JHA Payment Solutions

iPay Solutions

March 2021

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

Bill Pay supports iOS versions 13 and above. If you experience issues using bill pay on iOS 12, update to iOS 13, if the device is compatible.

Apple Devices Compatible With iOS 13:

iPhones

- iPhone X
- iPhone 8 Plus
- iPhone 8
- iPhone 7 Plus
- iPhone 7
- iPhone 6s
- iPhone 6s Plus
- iPhone 5S

iPads

- iPad 6th Generation
- iPad Pro 10.5-inch
- iPad 5th Generation
- iPad Pro 12.9-inch Second Generation
- iPad Pro 9.7-inch
- iPad Pro 12.9-inch First Generation
- iPad Mini 4
- iPad Air 2
- iPad Mini 3
- iPad Air
- iPad Mini 2

NOTE

Newly released Apple devices are compatible with iOS 13. Any device older than those listed above are only compatible with iOS 12.

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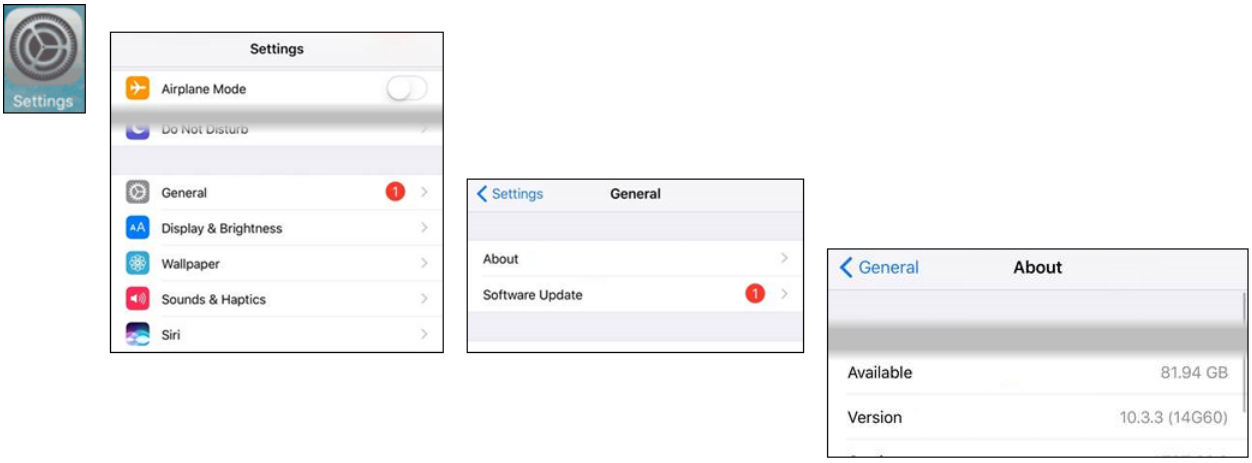
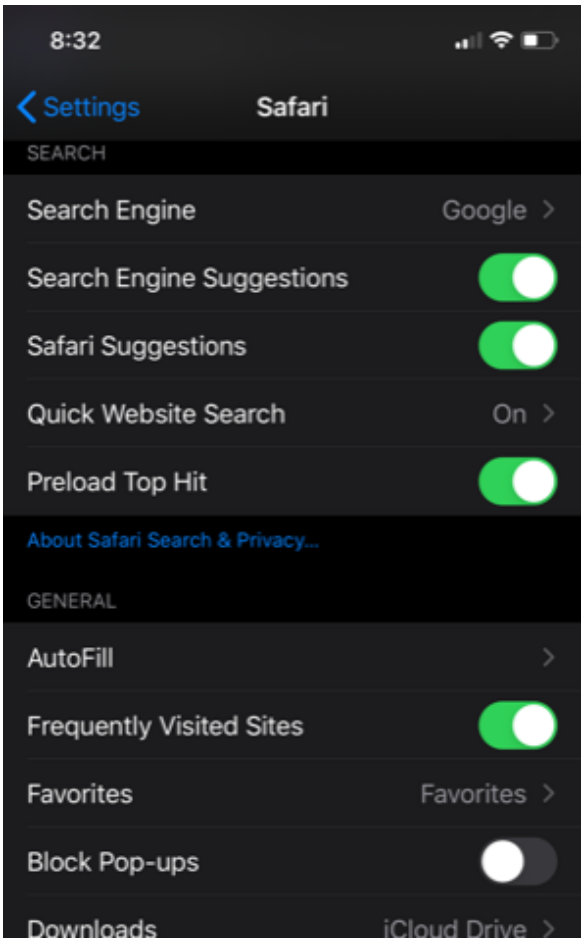
iPhone iOS

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



iOS 13 and Above

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



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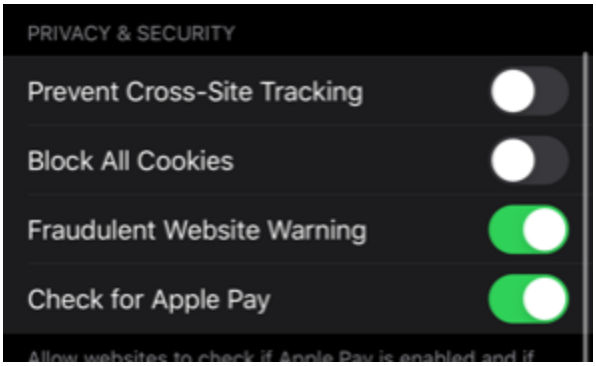
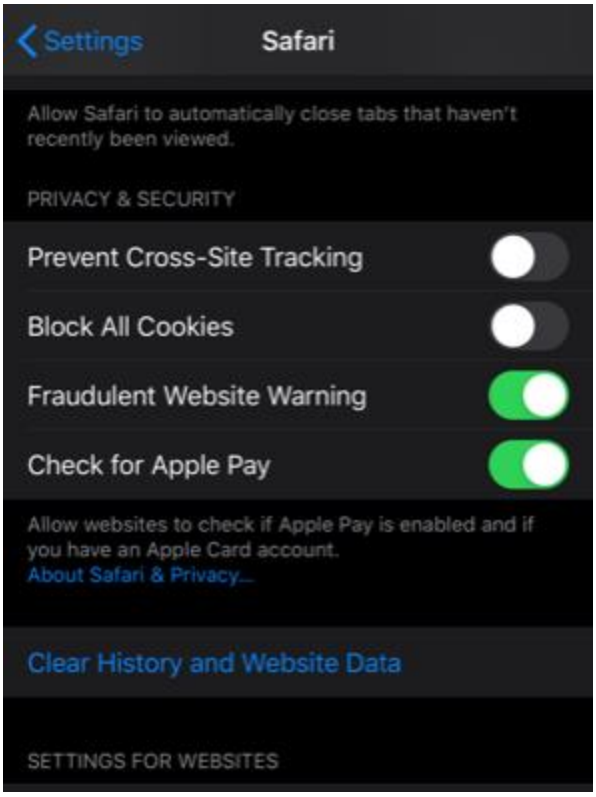
Under *Privacy & Security*, turn off **Prevent Cross-Site Tracking**, and then turn off **Block All Cookies**.



Select **Clear History and Website Data**.



