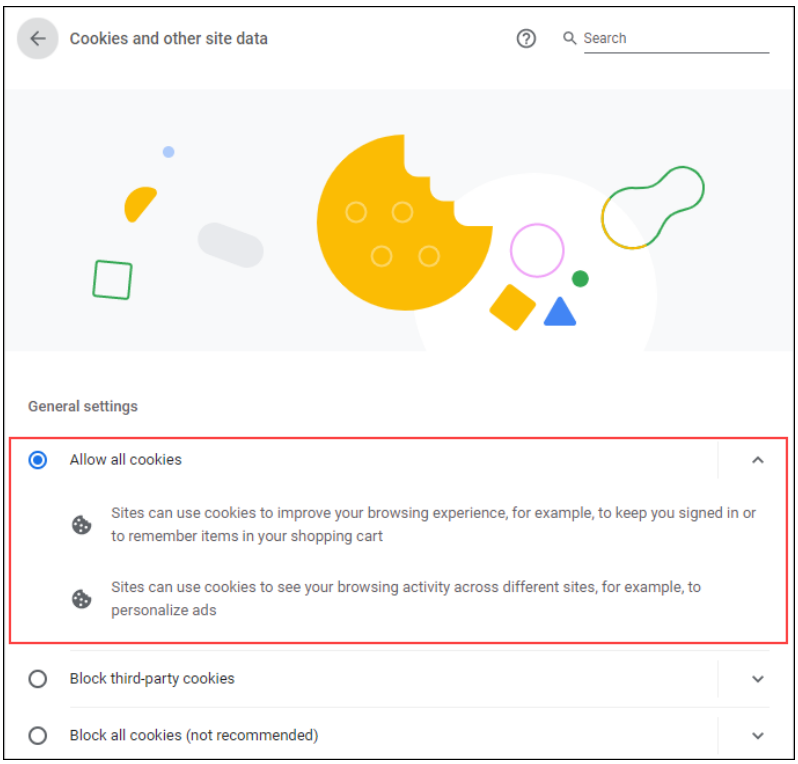
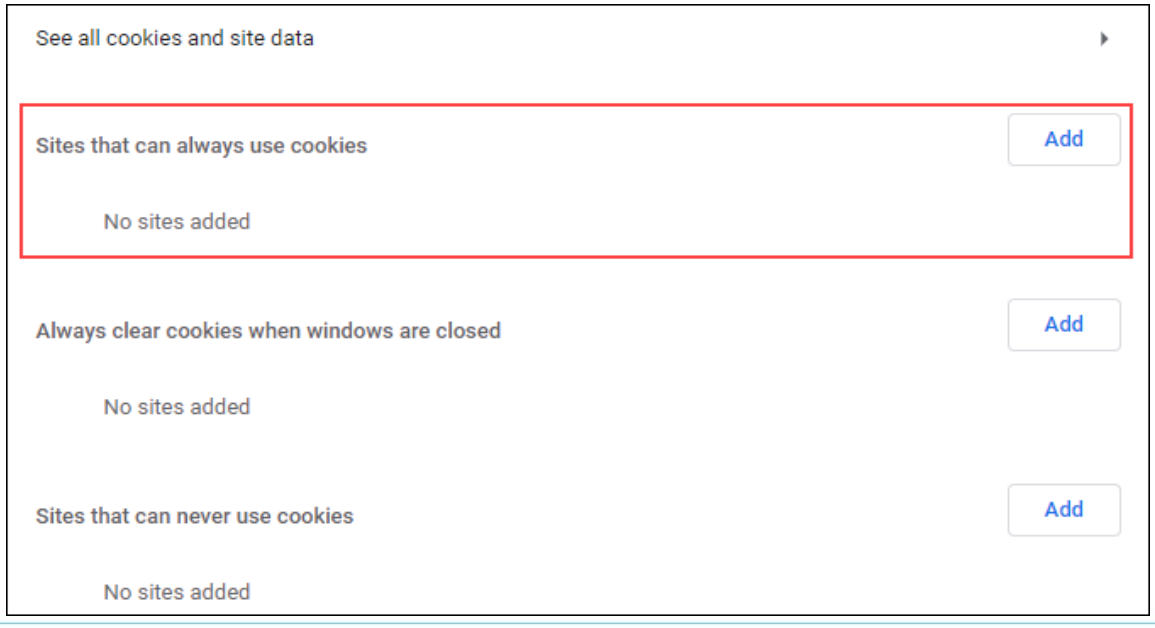
Under *General settings* choose **Allow all cookies.**



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**.



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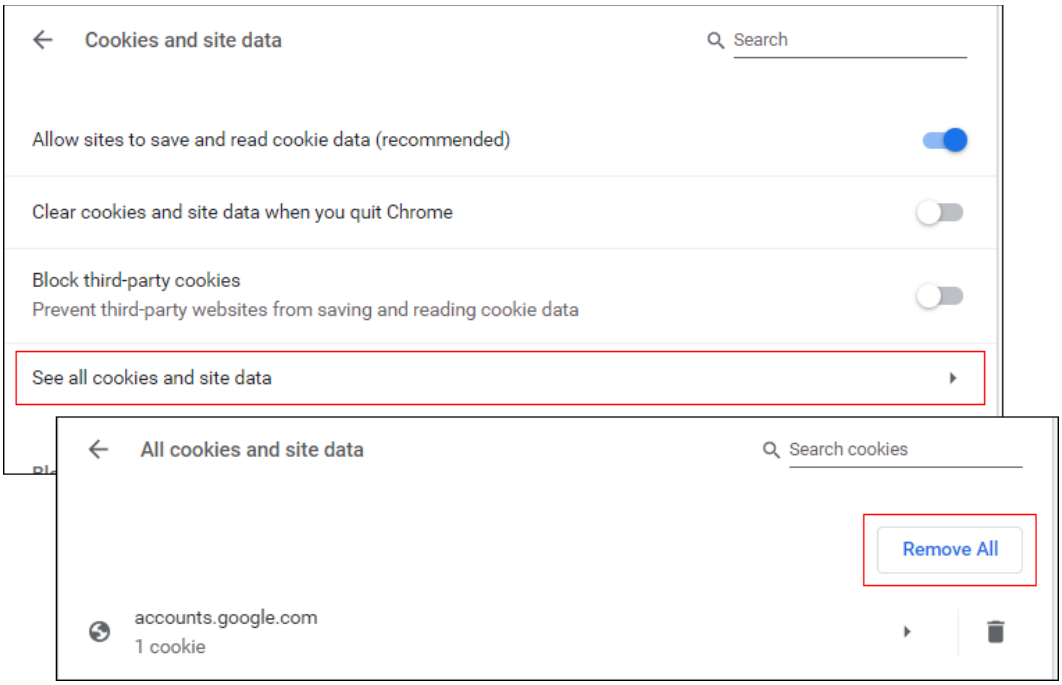
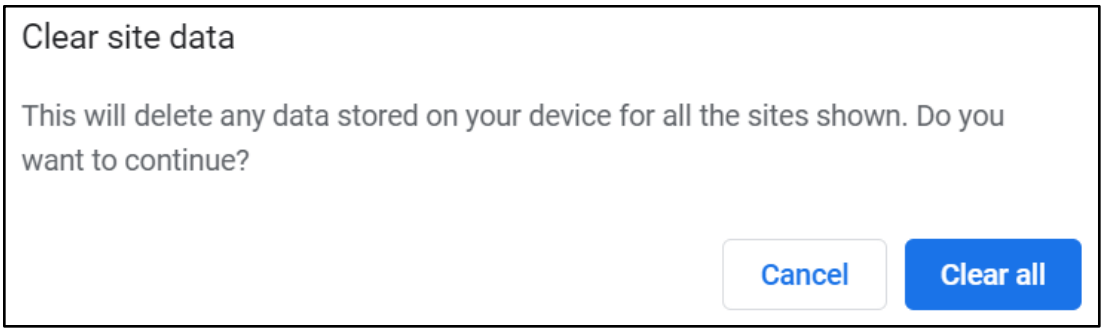
Click **See all cookies and site data**. Then click **Remove All** or the garbage can icon.



Click **Clear all**.



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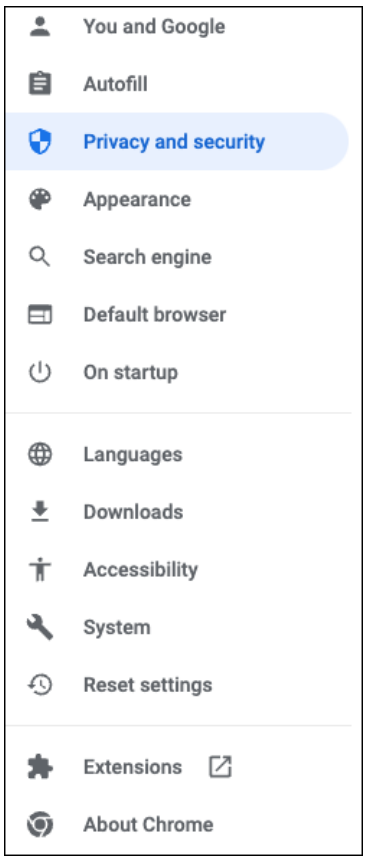
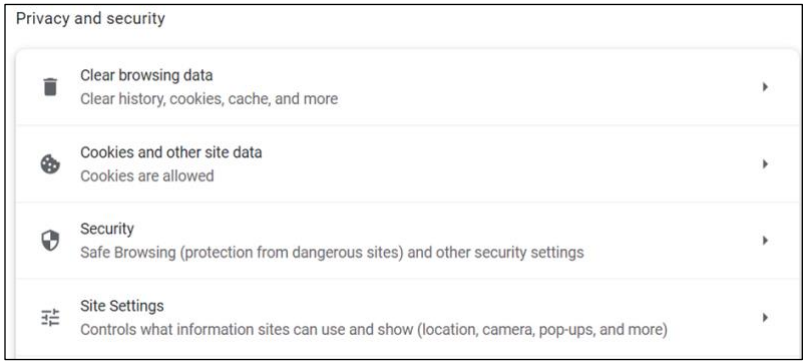
On the left-hand menu, select **Privacy and Security**.



