



Bill Pay Browser Settings for a PC

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 a PC	1
Supported Operating Systems.....	1
Additional Information	1
Internet Explorer 11	2
Google Chrome 88 and 89	11
Microsoft® Edge 88 and 89	19
Firefox 85 and 86.....	26

Browser Settings for Financial Institutions

Supported Browsers for a PC

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.

NOTE

Microsoft Internet Explorer no longer receives feature updates and does not support modern web application security; therefore, we do not support Internet Explorer with our Consumer and Business Bill Pay applications. We will continue support for MASTER Site and iPay Portal. However, all users are highly encouraged to switch to a supported browser.

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

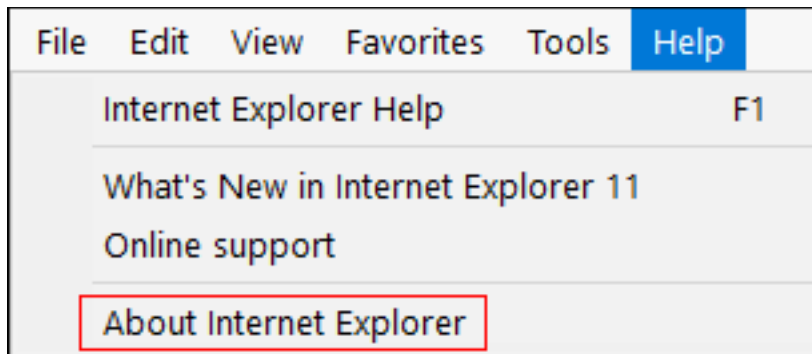
- Subscribers can verify with their financial institution that the browser and version are compatible with online banking.
- Browsers and windows versions not on the supported list may still have functionality; however, they are not recommended and are supported only in a limited manner.
- iPay Solutions does not support beta browser versions.
- NetTeller supports only the current and previous major releases.

Internet Explorer 11

NOTE

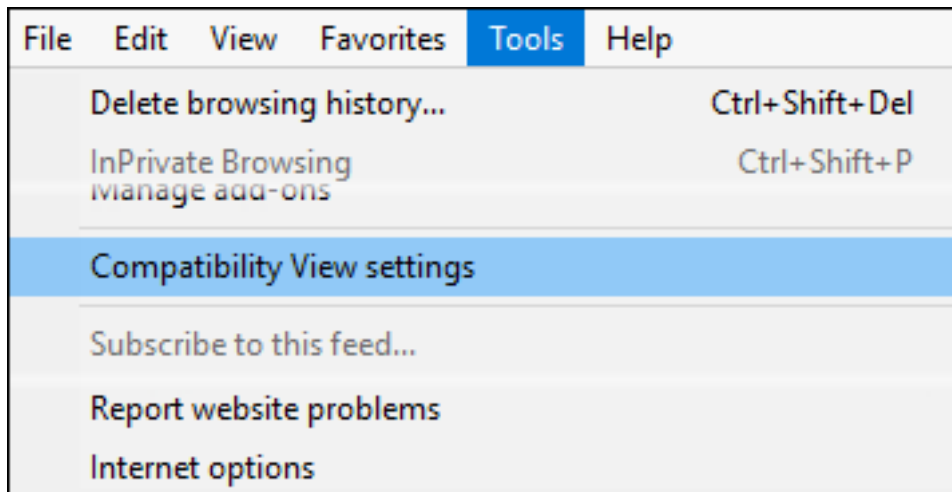
We do not support Internet Explorer with our Consumer and Business Bill Pay applications. This browser is only supported with MASTER Site and iPay Portal.

To locate the browser version, with your browser window open, select the **Help** menu. Click **About Internet Explorer**.



Adjust the compatibility view settings.

With your browser window open, press **Alt+T** on your keyboard or select the **Tools** menu. Click **Compatibility View Settings**.



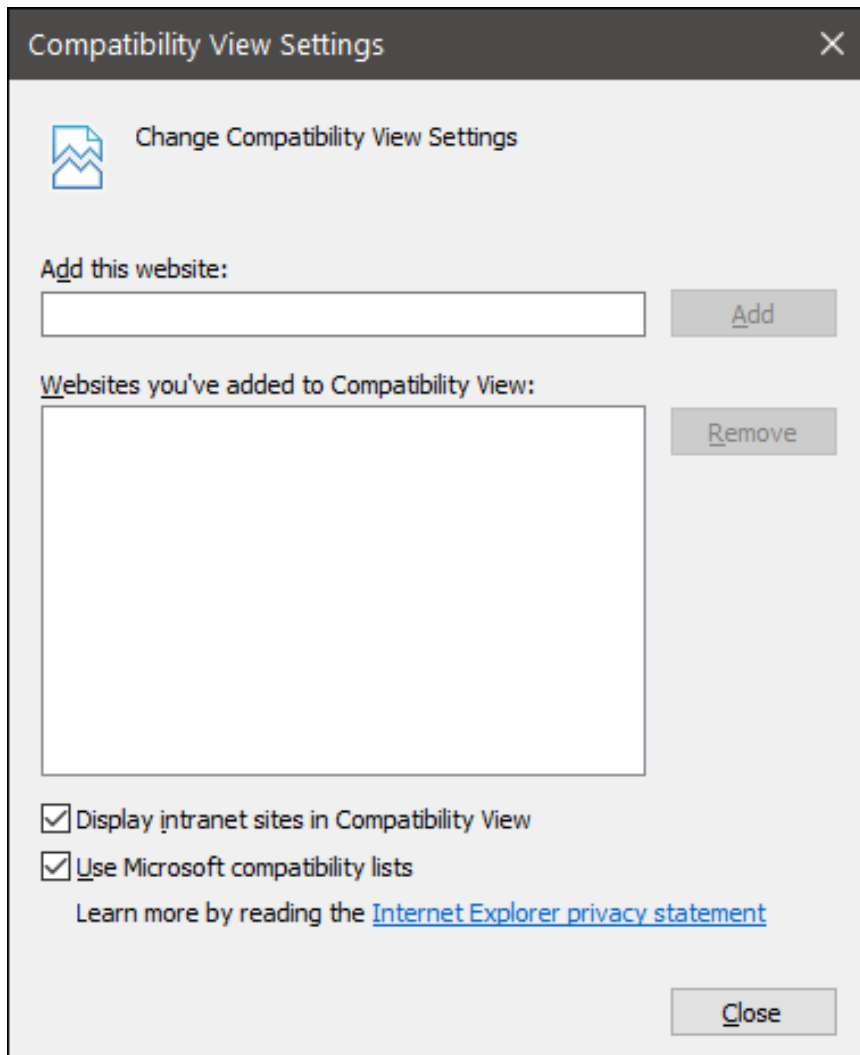
The *Compatibility View Settings* dialog box appears.

MASTER Site Users:

In the *Websites you've added to Compatibility View* field, add or remove billpaysite.com. When finished, click **Close**.

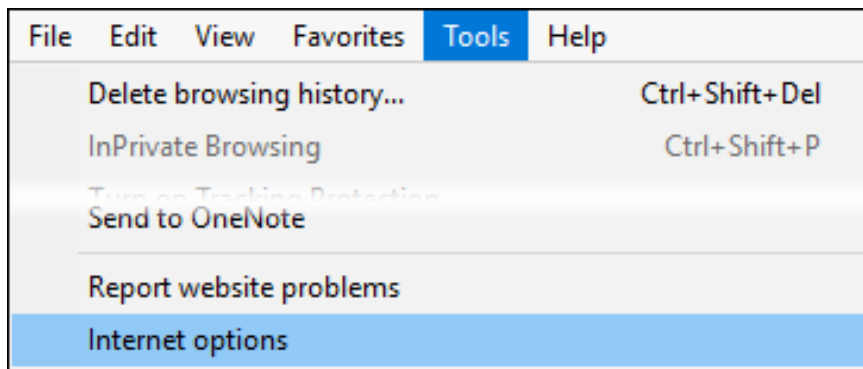
NOTE

In MASTER site the Compatibility View Settings may need to be adjusted between different sections of the site if issues occur.



Then change the privacy settings to allow sites.

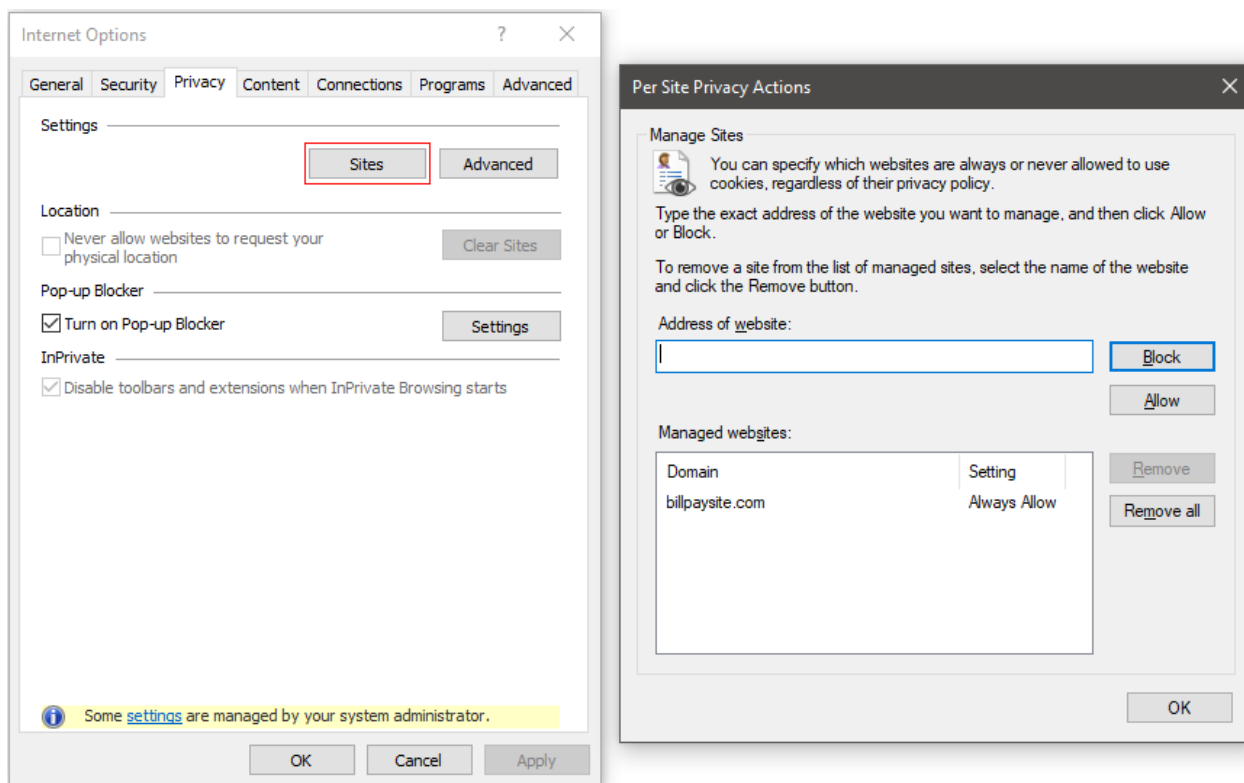
With your browser window open, press **Alt+T** on your keyboard or select the **Tools** menu. Click **Internet options**.



The *Internet Options* dialog box appears. Select the *Privacy* tab, and then click **Sites**. The *Per Site Privacy Actions* dialog box appears.

In the *Address of Website* field, type **billpaysite.com** and click **Allow**. The addresses appear under *Managed websites*.

When finished, click **OK** then **Apply**.



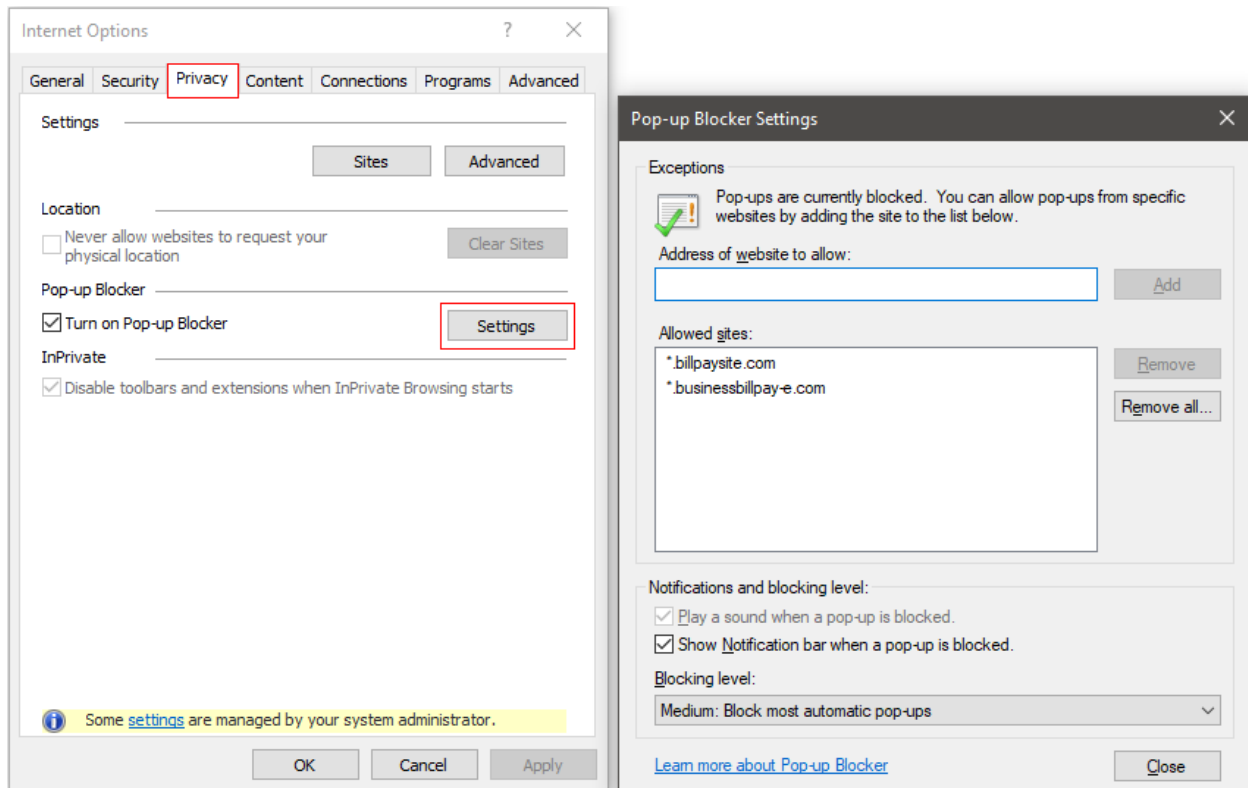
Then change your privacy settings to allow pop-ups.

While in the *Privacy* tab, click **Settings** in the *Pop-up Blocker* section. The *Pop-up Blocker Settings* dialog box appears.

iPay Portal Users:

In the Address of Website field, type jhaipayportal.com and click Add. The address appears under Allowed sites.