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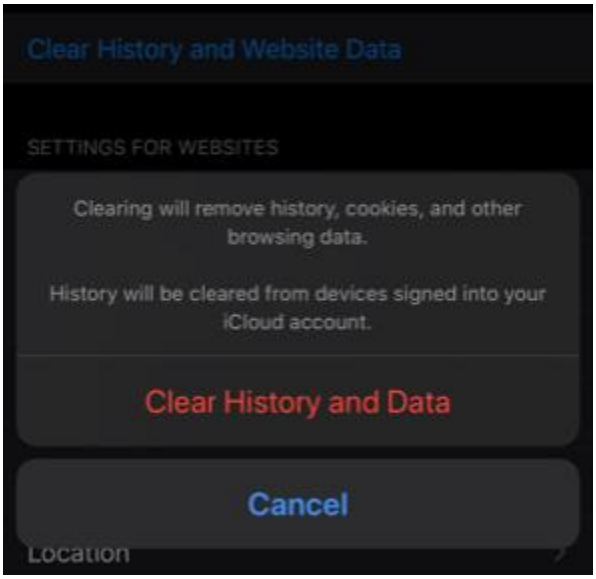
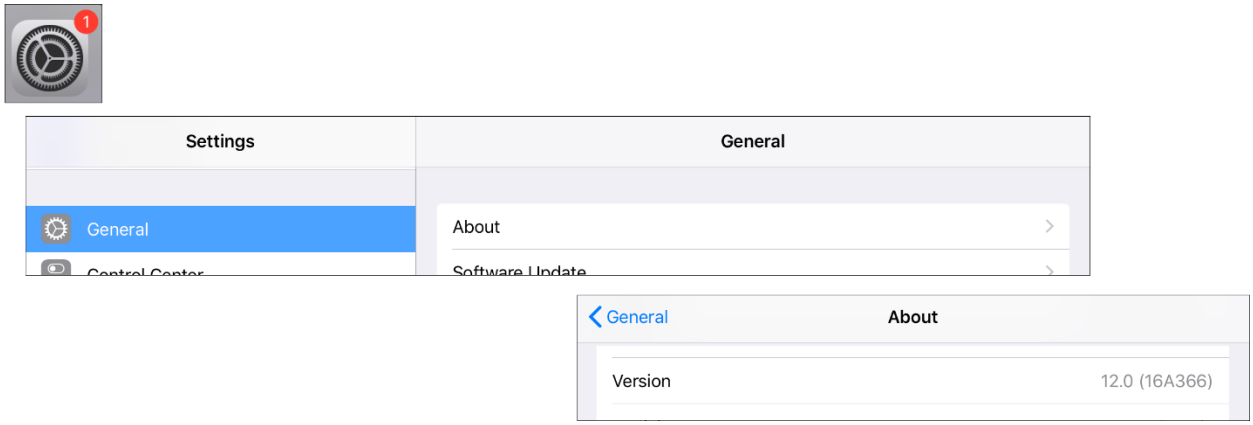
Select **Clear History and Data**.



iPad iOS

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



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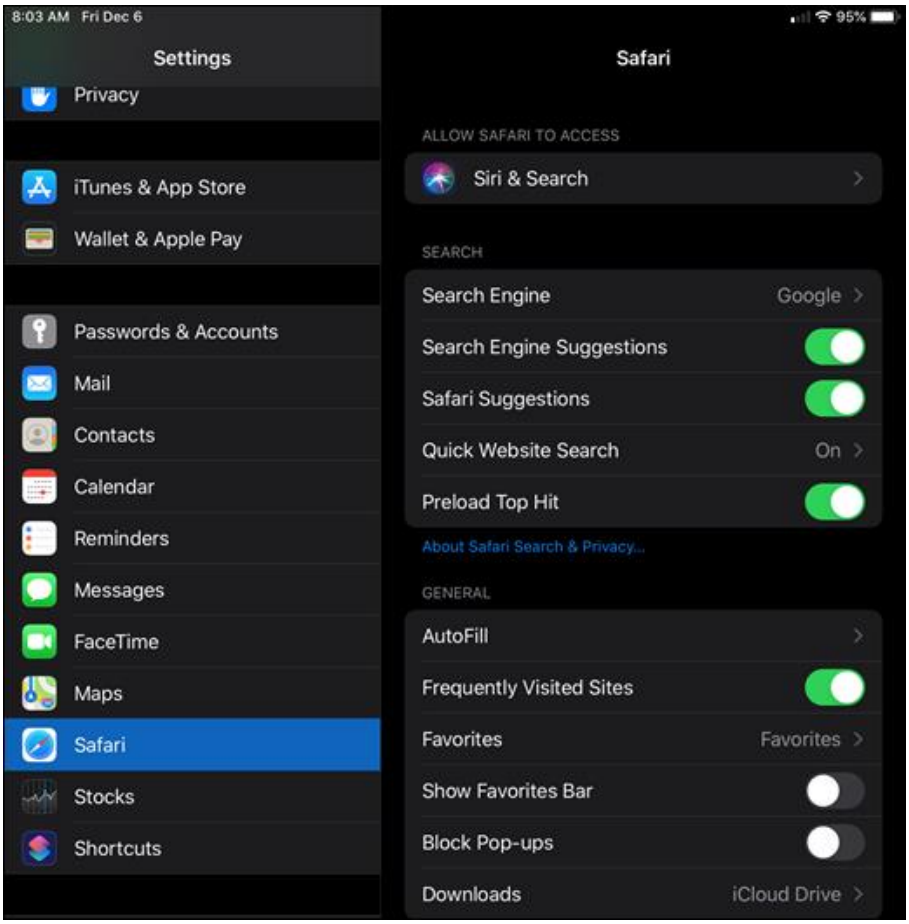
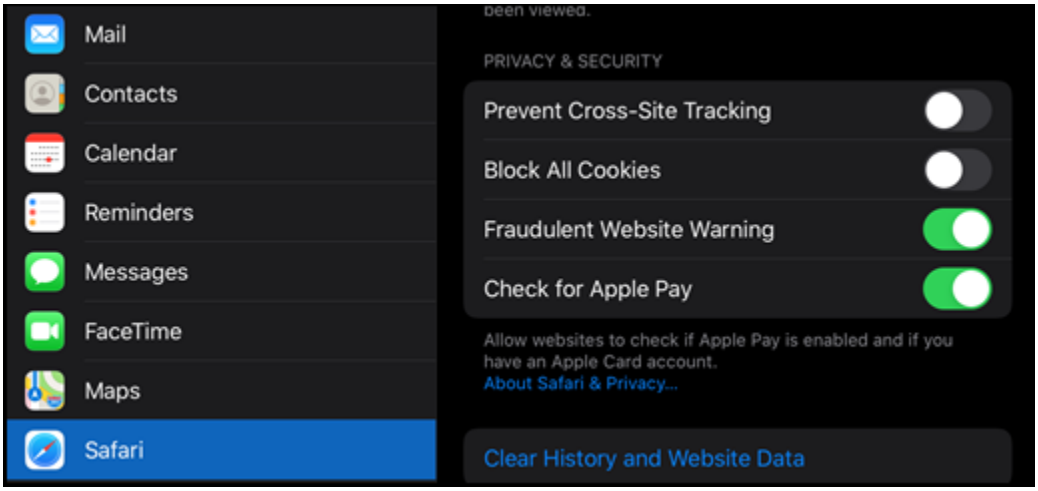
iOS 13 and Above

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**.