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



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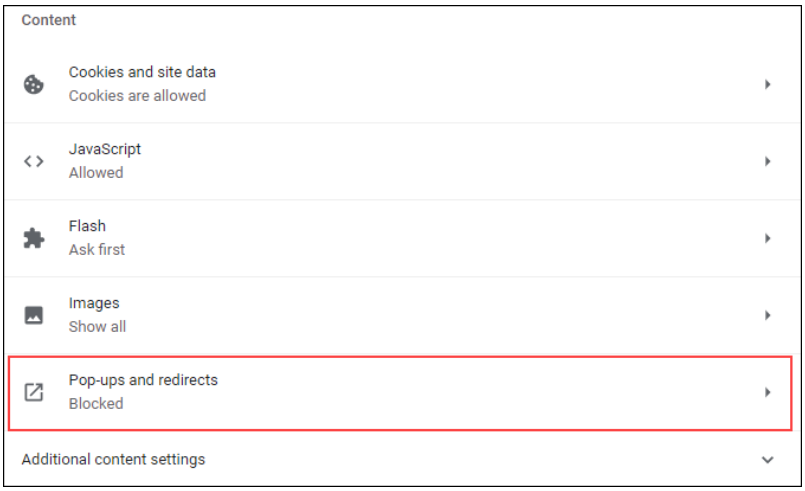
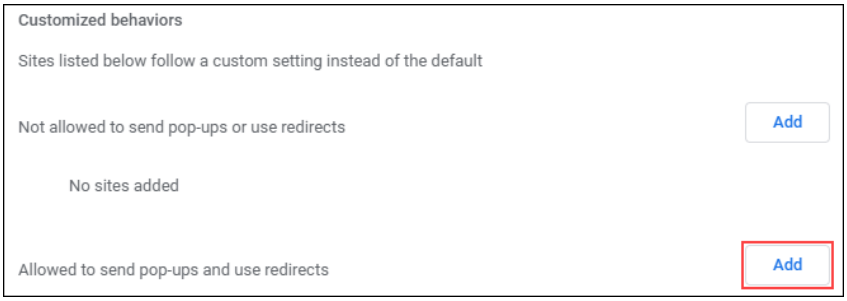


Click **Add** to the right of *Allowed to send pop-ups and use redirects*.



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**.

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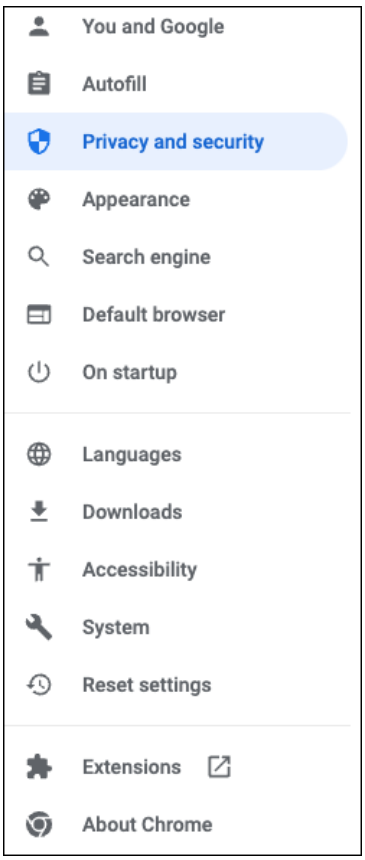
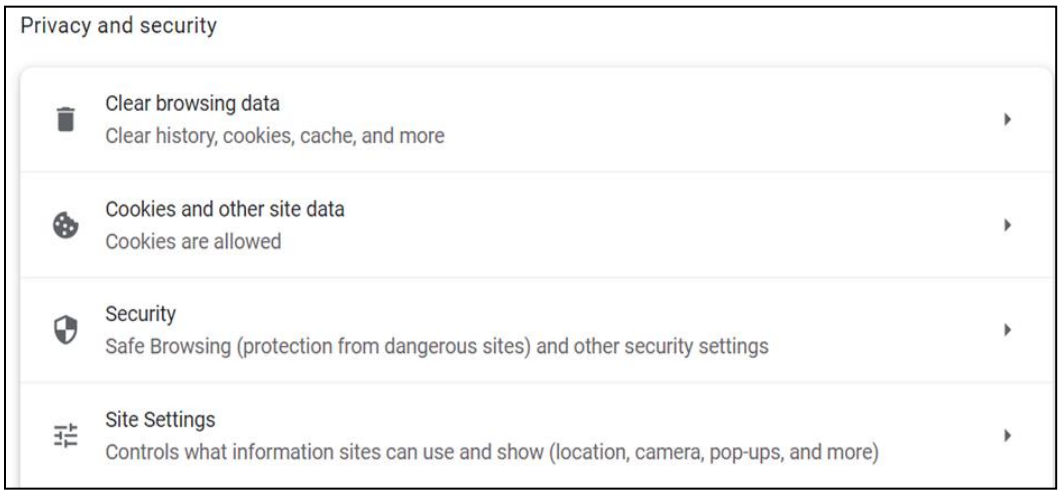
On the left-hand menu, select **Privacy and Security**.



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



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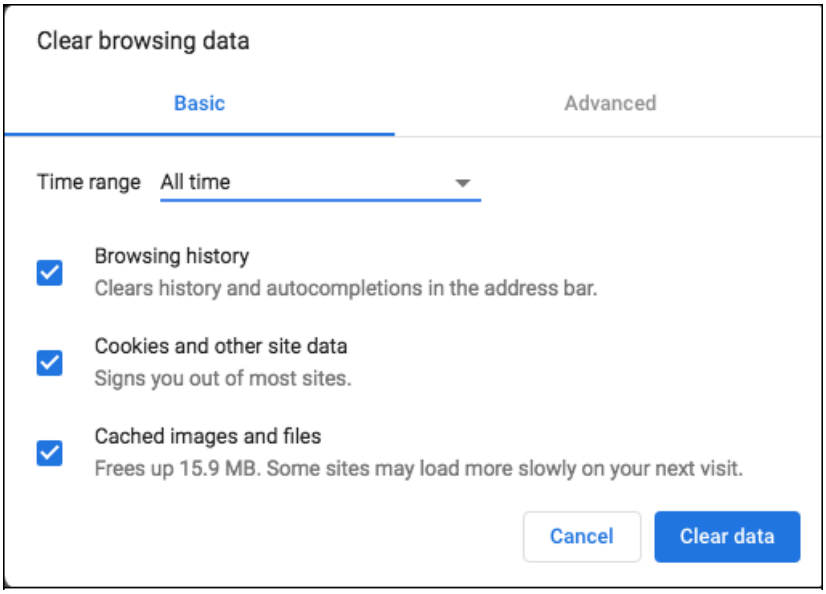
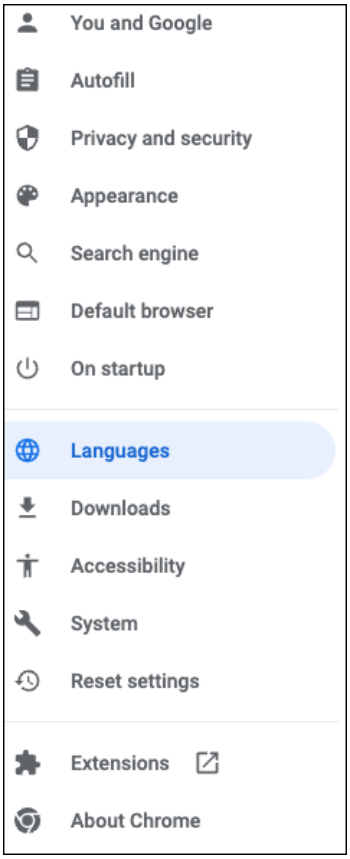
In the *Time range* section, choose **All time**. Then, select **Browsing History**, **Cookies and other site data**, and **Cached images and files.** Click **Clear data**.



While still in *Settings*, select **Languages**.



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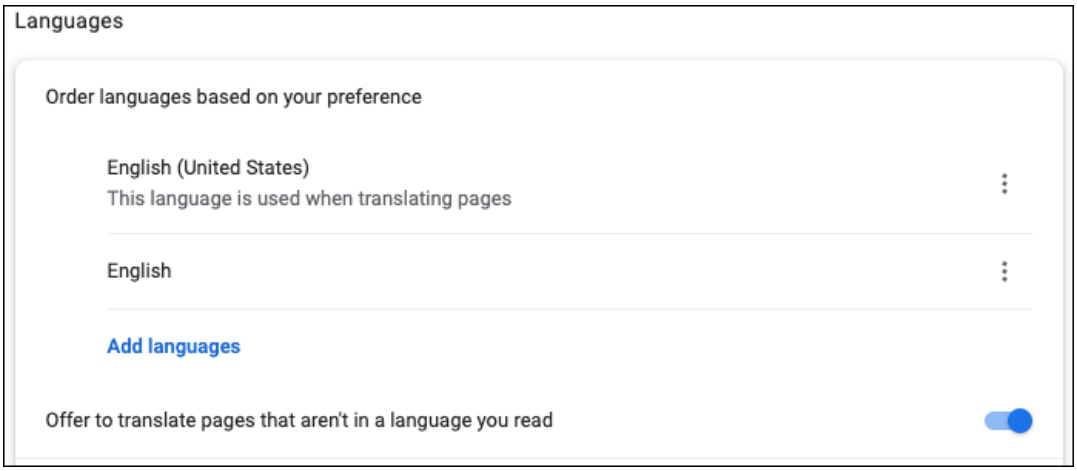
Under *Order language based on your preference*, ensure that *English (United States)* is the first, or only, language listed.



Restart the browser by closing all open sessions.

