



## Bill Pay Browser Settings for a Mac

### Client Reference Guide

© 1999 – 2021 Jack Henry & Associates, Inc.

All rights reserved. Information in this document is subject to change without notice. Dates contained in this document are provided as estimates only and can be changed at any time at the sole discretion of Jack Henry & Associates, Inc.

Printed in the United States of America.

No part of this document may be copied, reproduced, stored in a retrieval system, displayed, distributed or transmitted in any form or any means whatsoever (electronic, mechanical or otherwise), including by photocopying or recording for any purpose, without the prior written permission of Jack Henry & Associates, Inc. Making unauthorized copies of this document for any purpose other than your own personal use is a violation of United States copyright laws.

Any unauthorized use of Jack Henry & Associates, Inc.'s, trademarks and service marks is strictly prohibited. A list of registered and unregistered marks owned or licensed by Jack Henry & Associates, Inc. is located at: <https://www.jackhenry.com/more-from-jha/pages/trademark-notice.aspx>.

Various other trademarks and service marks used or referenced in this document are the property of their respective owners.

Browser Settings for Financial Institutions .....	1
Supported Browsers for Macs.....	1
Supported Operating Systems.....	1
Additional Information .....	1
Google Chrome 88 and 89 .....	2
Firefox 85 and 86.....	10
Safari 13 and Above .....	18
Microsoft® Edge 88 and 89 .....	21

# 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:

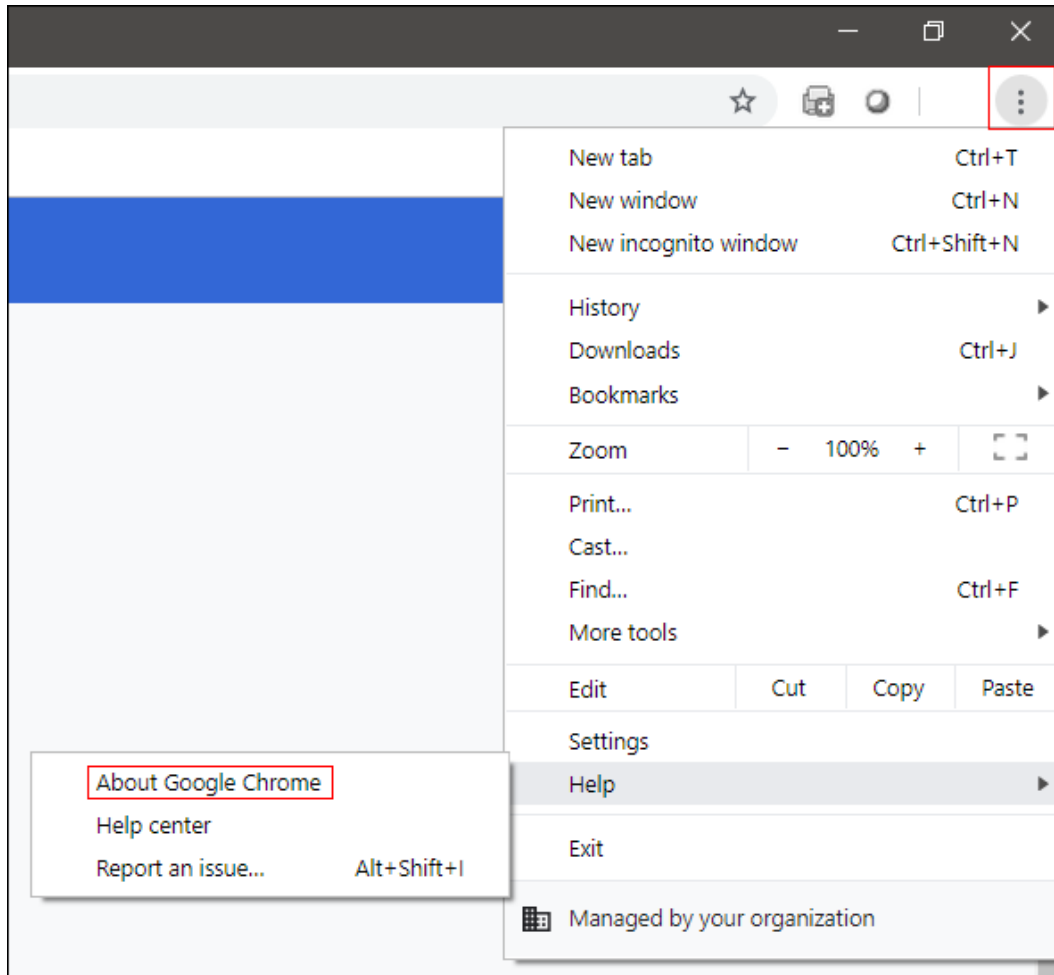
- Windows
- Mac OS
- iOS – iPhone and iPad
- Android
- Chrome OS

## 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.

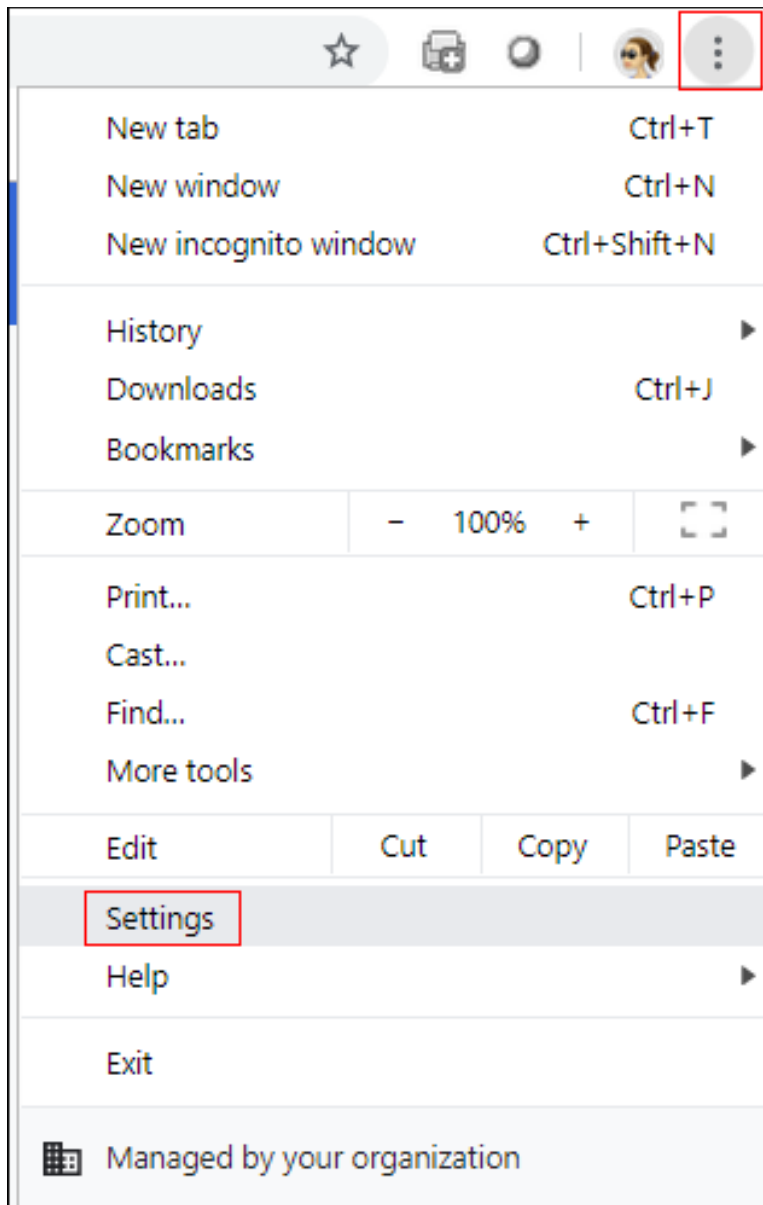
## Google Chrome 88 and 89

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

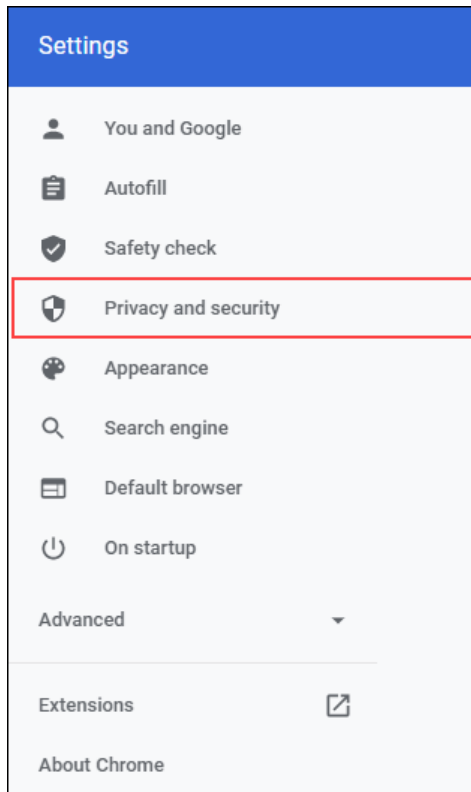


Next adjust settings.

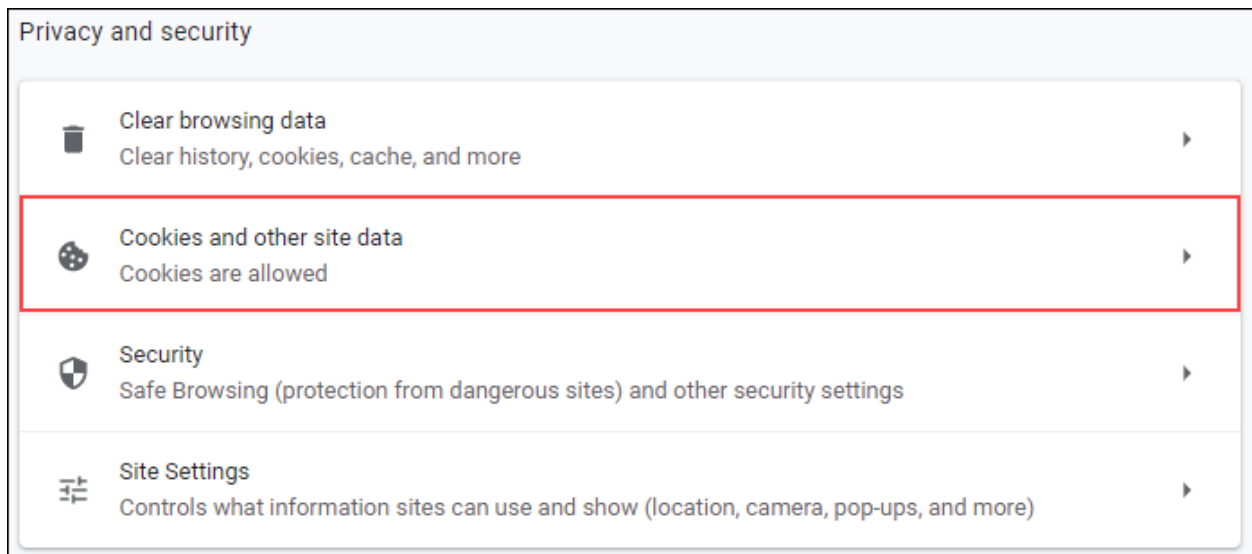
With the browser window open, select the menu icon. Click **Settings**.