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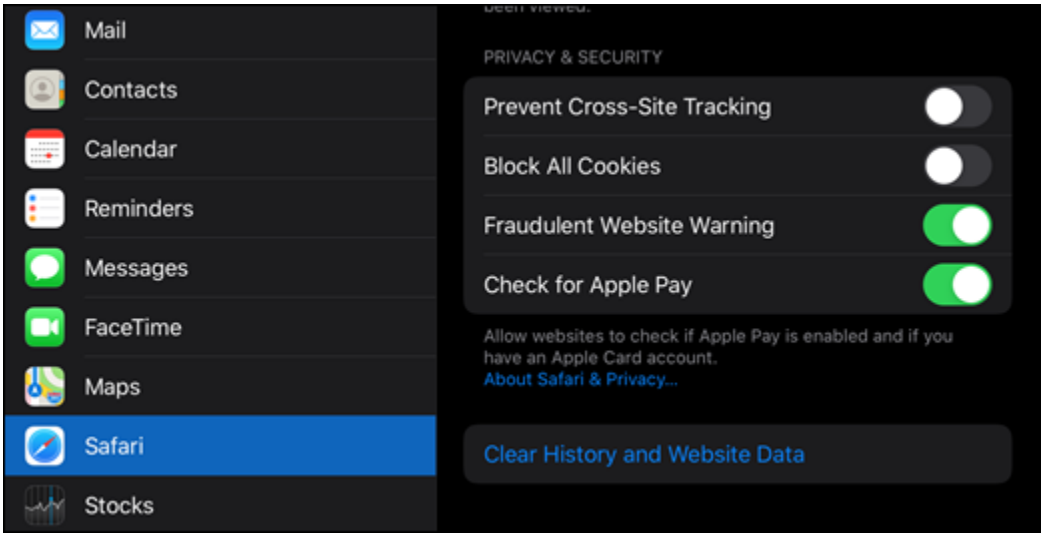
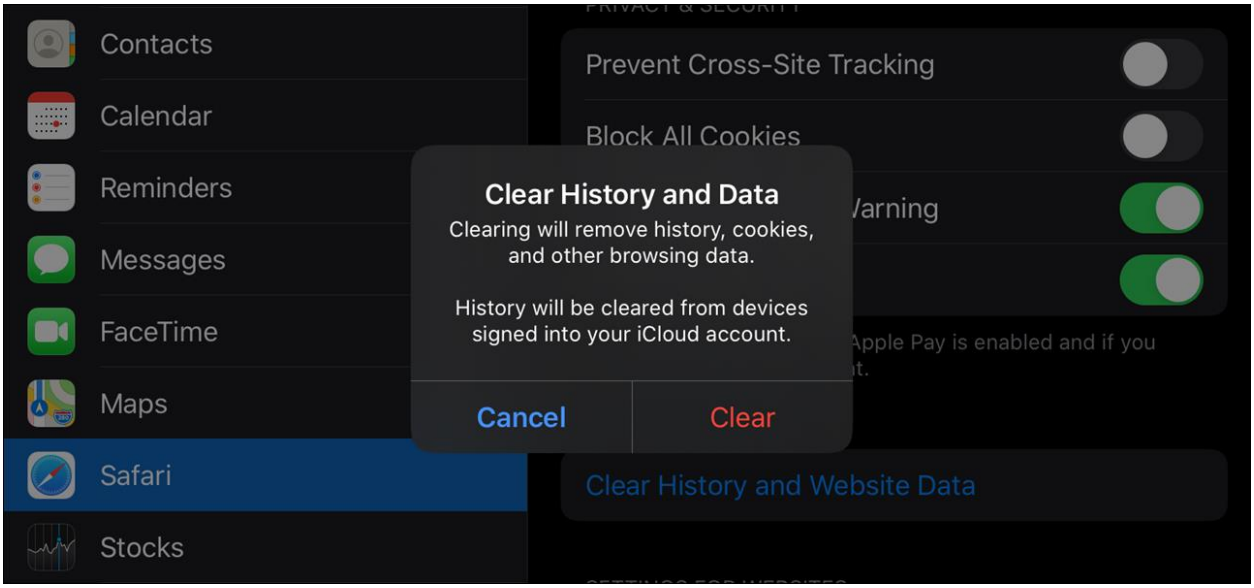
Select **Clear History and Website Data**.



Select **Clear History and Data**.



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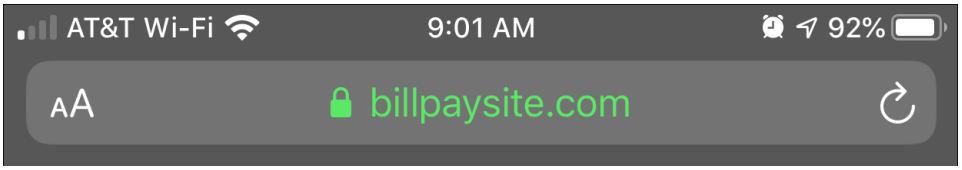
Requesting Desktop Site

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

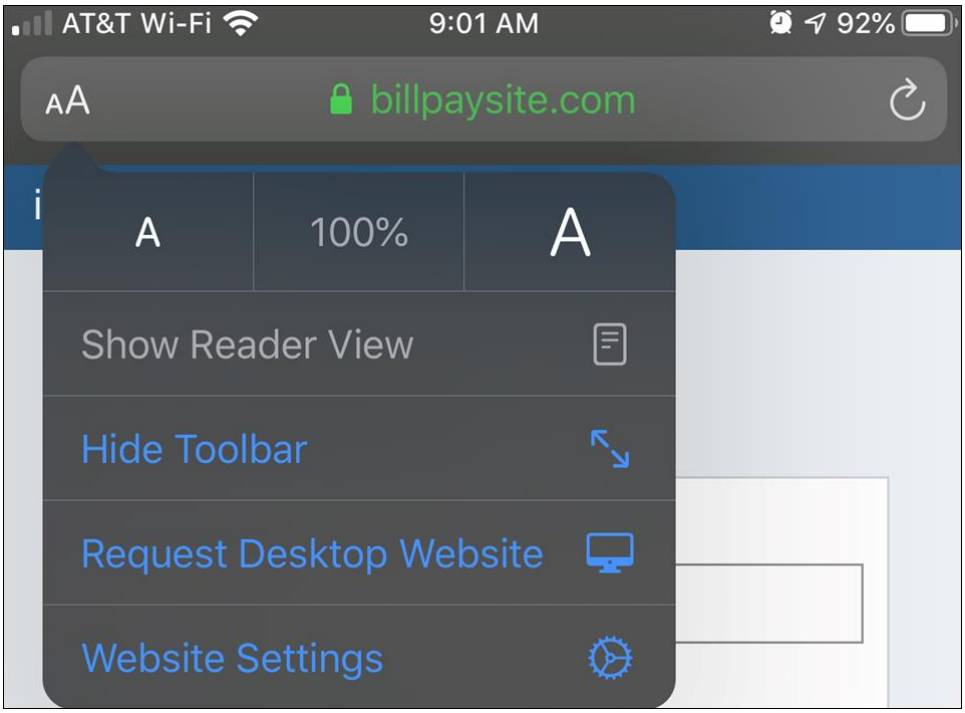
Open the **Safari** app.

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.

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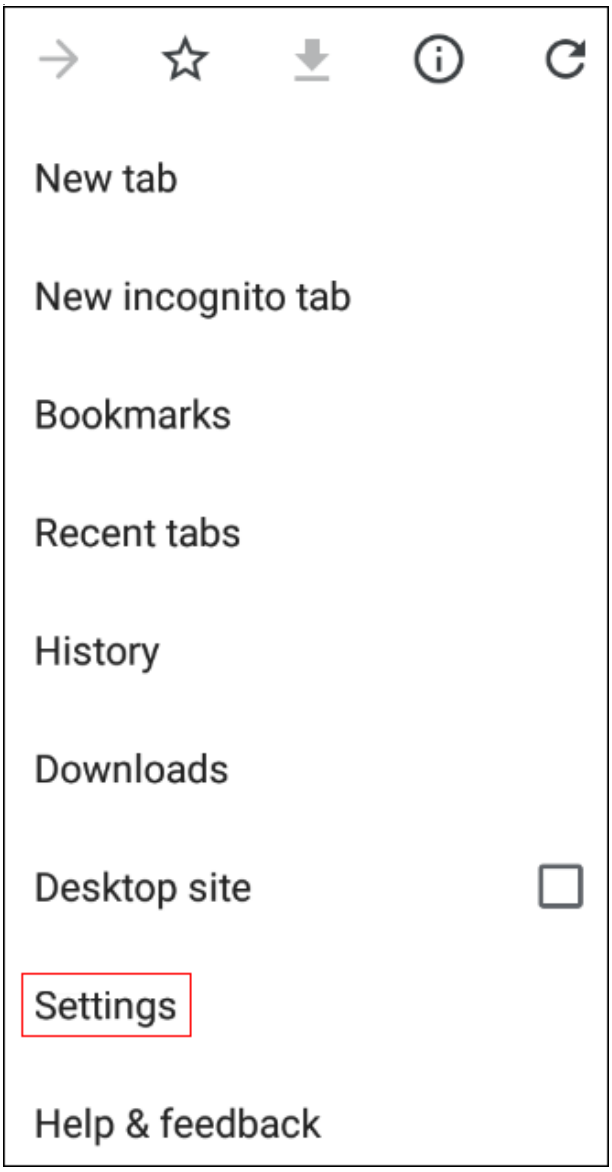
Android

Chrome 88 and 89

To locate browser version, with the browser window open, tap the menu icon. Tap **Settings**, then **About Chrome**.