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

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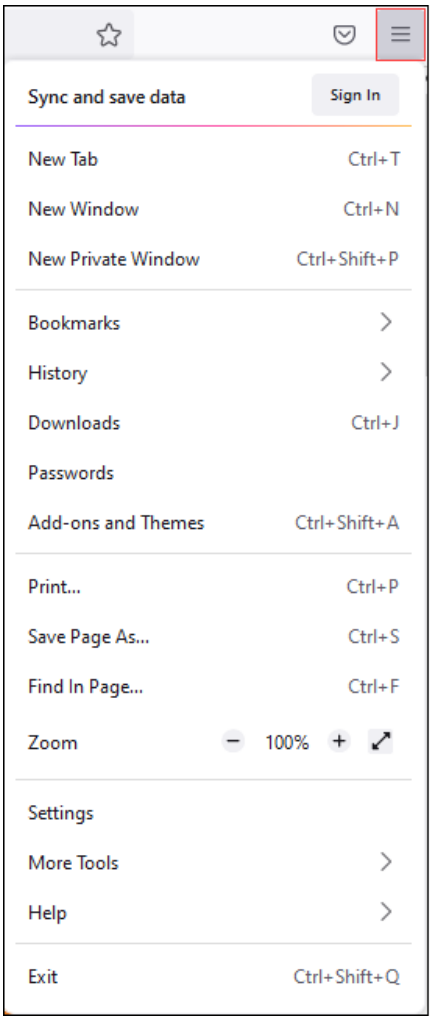
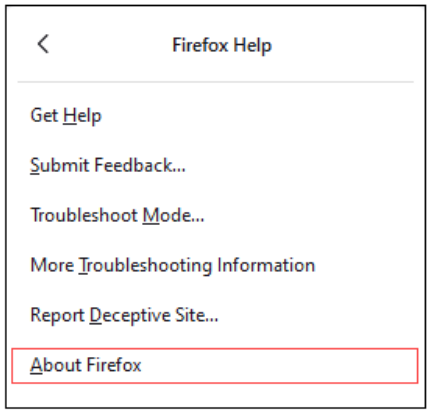
Firefox 101 and 102

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





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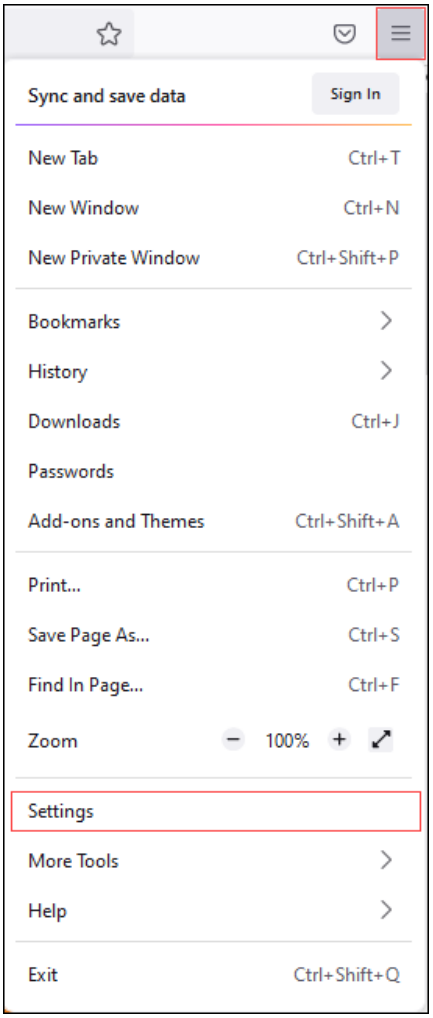
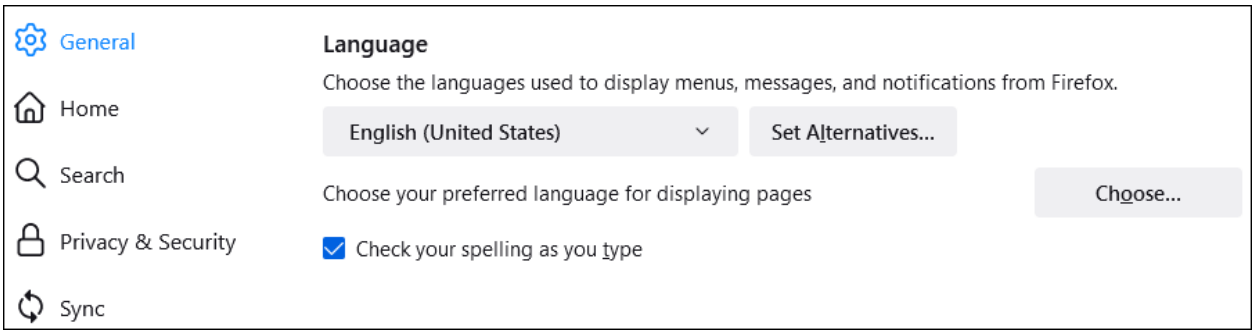
With the browser window open, click the menu icon (three vertical lines), then click **Settings**.



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



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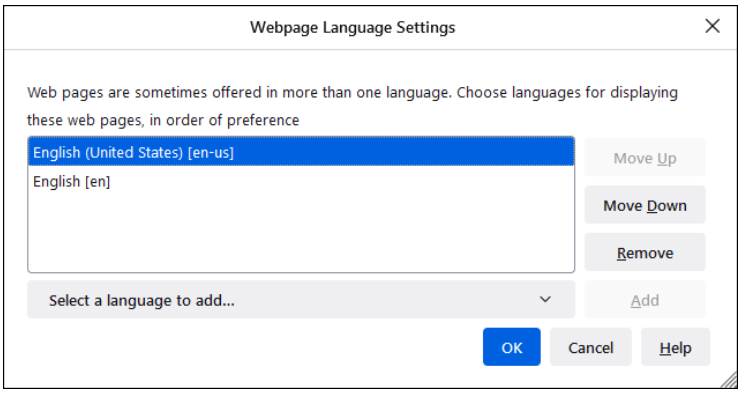
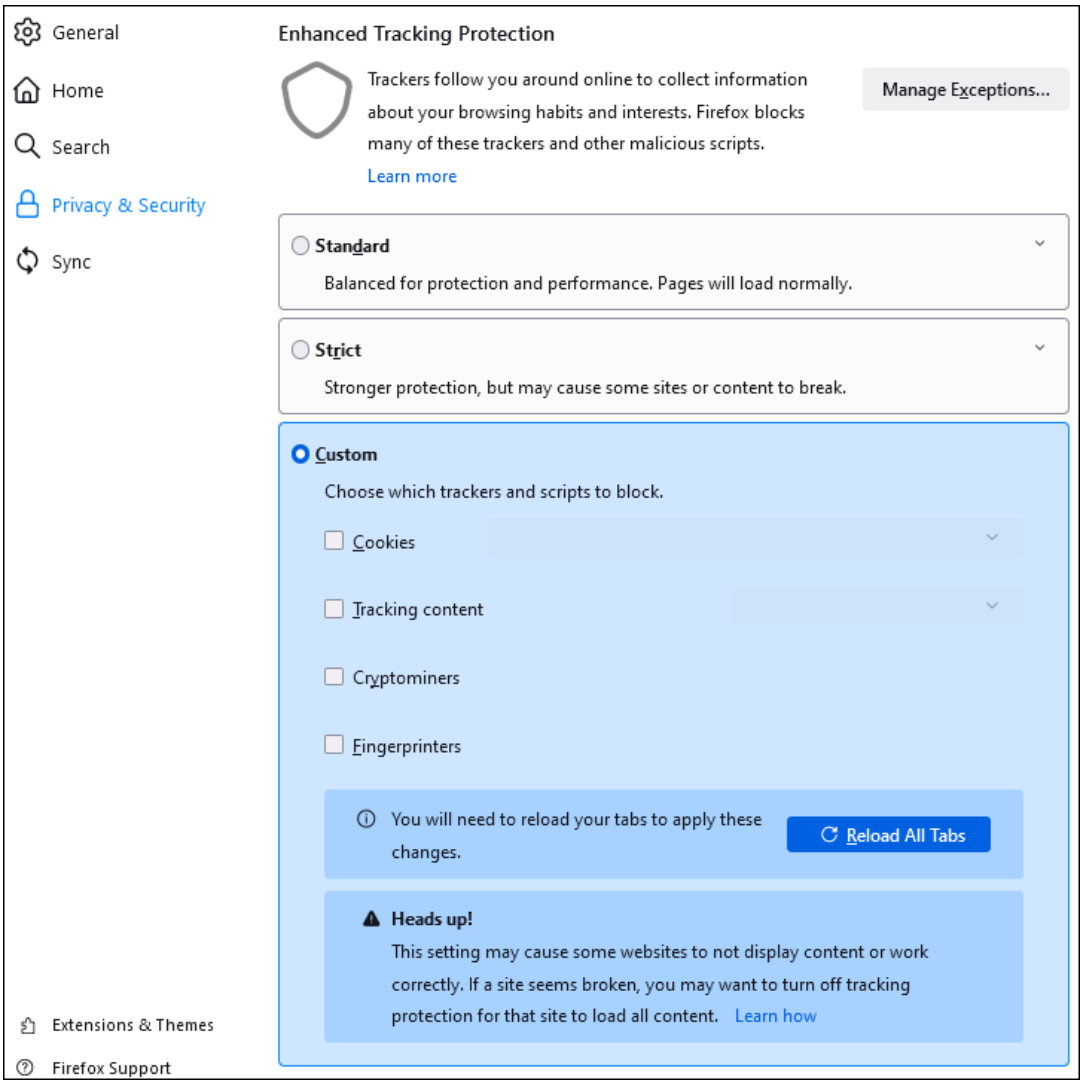
Ensure that *English (United States)* is the first, or only, language listed.