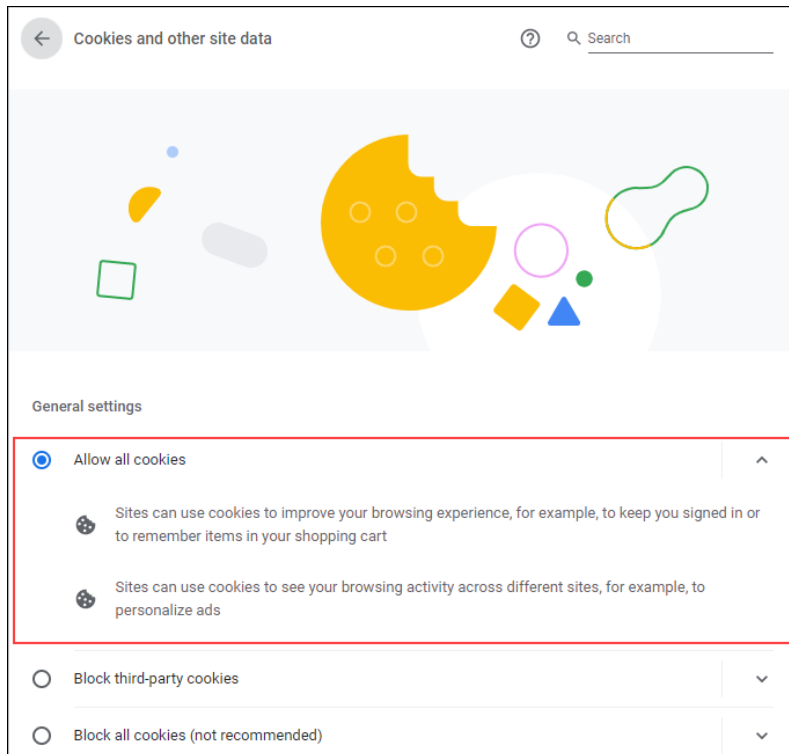
On the left-hand menu, select **Privacy and security**.



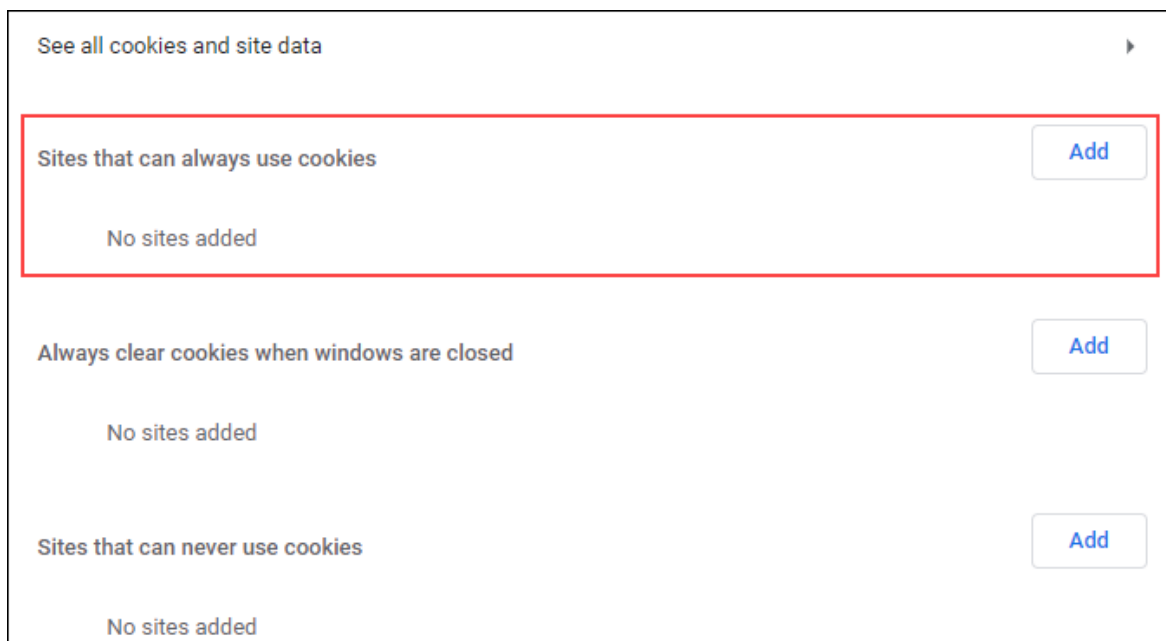
Click **Cookies and other site data**.



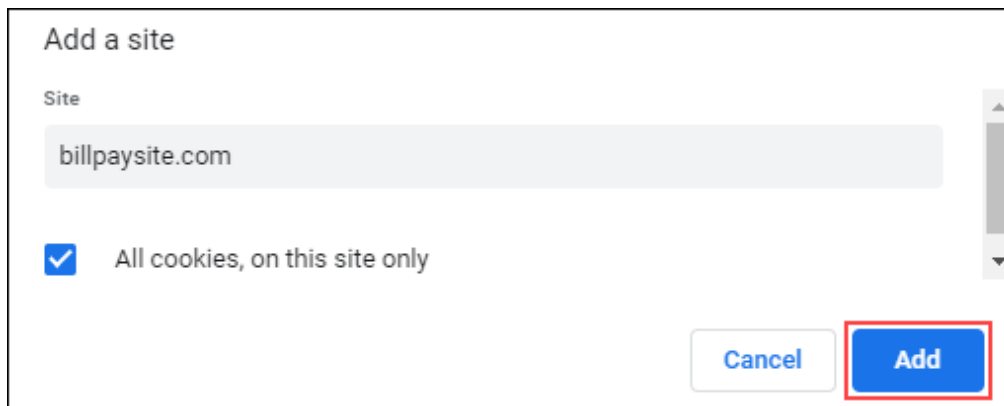
Under *General settings* choose **Allow all cookies**.



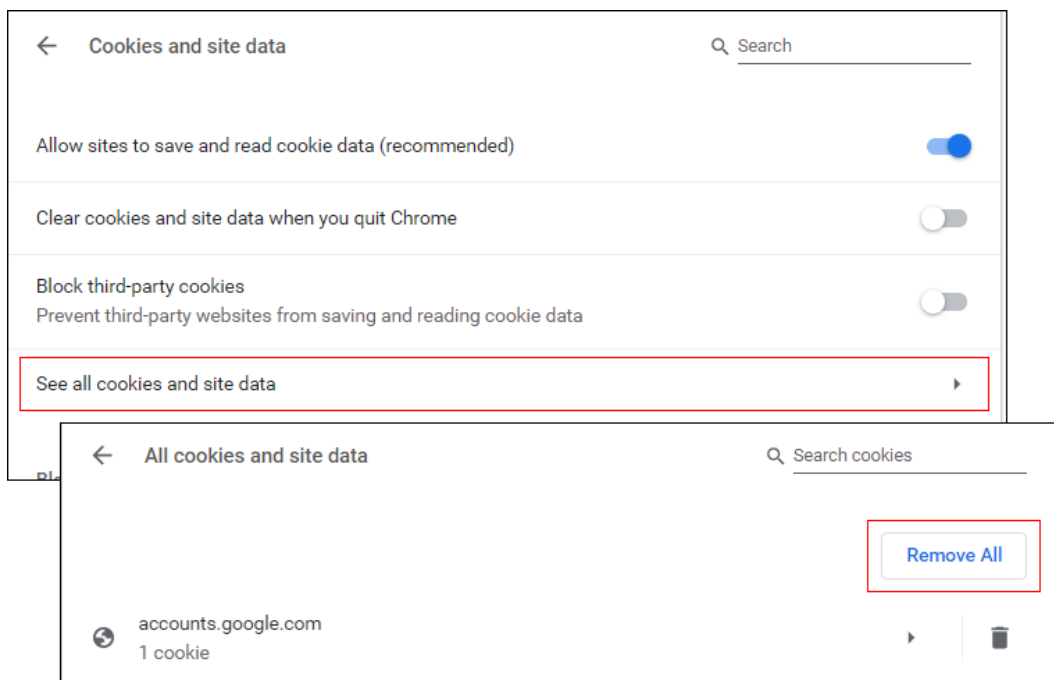
Scroll down to the *Sites that can always use cookies* option. Click **Add**, type [www.billpaysite.com](http://www.billpaysite.com) for Consumer Bill Pay or [www.businessbillpay-e.com](http://www.businessbillpay-e.com) for Business Bill Pay. If applicable, select the box next to *All cookies, on this site only* and click **Add**.





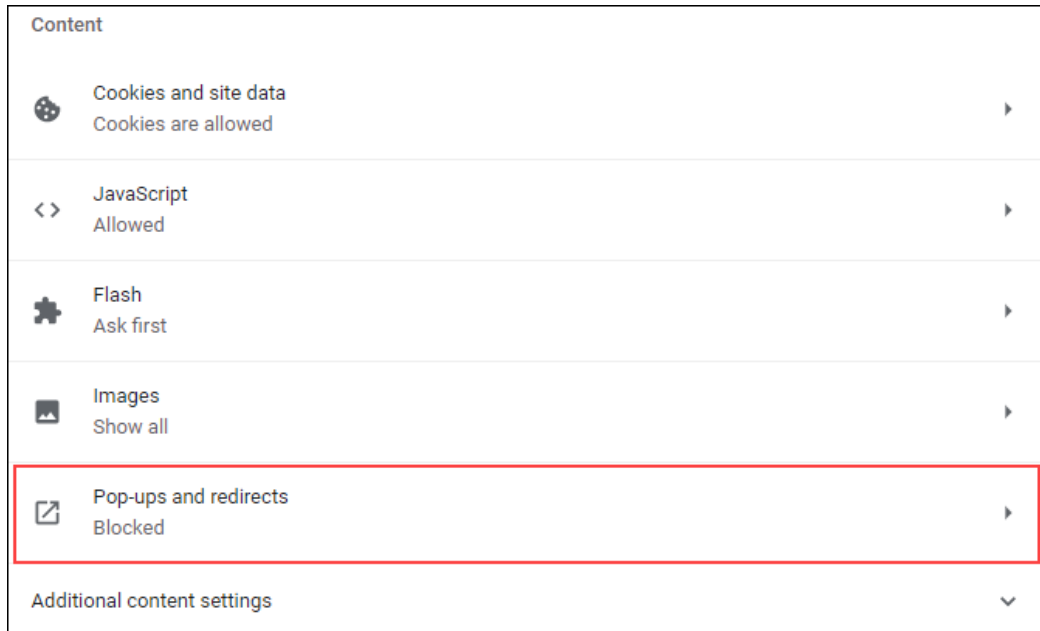
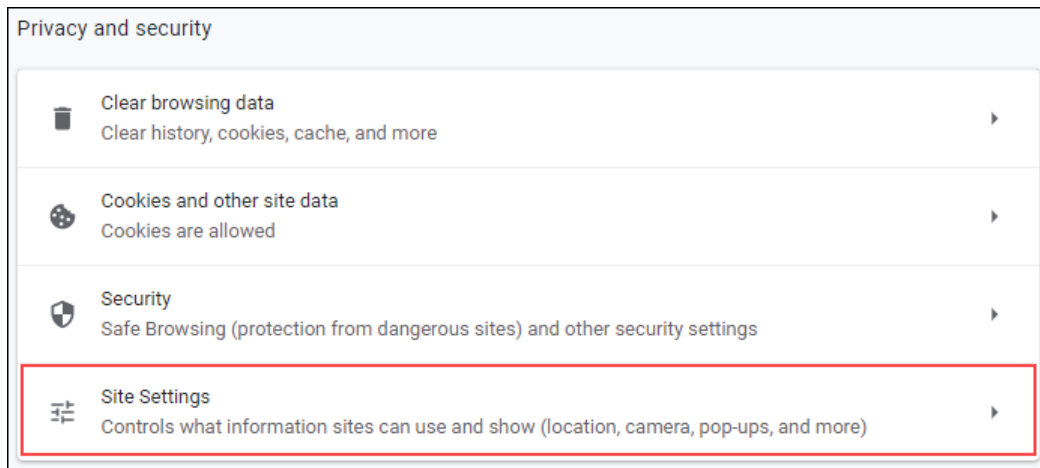


Clear cookies and site data by clicking **Remove All** or the garbage can icon. Depending on the browser version, you may first need to click **See all cookies and site data**.



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

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



**Consumer and Business users:**

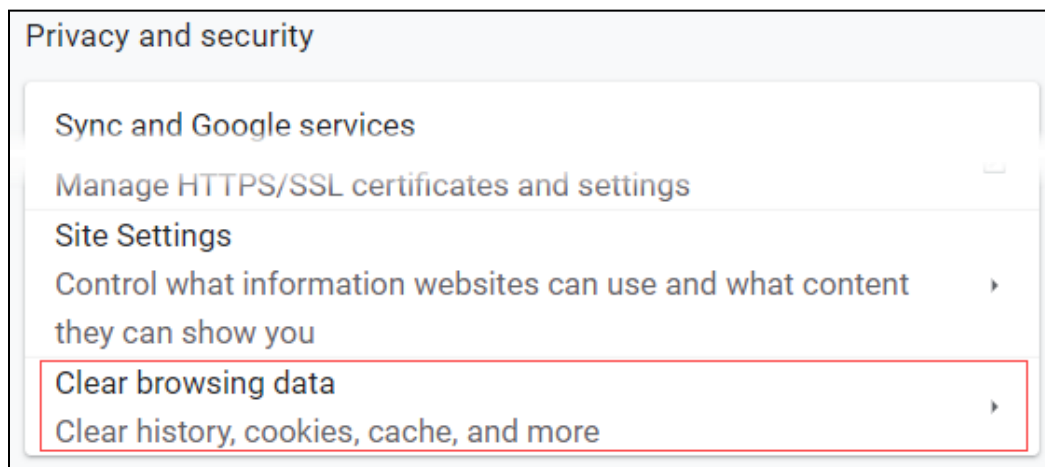
Click **Add**, type [www.billpaysite.com](http://www.billpaysite.com) for Consumer Bill Pay or [www.businessbillpay-e.com](http://www.businessbillpay-e.com) for Business Bill Pay and click **Add**.