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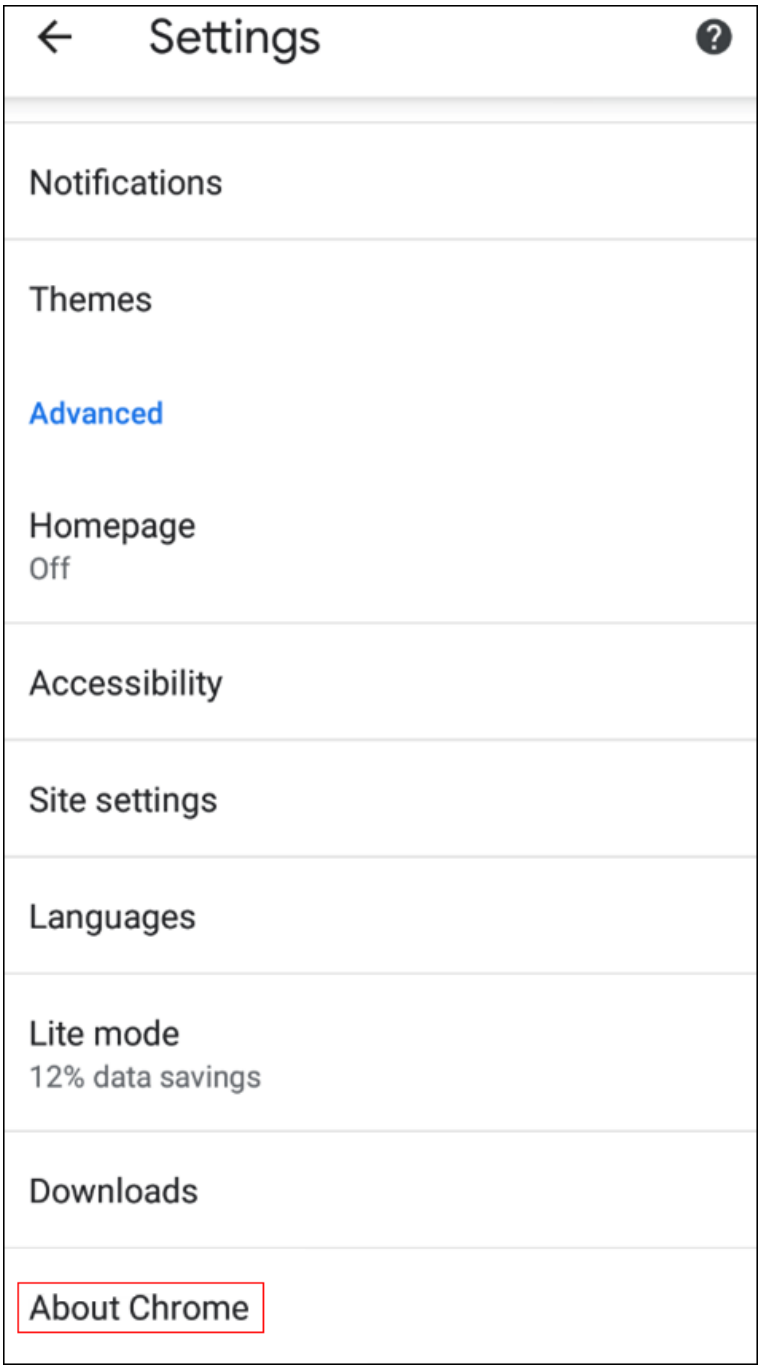

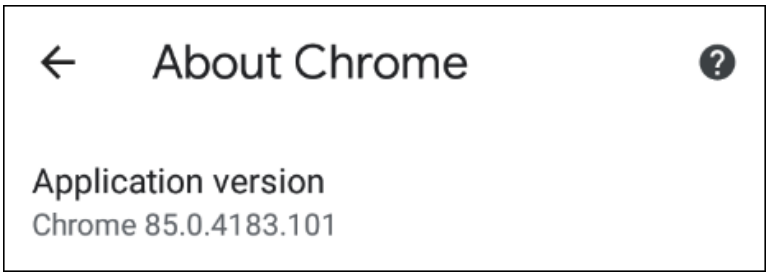

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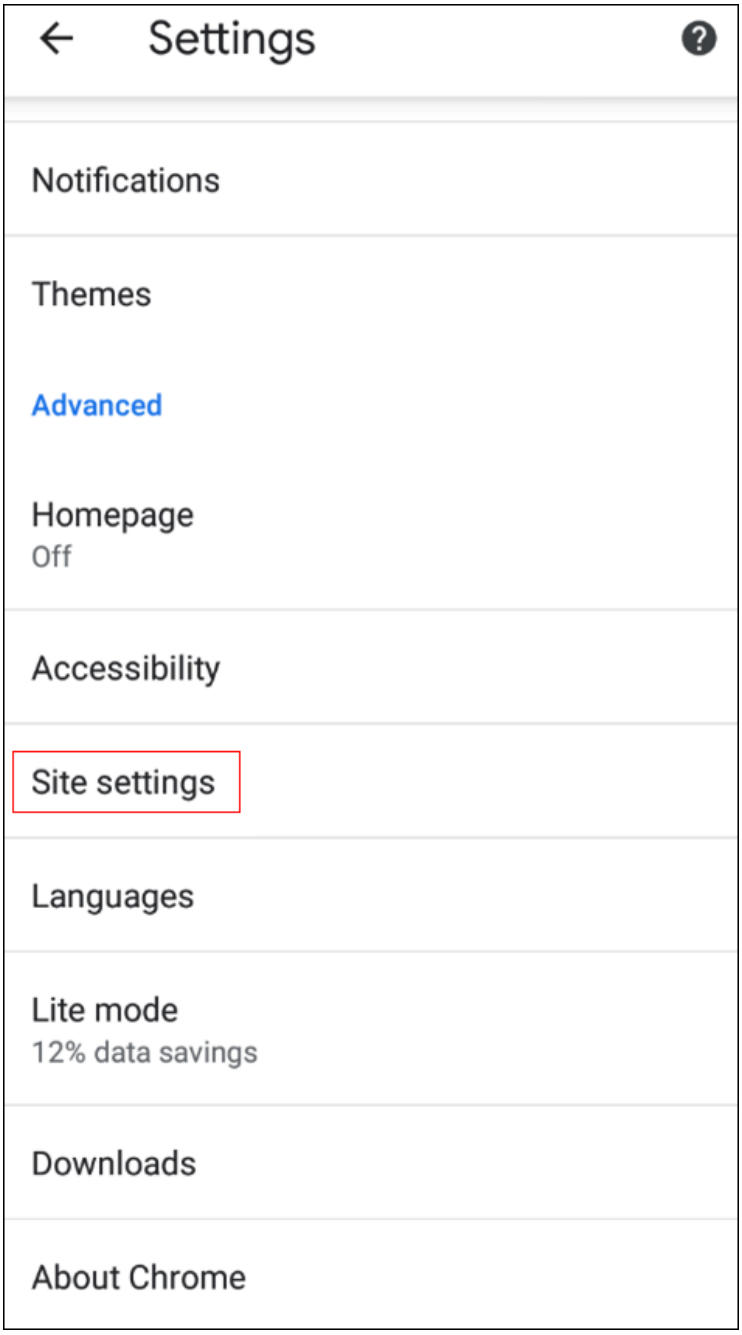
Next adjust settings. Tap the arrow to the top-left of the screen, then **Site settings.**