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



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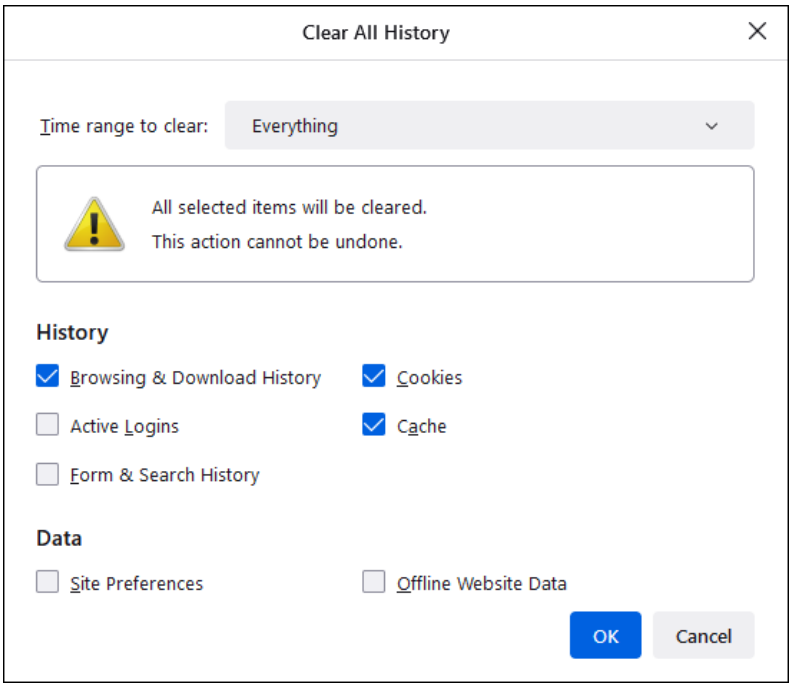
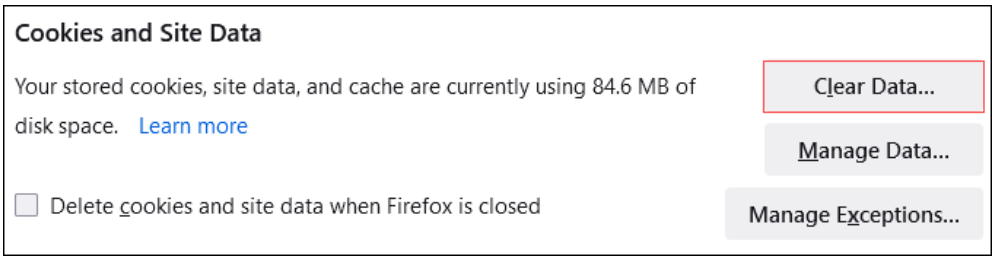
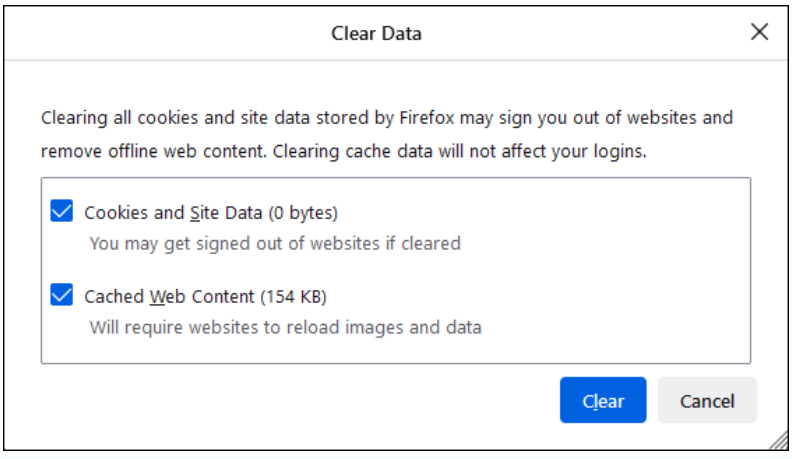
Select **Clear History**. Choose **Everything** from the drop-down menu. Select **Browsing & Download History**, **Cookies**, and **Cache**, then click **OK**.



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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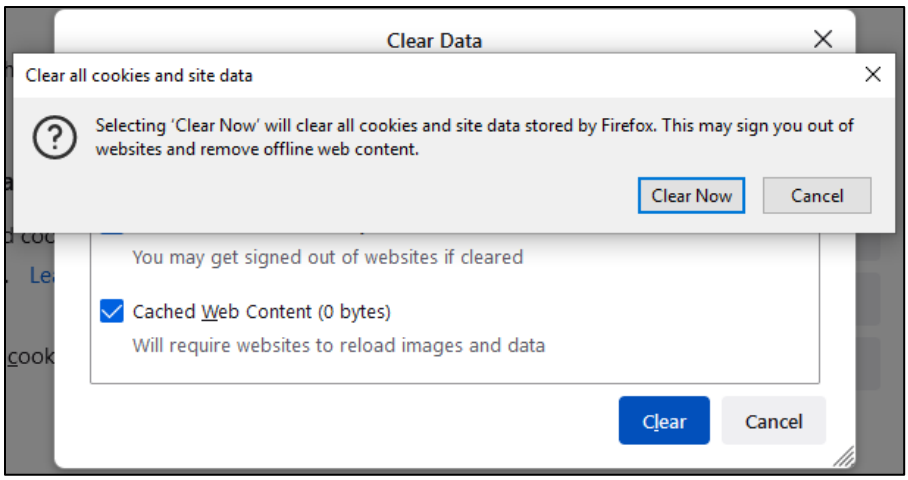
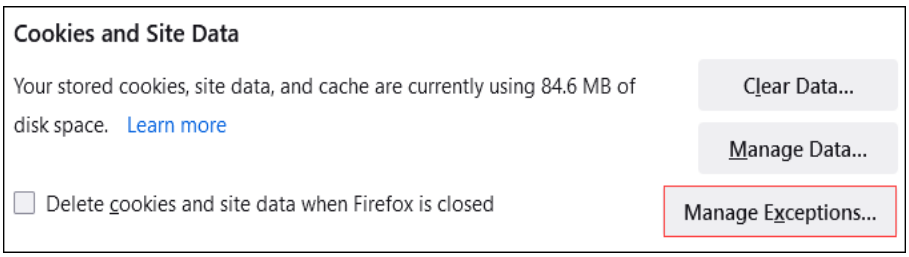
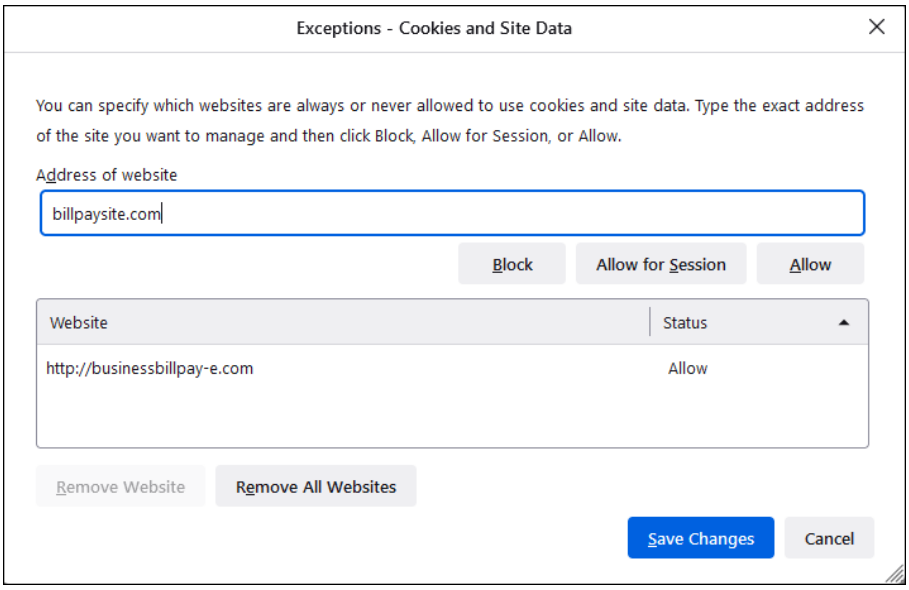
Click **Clear Now**.



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



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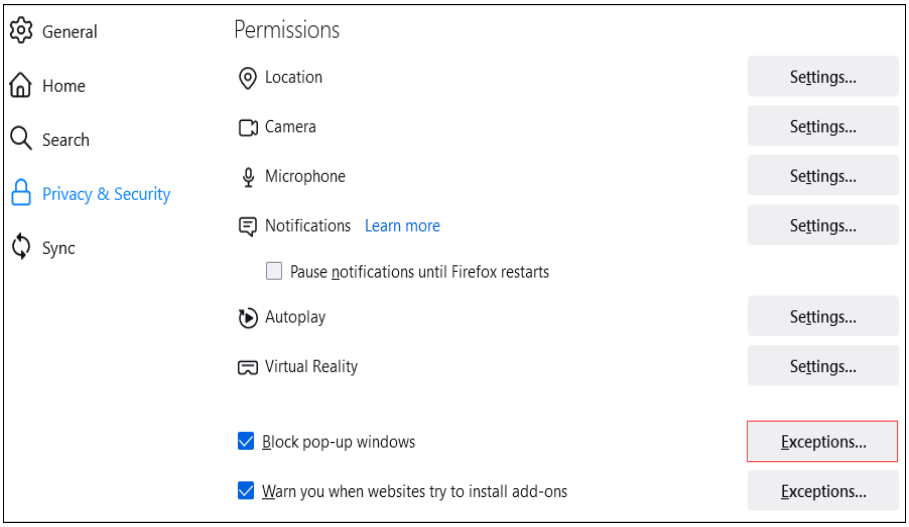
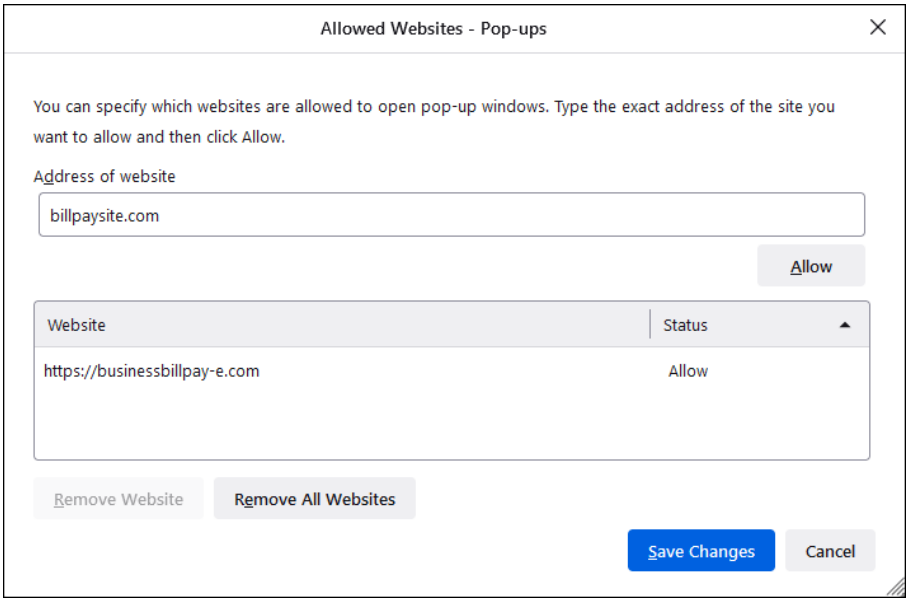
Consumer Bill Pay
August 2022

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**.