**iPay Portal users:**

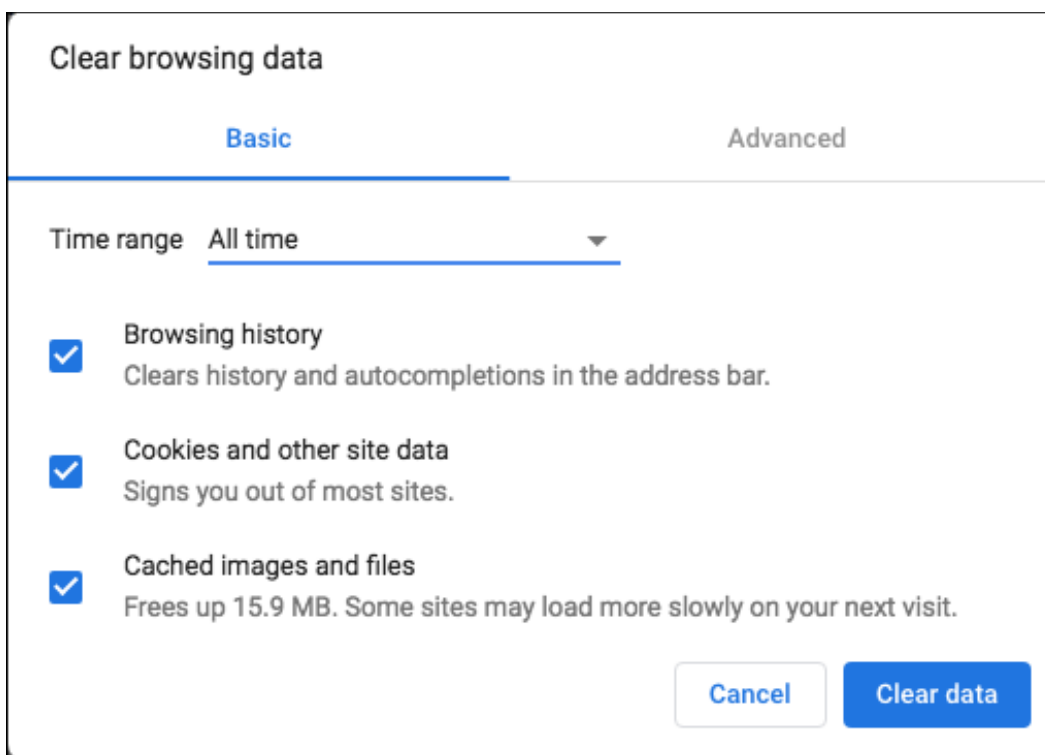
Click **Add**, type [jhaipayportal.com](http://jhaipayportal.com) and click **Add**.

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.

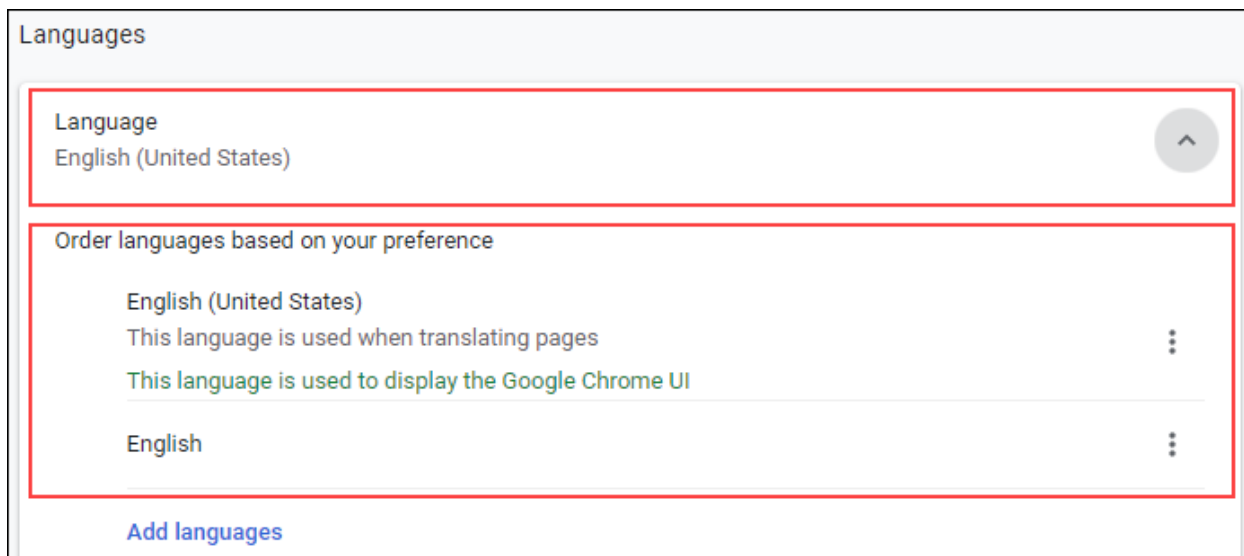
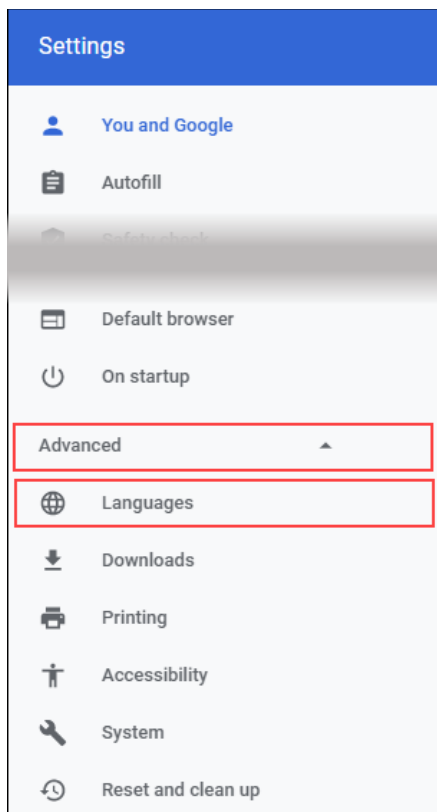
Next delete your browsing history. From the *Privacy and security* page, click **Clear browsing data**.



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**.



While still in *Settings*, click the *Advanced* option from the left-hand menu. Select **Languages** and click **Language**. Under *Order language based on your preference*, ensure that *English (United States)* is the first, or only, language listed.



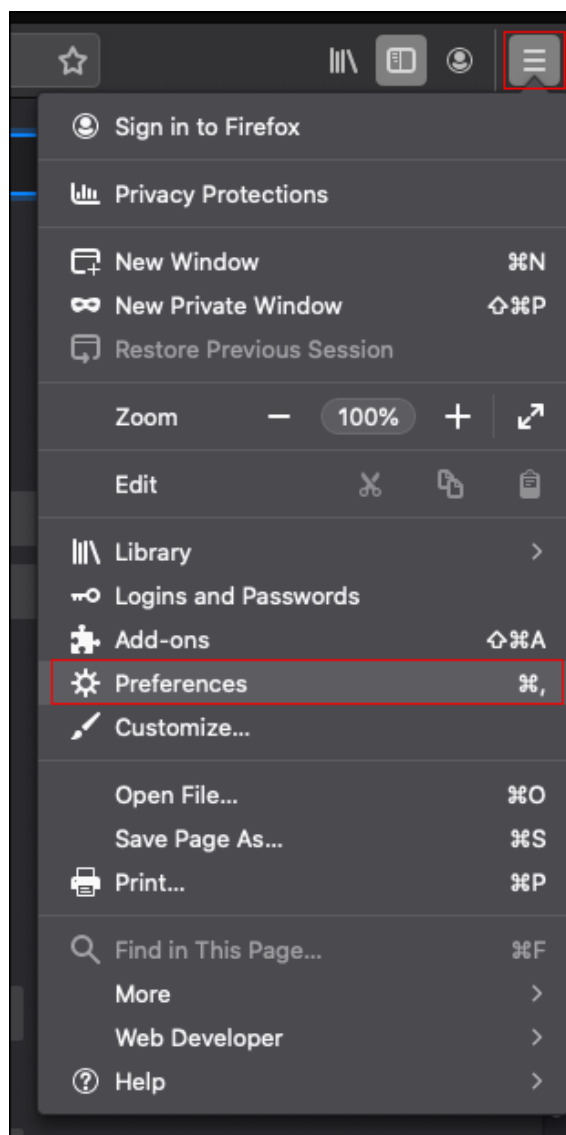
Restart the browser by closing all open sessions.

## Firefox 85 and 86

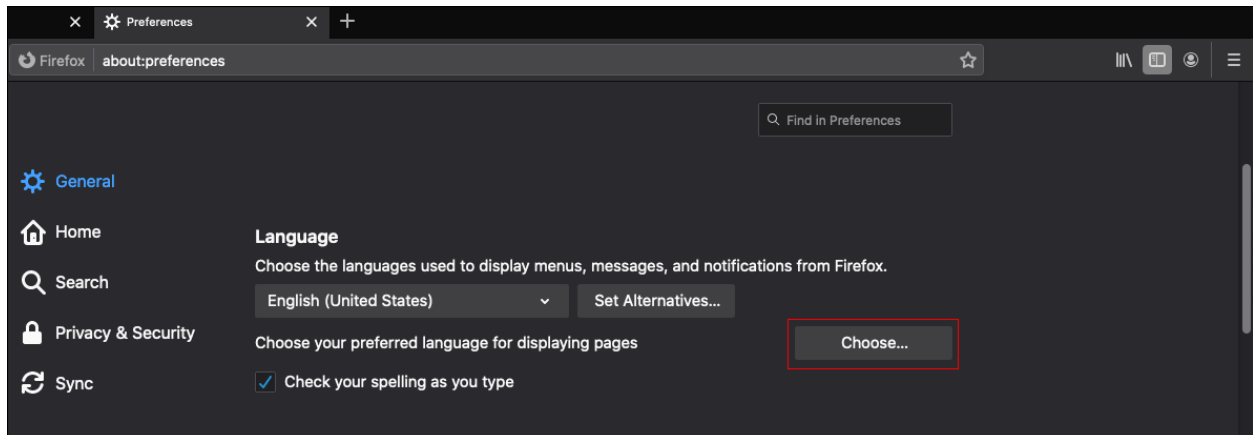
To locate the browser version, with the browser window open, click **Firefox**, then **About Firefox**.