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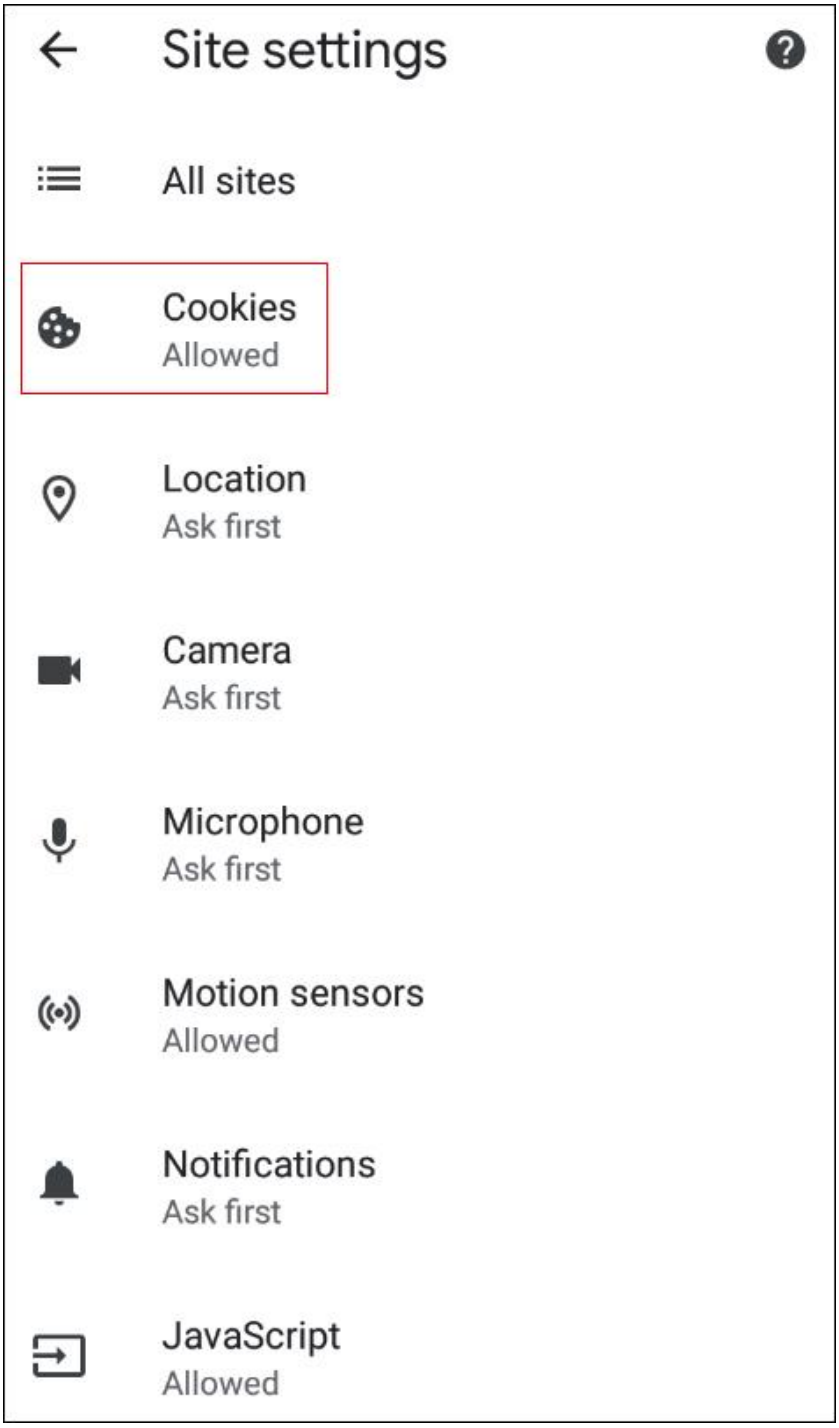
Tap **Cookies**.



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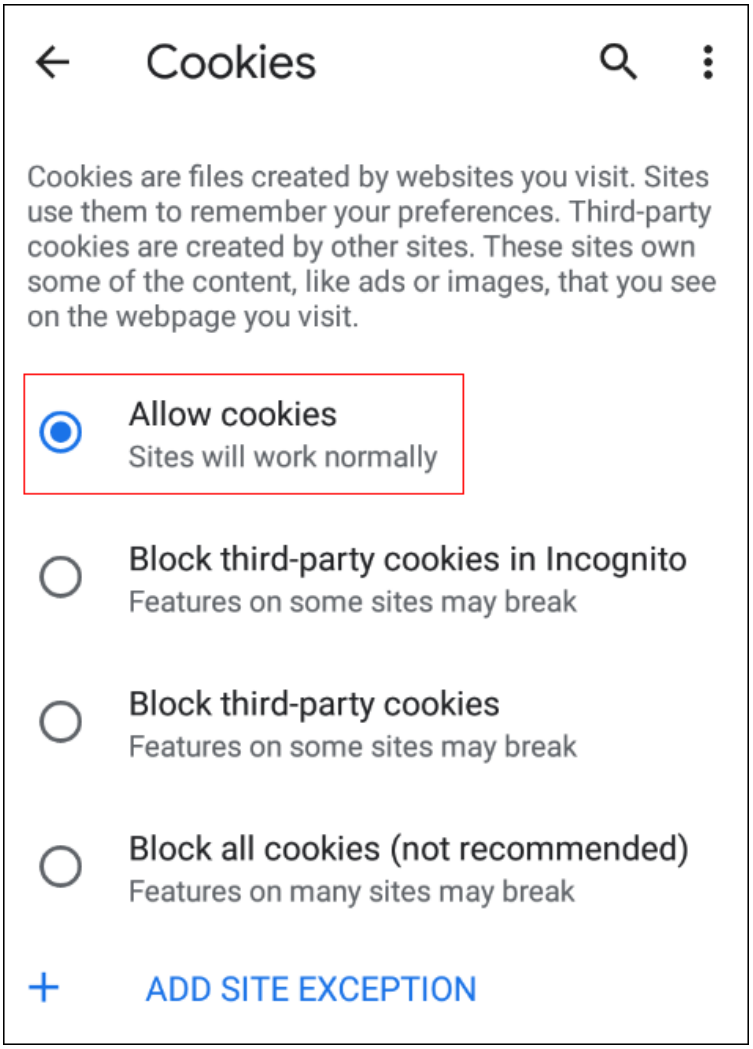
Tap the radio button to the left of **Allow cookies.**



Tap **ADD SITE EXCEPTION**.