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.

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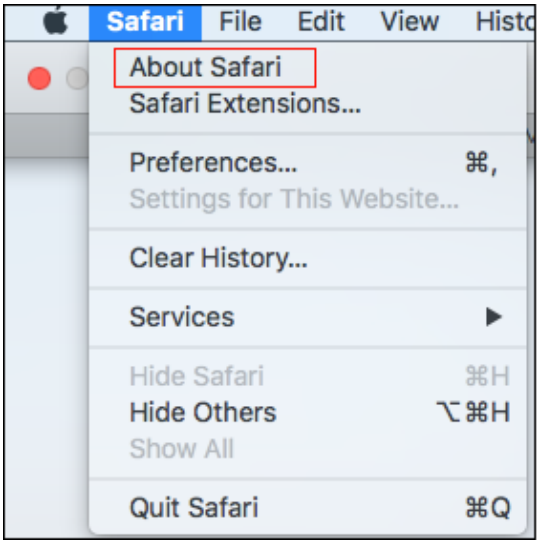
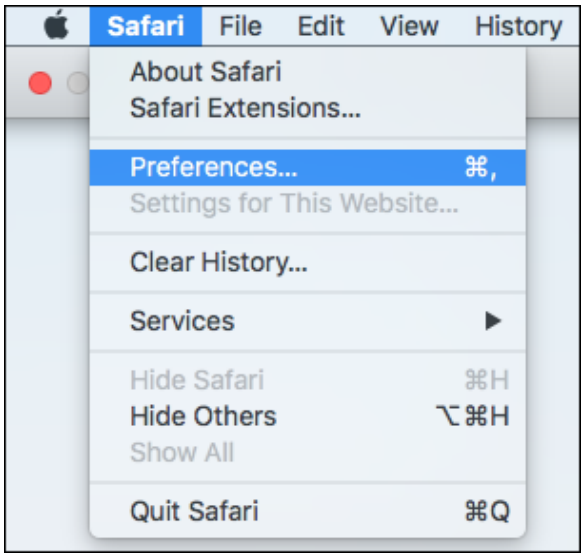
Safari 14 and Above

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**.

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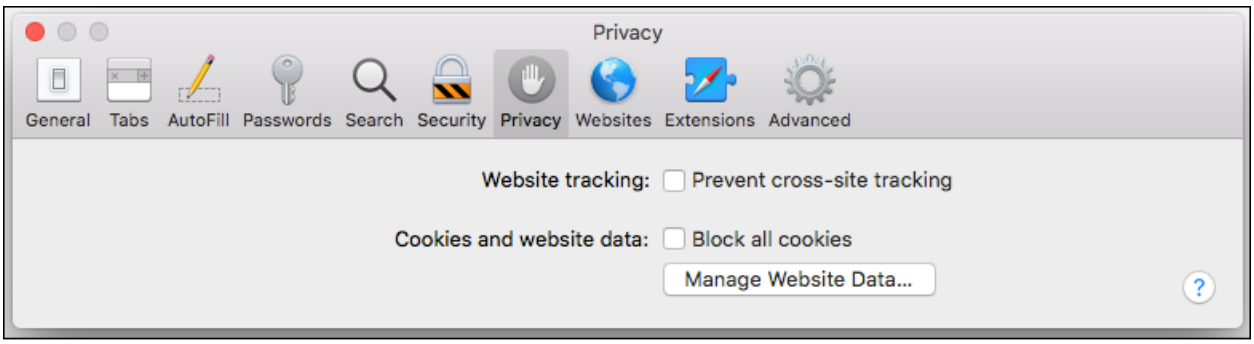
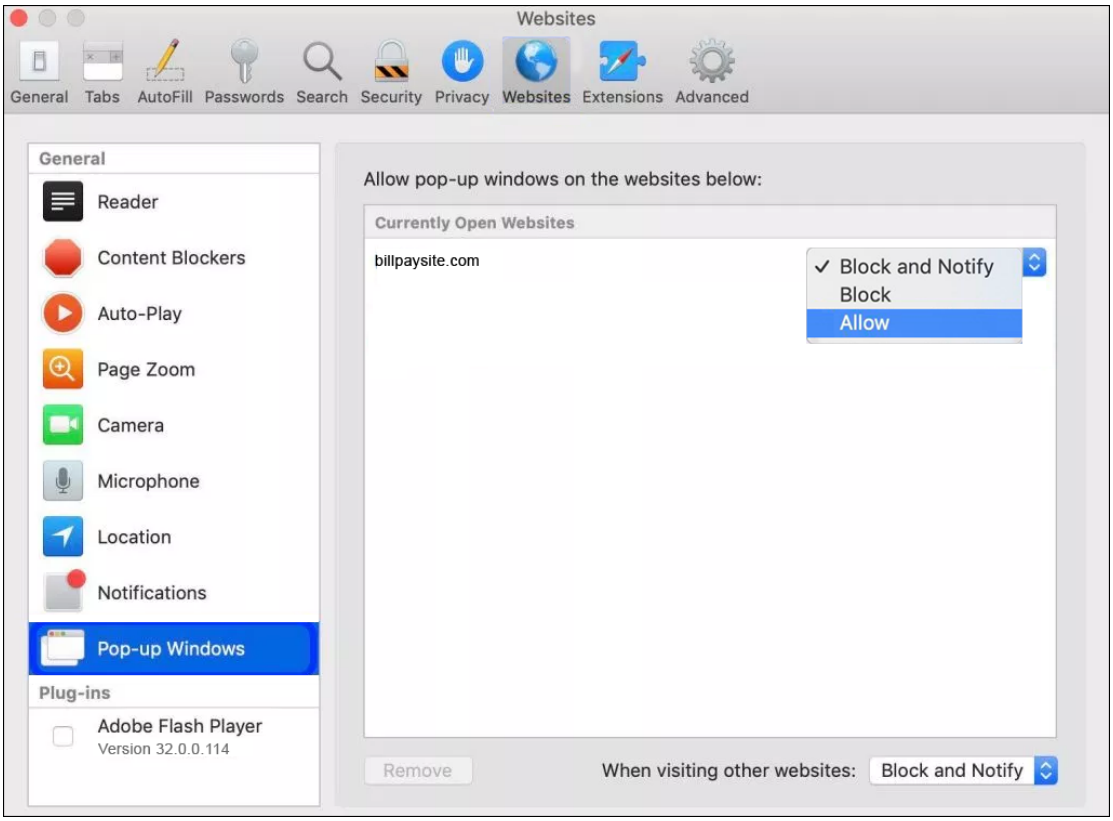
De-select **Prevent cross-site tracking** and **Block all cookies**.



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

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.

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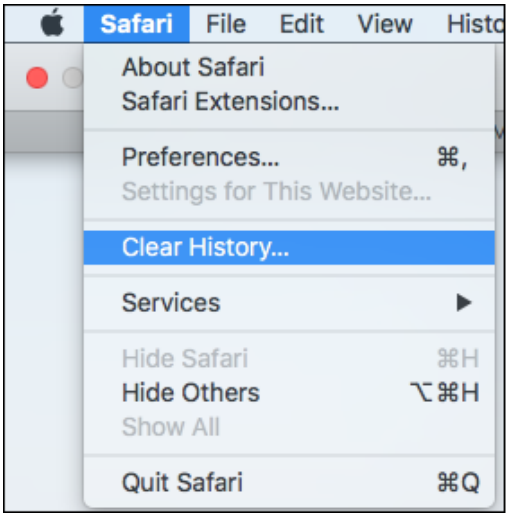
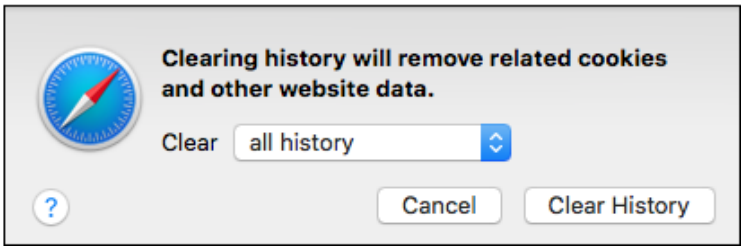
Delete browsing history. Click **Safari**, then **Clear history**. In the *Clear* section select **all history**, then click **Clear History**.





Restart the browser by closing all open sessions.