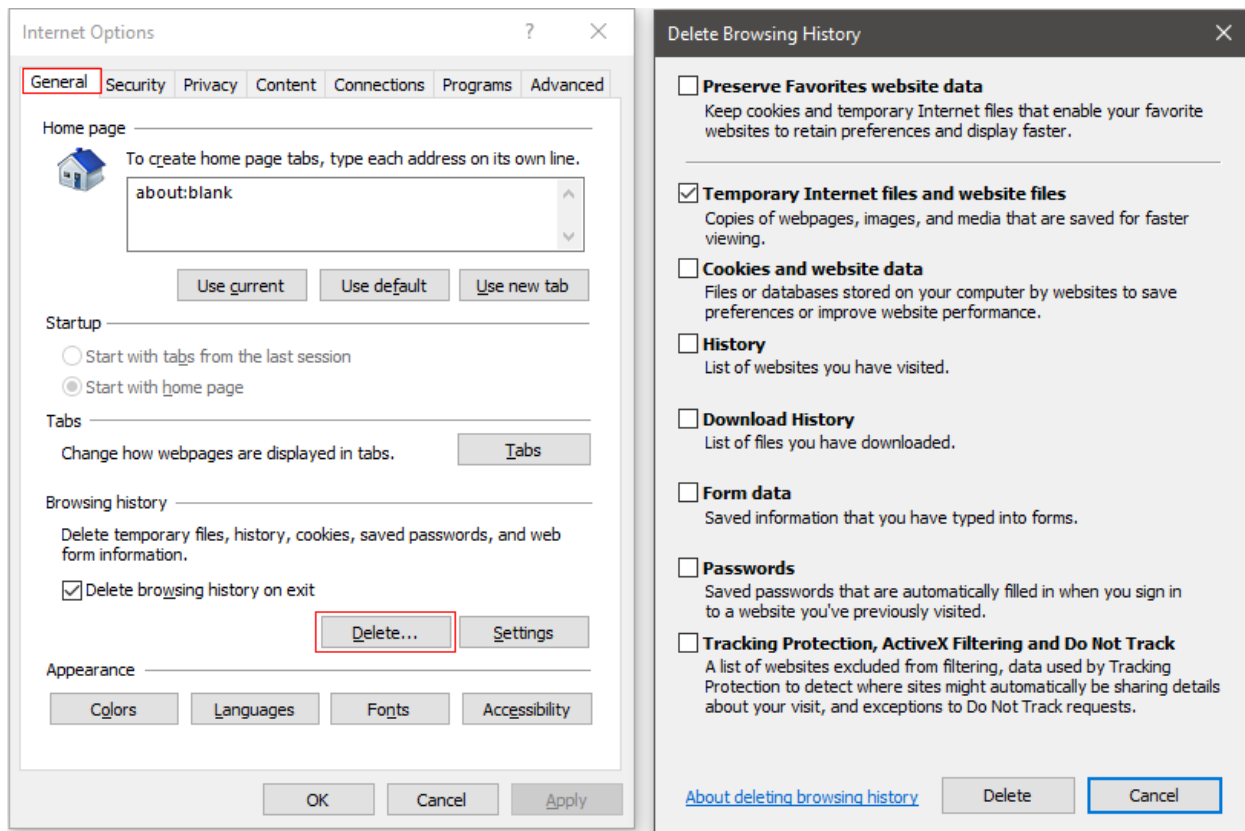
When finished, click **Close**.



Then delete your browsing history.

Select the *General* tab, then click **Delete** in the Browsing History section. The *Delete Browsing History* dialog box appears.

Clear all check boxes, except for **Temporary Internet Files and Website Files**, and then click **Delete**.



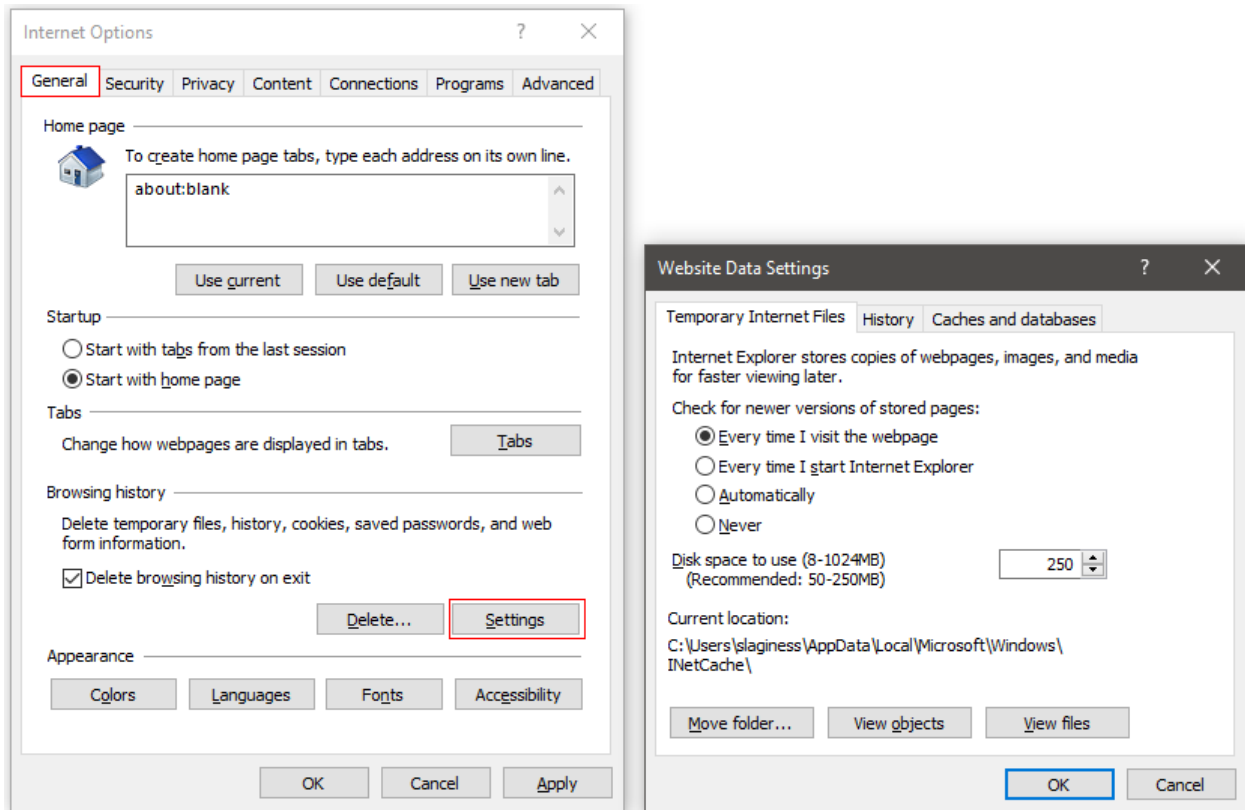
NOTE

While the browser clears its history, you can continue adjusting settings. A dialog box appears while the files are being deleted. This step could take a few minutes if the cache has not been cleared for a while. Once the browser is finished deleting files, the following message appears: *Internet Explorer® has finished deleting the selected browsing history.*

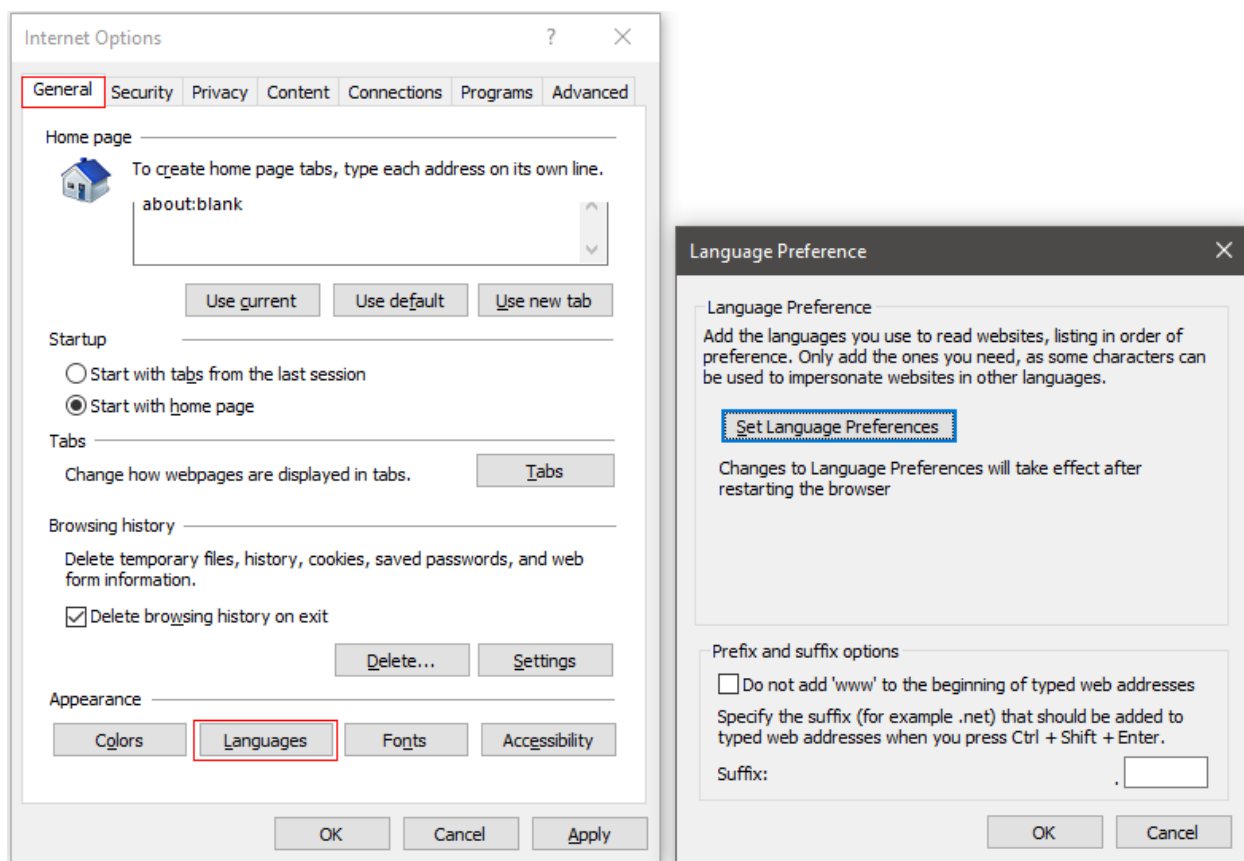
Then check additional settings.

While still in the *General* tab, click **Settings** in the Browsing History section. The *Website Data Settings* dialog box appears.

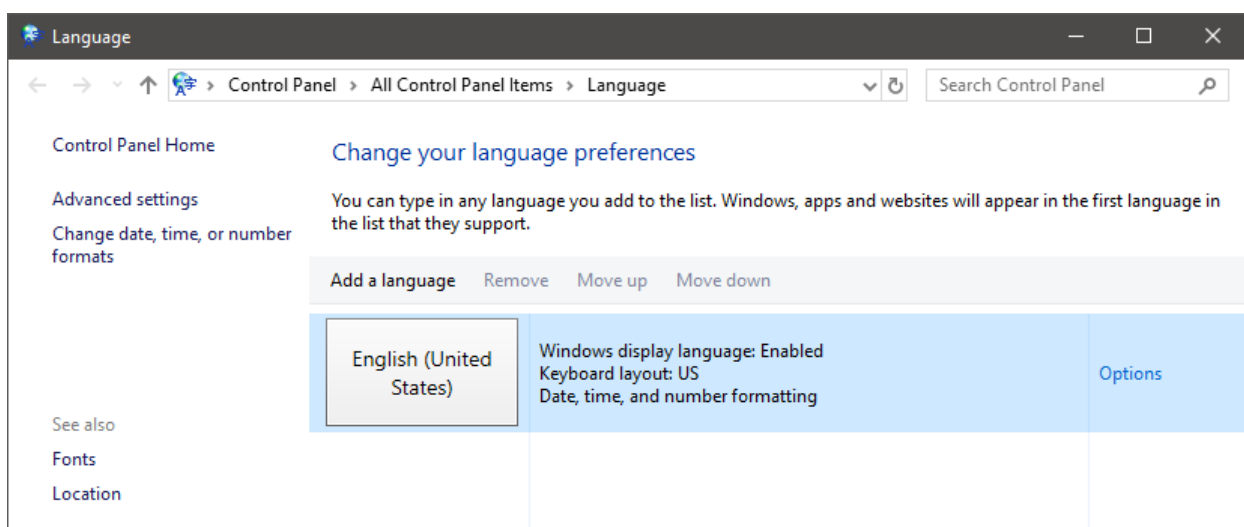
Verify that *Every Time I Visit the Webpage* is selected, then click **OK**.



While still in the *General* tab, click **Languages** in the *Appearance* section. The *Language Preference* dialog box appears. Click **Set Language Preferences**.

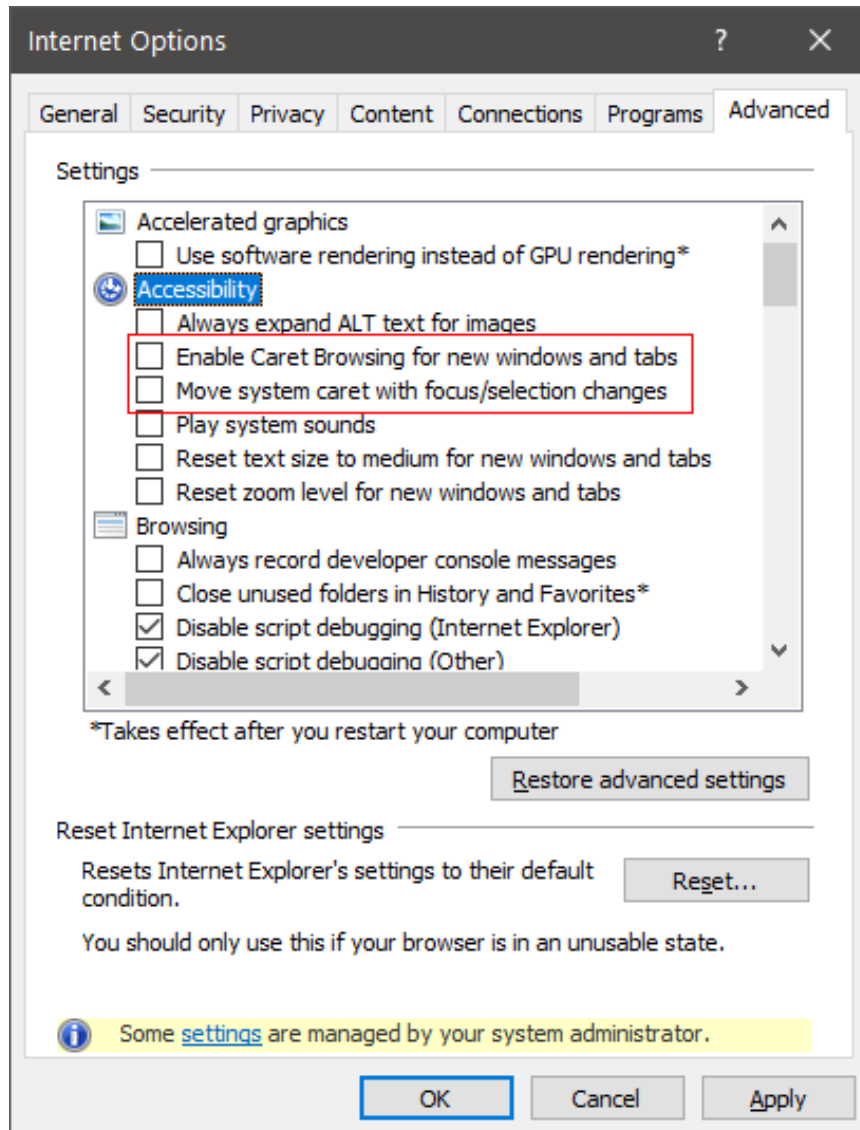


The Change your Language Preference control window appears. Under Language, ensure that *English (United States) [en-US]* is the first, or only, language listed. Close the window.