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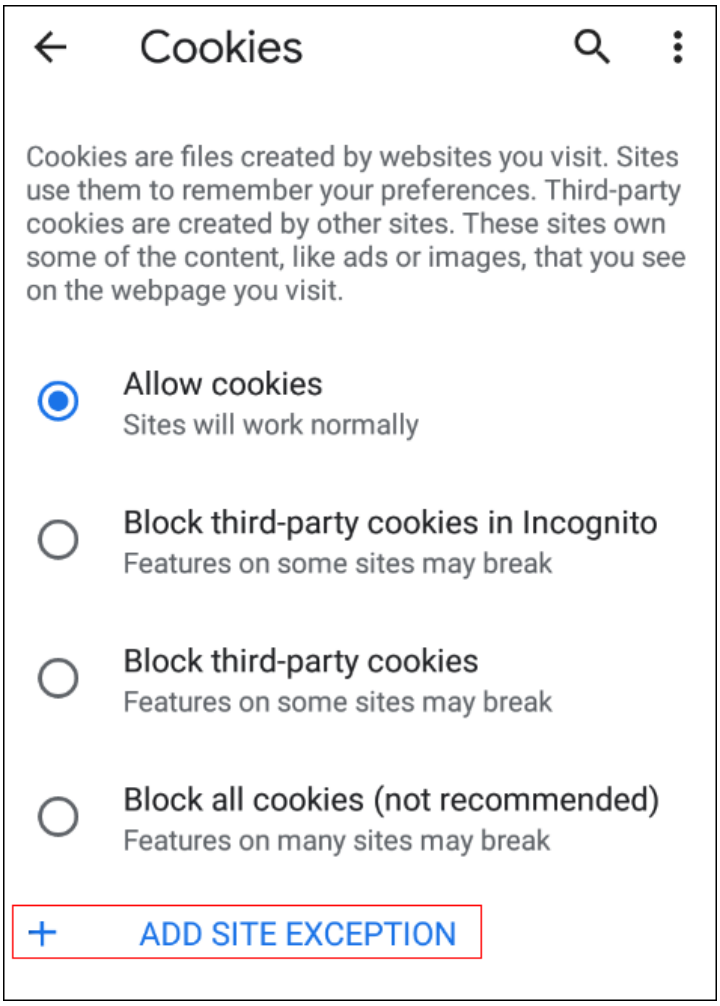
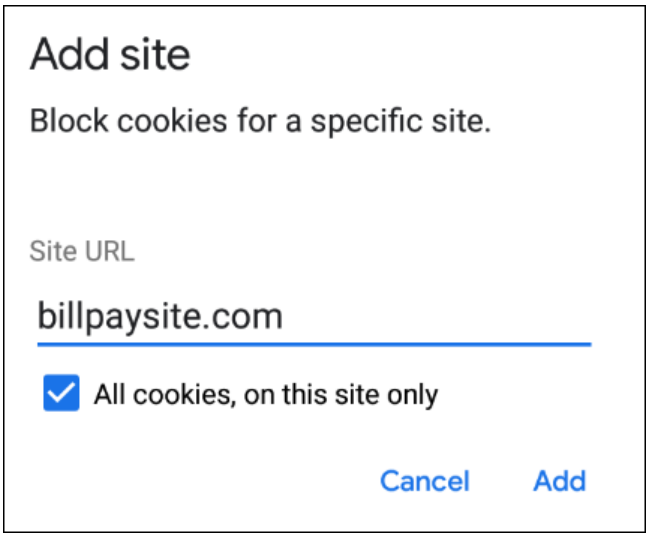


Type www.billpaysite.com for Consumer Bill Pay or www.businessbillpay-e.com for Business Bill Pay. If applicable, select the box next to *All cookies, on this site only* and tap **Add**.



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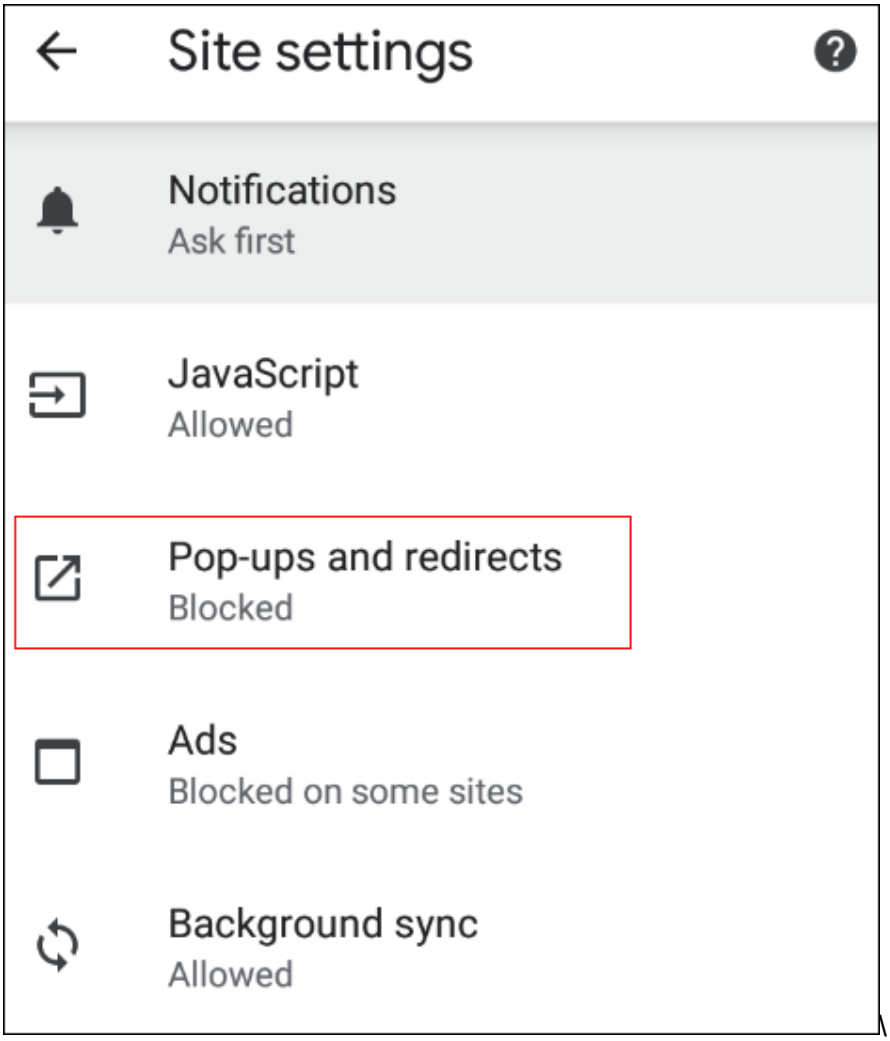
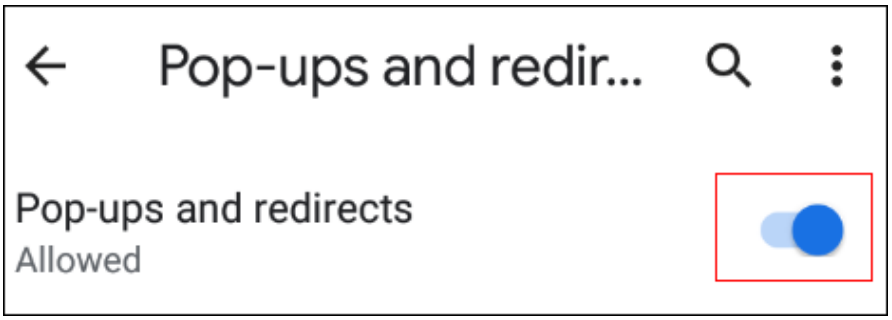
Tap the arrow to the top-left to change the privacy settings to allow pop-ups. Scroll down, then tap **Pop-ups and redirects**.