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

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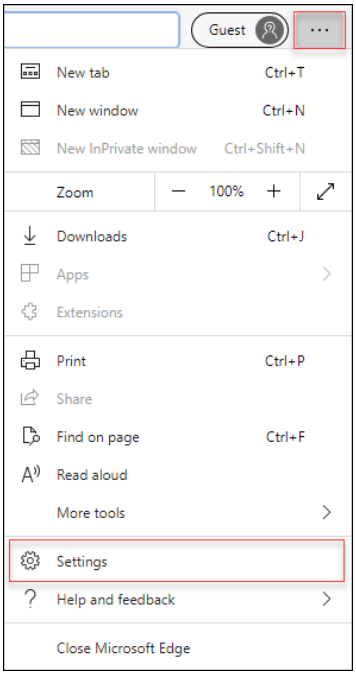
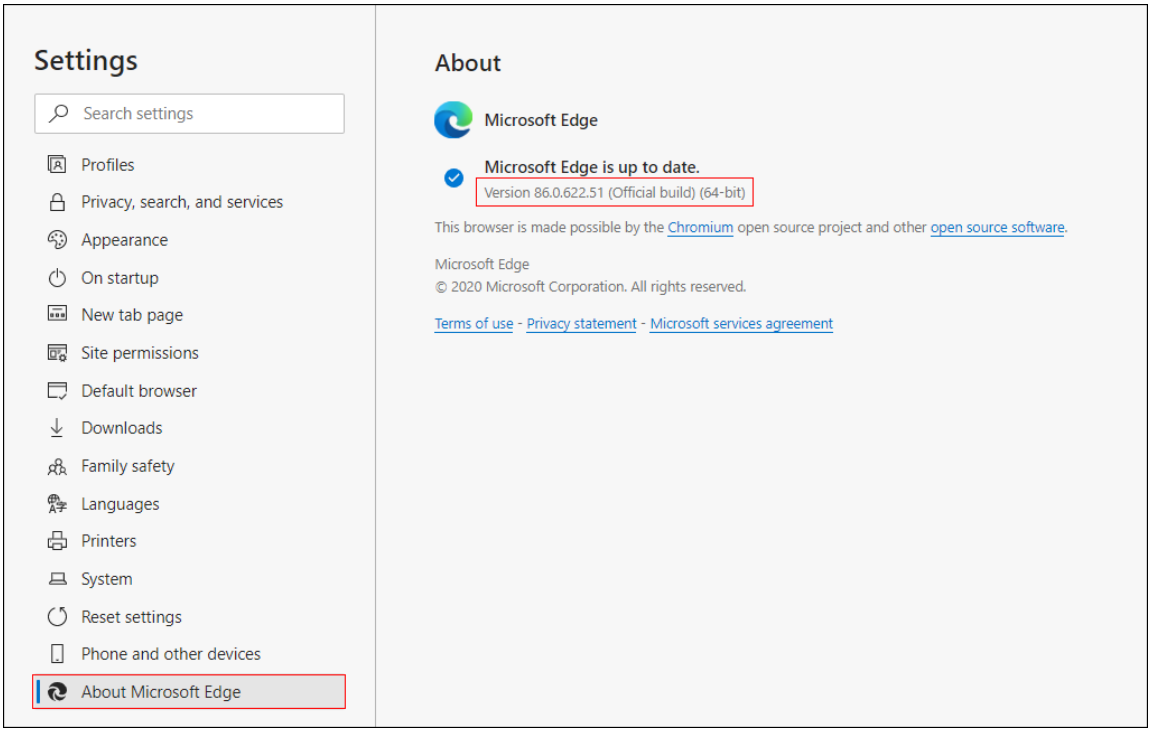
Microsoft® Edge 101 and 102

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



Click *About Microsoft Edge*.



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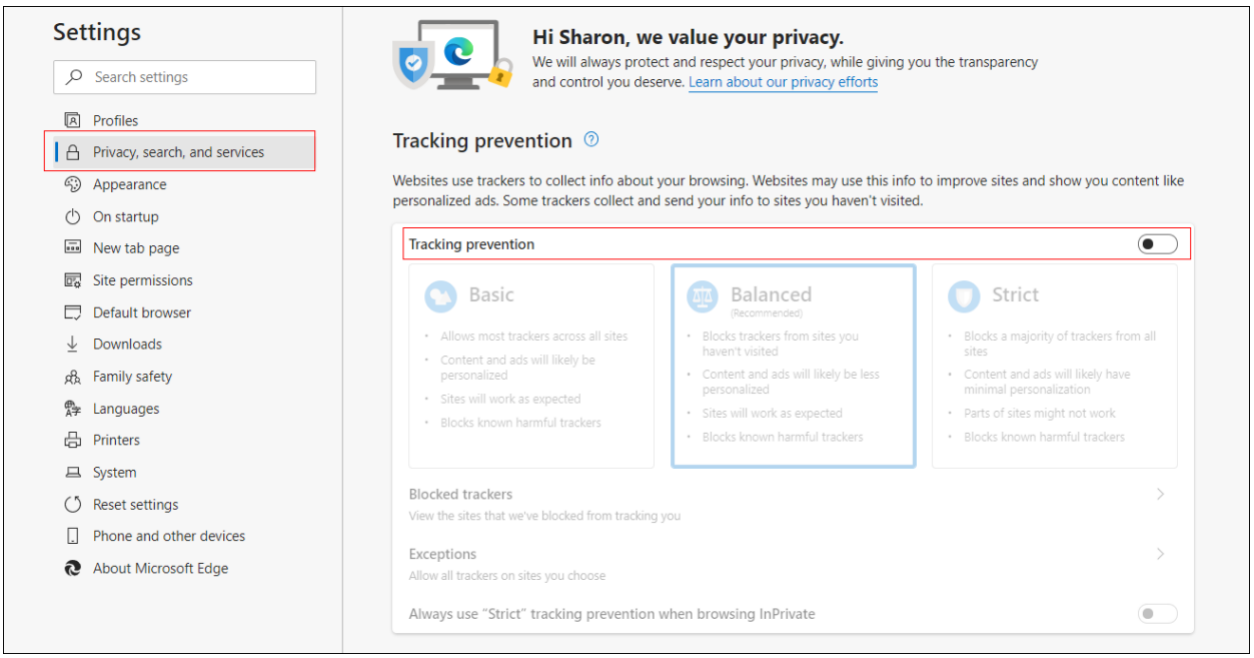
While still in **Settings**, click **Privacy, search, and services**. Turn off **Tracking prevention**.



While still on the **Privacy, search, and services** page, locate the **Clear browsing data** section and click **Choose what to clear**.

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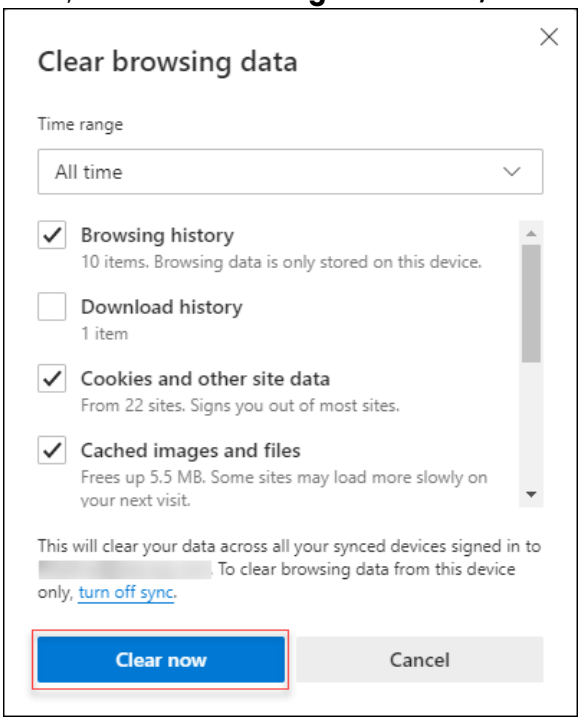
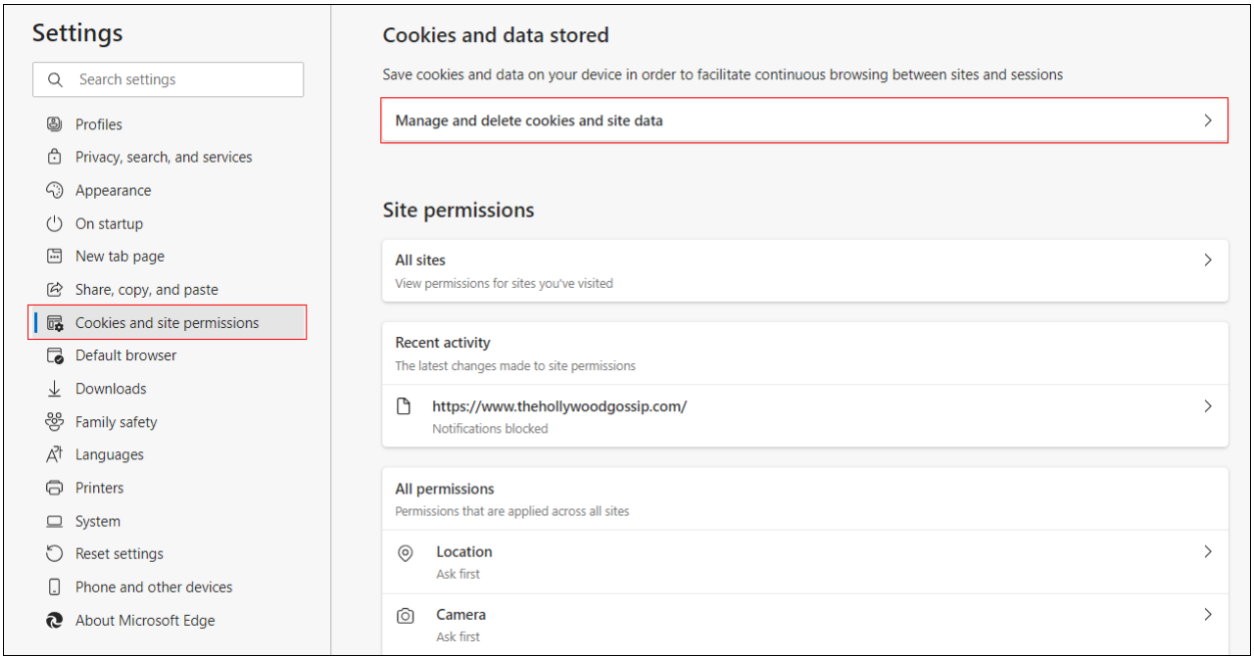
In the Time range section, choose **All time**. Select **Browsing History**, **Cookies and other site data**, and **Cached images and files,** then click **Clear now**.