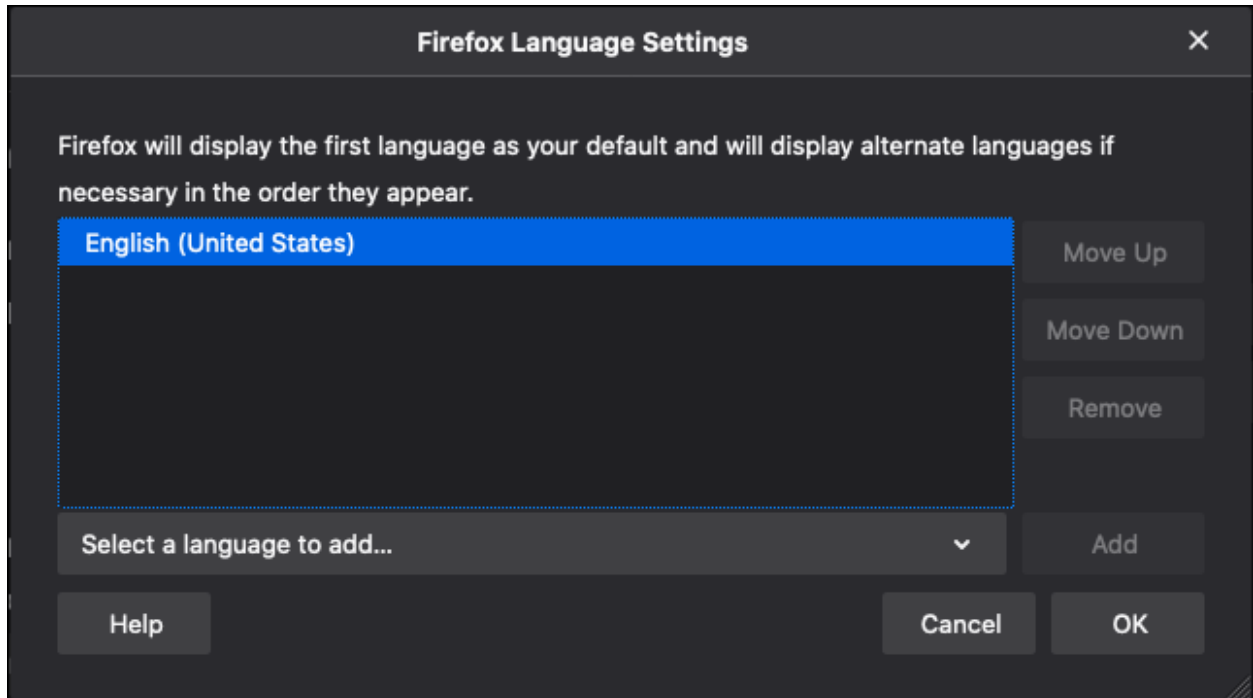
With the browser window open, click the **menu** icon, then click **Preferences**.



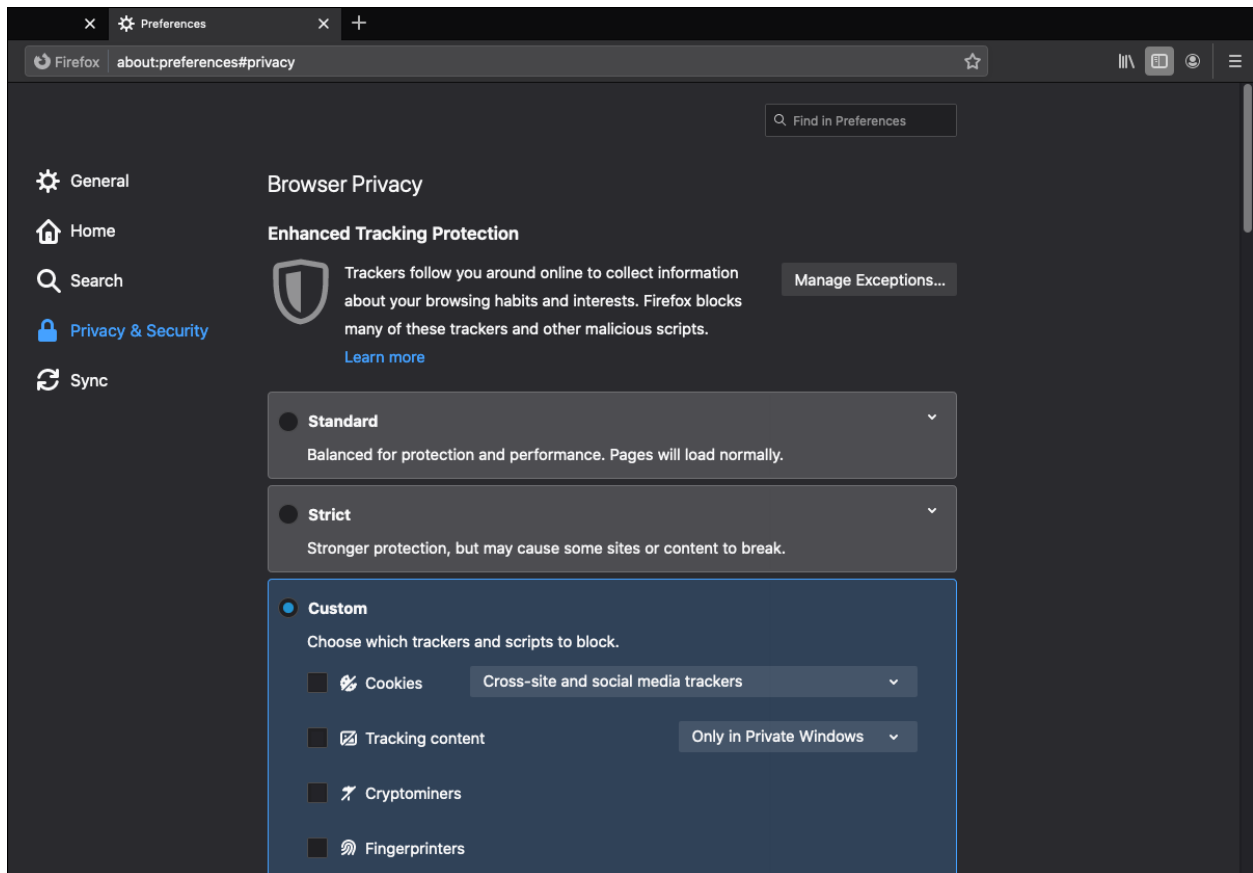
Click **General**, scroll to the *Languages* section and click **Choose**.



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

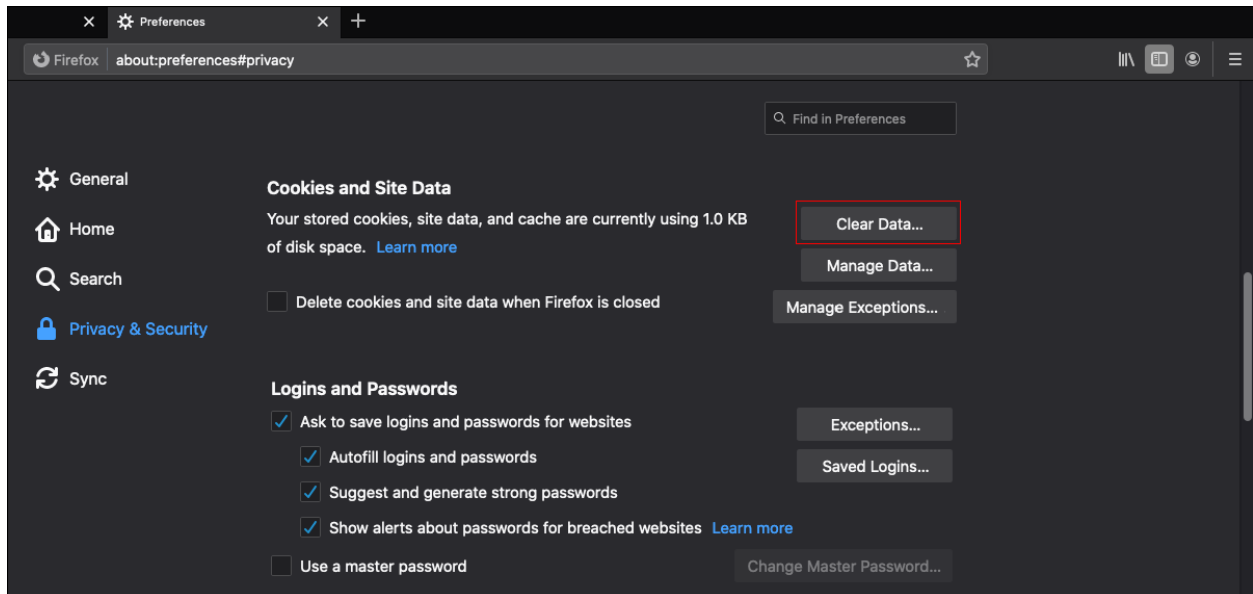


Click **Privacy & Security**, scroll to the *Enhanced Tracking Protection* and click **Custom**. Ensure no checkboxes are selected.

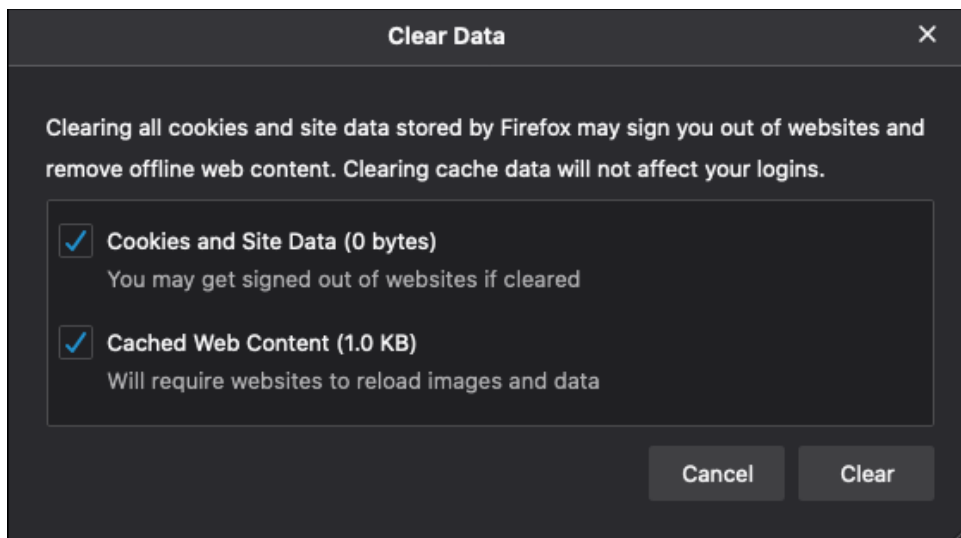




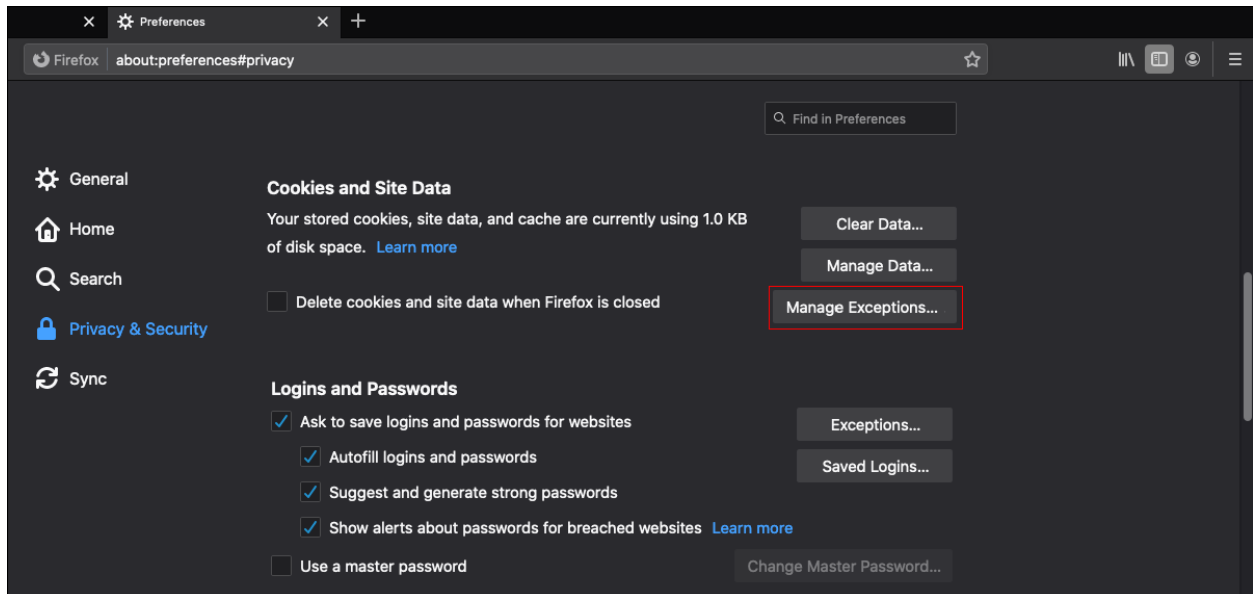
Scroll to the *Cookies and Site Data* section and click **Clear Data**.