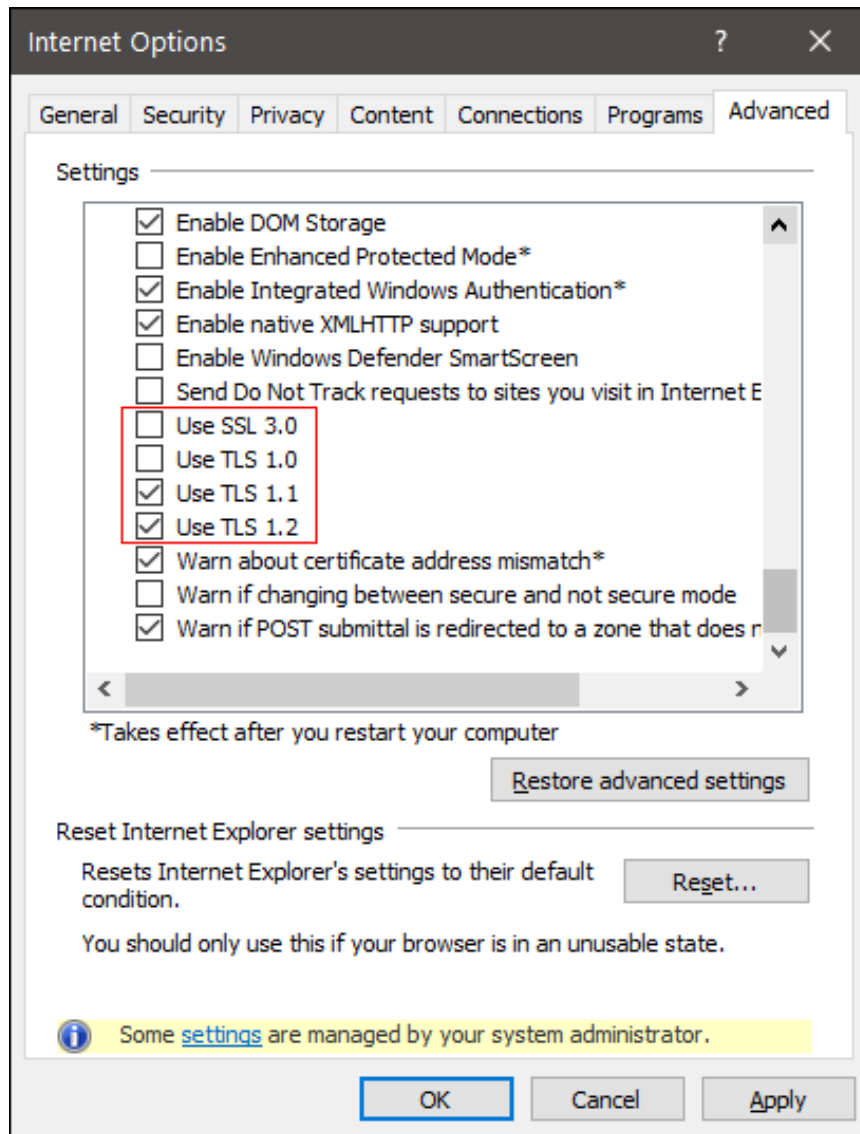


Click **OK** to close the Language Preferences dialog box.

With the Internet Options dialog box still open, select the *Advanced* tab. Under the *Accessibility* section, ensure that **Enable Caret Browsing for new windows and tabs** and **Move system caret with focus/selection changes** are cleared.



Under the *Security* section, ensure that TLS 1.1 and/or TLS 1.2 are selected, and that SSL 3.0 is cleared.

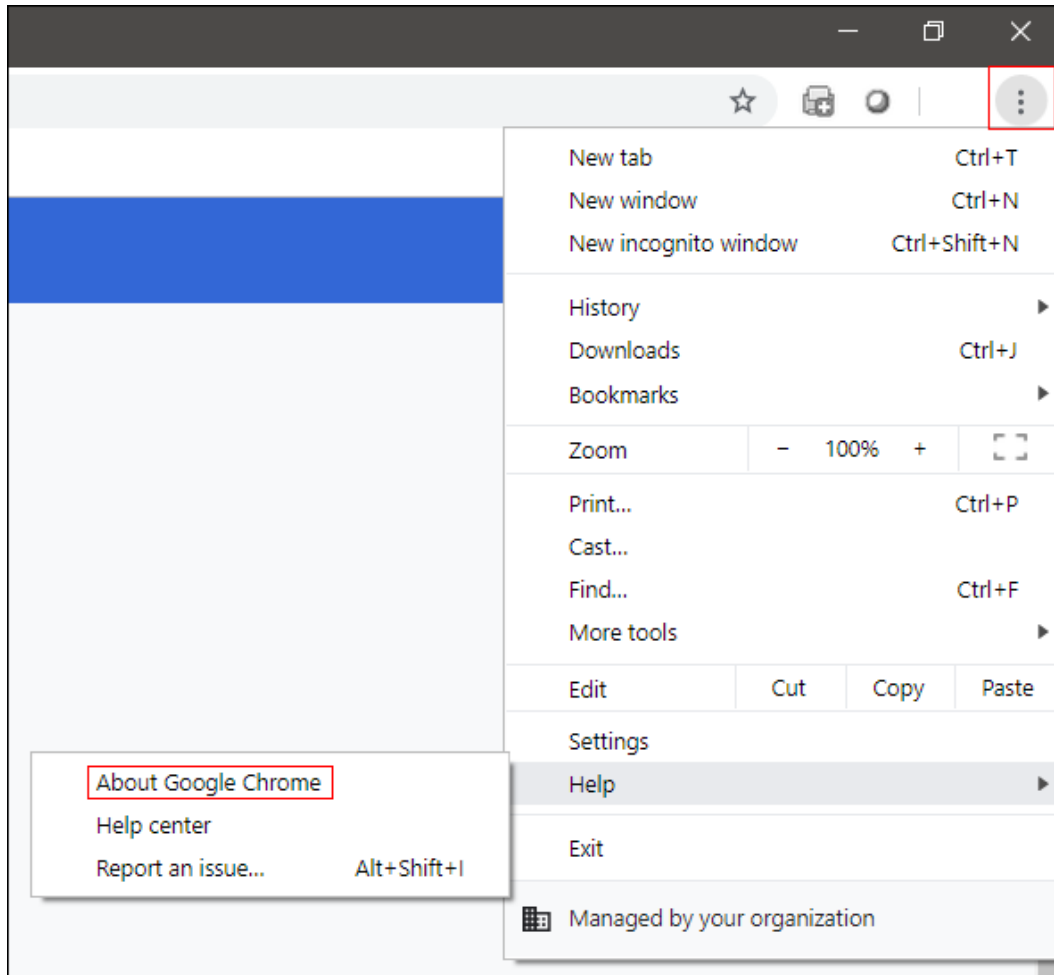


Click **OK** to close the Internet Options dialog box.

Restart the browser by closing all open sessions.

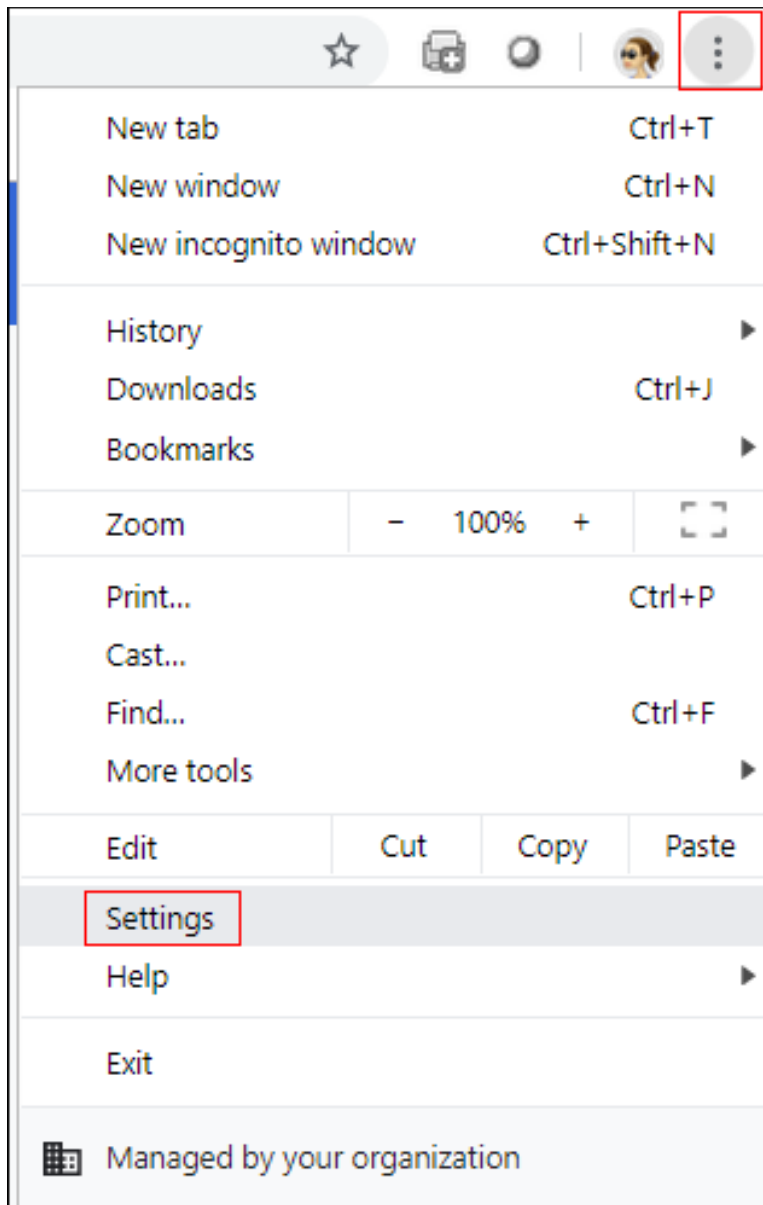
Google Chrome 88 and 89

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

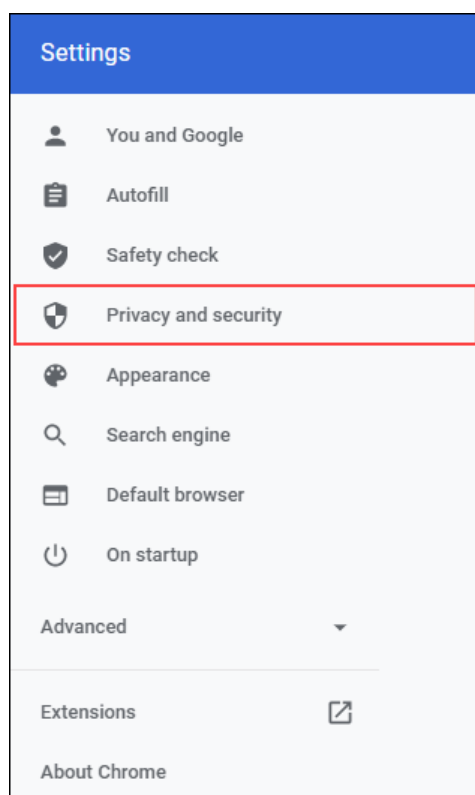


Next adjust settings.

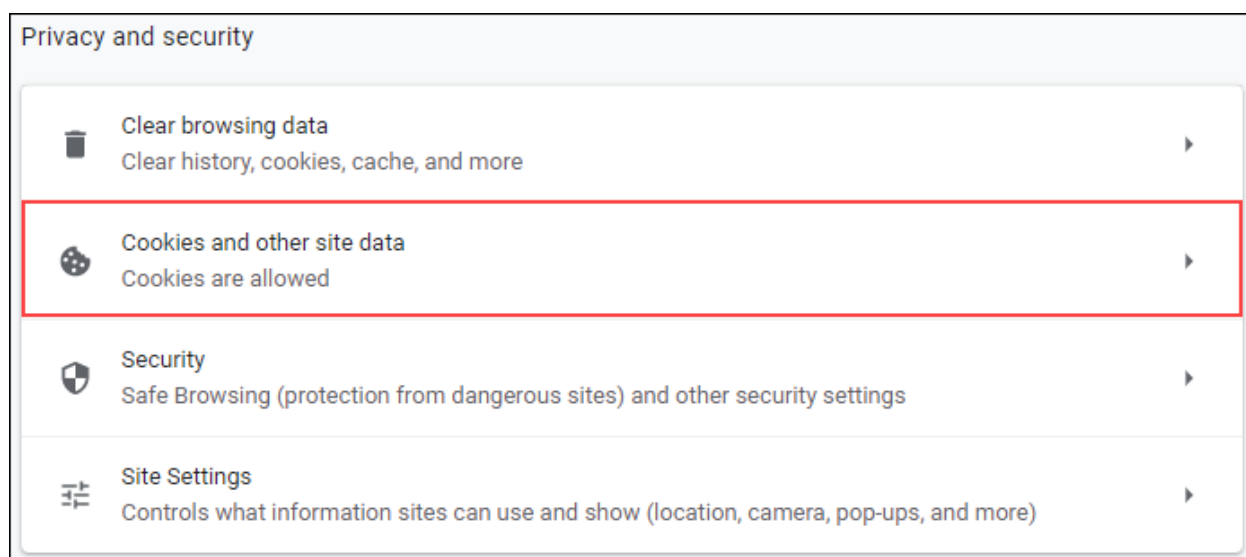
With the browser window open, select the menu icon. Click **Settings**.



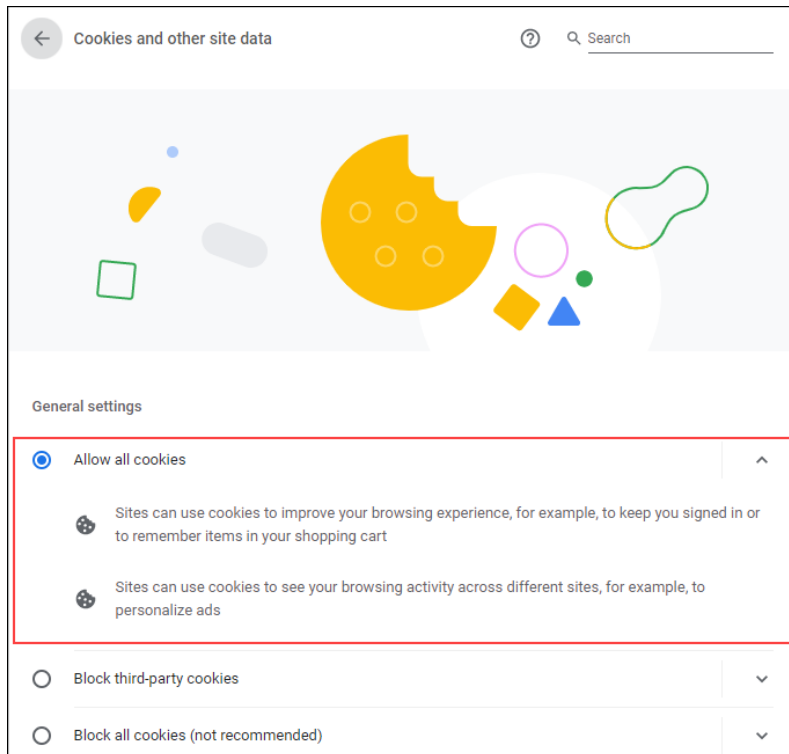
On the left-hand menu, select **Privacy and security**.