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



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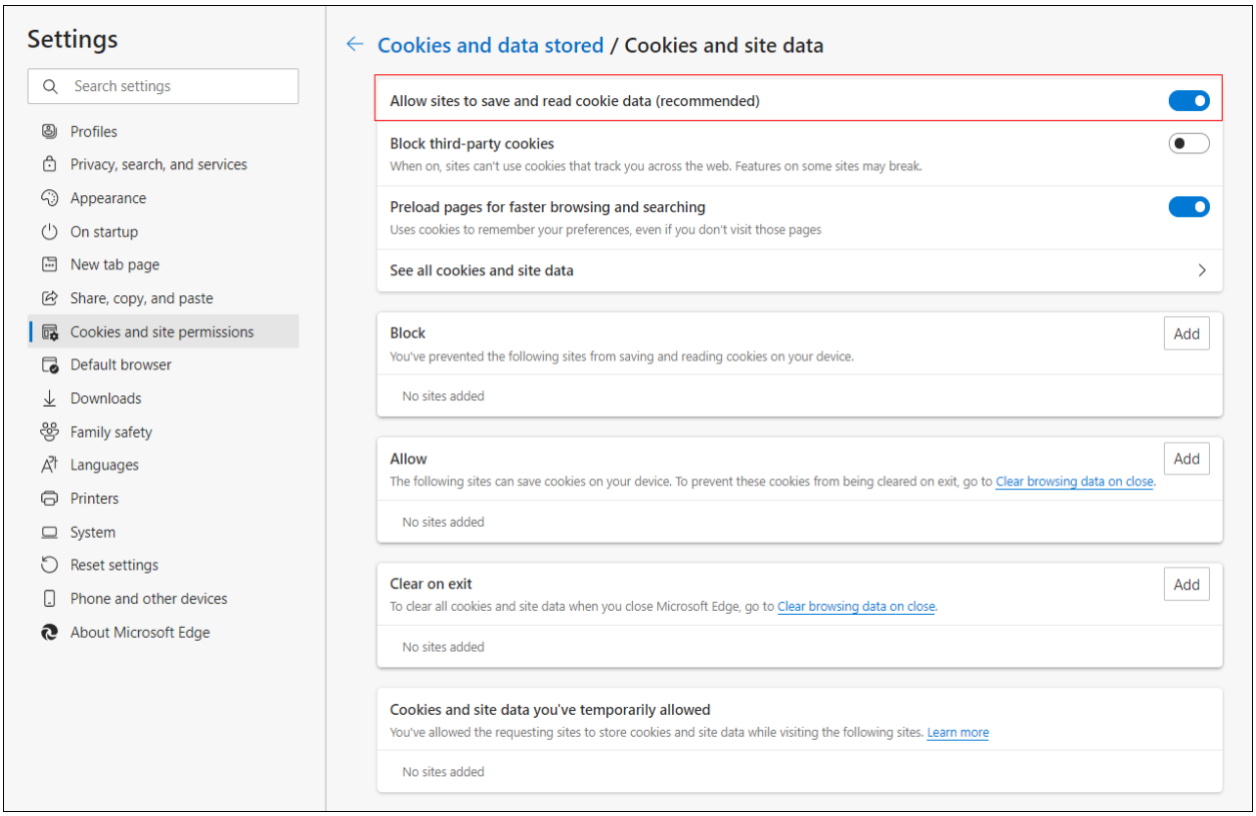
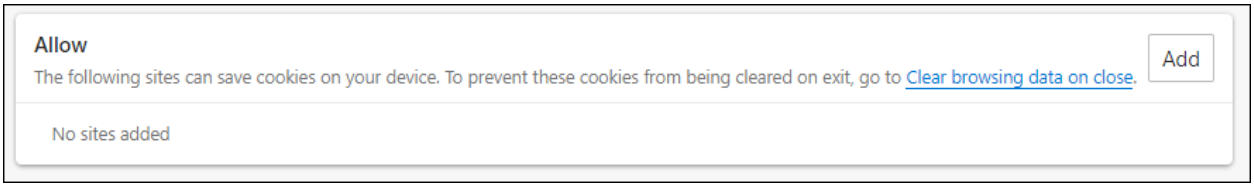
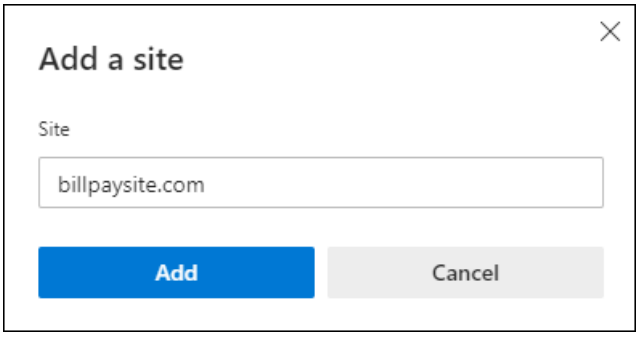
Turn on **Allow sites to save and read cookie data (recommended)**. Turn off **Block third-party cookies**.



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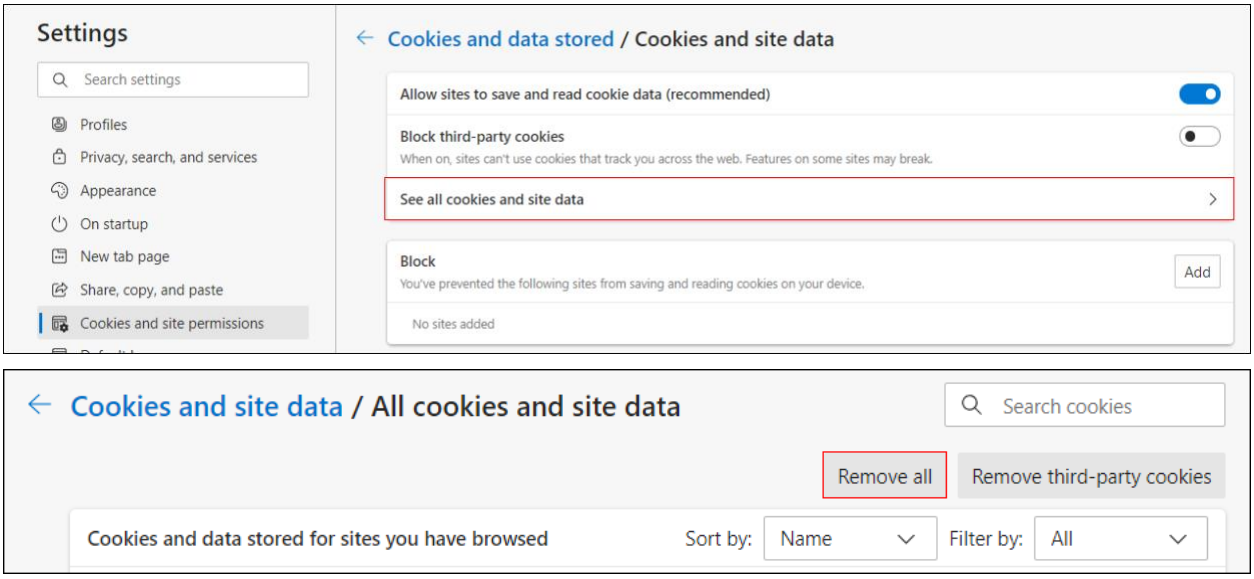
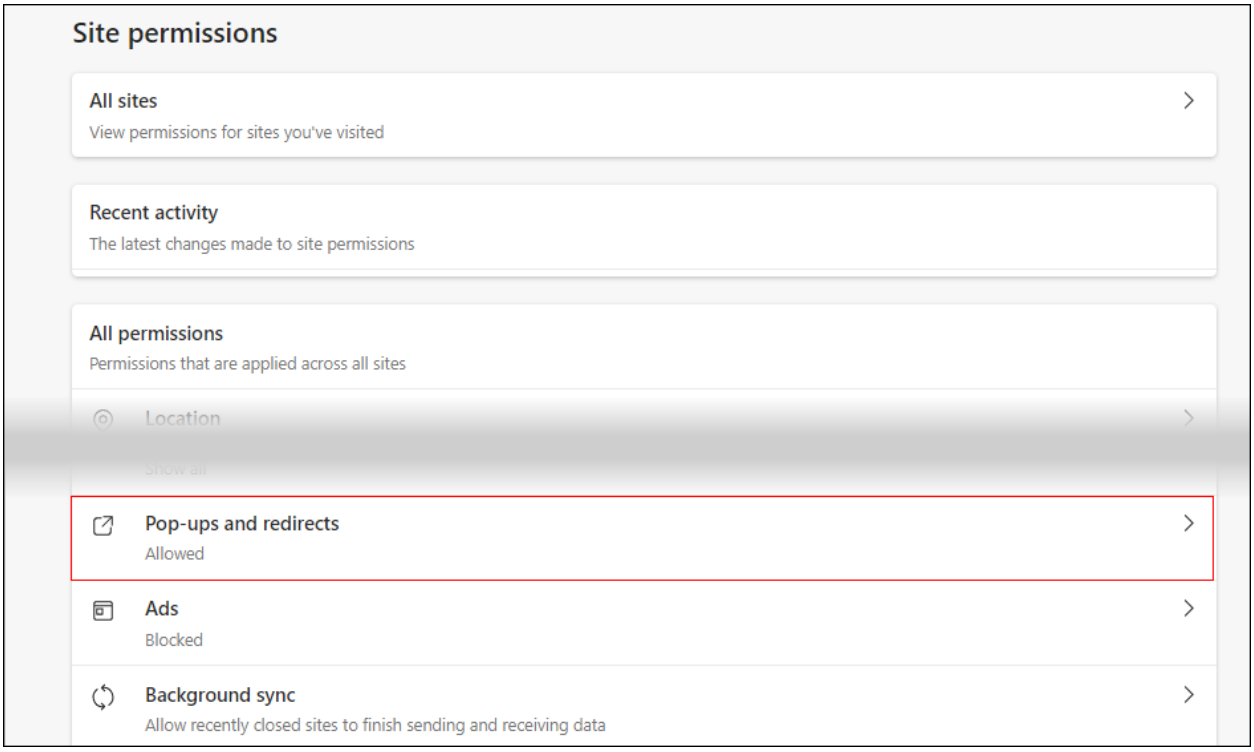
While still on the **Cookies and site permissions** page, click **See all cookies and site data** and then click **Remove All**.