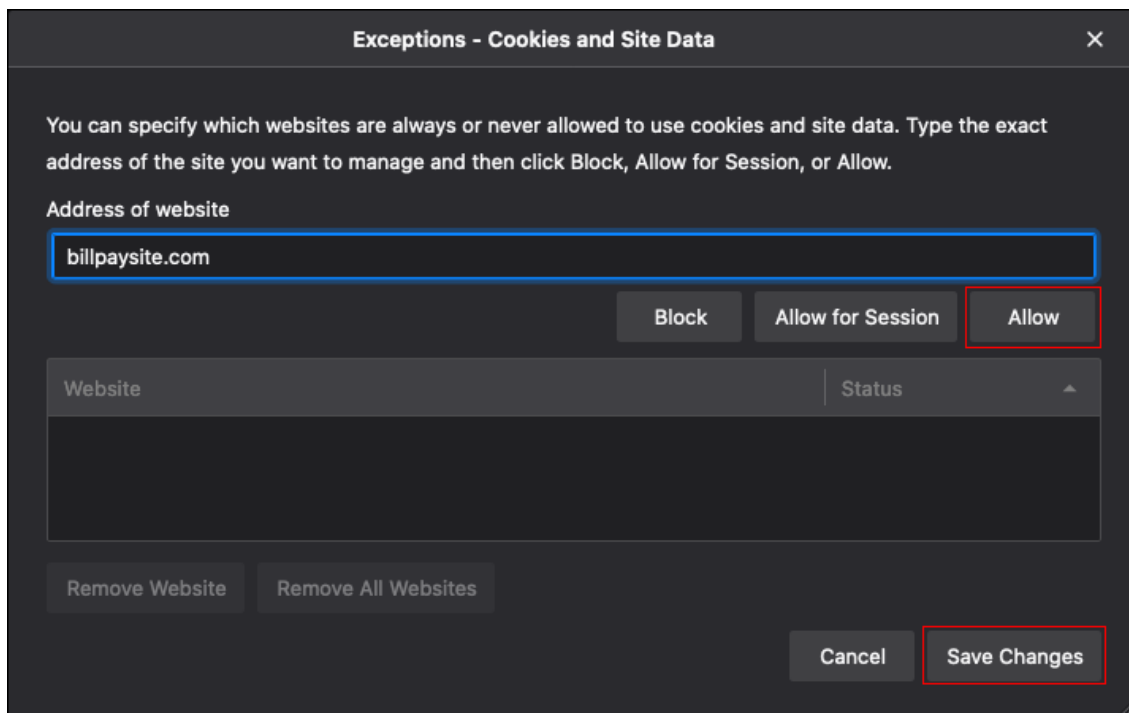
Select **Cookies and Site data** and **Cached Web Content**, then click **Clear**.



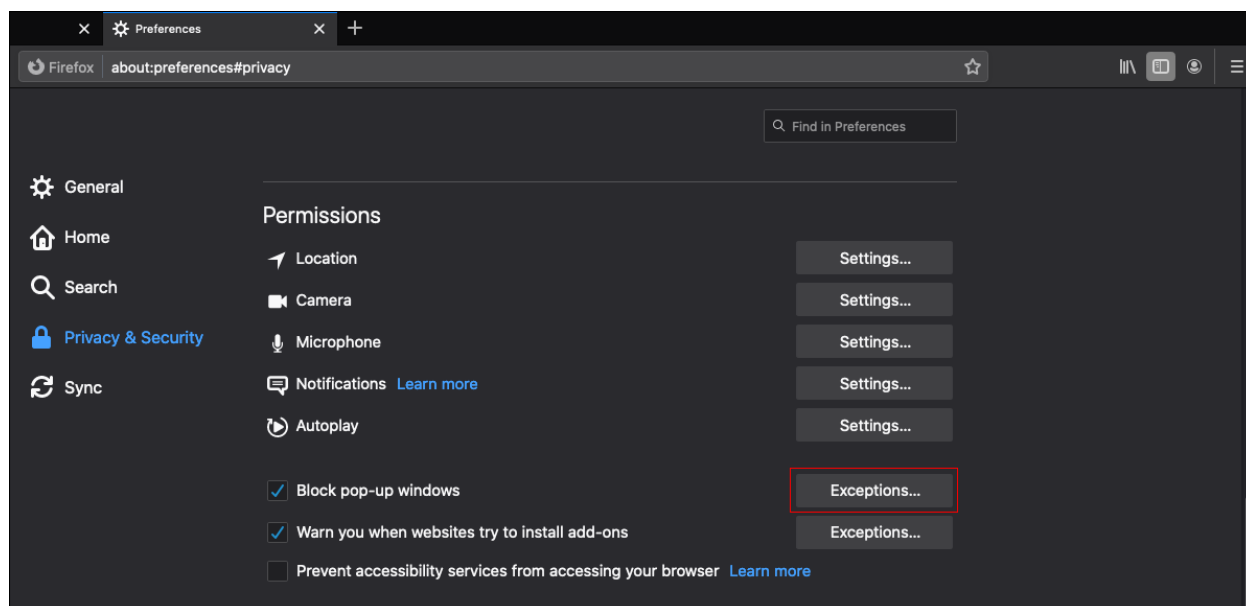
While still in the *Cookies and Site Data* section, click **Manage Exceptions**.



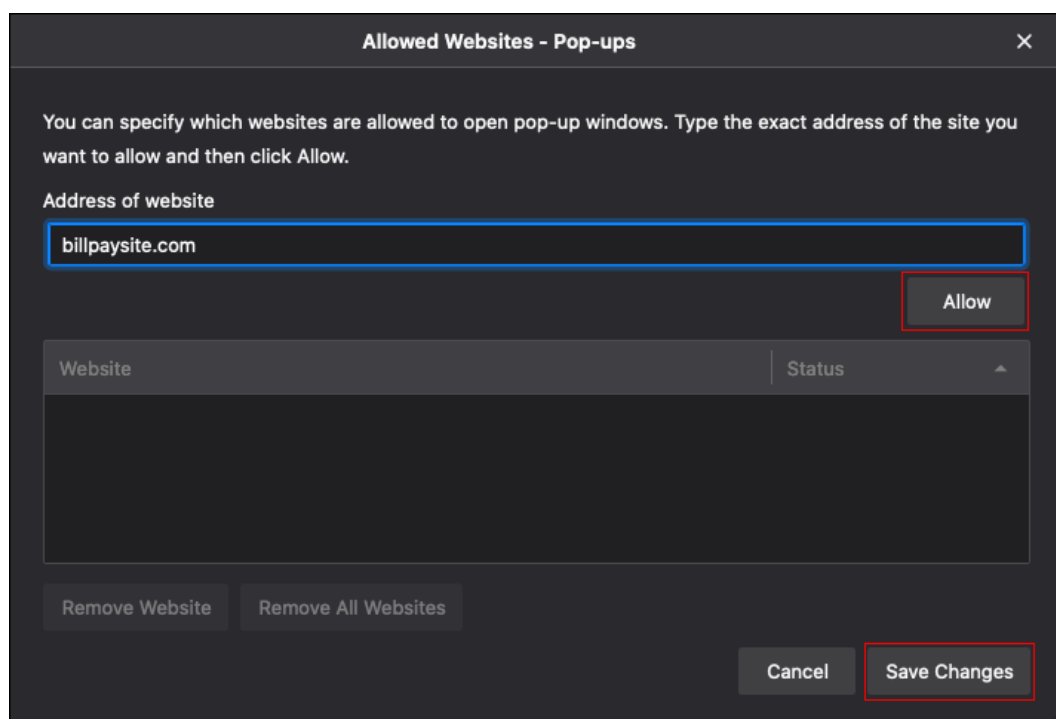
Under *Address of website* type `www.billpaysite.com` for Consumer Bill Pay or `www.businessbillpay-e.com` for Business Bill Pay and click **Allow**. Click **Save Changes**.



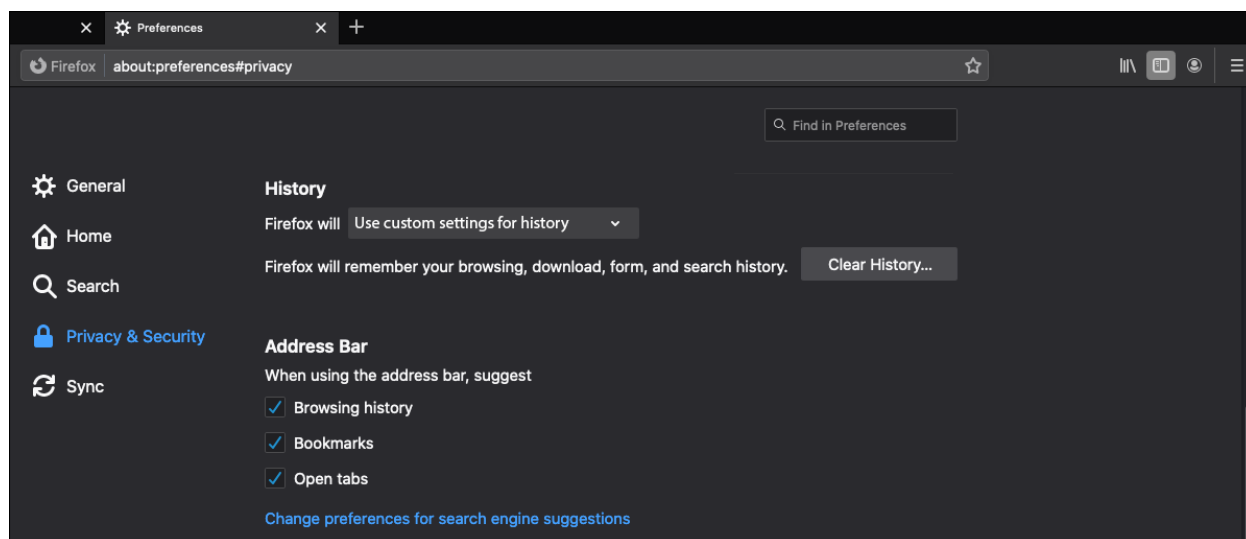
While in **Privacy & Security**, scroll to the *Permissions* section and click **Exceptions** for *Block pop-up windows*.



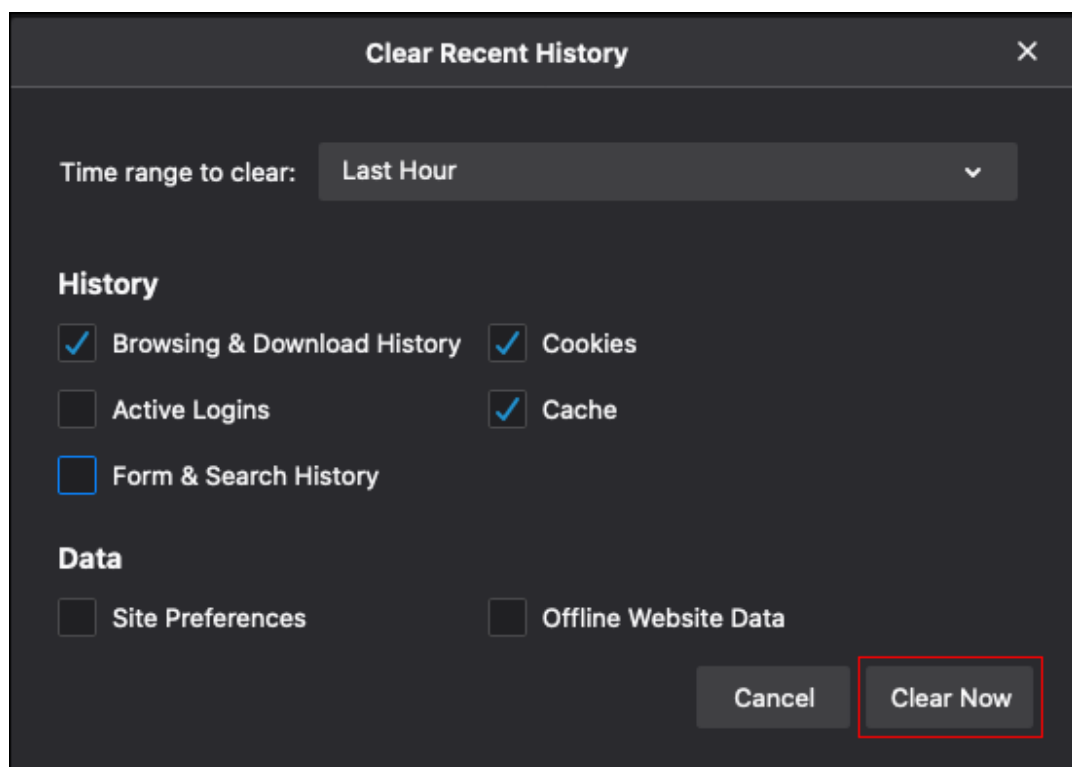
Under *Address of website* type *www.billpaysite.com* for Consumer Bill Pay or *www.businessbillpay-e.com* for Business Bill Pay and click **Allow**. Click **Save Changes**.