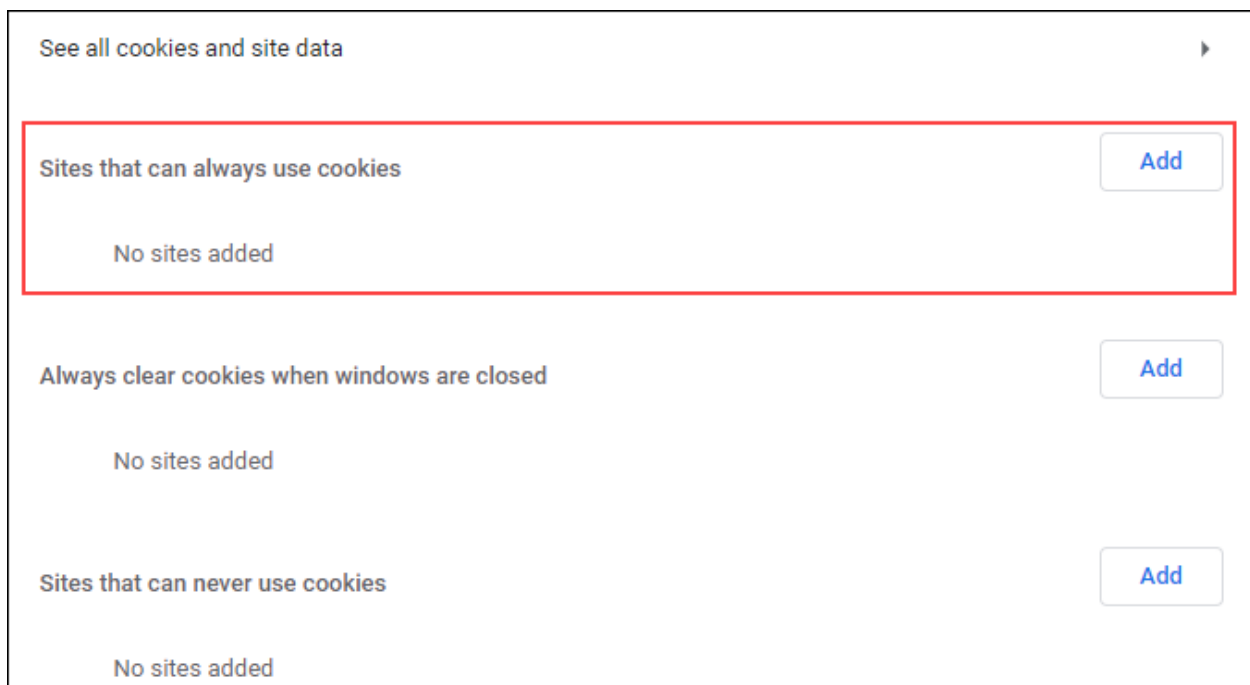
Click **Cookies and other site data**.

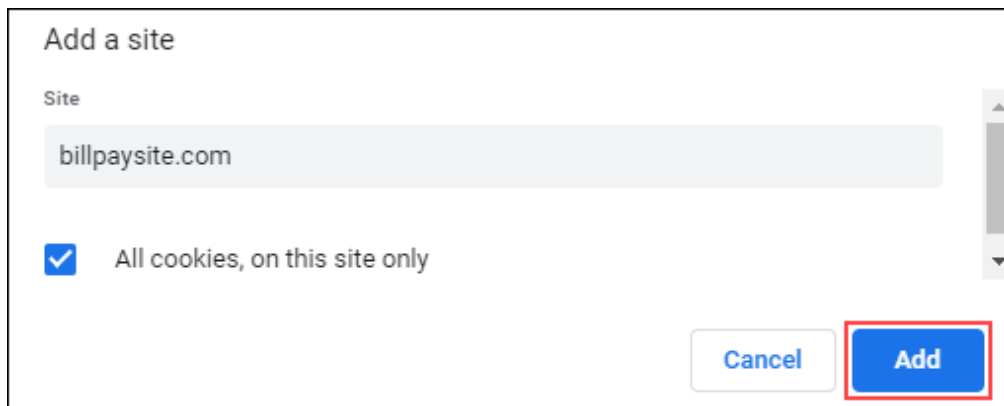


Under *General settings* choose **Allow all cookies**.

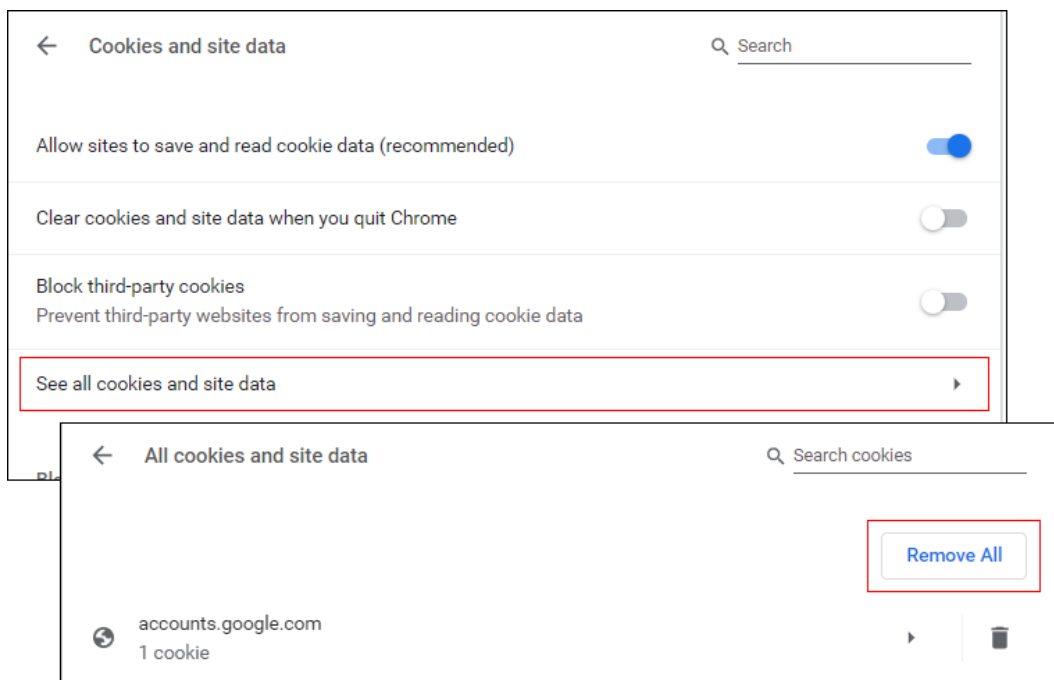


Scroll down to the *Sites that can always use cookies* option. Click **Add**, type www.billpaysite.com for Consumer Bill Pay or www.businessbillpay-e.com for Business Bill Pay. If applicable, select the box next to *All cookies, on this site only* and click **Add**.



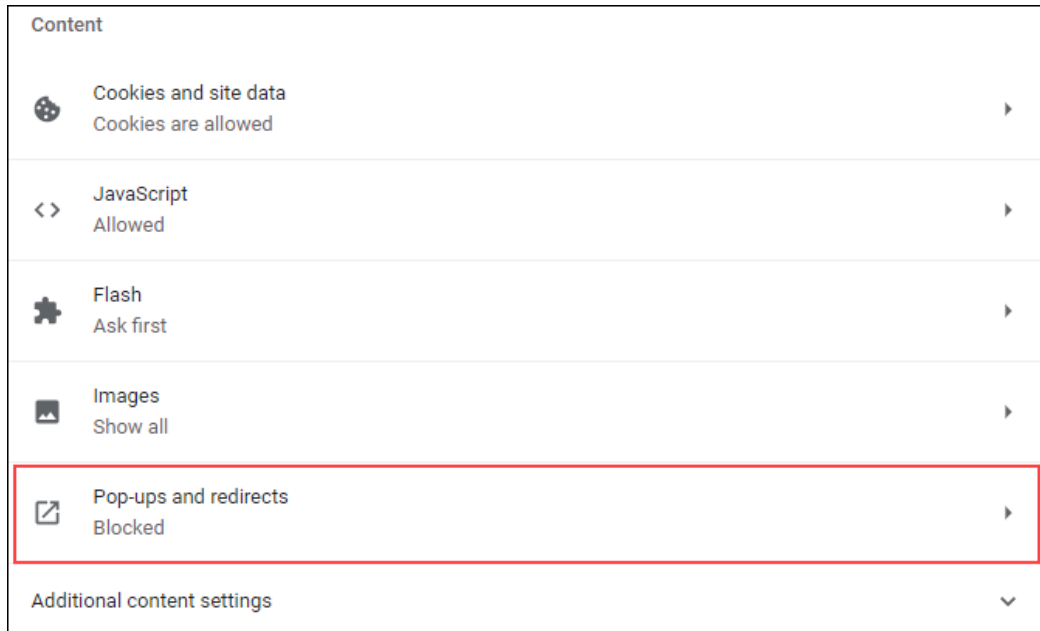
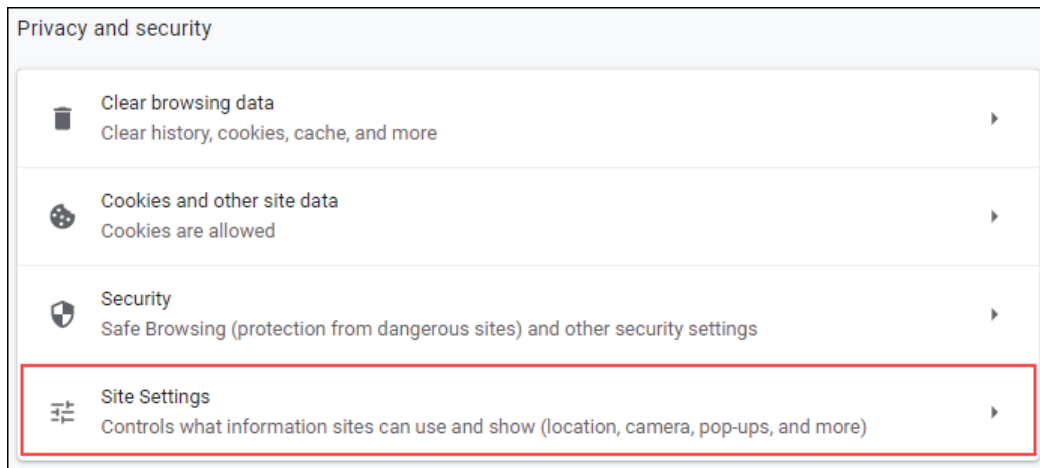


Clear cookies and site data by clicking **Remove All** or the garbage can icon. Depending on the browser version, you may first need to click **See all cookies and site data**.



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:

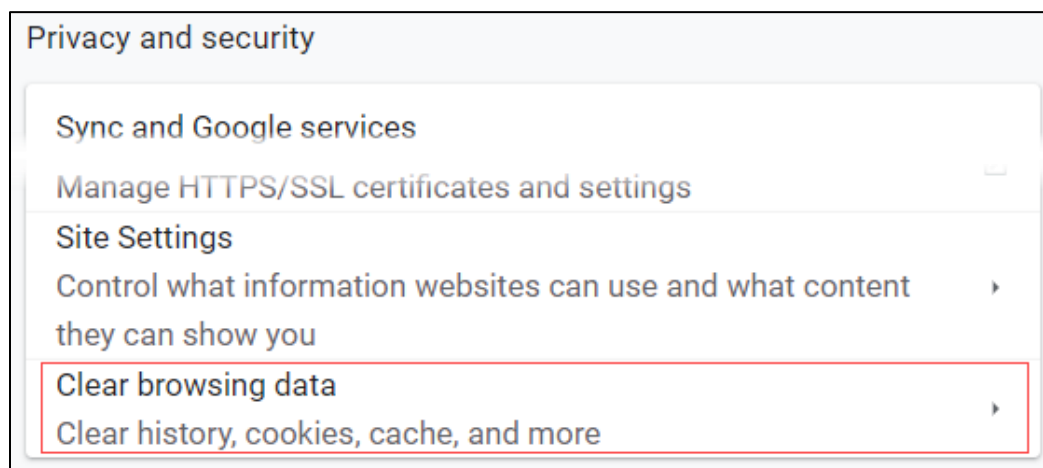
Click **Add**, type www.billpaysite.com for Consumer Bill Pay or www.businessbillpay-e.com for Business Bill Pay and click **Add**.

iPay Portal users:

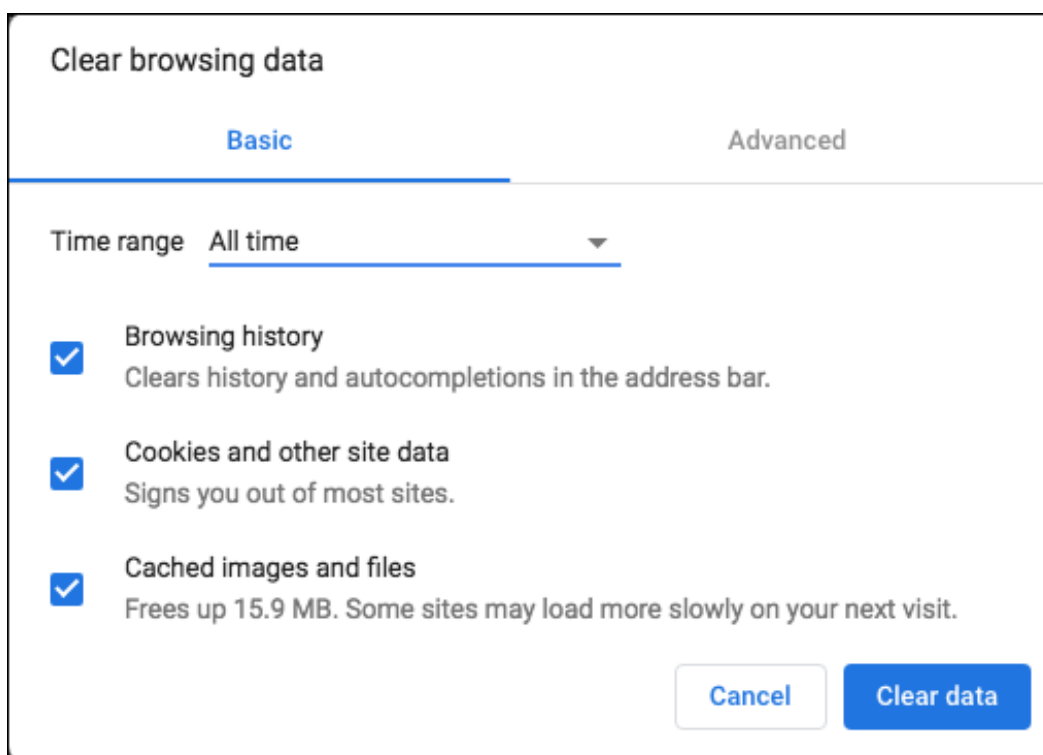
Click **Add**, type jhaipayportal.com and click **Add**.