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



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

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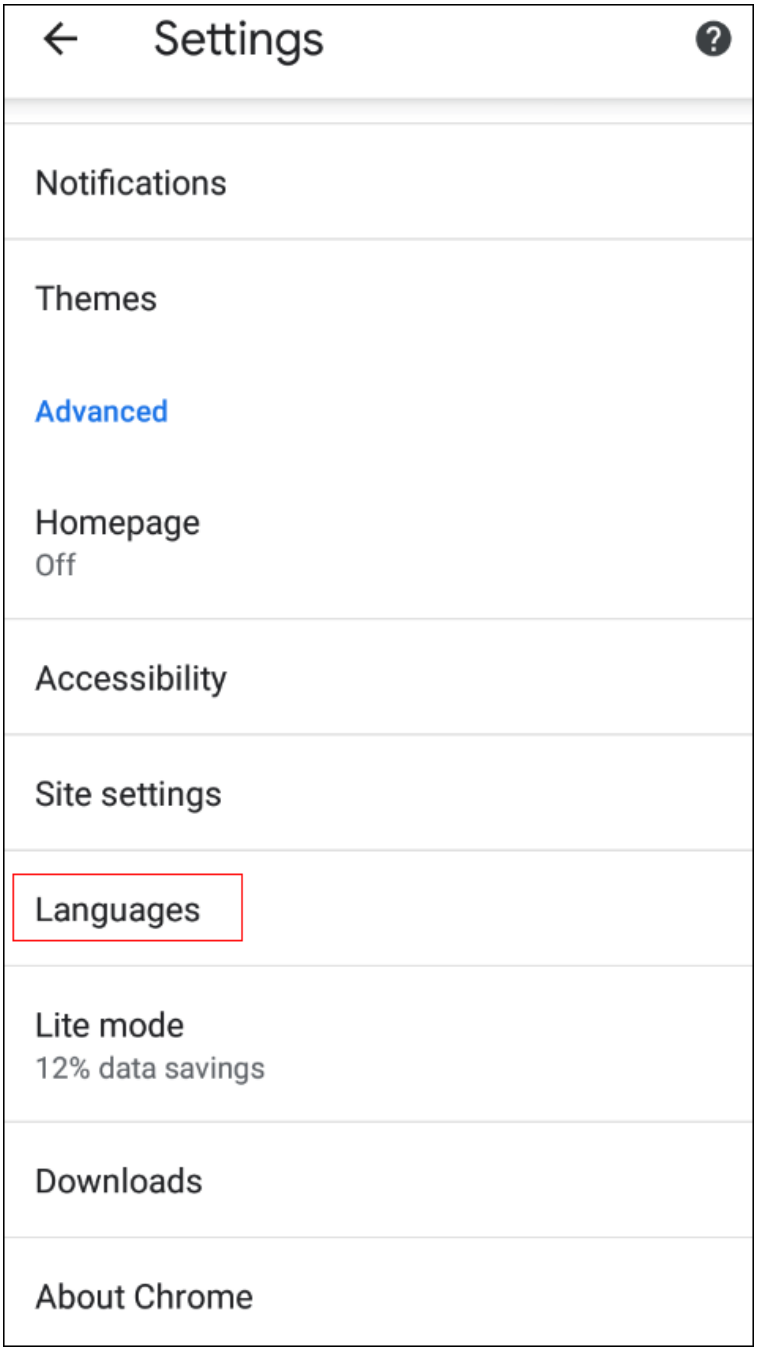
Scroll down and tap **Languages**.



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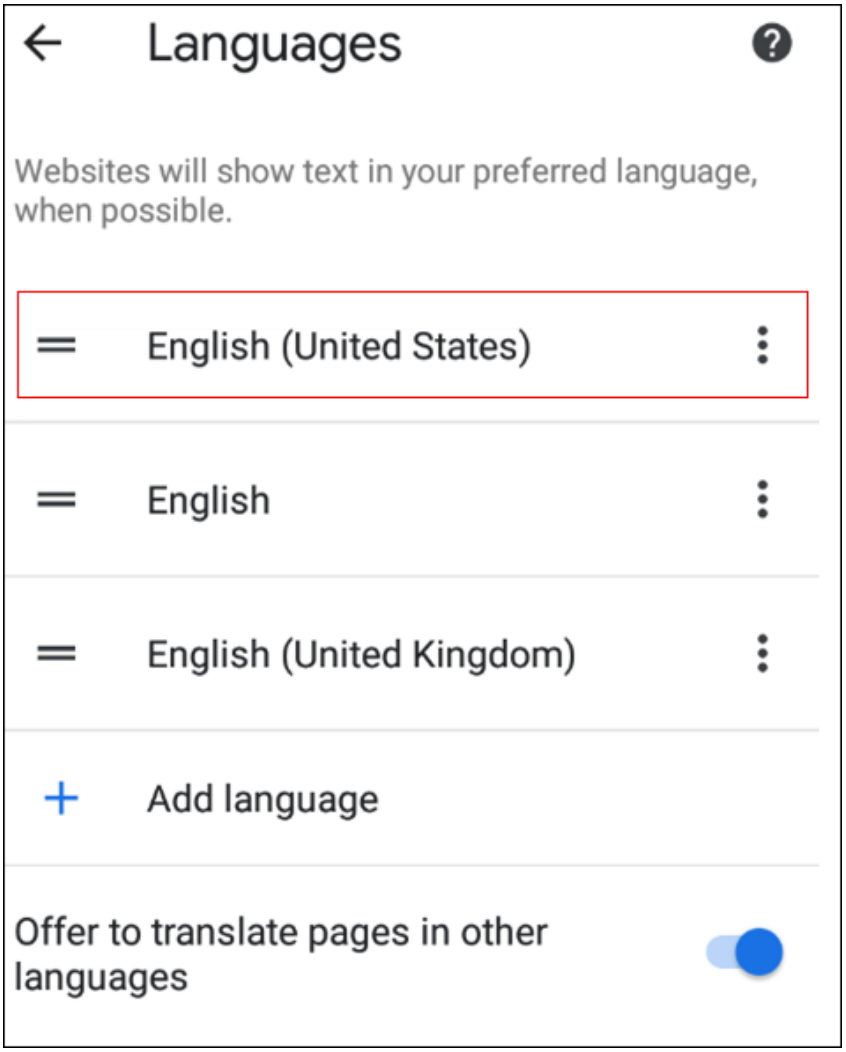
Ensure that *English (United States)* is the first, or only, language listed. If *English (United States)* is listed but not first tap and hold *English (United States)* and drag it to the top of the list. If *English (United States)* isn't listed at all tap Add language and add *English (United States).*



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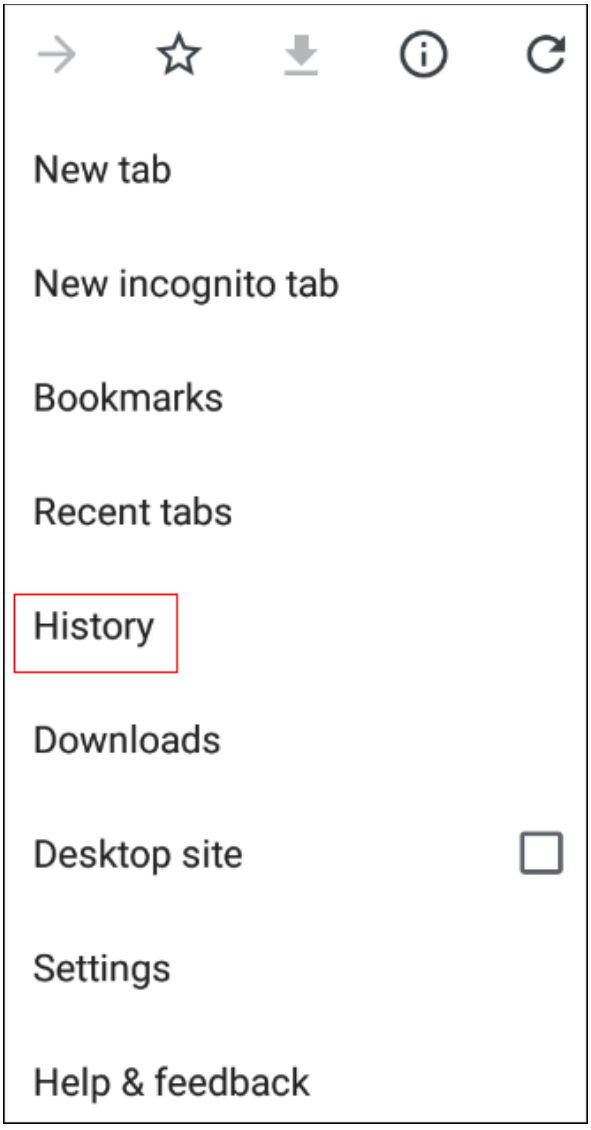
Tap the arrow to the top-left of the screen two times to exit the **Settings** menu.