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



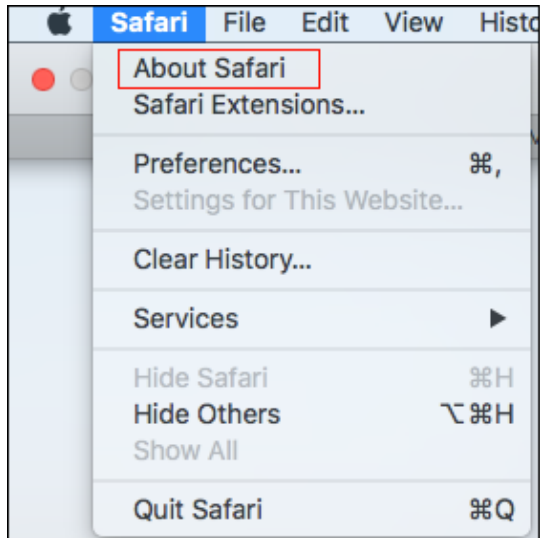
Select **Clear History**. Choose **Everything** from the drop-down menu. Select **Browsing & Download History**, **Cookies**, and **Cache**, then click **Clear Now**.



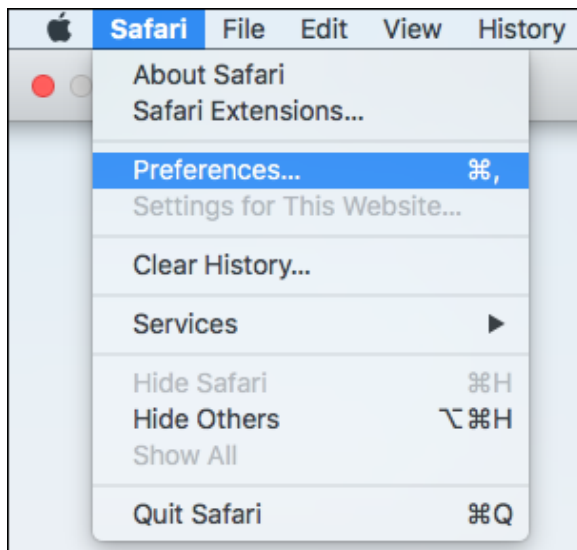
Restart the browser by closing all open sessions.

## Safari 13 and Above

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



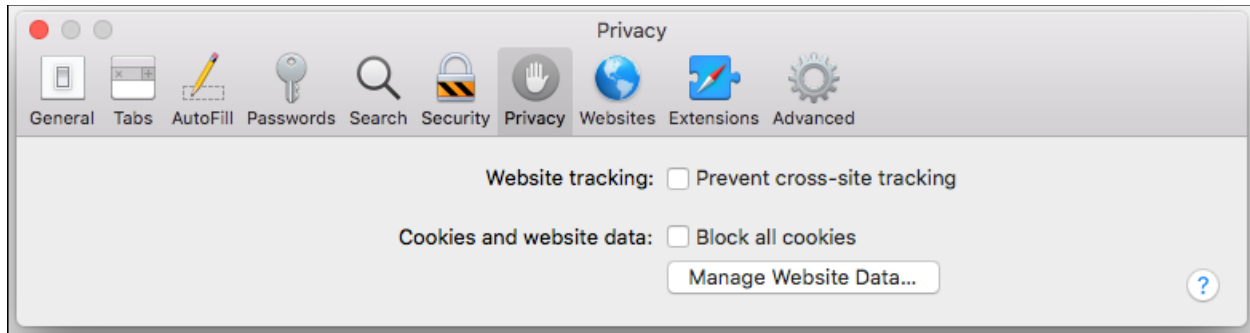
With your browser window open, select **Safari** then **Preferences**.



The *Preferences* window appears.

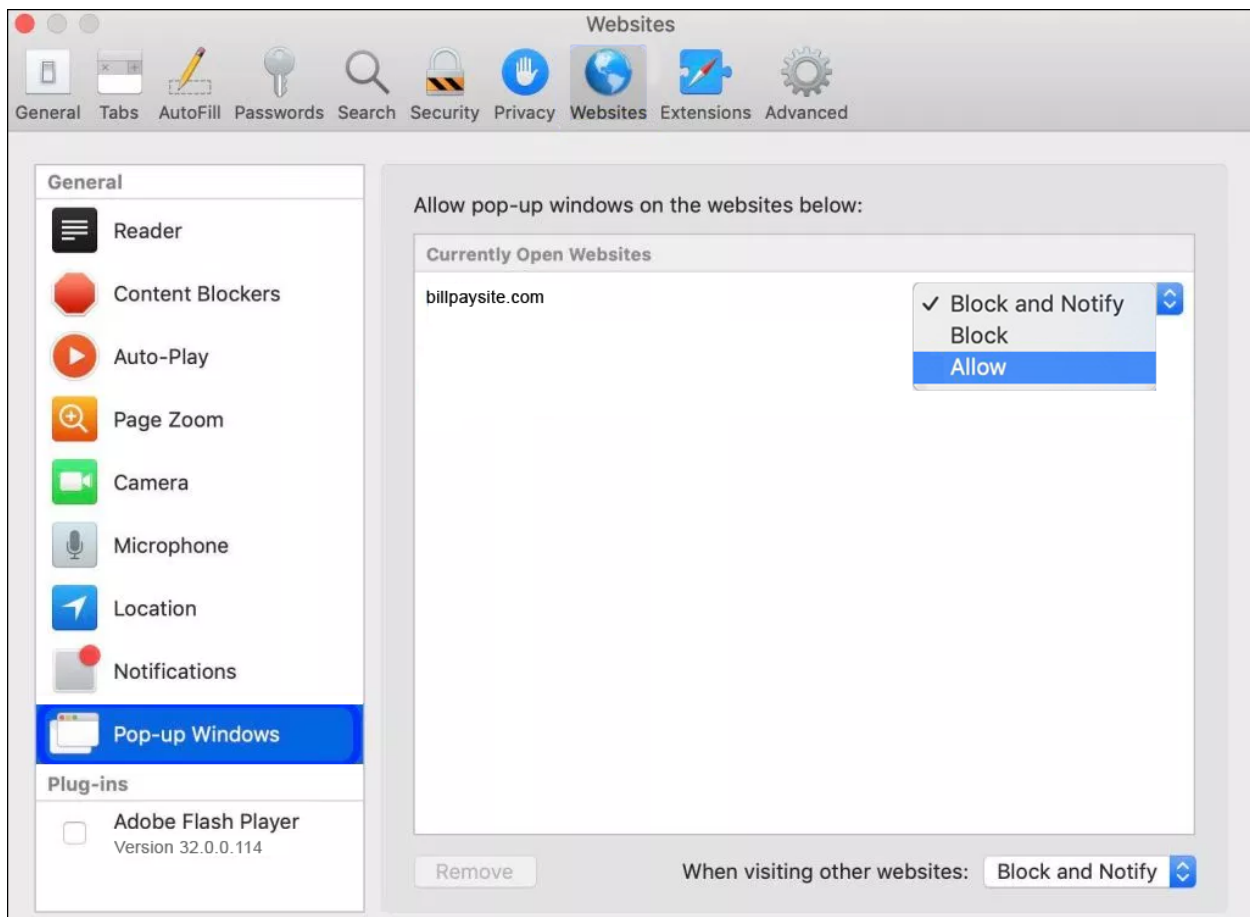
Click **Privacy**.

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

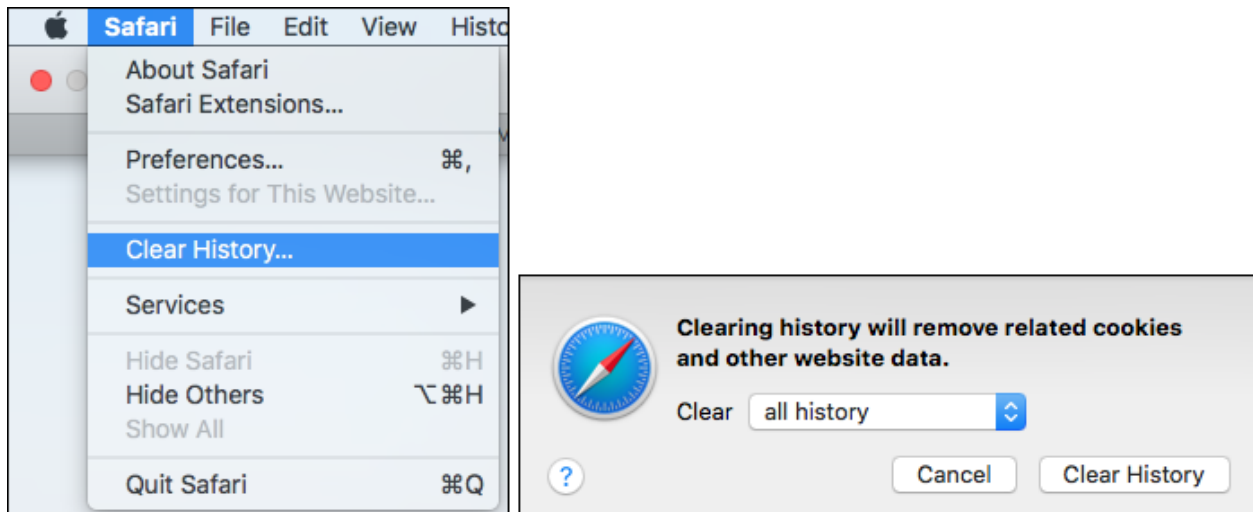


Click **Websites**, then select **Pop-up Windows**.

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



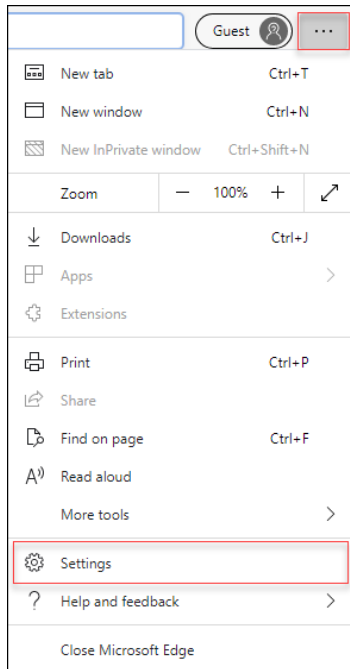
Delete browsing history. Click Safari, then **Clear history**. In the *Clear* section select **all history**, then click **Clear History**.