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.

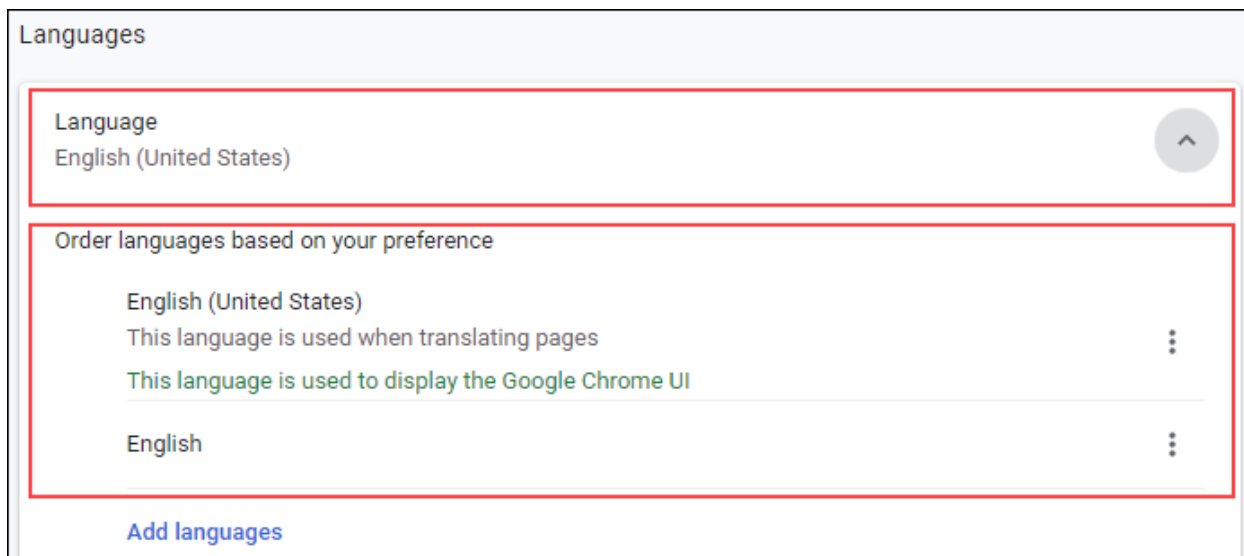
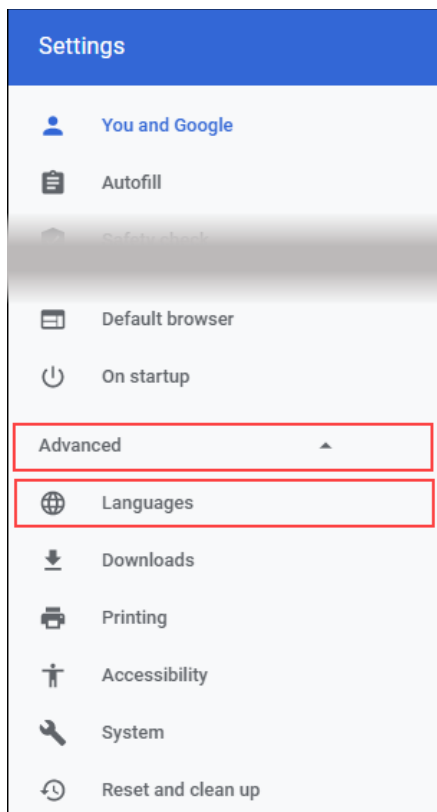
Next delete your browsing history. From the *Privacy and security* page, click **Clear browsing data**.



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**.



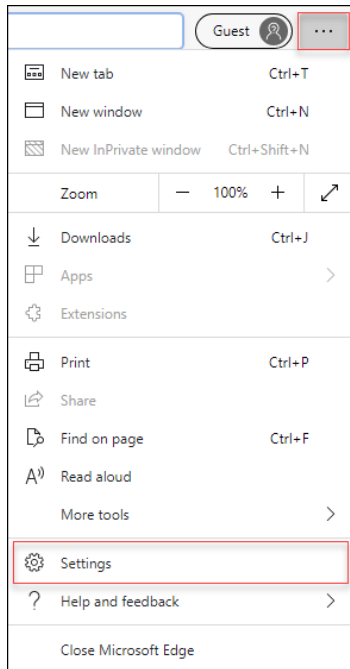
While still in *Settings*, click the *Advanced* option from the left-hand menu. Select **Languages** and click **Language**. Under *Order language based on your preference*, ensure that *English (United States)* is the first, or only, language listed.



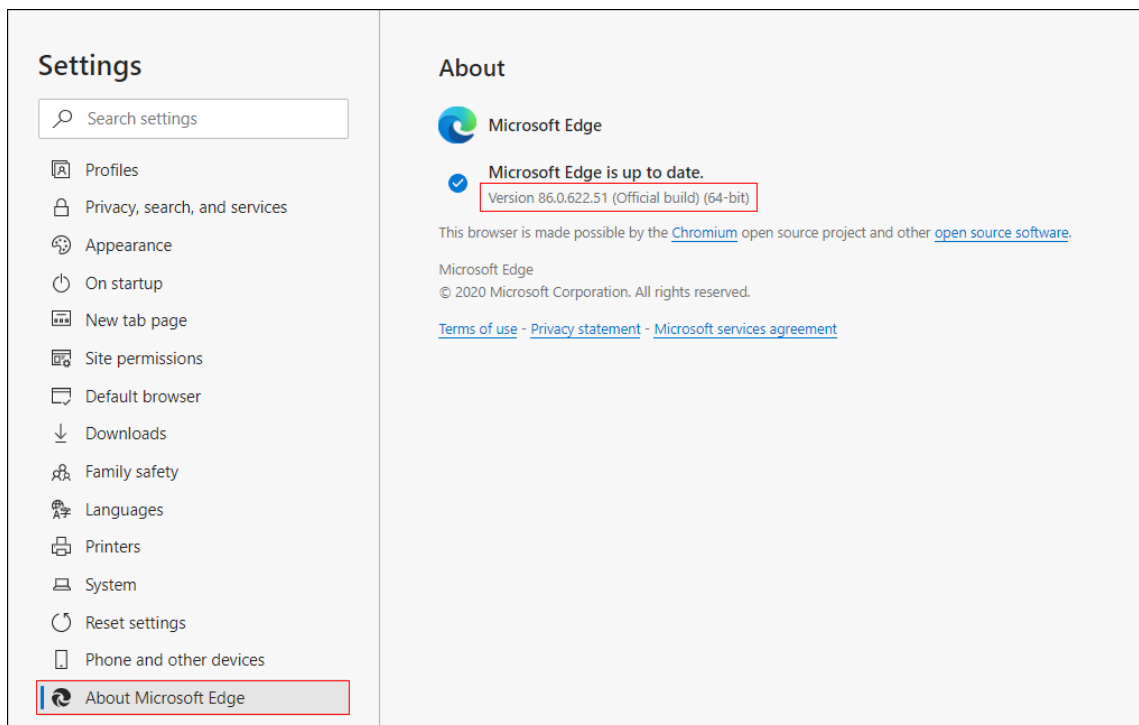
Restart the browser by closing all open sessions.

Microsoft® Edge 88 and 89

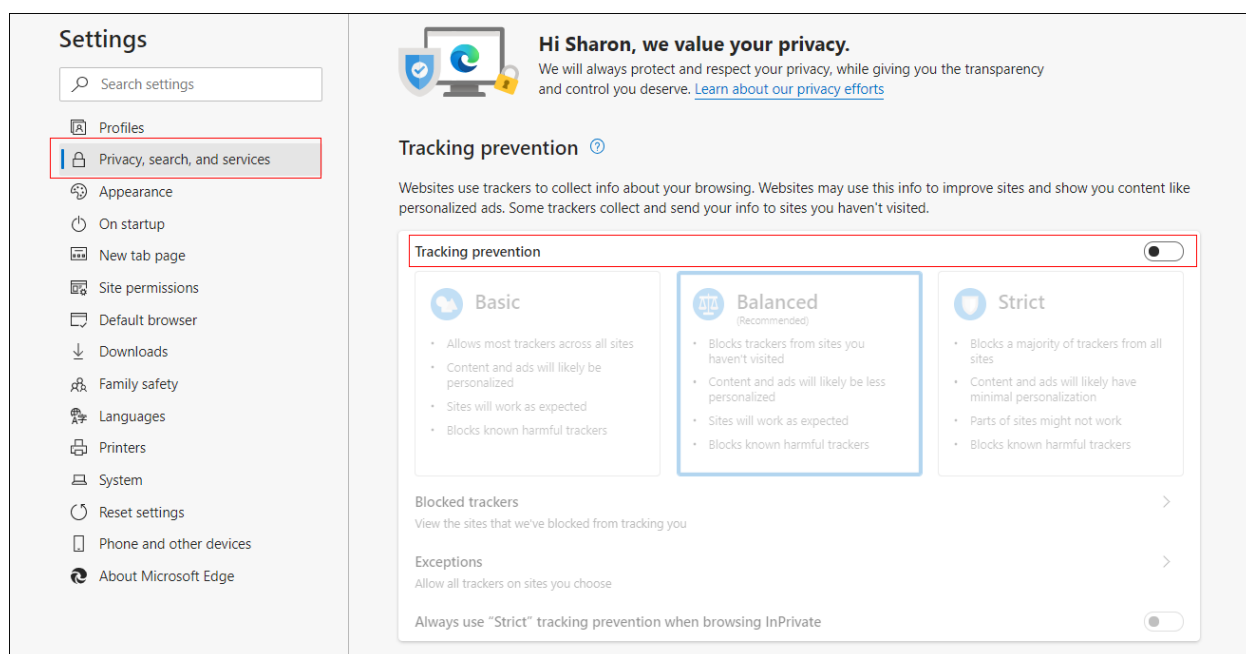
To locate the browser version, with the browser window open, click the Menu icon. Then, click **Settings**.



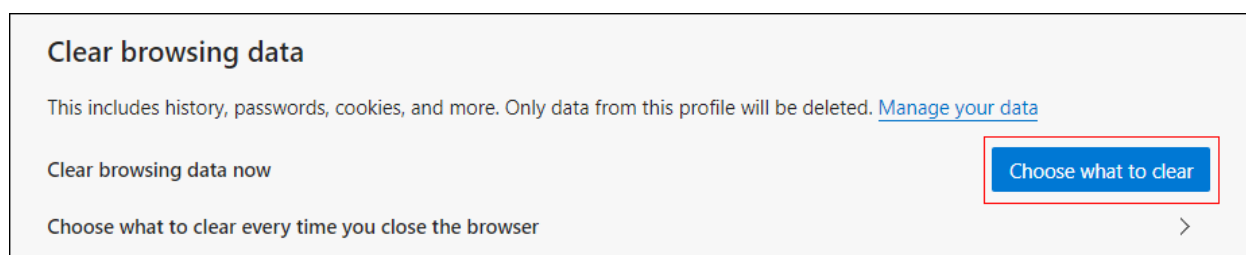
Click *About Microsoft Edge*.



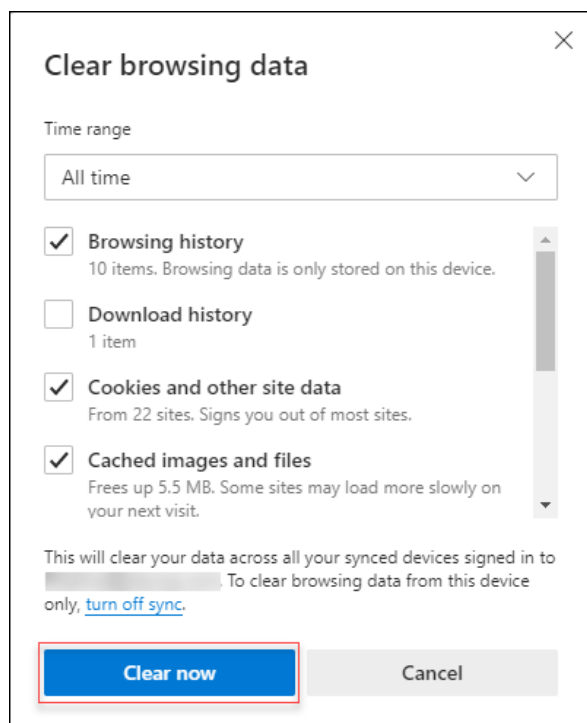
While still in **Settings**, click **Privacy, search, and services**. Turn off **Tracking prevention**.



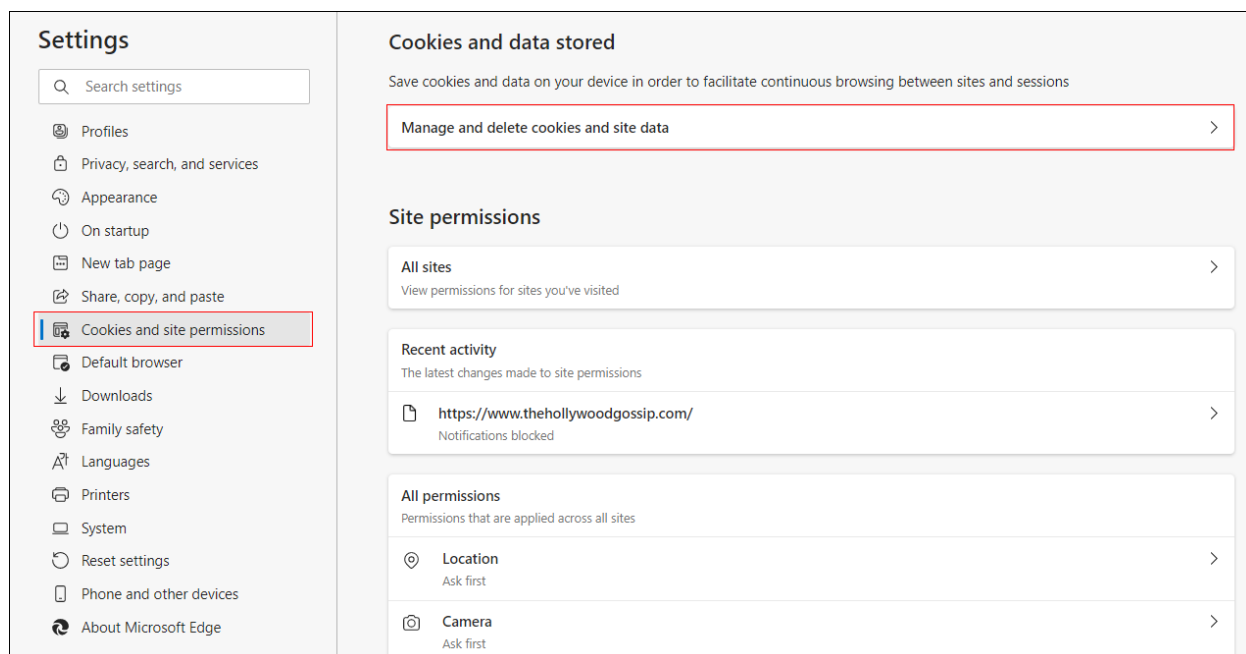
While still on the **Privacy, search, and services** page, locate the **Clear browsing data** section and click **Choose what to clear**.