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



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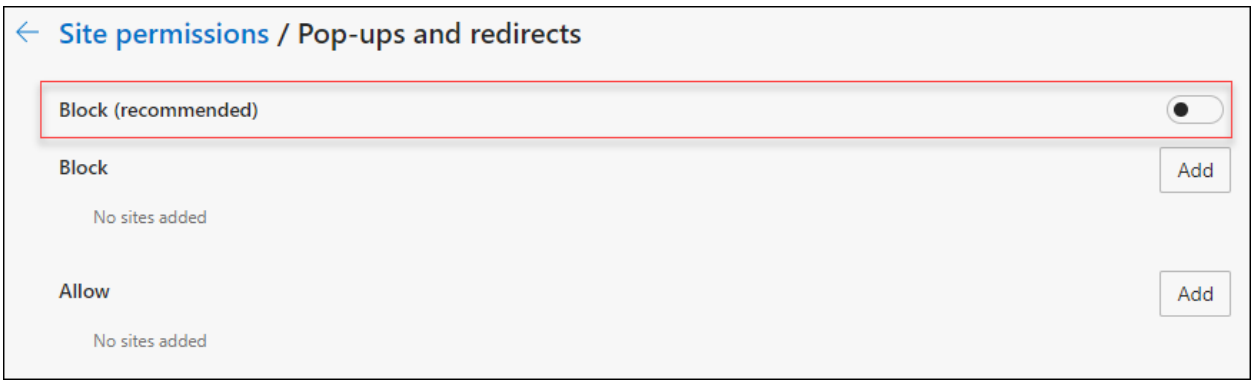
Turn off **Block (recommended)**.

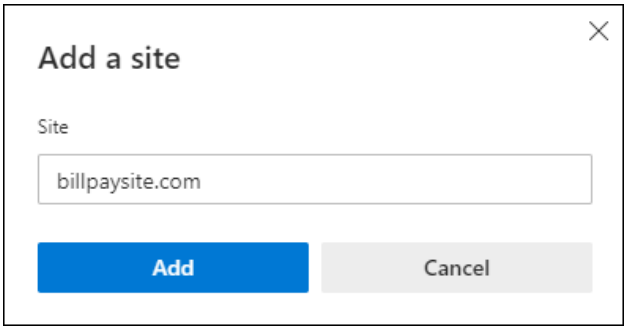


Consumer and Business users:

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**.



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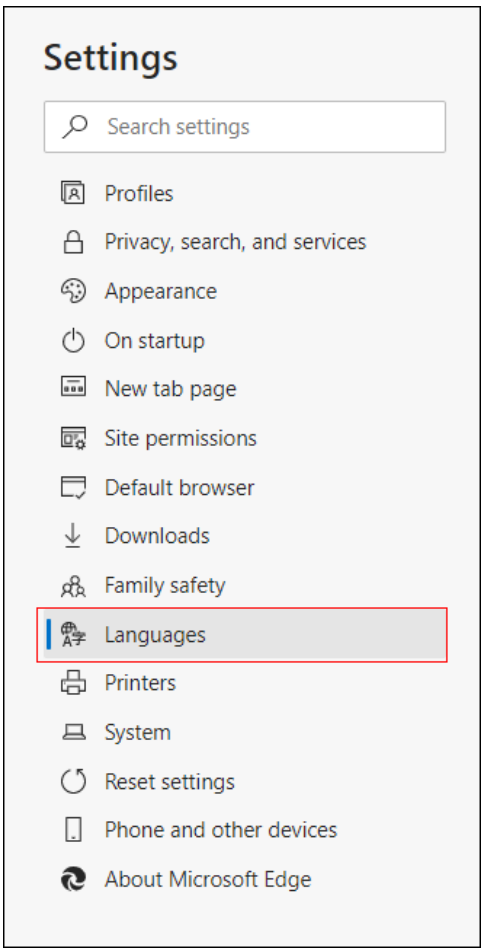
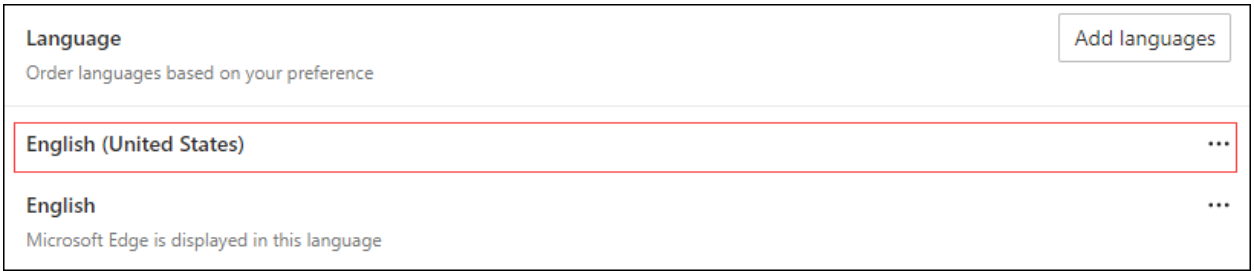
Under the **Settings** menu, select **Languages**.



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



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.

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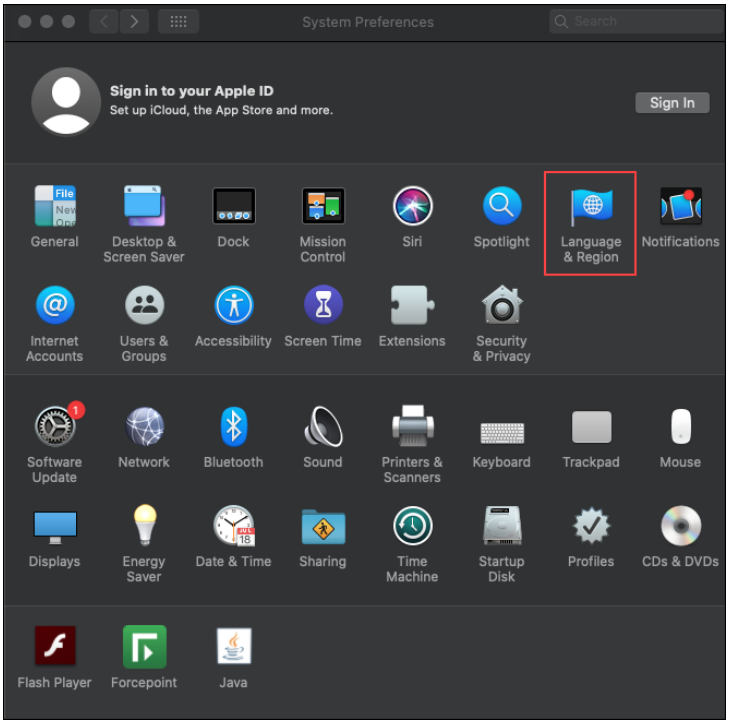
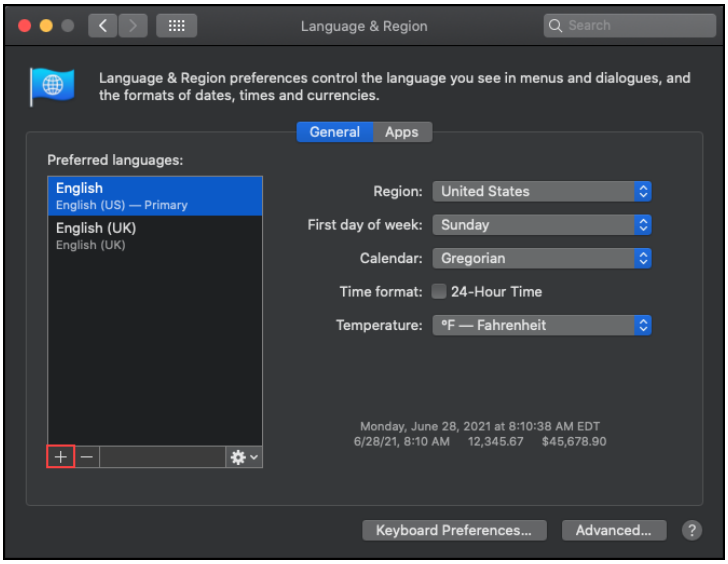
Language and Region Preferences

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



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



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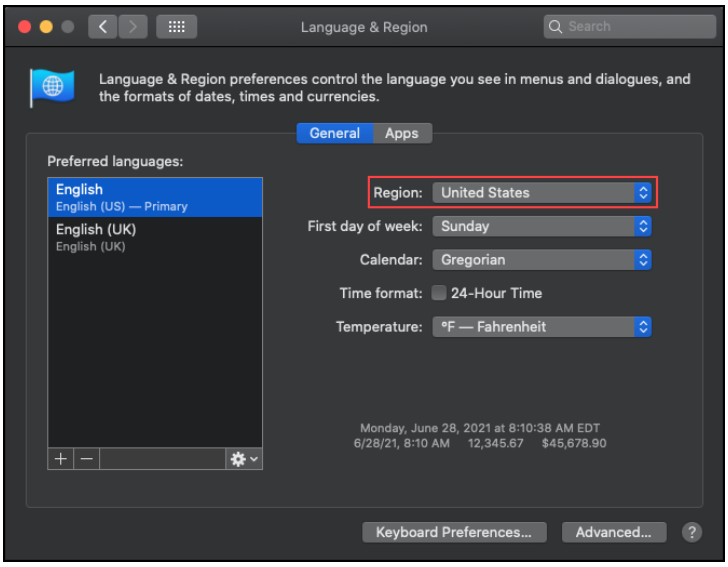
Scroll through the list and select **English (US).** Choose *English (US)* as your primary language.

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



Restart your Mac desktop.

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