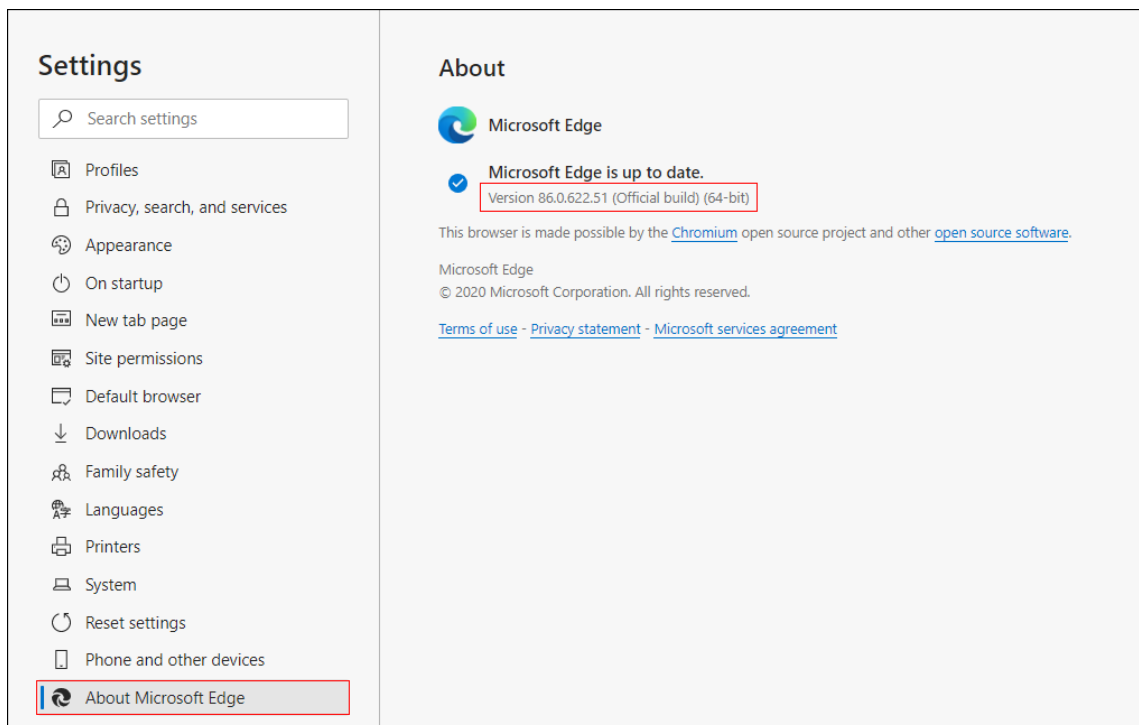
Restart the browser by closing all open sessions.

## Microsoft® Edge 88 and 89

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

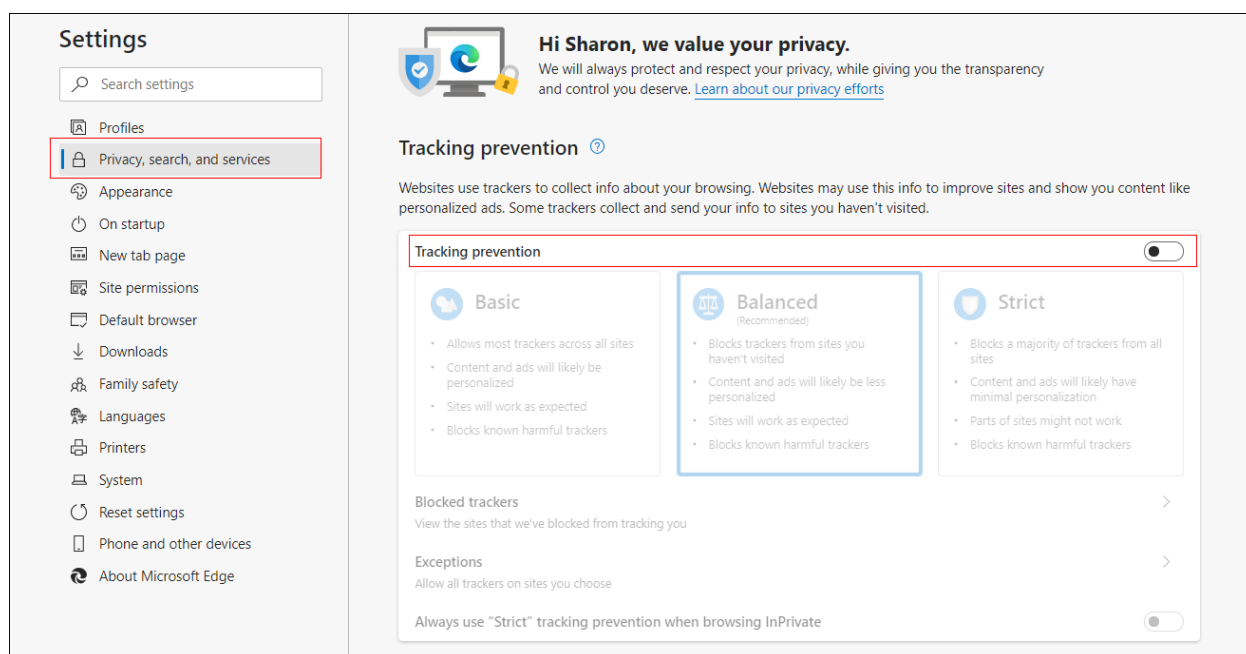


Click *About Microsoft Edge*.

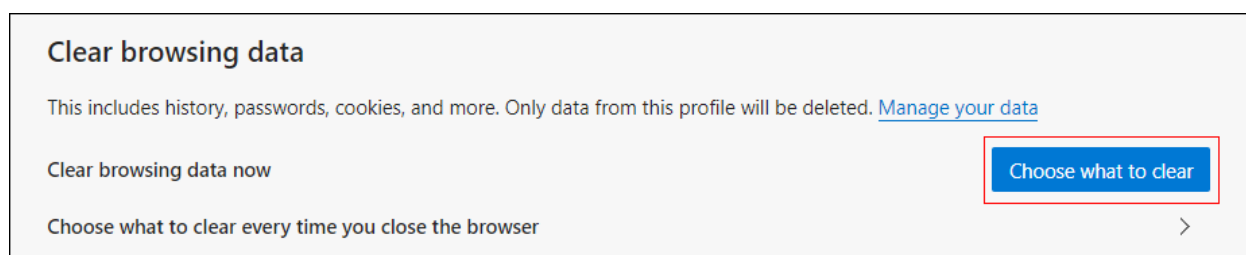




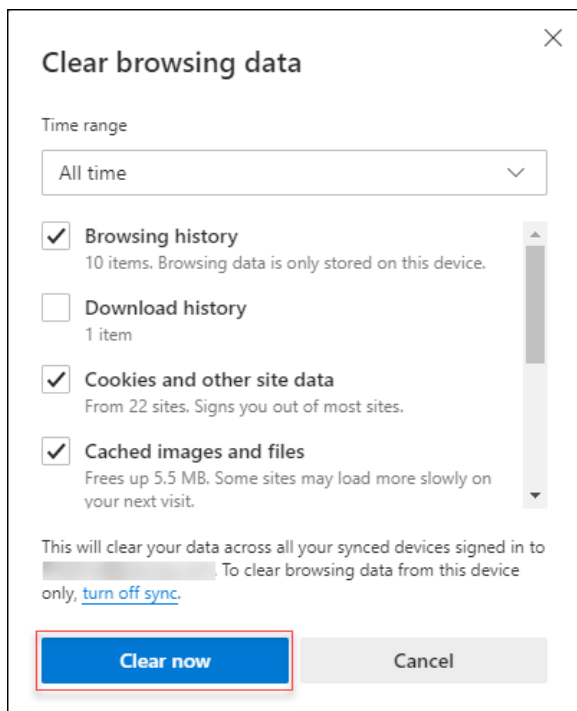
While still in **Settings**, click **Privacy, search, and services**. Turn off **Tracking prevention**.



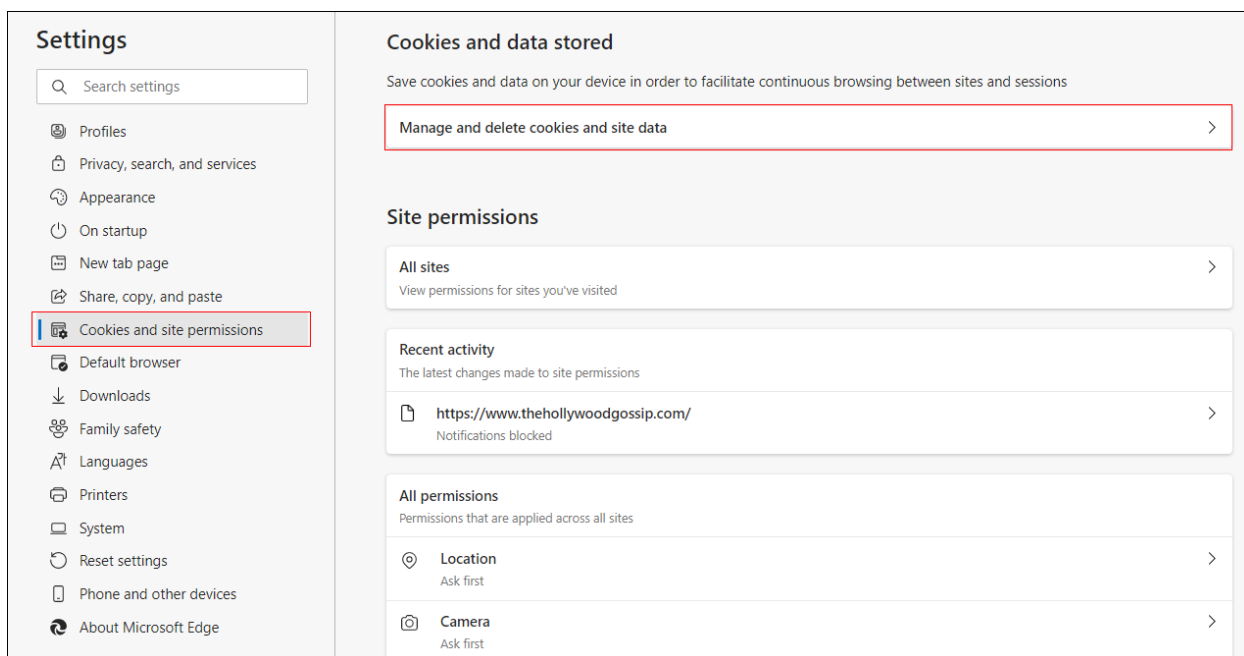
While still on the **Privacy, search, and services** page, locate the **Clear browsing data** section and click **Choose what to clear**.



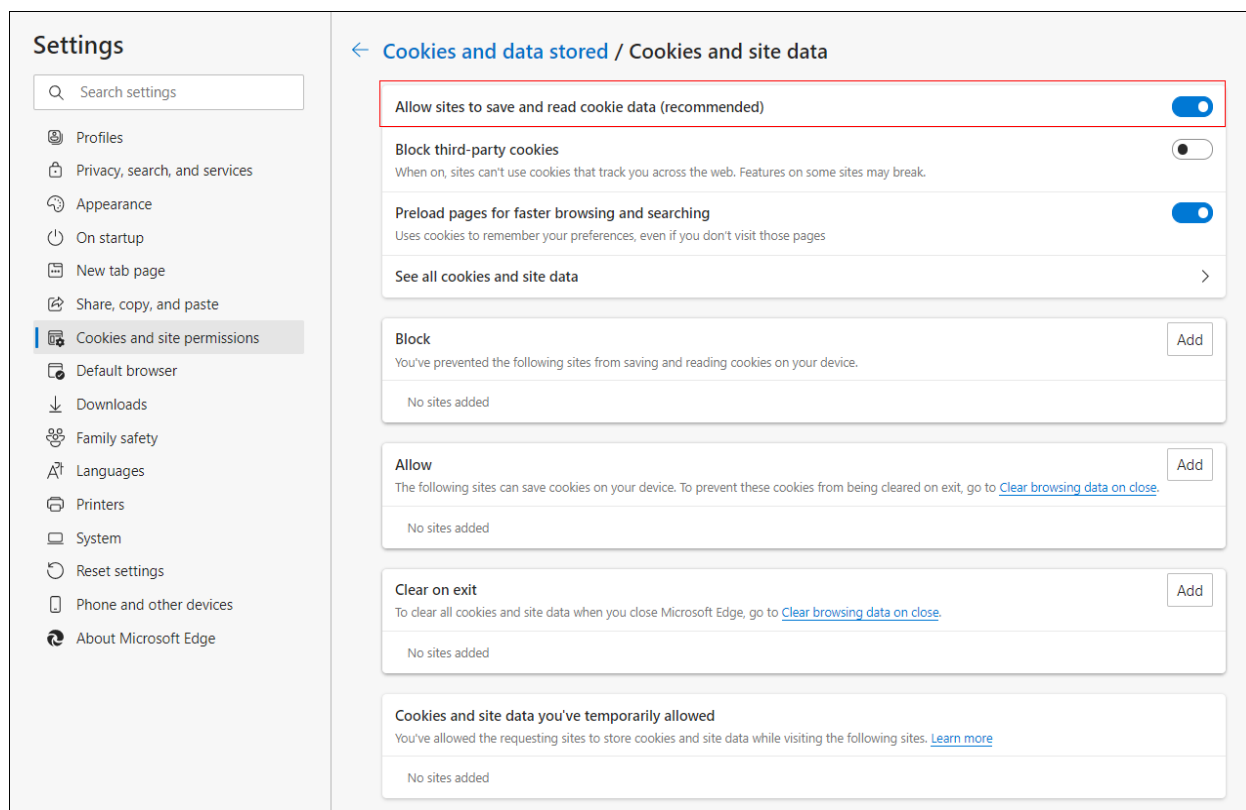
In the Time range section, choose **All time**. Select **Browsing History**, **Cookies and other site data**, and **Cached images and files**, then click **Clear now**.