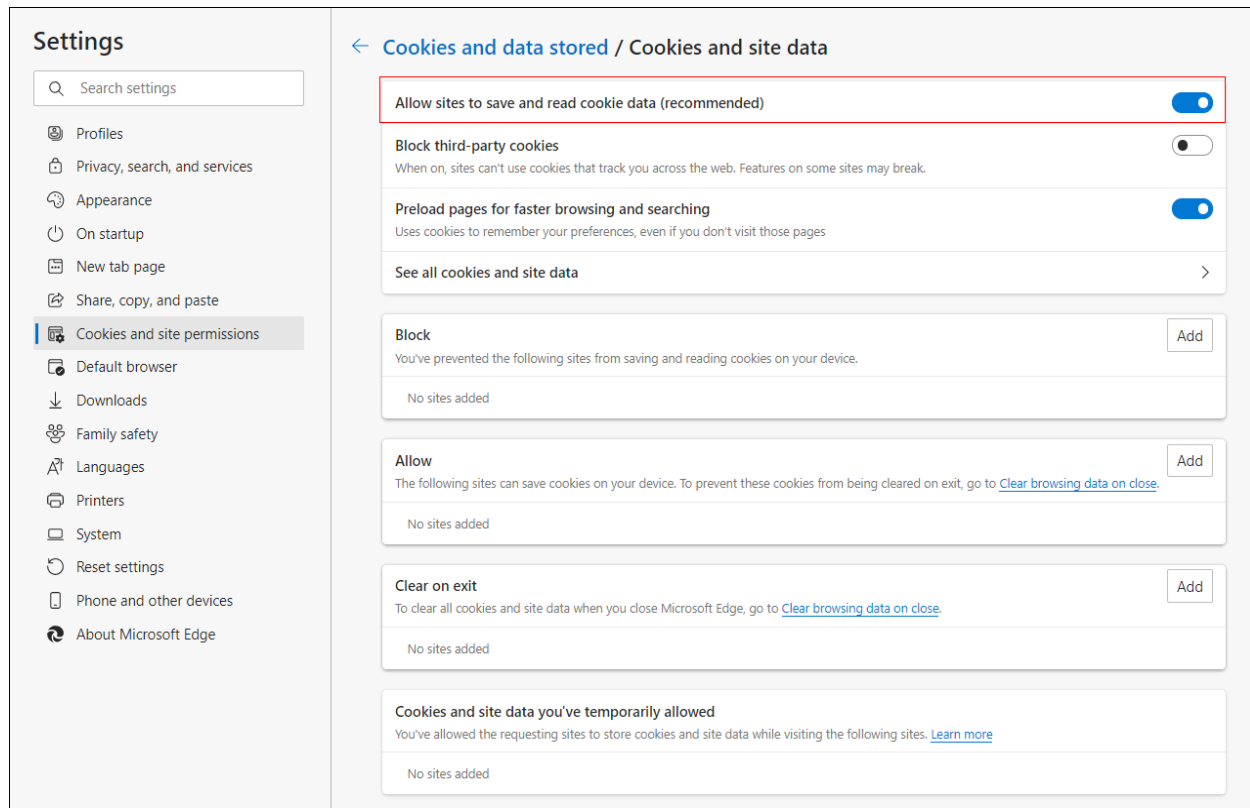
In the Time range section, choose **All time**. Select **Browsing History**, **Cookies and other site data**, and **Cached images and files**, then click **Clear now**.



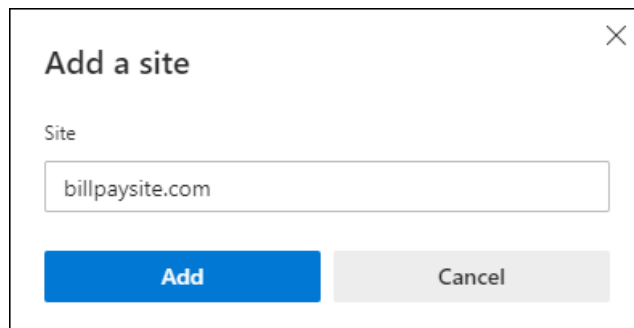
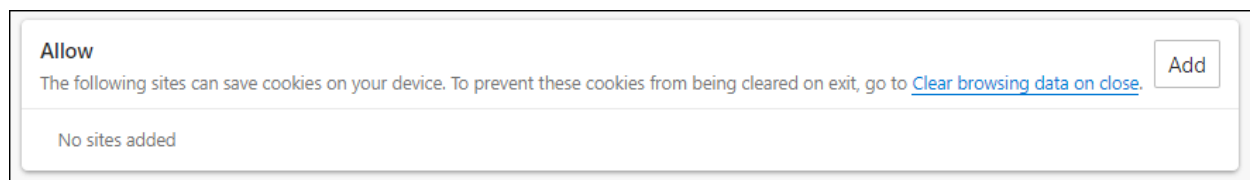
Under the **Settings** menu, select **Cookies and site permissions**. Then, click **Manage and delete cookies and site data**.



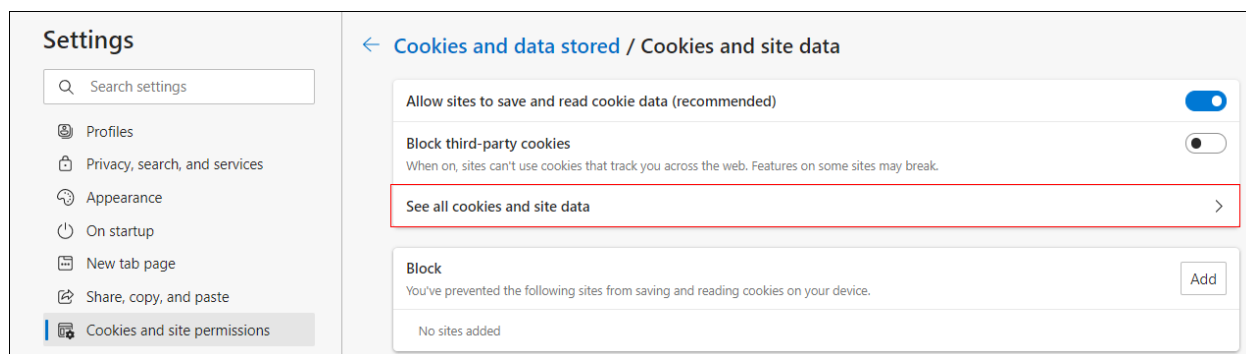
Turn on **Allow sites to save and read cookie data (recommended)**. Turn off **Block third-party cookies**.



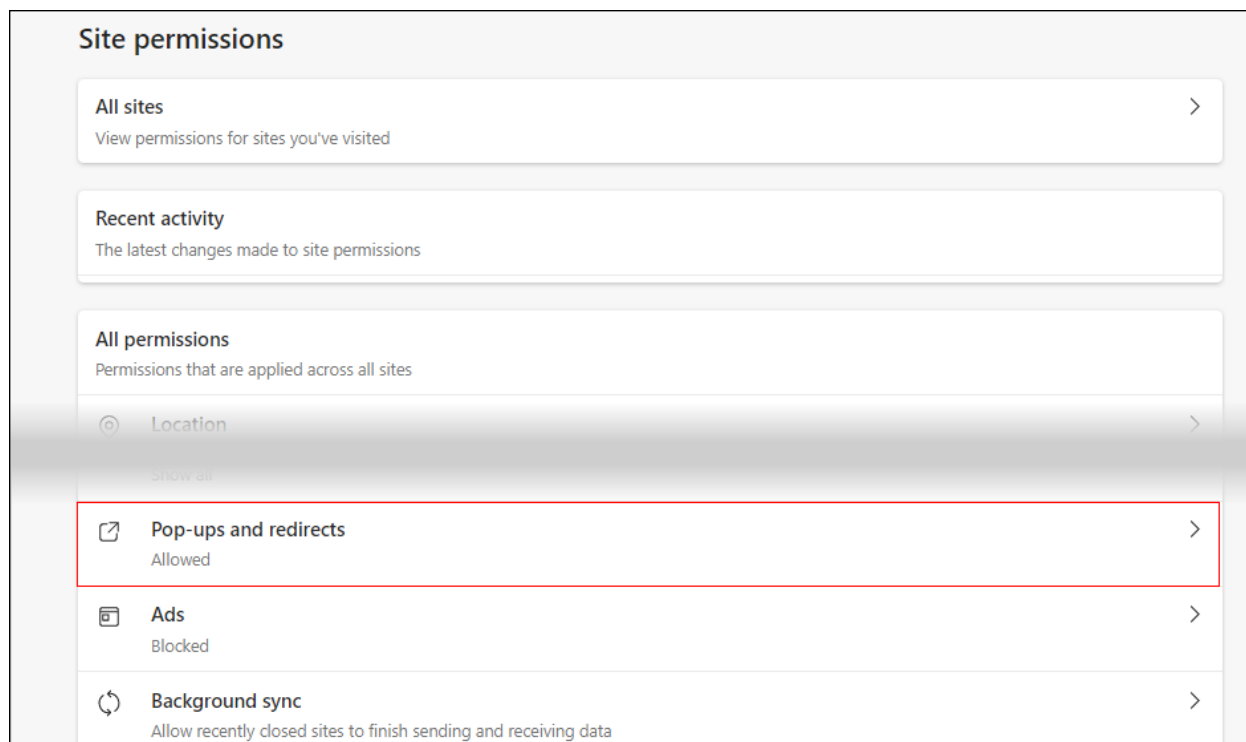
In the *Allow* section, click **Add** and type billpaysite.com for Consumer Bill Pay or businessbillpay-e.com for Business Bill Pay and click **Add**.



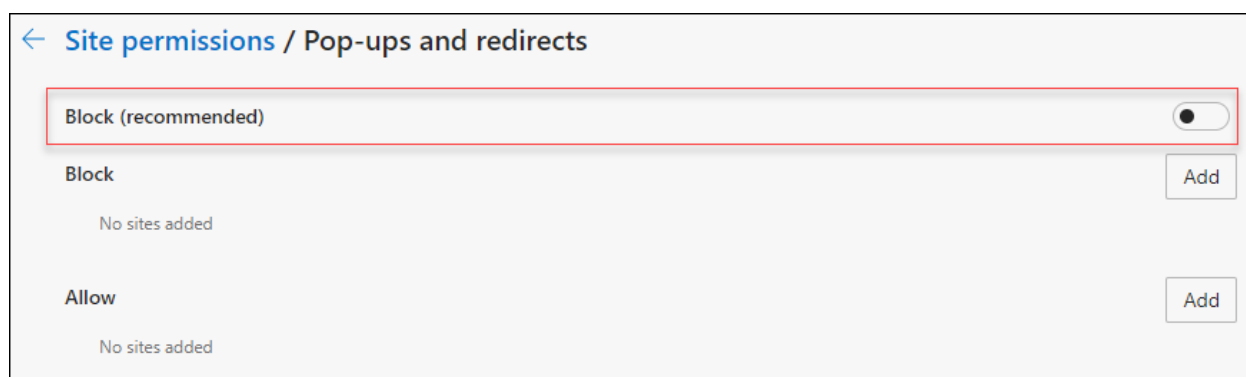
While still on the **Cookies and site permissions** page, click **See all cookies and site data** and then click **Remove All**.



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



Turn off **Block (recommended)**.



← Site permissions / Pop-ups and redirects

Block (recommended) ☒

Block Add

No sites added

Allow Add

No sites added

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**.

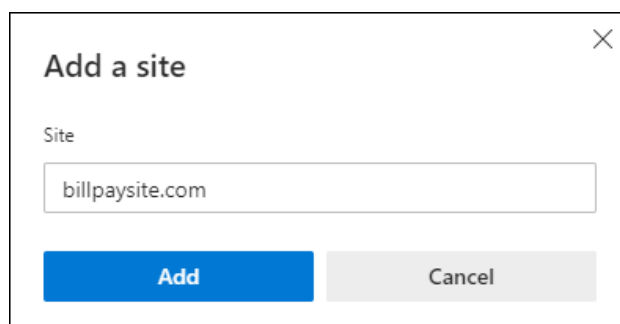
iPay Portal users:

In the *Allow* section, click **Add**, type jhaipayportal.com and click **Add**.