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



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

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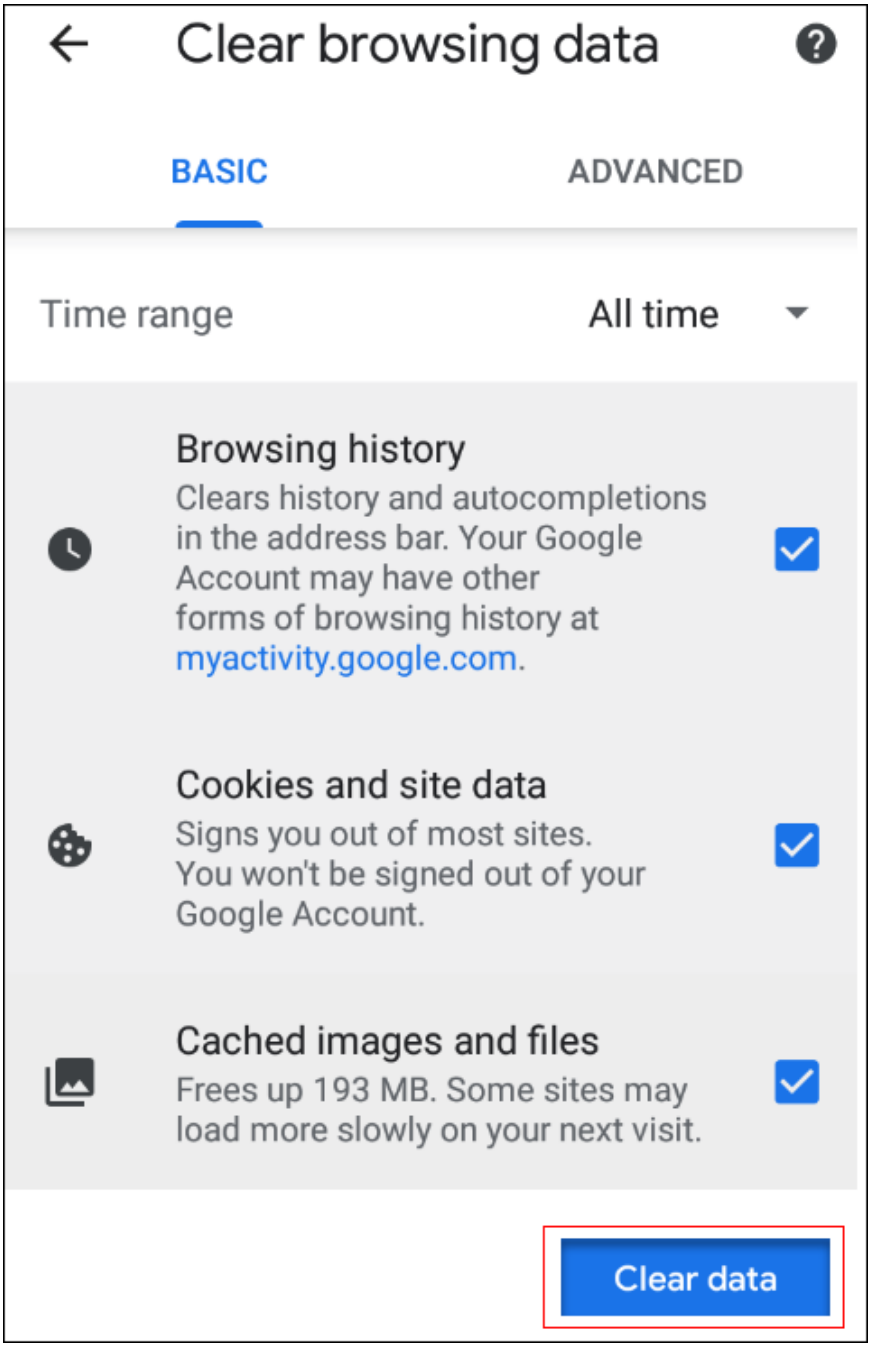
In the Time range section, choose **The Beginning of Time**, then select **Browsing History**, **Cookies and other site data**, and **Cached images and files,** then tap **Clear data**.



Restart the browser by closing all open sessions.

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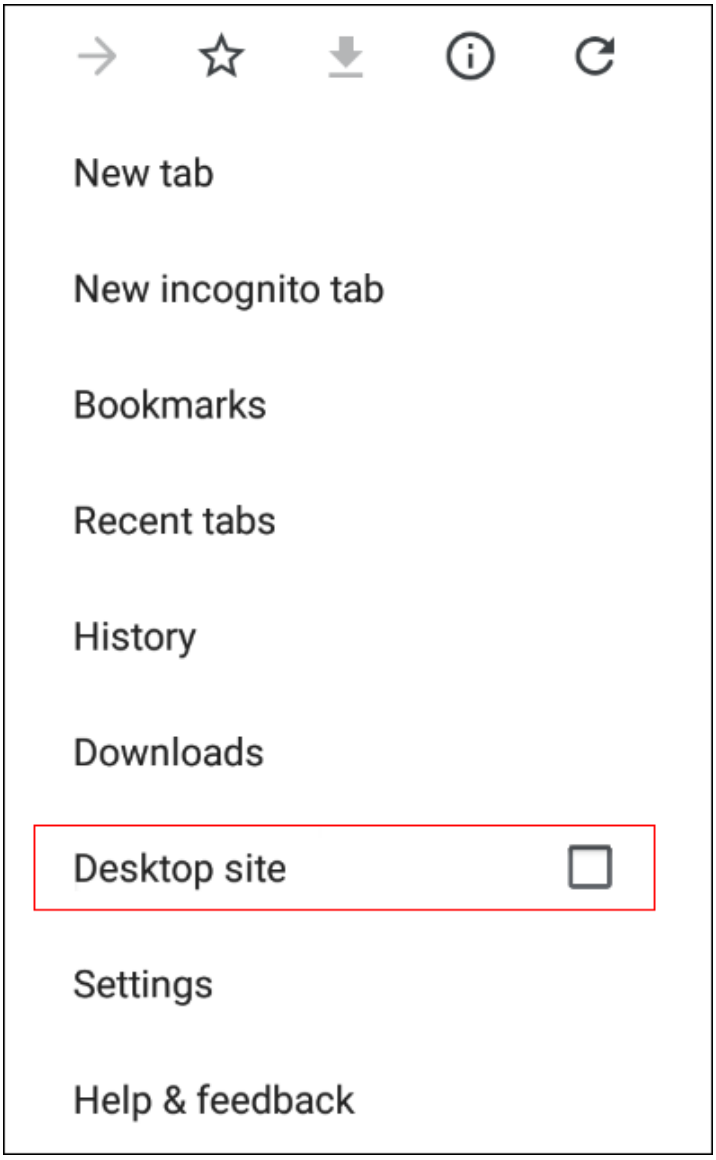
If the steps above don't resolve the issue tap the menu icon, then select **Desktop Site** and try again.



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