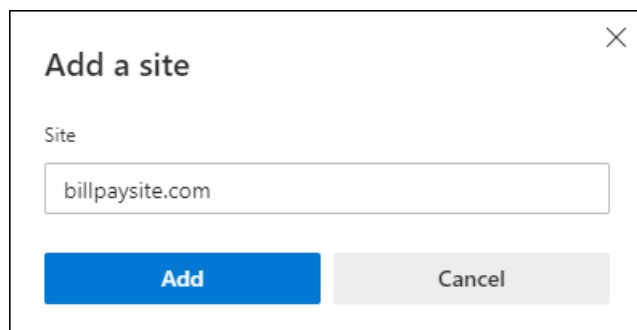
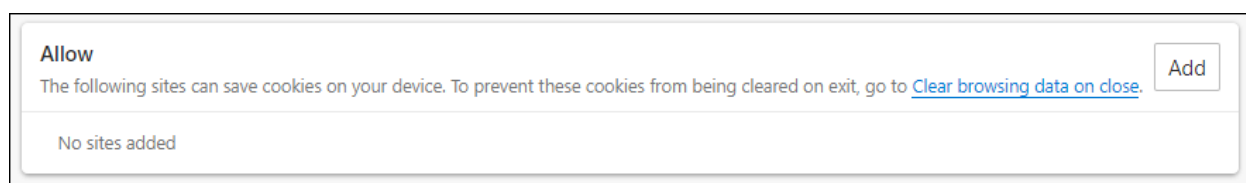
Under the **Settings** menu, select **Cookies and site permissions**. Then, click **Manage and delete cookies and site data**.



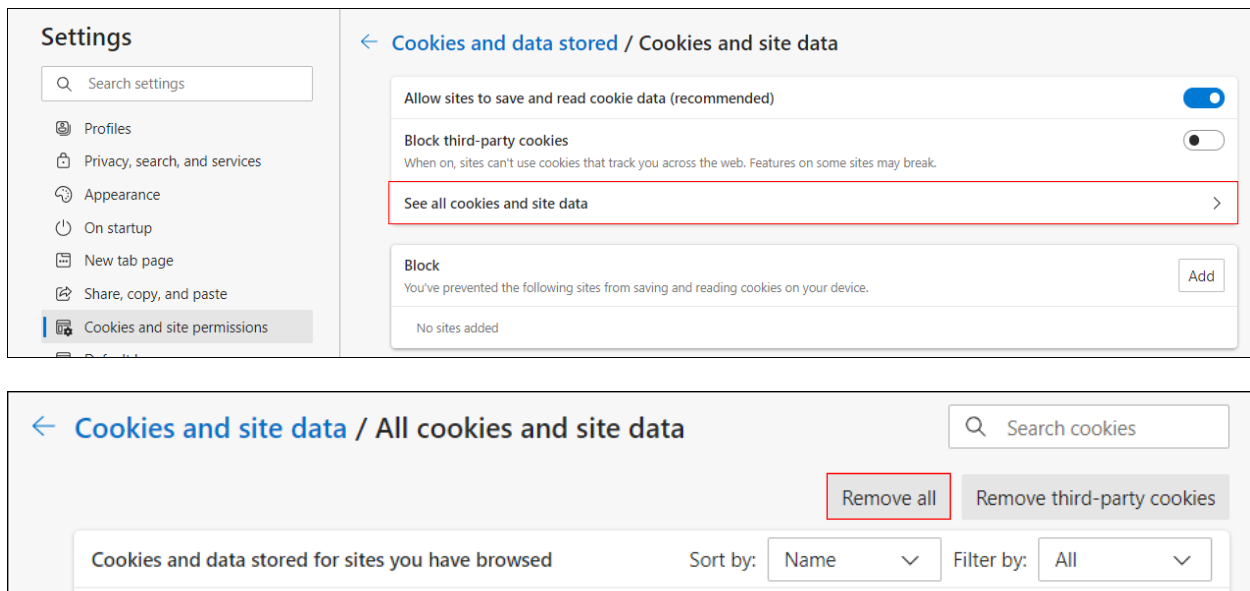
Turn on **Allow sites to save and read cookie data (recommended)**. Turn off **Block third-party cookies**.



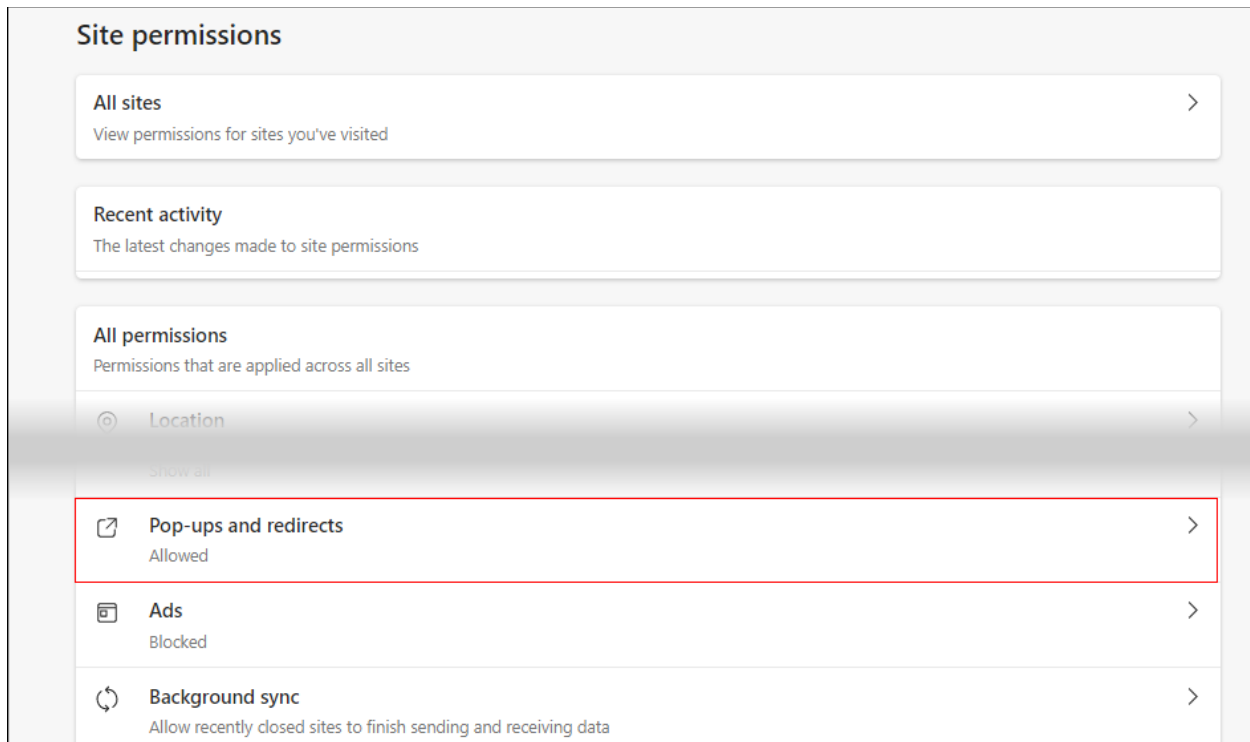
In the *Allow* section, click **Add** and type billpaysite.com for Consumer Bill Pay or businessbillpay-e.com for Business Bill Pay and click **Add**.



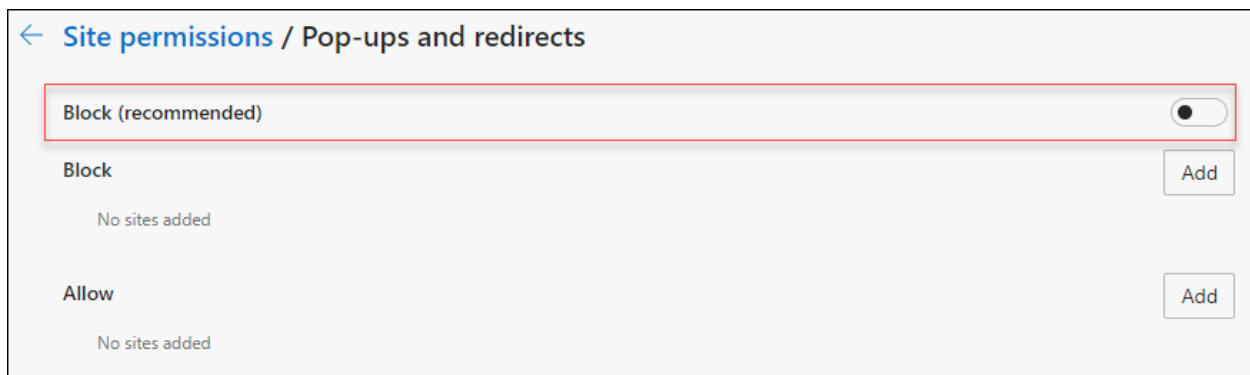
While still on the **Cookies and site permissions** page, click **See all cookies and site data** and then click **Remove All**.



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



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**.

Allow

No sites added

Add

Add a site

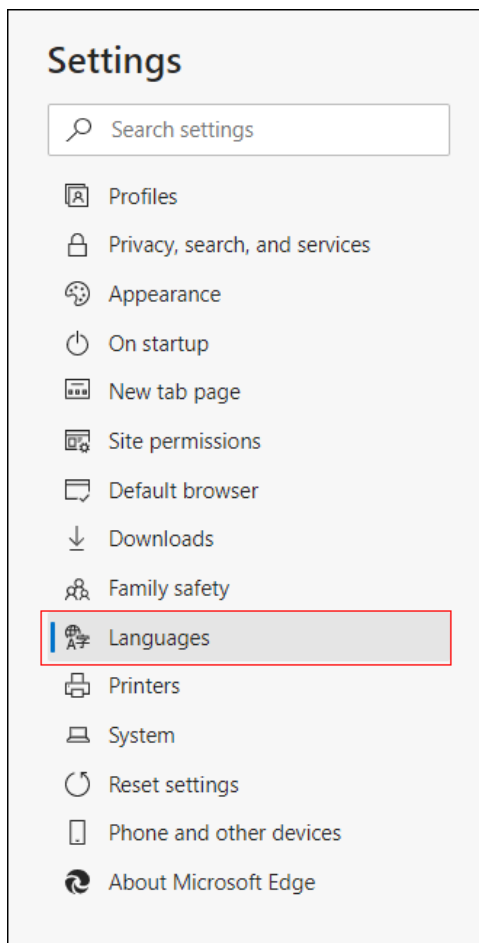
Site

billpaysite.com

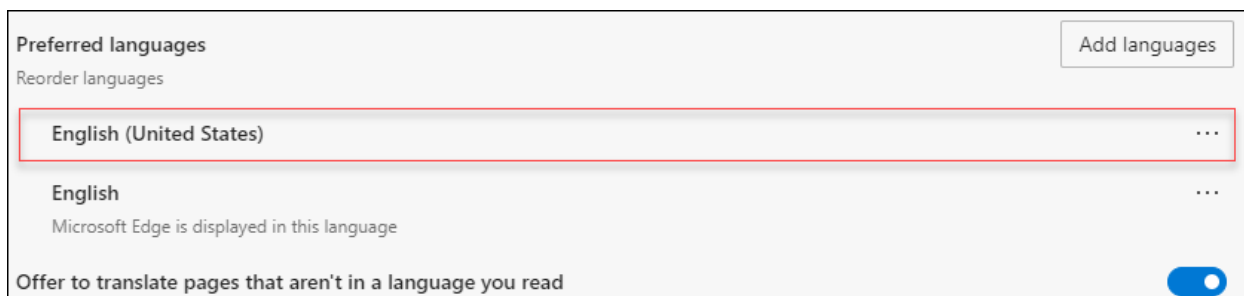
Add

Cancel

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.