Allow Add

No sites added



✕

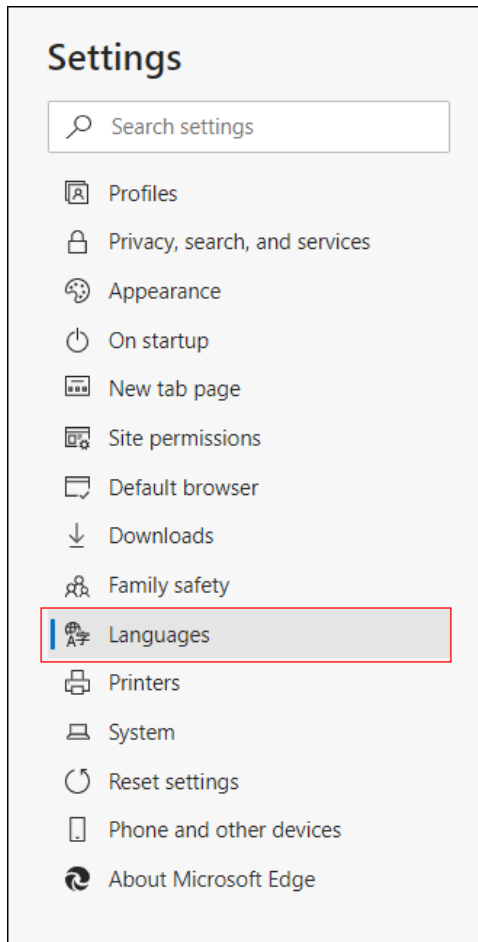
Add a site

Site

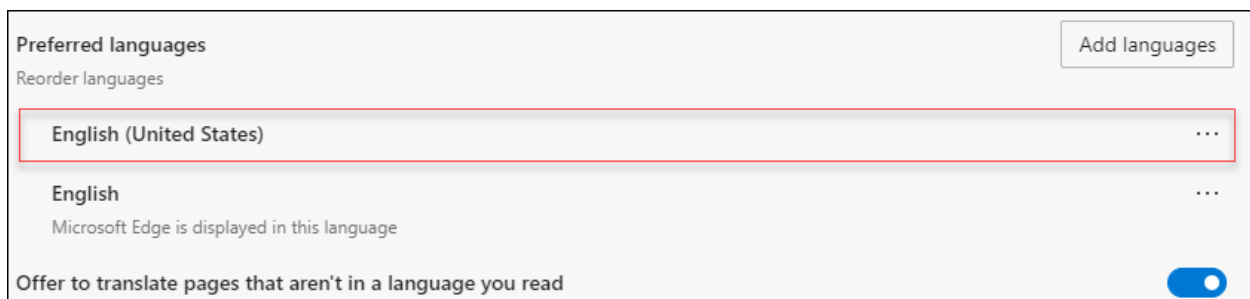
billpaysite.com

Add Cancel

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



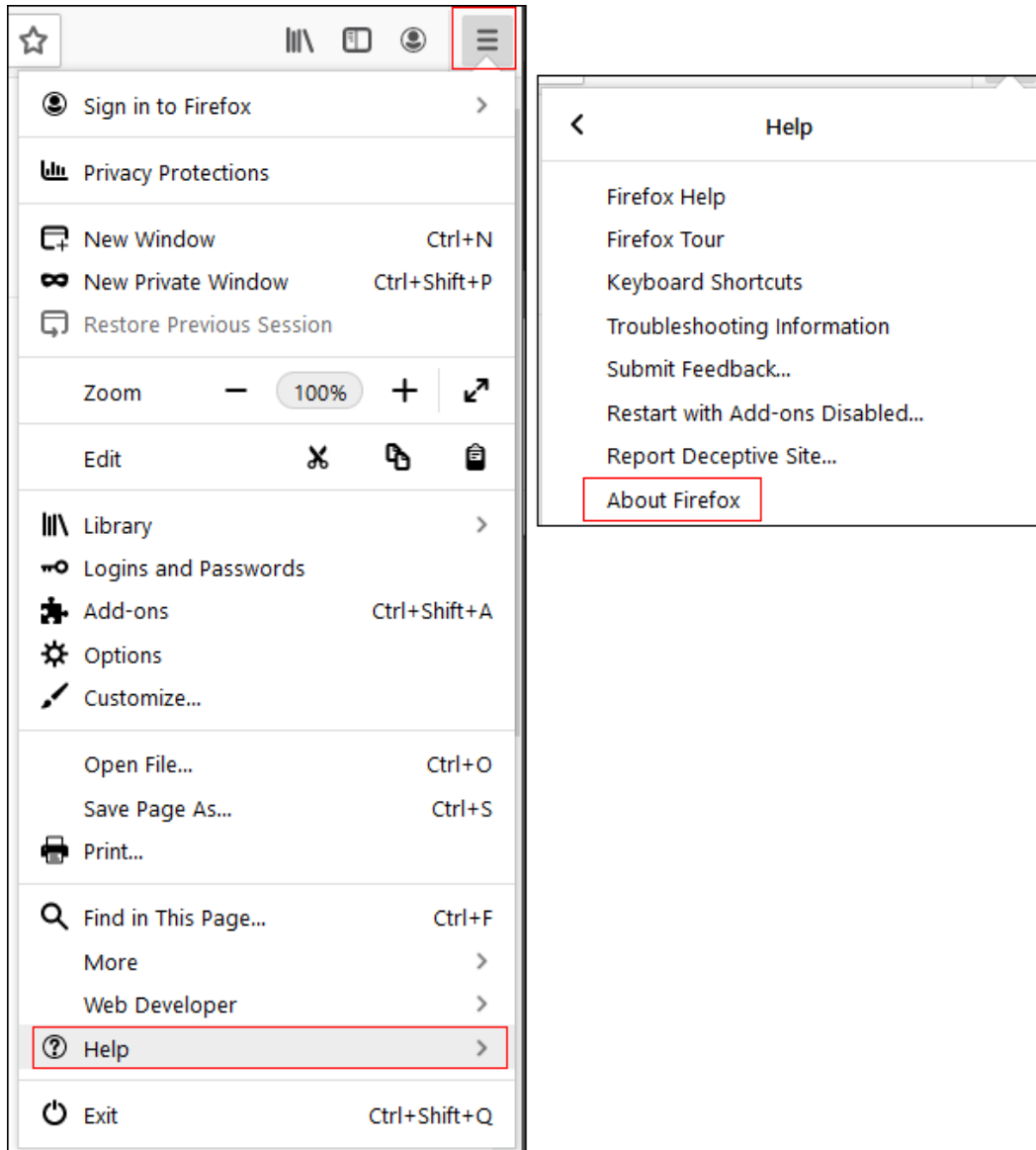
Under **Preferred languages** ensure that *English (United States)* is the first, or only, language listed.



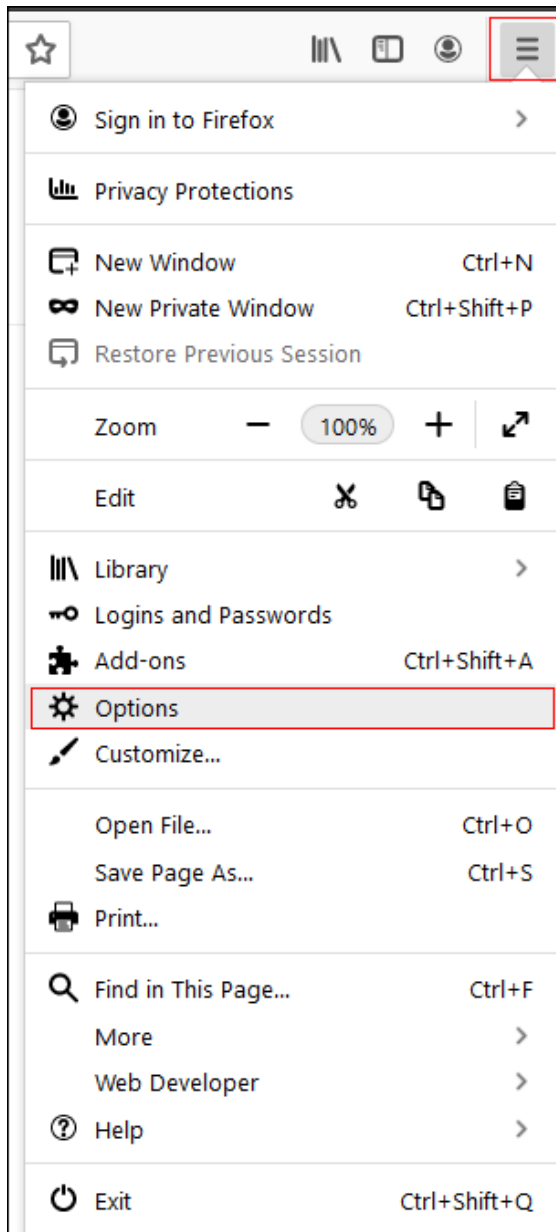
Restart the browser by closing all open sessions.

Firefox 85 and 86

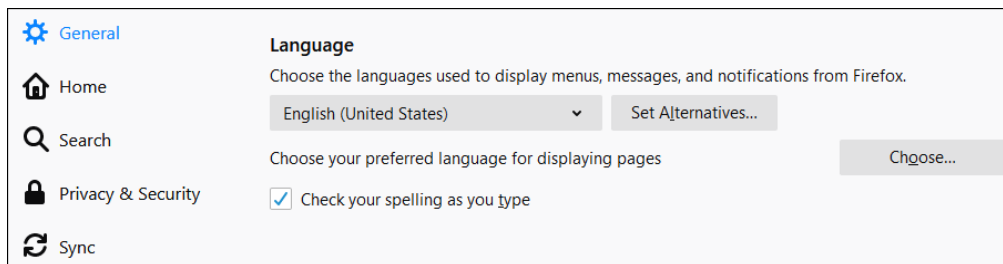
To locate the browser version, with the browser window open, select the menu icon. Click **Help**, then **About Firefox**.



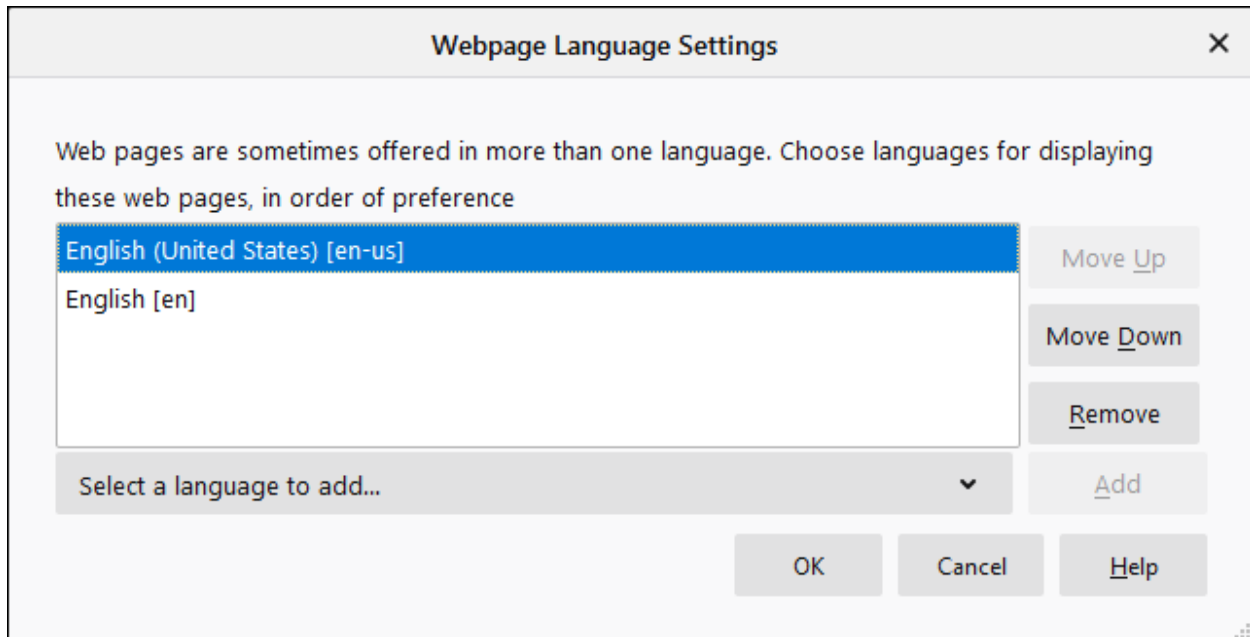
With the browser window open, click the **menu** icon, then click **Options**.



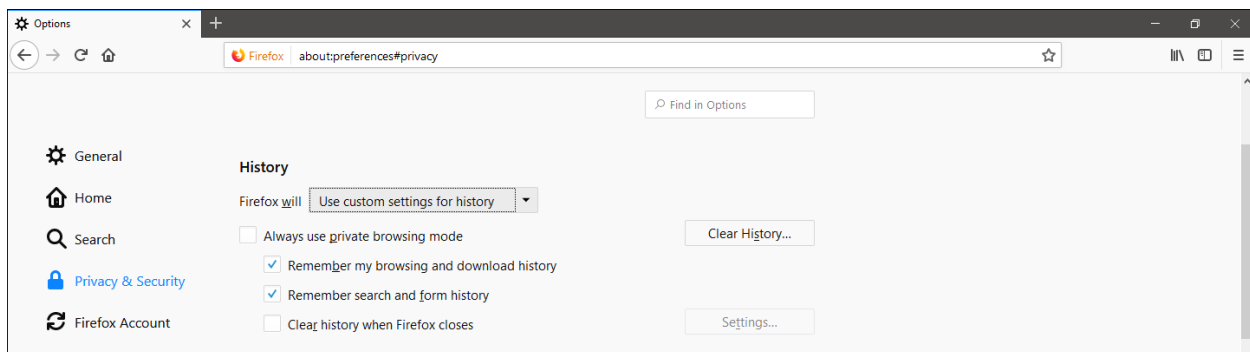
Click **General**, scroll to the *Language* section and click **Choose**.



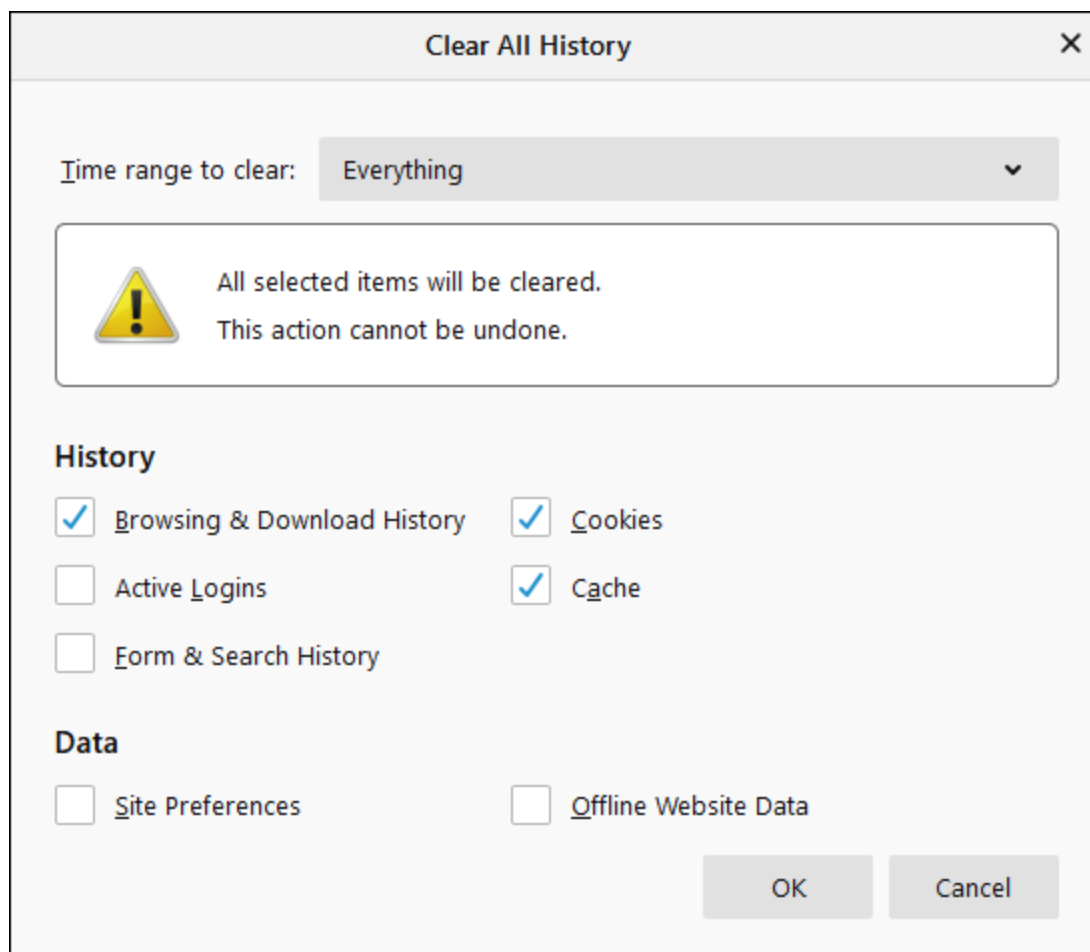
Ensure that *English (United States)* is the first, or only, language listed.



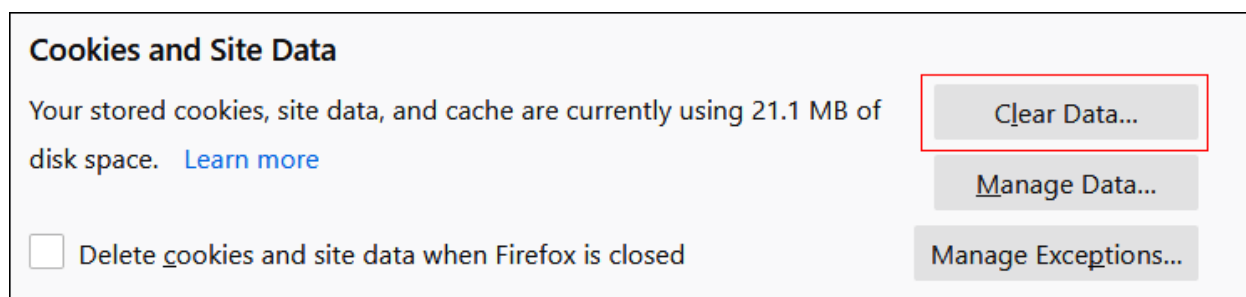
Click **Privacy & Security**, then scroll to the *History* section. From the *Firefox will* menu, choose **Use custom settings for history**.



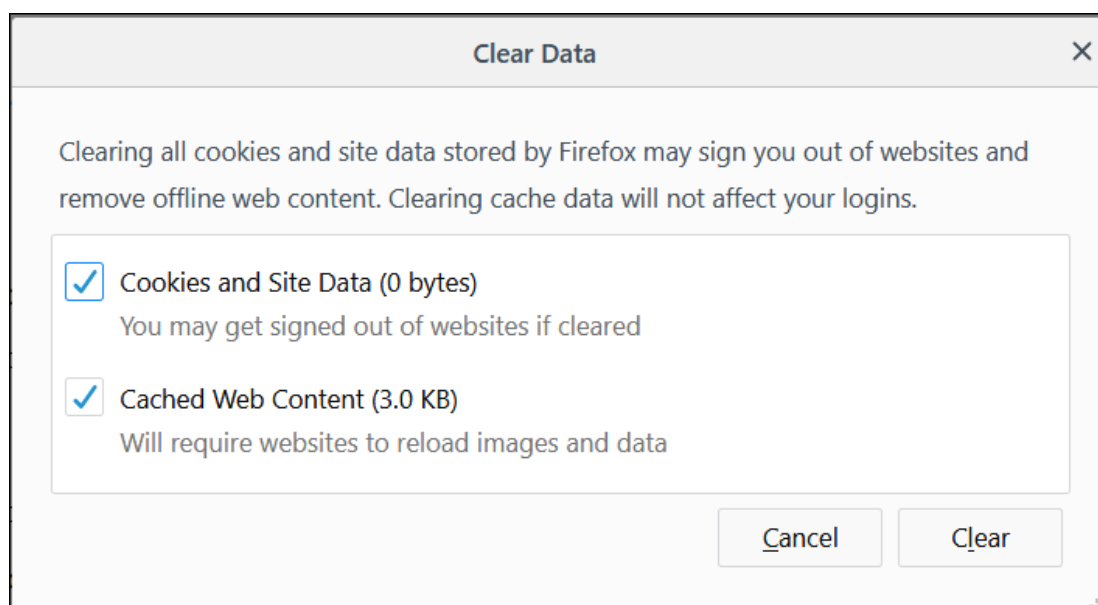
Select **Clear History**. Choose **Everything** from the drop-down menu. Select **Browsing & Download History**, **Cookies**, and **Cache**, then click **OK**.



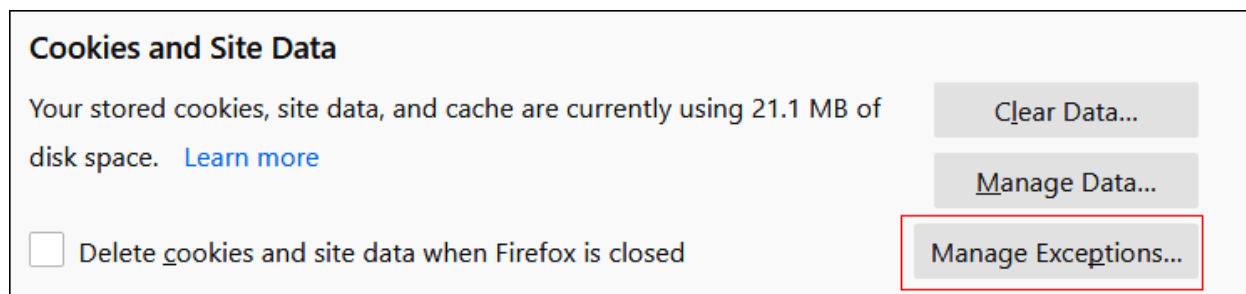
Scroll to the *Cookies and Site Data* section and click **Clear Data**.



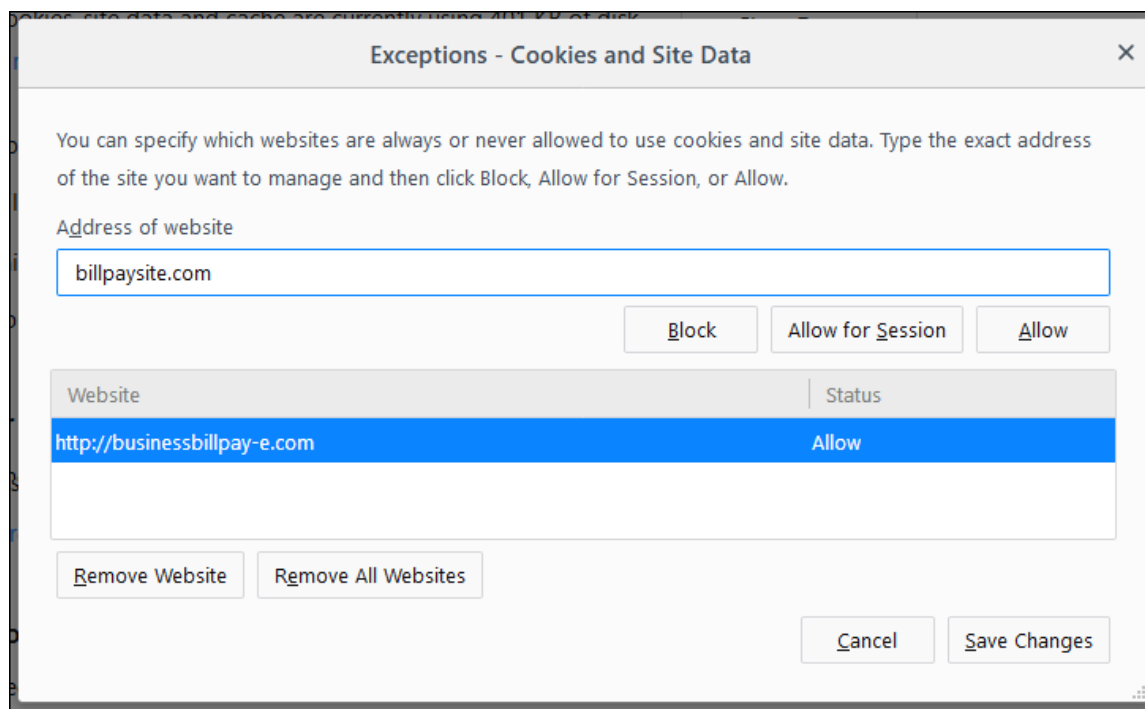
Select **Cookies and Site Data** and **Cached Web Content**, then click **Clear**.



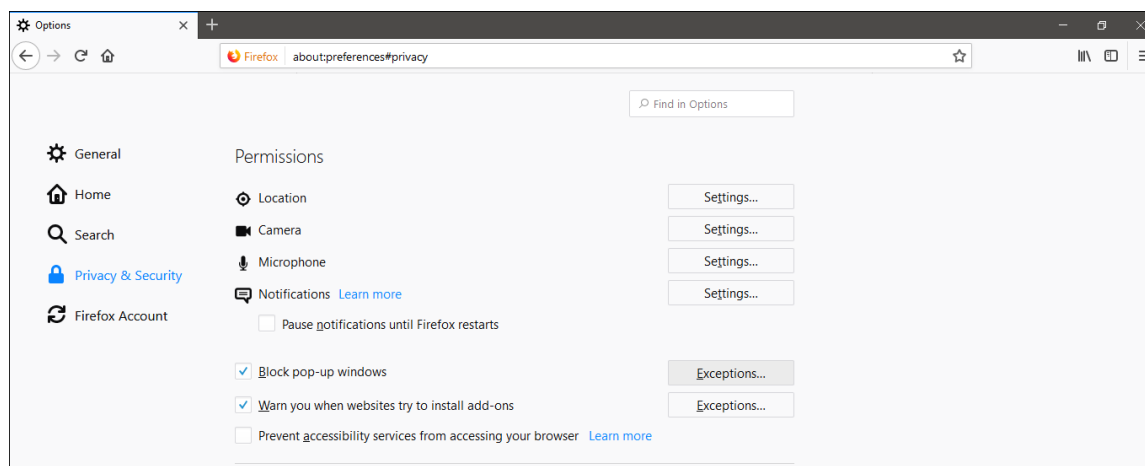
While still in the *Cookies and Site Data* section, click **Manage Exceptions**.



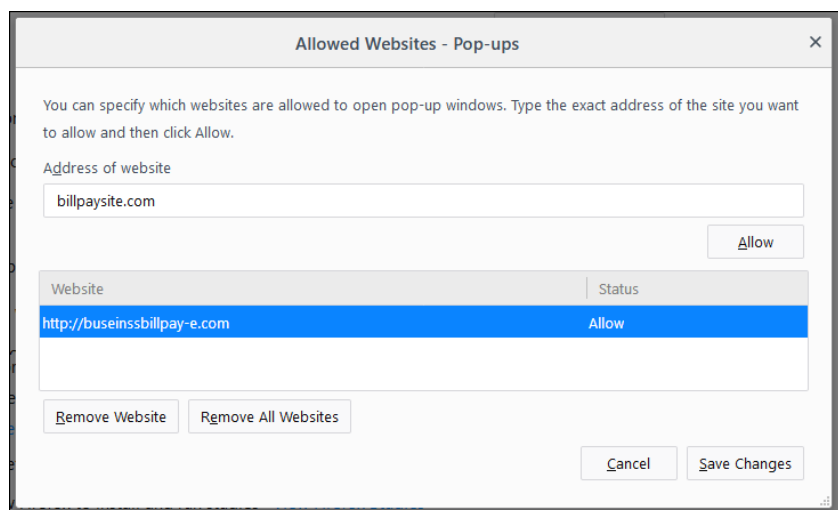
Under *Address of website*, type www.billpaysite.com for Consumer Bill Pay or www.businessbillpay-e.com for Business Bill Pay and click **Allow**. Click **Save Changes**.



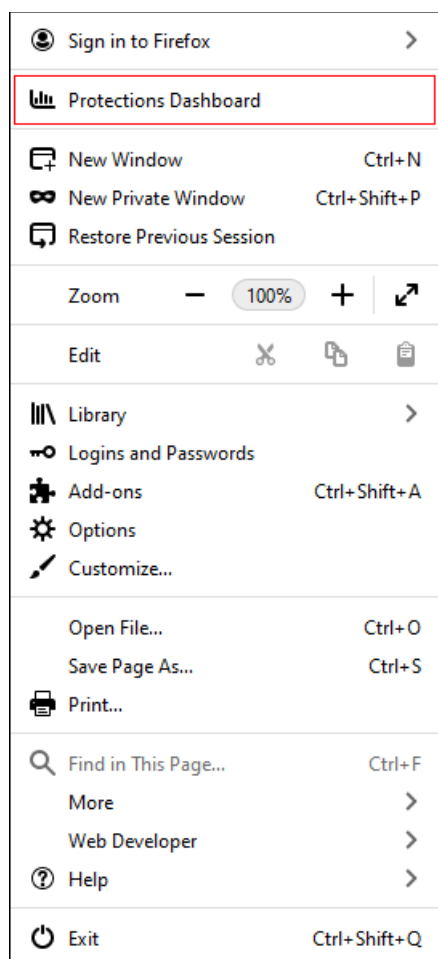
While in **Privacy & Security**, scroll to the *Permissions* section and click **Exceptions for Block pop-up windows**.



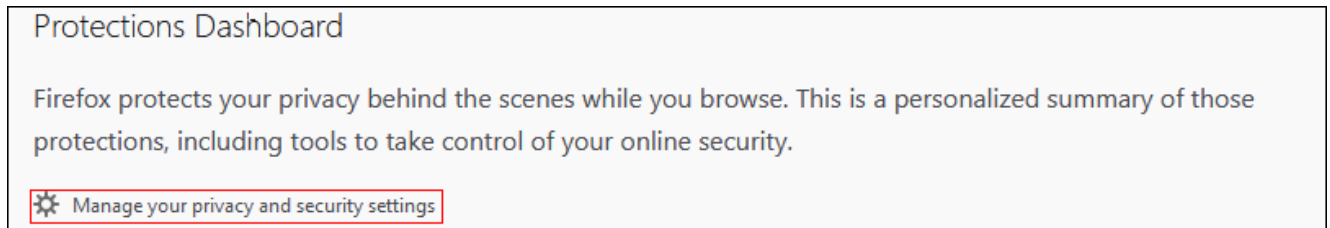
Under *Address of website*, type www.billpaysite.com for Consumer Bill Pay or www.businessbillpay-e.com for Business Bill Pay and click **Allow**. Click **Save Changes**.



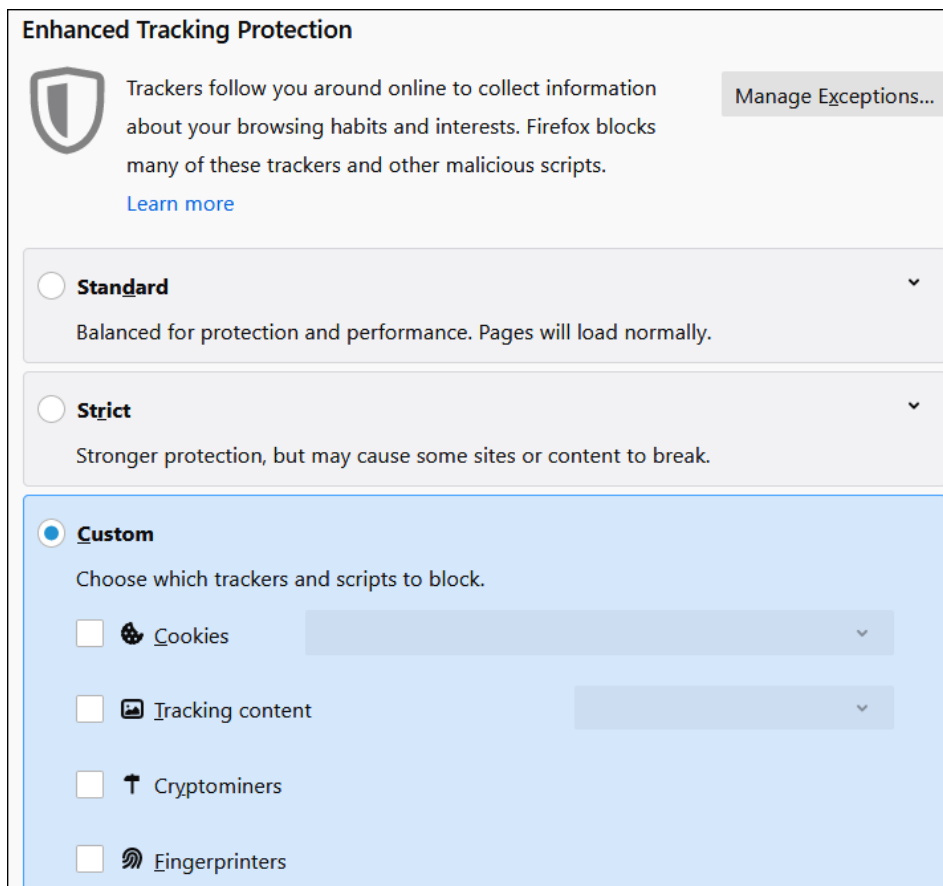
With the browser window still open, click the **menu** icon, then click **Protections Dashboard**.



In the *Protections Dashboard* section, click the **gear icon**.



Click **Custom**, and ensure no checkboxes are selected.



Restart the browser by closing all open sessions.